

HEALTHWEST

PROGRAM/PERSONNEL MEETING MINUTES

**December 1, 2023
8:00 a.m.**

**376 E. Apple Ave.
Muskegon, MI 49442**

CALL TO ORDER

The regular meeting of the Program/Personnel Committee was called to order by Chair Natte at 8:00 a.m.

ROLL CALL

Members Present: Cheryl Natte, Janet Thomas, Tamara Madison, Thomas Hardy, Janice Hilleary

Staff Present: Holly Brink, Gina Post, Shannon Morgan, Amber Berndt, Rich Francisco, Linda Wagner, Gary Ridley, Melina Barrett, Kristi Chittenden, Nate Kennert, Brandy Carlson, Tasha Percy, Jennifer Hoeker

Guests Present: Kristen Wade

MINUTES

It was moved by Ms. Thomas, seconded by Mr. Hardy, to approve the minutes of the October 13, 2023 meeting as written.

MOTION CARRIED.

PUBLIC COMMENT (ON AN AGENDA ITEM)

There was no public comment.

ITEMS FOR CONSIDERATION

There was no items for consideration.

OLD BUSINESS

There was no old business.

NEW BUSINESS

There was no new business.

COMMUNICATION

There was no communication.

DIRECTOR'S COMMENTS

Executive Director, Rich Francisco, provided an update:

Compliance Committee – There has been an increase in cases this year by a significant amount. Our compliance officer, Linda Closz, reports that we have had 32 cases so far this year compared to 3 last year. Cases all vary, mostly stemming from contractual services and contract compliance. Some were discovered from the LRE audit, and some were internal staff filing rights and compliance complaints. Linda is tracking and ensuring that these issues are addressed and resolved.

Assessment Team and MI Team 3 updates - MI Team 3 anticipates being up and running on Dec. 11th and the assessment team is conducting interviews to fill 5 open assessor positions. There are internal and external applicants.

UM Steering Committee - Had our UM Steering Committee yesterday (chaired by Carrie Crummett). The work has begun to better structure this committee. The group decided more could be done to identify areas for improvement in HW overall by looking at certain types of data. The UM committee is now defining a matrix of reports and looking at a variety of data, such as Crisis Residential Unit data, Spend down data, High Utilizers to ED data, Local Psychiatric and State psychiatric utilization data to start.

Would like to introduce Kristi Chittenden our new CIO. Kristi started this past Wednesday, 11/29. She is starting to be involved in some meetings, has been meeting staff, and is beginning to complete some on-boarding trainings. Kristi will be completing her full orientation this coming Monday.

AUDIENCE PARTICIPATION

There was no audience participation.

ADJOURNMENT

There being no further business to come before the board, the meeting adjourned at 8:05 a.m.

Respectfully,

Cheryl Natte
Program/Personnel Committee Chair

CN/hb

***PRELIMINARY MINUTES
To be approved at the Program/Personnel Committee Meeting on
February 9, 2023***



PROGRAM AND PERSONNEL COMMITTEE

**Friday, December 1, 2023
8:00 a.m.**

376 E. Apple Ave., Muskegon, MI 49442

**Program and Personnel Committee Chair: Cheryl Natte
Program and Personnel Committee Vice-Chair: Janice Hilleary**

AGENDA

- | | | |
|-----|--|-------------|
| 1) | Call to Order | Action |
| 2) | Approval of Agenda | Action |
| 3) | Approval of the Minutes of October 13, 2023
(Attachment #1 – pg. 1-2) | Action |
| 4) | Public Comment (on an agenda item) | |
| 5) | Items for Consideration | |
| 6) | Old Business | |
| 7) | New Business | |
| 8) | Communication | |
| | A) Director's Update – Rich Francisco | Information |
| 9) | Audience Participation / Public Comment | |
| 10) | Adjournment | Action |

/hb

Main Office

376 E. Apple Ave. | Muskegon, MI 49442 | P (231) 724-1111 | F (231) 724-3659

HealthWest.net

HEALTHWEST
PROGRAM/PERSONNEL MEETING MINUTES

October 13, 2023
8:00 a.m.

376 E. Apple Ave.
Muskegon, MI 49442

CALL TO ORDER

The regular meeting of the Program/Personnel Committee was called to order by Chair Natte at 8:03 a.m.

