

**HEALTHWEST**  
**PROGRAM/PERSONNEL MEETING MINUTES**

**August 9, 2024**  
**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 8:01 a.m.

**ROLL CALL**

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

Staff Present: Holly Brink, Rich Francisco, Brandy Carlson, Linda Wagner, Kristi Chittenden, Tasha Kuklewski, Justine Belvitch, Lakshmee Persuad, Brittani Duff, Christy LaDronka, Suzanne Beckeman, Stephanie Baskin, Melina Barrett

Guests Present: Kristen Wade, John Weerstra

**MINUTES**

It was moved by Ms. Thomas, seconded by Mr. Hardy, to approve the minutes of the June 14, 2024 meeting as written.

**MOTION CARRIED.**

**PUBLIC COMMENT (ON AN AGENDA ITEM)**

There was no public comment.

**ITEMS FOR CONSIDERATION**

It was moved by Mr. Hardy, seconded by Ms. Thomas, to approve the HealthWest Policy and Procedure for Cell Phones, effective September 1, 2024.

**MOTION CARRIED.**

**OLD BUSINESS**

There was no old business.

**NEW BUSINESS**

There was no new business.

## **COMMUNICATION**

Communication was shared regarding the motions HealthWest brought to the County Commissioners for approval during the month of August.

## **DIRECTOR'S COMMENTS**

Executive Director, Rich Francisco, provided an update:

LRE Update:

- LRE Ops update from 08/07/2024 – LRE CEO stated that in the monthly meeting of PIHP Directors and MDHHS – Belinda Hawks stated that CFAP (Conflict Free Access and Planning) is now being pushed back and 10/1/2024 is no longer the deadline for implementation. No new date was provided and so the field is expecting a notification will be coming out soon.
- Quality Improvement Council meeting for 8/7/2024 hosted a presentation from MDHHS, Jackie Sproat sharing the “BH Quality Transformation Overview and Timeline”. This has been in the works for some time and now a plan has been shared to some stakeholders in the field on the quality plan. Big emphasis on data reporting is the Disaggregation of Demographic factors – this means data must be broken down by race and ethnicity, sex-biologic sex, and geography -rural-urban commuting codes, etc. The plan includes the some of the following highlights:
  - Changes in MMBPIS (Michigan Mission Based Performance Indicator System) Reporting metrics – Will be using HEDIS measures that will start in FY2025 for the year 1 measure. Includes the following measures:

	Measure	Program	Domain
ADD	Follow-up Care for Children Prescribed Attention-Deficit/Hyperactivity Disorder (ADHD) Medication	BHCS	MH
CDP	Screening for Depression and Follow-up Plan*	BHCS	MH
FUH	Follow-up After Hospitalization for Mental Illness*	BHCS	Access
APM	Metabolic Monitoring for Children and Adolescents on Antipsychotics	BHCS	MH
APP	Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics	BHCS	MH
FUA	Follow-up After Emergency Department Visit for Substance Use*	BHCS	Access
FUM	Follow-up After Emergency Department Visit for Mental Illness*	BHCS	Access
IET	Initiation and Engagement into Substance Use Disorder Treatment	BHCS	SUD
MSC	Medical Assistance with Smoking and Tobacco Use Cessation	BHCS	SUD
ANIM	Antidepressant Medication Management	BHCS	MH
ACC	Access to Care—appointment within 10 days of request	Final Rule	Access

\*Some measures are required for both Child and Adult Care Set Measure Reporting and would need to be stratified by age for reporting to CMS

- During year 2 (FY2026), the MDHHS should consider preliminary evaluation of reporting using electronic methods. The NCQA (National Committee for Quality Assurance) also requires electronic reporting, with a shift away from medical record reviews—Electronic Clinical Data Systems (ECDS). Two BH-related HEDIS measures are ECDS only for 2024:

- Follow-Up Care for Children Prescribed ADHD Medication
- Metabolic Monitoring for Children and Adolescents on Antipsychotics.

➤ Year 3 as follows:

## Yearly Measures: Year 3 (MY2027)

The third year will focus on implementing patient experience and Home and Community Based Services (HCBS) measures. E standard CAHPS [included in the required CMS Quality Rating System) and HCBS CAHPS measures are included.

All plans (MCOs, PIHPs, and PAHPs) are required to have a QRS publicly available by 2027.

	Measure	Program	Domain
CAHPS	How people rated their health plan	QRS	Patient Experience
CAHPS	Getting care quickly	QRS	
CAHPS	Getting needed care	QRS	
CAHPS	How well doctors communicate	QRS	
CAHPS	Health plan customer service	QRS	
HCBS CAHPS	Choosing the Services that Matter to You	HCBS	Patient Experience and Home and Community Based Services
	Community Inclusion and Empowerment		
	Transportation to Medical Appointments		
	Physical Safety		
	Personal Safety and Respect		
	Staff are Reliable and Helpful		
	Staff Listen and Communicate Well		
	Unmet Needs Composite Measure		
MLTSS-1	Medicaid Managed Long-Term Services and Supports Comprehensive Assessment and Update	MLTSS	
MLTSS-2	Medicaid Managed Long-Term Services and Supports Comprehensive Care Plan and Update	MLTSS	

- Internally to HW – Various projects are in the works related to improving practices such as a KATA (Quality improvement framework used at HW) on productivity, reviewing budgeted vacant positions to see if they are truly needed because vacant positions inflate our budget significantly, looking at the budget for the coming year FY2025 and getting HW budget to align with more accurate operating costs.

### **AUDIENCE PARTICIPATION**

There was no audience participation.

### **ADJOURNMENT**

There being no further business to come before the board, the meeting adjourned at 8:12 a.m.

Respectfully,

Cheryl Natte  
Program/Personnel Committee Chair

CN/hb

### ***PRELIMINARY MINUTES***

***To be approved at the Program/Personnel Committee Meeting on October 11, 2024***



## **PROGRAM AND PERSONNEL COMMITTEE**

**Friday, August 9, 2024  
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 June 14, 2024<br>(Attachment #1 – pg. 1-3)   | Action      |
| 4)  | Public Comment (on an agenda item)  |             |
| 5)  | Items for Consideration   |             |
|     | A) Authorization to Approve the HealthWest Policy and Procedure for<br>Cell Phones<br>(Attachment #2 – pg. 4 – 8) | Action      |
| 6)  | Old Business  |             |
| 7)  | New Business  |             |
| 8)  | Communication   |             |
|     | A) Program Update<br>(Attachment #3 – pg. 9-10)   | Information |
|     | B) Director's Update – Rich Francisco   | Information |
| 9)  | Audience Participation / Public Comment   |             |
| 10) | Adjournment   | Action      |

/hb

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**HEALTHWEST**  
**PROGRAM/PERSONNEL MEETING MINUTES**

**June 16, 2024**  
**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, Janice Hilleary, Tamara Madison, Thomas Hardy

Staff Present: Holly Brink, Gina Post, Amber Berndt, Rich Francisco, Brandy Carlson, Susan Plotts, Linda Wagner, Gary Ridley, Kristi Chittenden, Tasha Kuklewski, Jennifer Hoeker, Justine Belvitch, Gordon Peterman, Gina Kim, Lakshmee Persuad, Charlie Chea, Shannon Morgan, Sheila Hurtubise, Brittani Duff, Matt Plaska, Christy LaDronka, Urbaine Ndoeye

Guests Present: Kristen Wade, John Weerstra

**MINUTES**

It was moved by Ms. Hilleary, seconded by Mr. Hardy, to approve the minutes of the April 12<sup>th</sup> meeting as written.

**MOTION CARRIED.**

**PUBLIC COMMENT (ON AN AGENDA ITEM)**

There was no public comment.

**ITEMS FOR CONSIDERATION**

It was moved by Mr. Hardy, seconded by Ms. Hilleary, to approve the HealthWest Policy and Procedure for Criminal History Record Information Security, effective June 28, 2024.