ROLL CALL

Members Present: Cheryl Natte, Janet Thomas, Tamara Madison, Thomas Hardy

Members Absent: Janice Hilleary

Staff Present: Gina Post, Shannon Morgan, Cyndi Blair, Amber Berndt, Rich Francisco, Linda Wagner, Christy LaDronka, Heather Wiegand, Brian Speer, Gary Ridley, Randi Bennett, Mike Kimble, Chelsea Kirksey, Pam Kimble, Melina Barrett

Guests Present: Kristen Wade, John Weerstra

MINUTES

It was moved by Mr. Hardy, seconded by Ms. Madison, to approve the minutes of the August 11, 2023 meeting as written.

MOTION CARRIED.

PUBLIC COMMENT (ON AN AGENDA ITEM)

There was no public comment.

ITEMS FOR CONSIDERATION

It was moved by Ms. Thomas, seconded by Mr. Hardy, to authorize the policy and procedural changes as described above and attached, effective October 27, 2023.

MOTION CARRIED.

It was moved by Mr. Hardy, seconded by Ms. Thomas, to authorize the policy and procedural changes as described above and attached, effective October 27, 2023.

MOTION CARRIED.

OLD BUSINESS

There was no old business.

NEW BUSINESS

There was no new business.

COMMUNICATION

Heather Wiegand, Clinical Service Manager of Correctional Services, provided her Crisis Intervention Training presentation. Christy LaDronka, Access Service Manager, provided her Behavioral Health Alternative Response presentation.

DIRECTOR'S COMMENTS

Executive Director, Rich Francisco, provided an update. HealthWest is participating in the soft launch of MichiCANS, MDHHS has determined that they will be replacing the CAFAS and PECFAS, two assessments previously selected for our child population. HW agreed to do the soft launch, but the scope of testing MichiCANS has changed. MDHHS released a memo that they now want the soft launch sites to conduct the MichiCANS on the foster kid population as well. At the Director's forum about 2 weeks ago on the 29th, the CEOs and directors first learned of this, and there were many pushing back because of the additional scope that was added. MDHHS has since relaxed their stance and is offering more opportunities to work this out. We have now had several meetings with CMHA and developing a stance that if the soft launch sites will continue to do this, that it would have to have certain conditions. We were told during a meeting with MDHHS, Phil Kurdowicz that his instructions came from high above. Some of the concerns brought by CMHSPs are financing, administrative burden, staffing issues, coordination details. KATA and quality improvement, HW has completed another training for KATA, and trained more managers and supervisors this past Monday. Again today, there will be another training with about 17 more staff added to the list. Our QI director, Pam Kimble has taken on doing the training now and has received more requests to do these kata project initiatives.

AUDIENCE PARTICIPATION

There was no audience participation.

ADJOURNMENT

There being no further business to come before the board, the meeting adjourned at 8:48 a.m.

Respectfully,

Cheryl Natte
Program/Personnel Committee Chair

CN/hb

HEALTHWEST

RECIPIENT RIGHTS ADVISORY COMMITTEE MEETING MINUTES

**Friday, December 1, 2023
8:00 a.m.
376 E. Apple Ave., Muskegon, MI 49442**

CALL TO ORDER

The regular meeting of the Recipient Rights Advisory Committee was called to order by Chair Hardy at 8:06 a.m.

ROLL CALL

Members Present: Janet Thomas, Tamara Madison, Cheryl Natte, Thomas Hardy, Janice Hilleary

HealthWest Staff Present: Holly Brink, Gina Post, Shannon Morgan, Amber Berndt, Rich Francisco, Linda Wagner, Gary Ridley, Melina Barrett, Kristi Chittenden, Nate Kennert, Tasha Percy, Brandy Carlson, Jennifer Hoeker

Guest Present: Kristen Wade,

APPROVAL OF MINUTES

It was moved by Ms. Natte, seconded by Ms. Hilleary, to approve the minutes of the October 13, 2023 meeting as written.

MOTION CARRIED.

ITEMS FOR CONSIDERATION

A. *Motion to Accept Recipient Rights Reports for October 2023 / November 2023*

It was moved by Ms. Thomas, seconded by Ms. Hilleary, to approve the Recipient Rights Reports for October 2023 / November 2023.

MOTION CARRIED.

For the months of October 2023 / November 2023, there were 108 HealthWest and 26 provider employees trained:

Rights Updates HealthWest	92
Rights Updates Provider	1
New Employee Training HealthWest/Contracted	14
New Employee Training Provider	25
SUD Recipient Rights Orientation Employee	1
SUD Recipient Rights Orientation Provider	0

For the months of October 2023 / November 2023 there were 614 incident reports and 28 rights allegations.

Statistical data showing type and code was provided in the enclosed report.

There were a total of 3 deaths reported in October 2023 / November 2023.

OLD BUSINESS

There was no old business.

NEW BUSINESS

There was no new business.

COMMUNICATIONS

Recipient Rights Officer, Linda Wagner, provided training on Dignity & Respect, and Mental Health Services Suited to Condition.

DIRECTOR'S COMMENTS

There was no Director's Comments.

AUDIENCE PARTICIPATION / PUBLIC COMMENT

There was no audience participation.

ADJOURNMENT

There being no further business to come before the committee, the meeting adjourned at 8:25 a.m.

Respectfully,

Thomas Hardy
HealthWest Rights Advisory Committee Chair

TH/hb

***PRELIMINARY MINUTES
To be approved at the Rights Advisory Committee Meeting of
February 9, 2023***



RECIPIENT RIGHTS ADVISORY COMMITTEE

December 1, 2023 – 8:00 a.m.

376 E. Apple Ave. Muskegon, MI 49442

Zoom: <https://healthwest.zoom.us/j/92247046543?pwd=ZXY0QnFPVGc5UVZENIRwcExTTmdvdz09>

Join by Phone: (312) 626-6799, 92718779426#

Recipient Rights Committee Chair: Thomas Hardy
Recipient Rights Committee Vice-Chair: Vacant

AGENDA

- | | | |
|-----|--|-------------|
| 1) | Call to Order | Quorum |
| 2) | Approval of Agenda | Action |
| 3) | Approval of the Minutes of October 13, 2023
(Attachment #1 – pg. 1-2) | Action |
| 4) | Public Comment (on an agenda item) | |
| 5) | Items for Consideration | |
| | A) Motion to Accept Recipient Rights Bi-Monthly Report for
October 2023 / November 2023
(Attachment #2 – pg. 3-11) | Action |
| 6) | Old Business | |
| 7) | New Business | |
| 8) | Communication | |
| | A) Training Recipient Rights: Dignity and Respect &
Mental Health Services Suited to Condition -
Linda Wagner, Recipient Rights Officer
(Attachment #3 – pg. 12-17) | Information |
| 9) | Audience Participation / Public Comment | |
| 10) | Adjournment | Action |

/hb

Main Office

376 E. Apple Ave. | Muskegon, MI 49442 | P (231) 724-1111 | F (231) 724-3659

[HealthWest.net](https://healthwest.net)

HEALTHWEST**RECIPIENT RIGHTS ADVISORY COMMITTEE MEETING MINUTES**

Friday, October 13, 2023
8:00 a.m.
376 E. Apple Ave., Muskegon, MI 49442

CALL TO ORDER

The regular meeting of the Recipient Rights Advisory Committee was called to order by Chair Hardy at 8:49 a.m.

ROLL CALL

Members Present: Janet Thomas, Tamara Madison, Cheryl Natte, Thomas Hardy

Members Absent: Janice Hilleary

HealthWest Staff Present: Gina Post, Shannon Morgan, Cyndi Blair, Amber Berndt, Rich Francisco, Linda Wagner, Christy LaDronka, Heather Wiegand, Brian Speer, Gary Ridley, Randi Bennett, Mike Kimble, Chelsea Kirksey, Pam Kimble, Melina Barrett

Guest Present: Kristen Wade, John Weerstra

APPROVAL OF MINUTES

It was moved by Ms. Madison, seconded by Ms. Thomas, to approve the minutes of the August 11, 2023 meeting as written.

MOTION CARRIED.

ITEMS FOR CONSIDERATION***A. Motion to Accept Recipient Rights Reports for August 2023 / September 2023***

It was moved by Ms. Thomas, seconded by Ms. Madison, to approve the Recipient Rights Reports for August 2023 / September 2023.

MOTION CARRIED.

For the months of August 2023 / September 2023, there were 64 HealthWest and 28 provider employees trained:

Rights Updates HealthWest	45
Rights Updates Provider	1
New Employee Training HealthWest/Contracted	13
New Employee Training Provider	14
SUD Recipient Rights Orientation Employee	1
SUD Recipient Rights Orientation Provider	2

For the months of August 2023 / September 2023 there were 737 incident reports and 35 rights allegations.

Statistical data showing type and code was provided in the enclosed report.

There were a total of 8 deaths reported in August 2023 / September 2023.

OLD BUSINESS

There was no old business.

NEW BUSINESS

There was no new business.

COMMUNICATIONS

There was no communication.

DIRECTOR'S COMMENTS

There was no Director's Comments.

AUDIENCE PARTICIPATION / PUBLIC COMMENT

There was no audience participation.

ADJOURNMENT

There being no further business to come before the committee, the meeting adjourned at 9:11 a.m.

Respectfully,

Thomas Hardy
HealthWest Rights Advisory Committee Chair

TH/hb

***PRELIMINARY MINUTES
To be approved at the Rights Advisory Committee Meeting of
December 1, 2023***



BI-MONTHLY RECIPIENT RIGHTS REPORT

Date: December 1, 2023
To: Recipient Rights Advisory Committee
From: The Office of Recipient Rights
Subject: Recipient Rights Report for October and November 2023

I. TRAINING

- A. October 4, 2023, New Employee Training for 3 HealthWest and 7 Provider employees.
- B. October 12, 2023, Rights Update for 6 HealthWest employees.
- C. October 13, 2023, CCMH Directors Quarterly Meeting attended by Linda K. Wagner RRO for .75 Recipient Rights CEUs Category I.
- D. October 13, 2023, Rights Update for 41 HealthWest and 1 Provider employees.
- E. October 19, 2023, New Employee Training for 4 HealthWest and 5 Provider employees.
- F. October 23, 2023, New Employee Training for 5 Provider employees.
- G. October 27, 2023, SUD Orientation Training for 1 HealthWest employee.
- H. November 1, 2023, New Employee Training for 2 HealthWest and 3 Provider employees.
- I. November 15, 2023, New Employee Training for 5 HealthWest and 5 Provider employees.
- J. November 17, 2023, Rights Update for 45 HealthWest employees.

108 HealthWest and **26** Provider employees were trained for the months of October and November.

II. SITE REVIEWS

- A. October 3, 2023, Bracey Home Family AFC Stanley and Cathy Bracey, Muskegon Heights, Michigan.

- B. October 30, 2023, Great Lakes Center for Autism Residential Services, Residential Opportunities, Portage, Michigan.
- C. October 30, 2023, Country Place, residential DD Cretsinger Care Homes, Ltd. Battle Creek, Michigan.
- D. October 30, 2023, Pennfield Premier Living-North, residential Mixed Cretsinger Care Homes, Ltd. Battle Creek, Michigan
- E. October 30, 2023, Pennfield Premier Living-South, residential Mixed Cretsinger Care Homes, Ltd. Battle Creek, Michigan

III. STATISTICAL INFORMATION

The Office of Recipient Rights received 614 incident reports and 28 rights allegations for the months of October and November. Provided below for your review is the statistical data showing type and location for all rights allegations for the past review period.

IV. FORMAL INVESTIGATIONS

Old Business:

- A. August 8, 2023, Morton Terrace, mixed residential, Beacon Specialized Living Services. Staff left their shift without approval, leaving the home out of staff to recipient ratio. **The allegation of NEGLECT III is SUBSTANTIATED. The staff voluntarily resigned from her position with Beacon Specialized Living.**
- B. August 8, 2023, out of county Maple Cottage, Turning Leaf Residential Rehabilitation Services, during a group the Recipient told Staff that he and another Staff argued because the Recipient asked the other Staff for a glass of milk. The argument escalated to the point the Other Staff told the Recipient, 'to shut up and leave her alone. Staff told Will she would talk to him later about it when the group was over. **The investigation into the allegation of DIGNITY AND RESPECT is substantiated. Staff was removed from this location and given a written reprimand.**
- C. August 8, 2023, Riverwood, residential DD, Pioneer Resources, the Recipient was videotaped, and you could hear the staff person call out her name. Staff was also heard saying that if she threw a glove box at her she would harm her and called the Recipient a b--ch. **The investigation into the allegation of ABUSE III is substantiated. The staff was terminated.** During the investigation, a secondary complaint was discovered for **Disclosure of Confidential Information that is substantiated. The staff left employment with Pioneer Resources.**

- D. August 11, 2023, ABA Playground, *other services*, Pioneer Resources, a Staff had a hard grip on a Recipient. The Staff would have been facing the Recipient holding on to her left forearm pulling with her body weight. The Recipient was verbally distressed. **The allegation of MENTAL HEALTH SERVICES SUITED TO CONDITION is SUBSTANTIATED. The staff received additional training.**
- E. August 11, 2023, Community Living Supports Services provided by Preferred Employment and Living Services, *CLS Services*, CLS Staff and the Recipient had made plans to meet the Recipient's friend in the parking lot to pass off some movies that she was selling on FB. The CLS Staff began screaming at the Recipient saying, "you can't go out of my sight." **The investigation into the allegation of DIGNITY AND RESPECT is substantiated. The staff was removed from working with the Recipient and received additional training.**
- F. August 22, 2023, Sophia Home, *residential DD*, MOKA Non-Profit Services Corp., Recipient went missing from the group of his housemates and staff while exiting the Music Festival. He was later found by Police and returned to the group. **The investigation into Safe, Sanitary, and Humane Treatment Environment is substantiated. Staff received a written reprimand, and additional training on Individual Plans of Service and is enrolled to repeat their Recipient Rights Training.**
- G. August 25, 2023, Black Creek Cove, *residential DD*, HGA Support Services. Recipient was seen by HealthWest RN because it appeared that she had a significant weight loss and malnutrition. **The investigation of MENTAL HEALTH SERVICES SUITED TO CONDITION is substantiated. The staff were retrained on the proper documentation requirements.** During the investigation it was discovered that staff had falsified food acceptance logs. Therefore, **the investigation into NEGLECT-CLASS III was also substantiated. The staff was counseled on proper documentation requirements and received a written reprimand.**
- H. August 29, 2023, Crescent Home, *residential DD*, MOKA Non-Profit Services Corp. Two recipients were at a restaurant with one staff person. The staff person took one recipient to the restroom, leaving the other recipient sitting at the table alone. **The investigation of MENTAL HEALTH SERVICES SUITED TO CONDITION is not substantiated.**
- I. September 1, 2023, Recipient Receiving Adult Outpatient Services from HealthWest stated he was wrongfully discharged from the Crisis Residential Unit. (CRU) because he was still a danger to himself. Staff at the CRU became angry with him which made him feel uncomfortable. When he later met criteria for readmission, they stated he was not allowed to come back because he did not participate in groups of which he was not aware of and stated the only group's flyer he had seen was from May 19. Then he had informed CRU staff that he an outside appointment; originally they approved these appointments but when he was leaving, they told him he was not allowed to leave

because he had an appointment with the HealthWest Doctor in "two minutes." **The investigation of DIGNITY AND RESPECT is not substantiated. The investigation of SERVICES OF MENTAL HEALTH PROFESSIONAL is not substantiated.** During the investigation it was discovered that it was not made clear to the Recipient that group attendance was expected while at CRU. Therefore, **there was an investigation into MENTAL HEALTH SERVICES SUITED TO CONDITION and this was substantiated. Staff will be retrained and a new system for alerting recipients of expectations has been put in place.**

- J. September 5, 2023, JBC Home, *residential mixed*, The RN was looking into the Recipient's meds and contacted the pharmacy to verify the last time the med was sent to home. The Recipient's med has not been refilled since January, but the home has been marking it as passed on the medication administration record. The Doctor sent in new refills in June 2023. **The investigation of MENTAL HEALTH SERVICES SUITED TO CONDITION is substantiated. All staff will be provided with proper training, and all policies will be followed.**
- K. September 5, 2023, JBC Home, *residential mixed*. The nurse received an email from the Home Supervisor at JBC on 9/1/2023 at 3:14 pm stating that she needed a refill for the Recipient. The nurse reviewed the chart, and this Recipient has not been seen for a medication review since 4/19/2023 where medications were sent with 2 refills. This nurse reviewed when these medications were last filled, which was on 6/23/23 for a 30-day supply. This means that the last dosage the Recipient would have received would have been around 7/23/2023. The nurse emailed the Home Supervisor back that a medication review would need to be scheduled. The nurse then called the home and asked that documentation be provided to show when the last time these medications were passed with the current cartages it is being dispensed from. This information was discussed with the HealthWest IDD Supervisor and reported to the appropriate agencies. **The investigation of MENTAL HEALTH SERVICES SUITED TO CONDITION is substantiated. Home manager/staff will cross-check all medications to ensure all medications are accounted for and properly documented according to administration. Provide staff with required training for medication administration and Rights training. Change their system of medication administration, cross-check each medication to MARs daily/weekly. Consult with HW nurses monthly to ensure medications to MARs are accurate. Communicate with HW nurses and Supports Coordinator when appointments are missed or have not been scheduled.**
- L. September 5, 2023. A Recipient receiving *Adult IDD Services*, at HealthWest stated that a HealthWest Staff is taking his check and giving it away to some kid. He says that HealthWest is the representative payee. **The investigation of Abuse, Class II – Exploitation is not substantiated.**
- M. September 7, 2023, Recipient receiving *Adult Outpatient Services* complained because his HealthWest Staff did not inform him that there would be a person shadowing her during

- his appointment. He does not like the way that his HealthWest Staff speaks to him and does not feel that she is listening to him. **The investigation of DIGNITY AND RESPECT is not substantiated.**
- N. September 7, 2023, Out of County, Grand Street Home, residential mixed, Cornerstone AFC, Van Buren CMH's ORR reported they were told that a staff person slept in the same bed as a female resident at Cornerstone AFC. The staff's last day was August 26 and Cornerstone has been unable to reach her since. HealthWest's Recipient is no longer staying in the home; she is now living in Semi Independent Living. **The investigation of DIGNITY AND RESPECT is not substantiated.**
- O. September 7, 2023, JBC Home, residential mixed, The RN received the MARs from the home manager for the Recipients. There were discontinued meds signed for and still on the MAR and med order was not correct on the MAR. One Recipient had almost 2 months' worth of meds when he should have had 90 for the month. For all the residents in the home, it seems they are not following the 5 r's when passing meds and making sure that they are utilizing the MAR while the med pass is happening instead, they are signing for the meds at the end of their shift. For another Recipient, he missed meds for 3 days because the medication was not refilled in a timely manner and utilizing a med box for passing medications. **The investigation of MENTAL HEALTH SERVICES SUITED TO CONDITION is substantiated. All staff will be provided with proper training, and all policies will be followed.**
- P. September 12, 2023, Crescent Home, residential DD MOKA Non-Profit Services Corp. A Staff working with another Staff on the second shift at the Crescent home reported that the when she was in the office charting the other Staff went out into the garage to get something out for dinner. The first Staff said that she overheard the second Staff provoke the Recipient about dinner. Then later the first Staff observed the second Staff hit the Recipient on his hand/arm area. **The investigation of ABUSE CLASS II- UNREASONABLE FORCE is not substantiated.**
- Q. September 13, 2023, Anchor Pointe, residential mixed, A Home Staff alleges that two staff members frequently call the recipients in the home names, including, "stupid" and "r---rd". **The investigation of DIGNITY AND RESPECT is not substantiated.**
- R. September 14, 2023, Crescent Home, residential DD, MOKA Non-Profit Services Corp. Two staff took 6 recipients out for lunch and inadvertently left one of the recipients behind when they left. The restaurant called the police, and they contacted the home and staff went back and picked up the Recipient. **The investigation of MENTAL HEALTH SERVICES SUITED TO CONDITION is substantiated. The staff involved received coaching and additional training.**
- S. September 15, 2023, Crescent Home, residential DD, MOKA Non-Profit Services Corp. A family member alleges that Staff did not follow the Recipients Individual Plan of Service. **The investigation of MENTAL HEALTH SERVICES SUITED TO**

CONDITION is substantiated. The staff involved received coaching on the individual's plan of service.

- T. September 28, 2023, Slocum Home, residential DD, MOKA Non-Profit Services Corp. Staff were outside vaping while a recipient was left alone in the bathroom with no gait belt which violates his IPOS. **The investigation of MENTAL HEALTH SERVICES SUITED TO CONDITION is substantiated. The staff involved was terminated. A secondary staff was noted during the investigation and SAFE, SANITARY AND HUMANE TREATMENT ENVIROMENT was also substantiated. This staff received a written reprimand and additional training.**

New Business:

- A. September 29, 2023, Out of County, West Lake, Cottage 2, residential mixed, Hope Network. Recipient missed his pre-op appointment and staff was unsure of why he had missed it, they stated they just did not take him. Recipient can not have eye surgery without this appointment, and he has missed several and has received warning that he might be dropped from this physician. **The investigation into MENTAL HEALTH SERVICES SUITED TO CONDITION is substantiated. The staff involved was given a written warning and a protocol was created to try to decrease missed appointments.**
- B. September 29, 2023, JBC Home, residential mixed, a HealthWest staff arrived at the JBC Home and found the recipients in the home and in the yard, but no staff were present. The recipients informed her that the staff were next door at the family home. **The investigation of ABUSE III is substantiated. This was referred to HealthWest Corporate Compliance and Contracts for follow up. HealthWest Chief Financial Officer sent the Acting CEO for JBC, notifying her that documentation stating that they were out of compliance with their contract and further violations could lead to termination of their contract.**
- C. October 5, 2023, Recipient receiving Adult MI Case Management Services from HealthWest complained because she felt her case manager had not treated her with Dignity and Respect and has shared information with outside people that she should not have. **The investigation of CONFIDENTIALITY is not substantiated, but the investigation of DIGNITY AND RESPECT and CIVIL RIGHTS is substantiated. The staff involved was given a written reprimand, was removed from the case and will have no further contact with the consumer. They will also have increased coaching and support from their supervisor.**
- D. October 9, 2023, Recipient receiving IDD Case Management Services from HealthWest and attends the MOKA-Community Supports Program was dropped off by a substitute driver at 3:10 p.m. and his family member did not arrive home until 3:34 p.m. The recipient was not able to enter the house and was left outside, unsupervised for 24 minutes. This recipient requires 24-hour supervision, and they have an

- agreement that MOKA staff must see the family before they leave the recipient. **The investigation of MENTAL HEALTH SERVICES SUITED TO CONDITION is substantiated. The staff involved received a written reprimand and retraining on the applicable policies and procedures.**
- E. October 14, 2023, Recipient who resides at Sophia AFC, residential IDD, MOKA, had a possible medical or behavioral episode and staff did not see additional care of support for a potentially emergent situation. **The investigation into Mental Health Services Suited to Condition is not substantiated.**
- F. October 18, 2023, Recipient who resides at Eastwood Cottage II, residential mixed, Turning Leaf told her home provider that she trades her food stamps with her case manager for money. The home provider did not know that the recipient was receiving food stamps. **The investigation of DIGNITY AND RESEPECT is substantiated. The staff involved received disciplinary action and additional training.**
- G. October 18, 2023, Staff at the Walker AFC residential IDD, HGA, left the home prior to the relief staff arriving leaving the home out of ratio. **The investigation into NEGLECT CLASS III is not substantiated.**
- H. October 23, 2023, a staff at Brookmere home, residential IDD, MOKA, was found in her car by two other staff while she was working alone on the 3rd shift. This left five residents without adequate supervision. **The investigation into NEGLECT CLASS III is substantiated. The staff involved has left employment with MOKA.**
- I. October 25, 2023, the parent of a child receiving services, ABA Services, Pioneer Resources, stated that when her daughter was picked up after a session, she found scratches and marks on her back. **The investigation into, SAFE, SANITARY AND HUMANE TREATMENT ENVIORMENT is not substantiated.**
- J. October 31, 2023, a staff member from West Lake Cottage 3, residential mixed, Hope Network, reported to their manager that they observed another staff member throwing a yoga ball near and at a recipient. **The investigation into DIGNITY AND RESPECT is substantiated. The corrective action is pending.**
- K. November 9, 2023, Recipient receiving Adult MI Case Management Services from HealthWest complained because she had filed a previous complaint against her case manager that was substantiated and feels that the Case Manager has continued to not treat her with Dignity and Respect. **The investigation into DIGNITY AND RESPECT is not complete.**
- L. November 9, 2023, Ducey Home, residential DD, Samaritas, a Recipient's value card was reported as expired, but HealthWest Client Funds said it was still showing active. HealthWest staff noted that there are multiple charges for videos and movies as odd hours such as 3 a.m. and 1:30 a.m. when the recipient would have been sleeping. Home

staff have not been able to clarify the charges or provide receipts. **The investigation into ABUSE-CLASS II-EXPLOYTATION is not complete.**

- M. November 9, 2023, Ducey Home, residential DD, Samaritas, another Recipients value card was reported as expired and disposed of, but HealthWest Client Funds said it was still showing active. HealthWest staff reviewed the transactions the most recent one being on 10/08 for an Amazon Charge. Additional charges were made for movies as odd hours such as 2:15 a.m. and 1:30 a.m. when the recipient would have been sleeping. Home staff have not been able to clarify the charges or provide receipts. **The investigation into ABUSE-CLASS II-EXPLOYTATION is not complete.**
- N. November 16, 2023, Ducey Home, residential DD, Samaritas, during a fund audit for two other Recipient's value cards it was discovered there were questionable transactions made on another Recipient's card. They were only able to produce 3 receipts out of 33 charges. **The investigation into ABUSE-CLASS II-EXPLOYTATION is not complete.**
- O. November 17, 2023, Black Creek Cove, residential DD, HGA. Home Supervisor stated there was an altercation between two staff that was videotaped by a third staff. The verbal altercation included foul and aggressive language while the home's residents were in the area. **The investigation into DIGNITY AND RESPECT is not complete.**

V. INTERVENTIONS

Old Business:

- A. August 25, 2023, Lakeview Manor, residential mixed, Beacon Specialized Living Services. The Staff was upset and hit a glass off the table, and it went flying. He then threw a menu book. Neither was directed at the recipient. **This was not a code-protected right and will be addressed by the Home Manger.**
- B. September 25, 2023, Mararebecah Home, residential mixed, Samaritas. A family member arranged a trip for a Recipient and sent a check to be cashed for funds for the trip. The check was never cashed. When the staff transported the Recipient for the trip she told the family member that she put her own money in to gas up the vehicle. **This is not a code-protected right. Contact was made with the Regional Director of Samaritas and the family member. The Regional Director for Samaritas said that they will address the families concerns.**

New Business:

- A. November 8, 2023, a Recipient who receives ACT Services from HealthWest was placed in Lakewood Nursing Facility. HealthWest Staff observed the nursing home staff mocking him and being mean to him. **This was not within our jurisdiction and the staff was directed to file complaints with Adult Protective Services and Licensing.**

VI. SUBSTANCE USE DISORDER

Old Business: none

New Business: none

VII. DEATHS

- A. September 11, 2023, a 68 year-old male recipient receiving MI Adult Community Based Services, died from Chronic COPD.
- B. October 11, 2023, a 41 year-old male recipient residing at West Lake Cottage 2 (Hope Network) in Lowell died after being struck by a vehicle.
- C. November 02, 2023, a 38 year-old female recipient receiving Access Center Services, died of a self-inflicted gun shot wound.

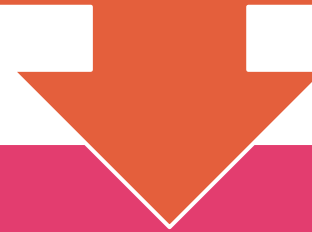
Dignity and Respect

Mental Health Services Suited to Condition

RECIPIENT RIGHTS TRAINING-DECEMBER 2023

Mental Health Services Suited to Condition

Staff must be familiar with each recipient's treatment needs and goals



Failing to know and follow a plan is a rights violation

Mental Health Services Suited to Condition

Plans must be developed using a Person-Centered process

Plans must be timely, implemented, and reviewed according to what the plan states

Plans can be revised at any time

Plans are voluntary (for the recipient)

Dignity

Treating	Treating recipients with esteem, honor, politeness
Addressing	Addressing recipients in a manner that is not patronizing or condescending
Treating	Treating recipients as an equal
Treating	Treating Recipients, the way any other individual would like to be treated

Respect

Treating recipients with concern, consideration or appreciation

Maintaining privacy

Being mindful of cultural differences

Allowing recipients to make their own choices

Examples of Dignity and Respect



RESPONDING TO
REQUESTS WITH
KINDNESS



CLOSING
BATHROOM
DOORS



USING AGE-
APPROPRIATE
LANGUAGE



BEING
COURTEOUS