**MOTION CARRIED.**

It was moved by Ms. Thomas, seconded by Ms. Hilleary, to approve the appointment of Ms. Chritine LaDronka to serve as the authorized licensure designee for HealthWest's Crisis Residential Unit, effective June 28, 2024.

**MOTION CARRIED.**

It was moved by Mr. Hardy, seconded by Ms. Thomas, to approve the policy and procedural changes as described above and attached for 06-026 Person Centered Planning, effective June 28, 2024.

**MOTION CARRIED.**

It was moved by Mr. Hardy, seconded by Ms. Hilleary, to approve the HealthWest Policy and Procedure for Application of the Sliding Fee Scale, effective June 28, 2024.

**MOTION CARRIED.**

### **OLD BUSINESS**

There was no old business.

### **NEW BUSINESS**

There was no new business.

### **COMMUNICATION**

Communication was shared regarding the motions HealthWest brought to the County Commissioners for approval during the month of June.

### **DIRECTOR'S COMMENTS**

Executive Director, Rich Francisco, provided an update:

Mr. Francisco shared an Update from CARF audit: We have completed our CARF survey and just based on the summary of findings we had 34 recommendations from the audit. This was the least number of recommendations ever according to the Quality improvement team. The summary is as follows from Matt Plaska, our audit performance improvement manager.

Standard Section	# of Recommendations
Leadership	3
Governance	5
Legal	1
Finance	1
Risk Management	1
Health & Safety	7
Workforce Development	2
Technology	2
Rights	1
Accessibility	1
Performance Measurement	1
General Program Structure	4
Med Management	1

Treatment Program Standards	4
<b>Total</b>	<b>34</b>

In addition, this is the first year that we included the Governance standard in our CARF audit. We had a total of 5 recommendations in this area, and considering that it is new for us, we did very well. I am also pleased to hear that our auditors found more recommendations from the administrative standards than the clinical practice standards which we did very well on. It is much easier to address administrative standards than clinical practice standards. Our quality improvement team has already started working on this recommendation and will resolve them quickly. I will be sharing a more detailed report once we receive the final report from CARF. I want to thank Pam and Matt and the entire quality improvement team for doing a great job coordinating the audit.

Our next audit is with the LRE and staff are already preparing for this as well. The LRE site review will be July 30 to August 2<sup>nd</sup>. Staff are on track and have already been submitting proofs for this audit. Once again, thanks to the quality improvement team for coordinating and preparing for this audit

The quarterly meeting for the Quality Improvement Council at the state level was on 6/5/2024. One of the topics discussed was Conflict Free Access and Planning, there will be stakeholder meetings on June 20<sup>th</sup> and June 24<sup>th</sup> and the latter one will be for beneficiaries. Resources will be sent out for implementation to PIHP/CMHSP who will need to complete a plan and report back to MDHHS. We are eager to see what the details are of the implementation plan to guide in our efforts to develop our response plan. The other topic of discussion was from the Federal Compliance team who talked about the 1915 iSPA amendment status – public comment is currently ongoing and will end on June 19<sup>th</sup>. The links are provided below:

<https://www.michigan.gov/mdhhs/keep-mi-healthy/mentalhealth/mentalhealth/medwaivers>

Lastly, we are also hearing there will be some changes to the MMBPIS reporting which the Michigan Mission Based Performance Indicator System. There will be a significant change to the measures and the switch will be leaning more towards national metrics such as HEDIS measures. The plan will span a transition over a 3-year period.

### **AUDIENCE PARTICIPATION**

There was no audience participation.

### **ADJOURNMENT**

There being no further business to come before the board, the meeting adjourned at 8:21 a.m.

Respectfully,

Cheryl Natte  
Program/Personnel Committee Chair

CN/hb

### ***PRELIMINARY MINUTES***

***To be approved at the Program/Personnel Committee Meeting on August 9, 2024***

## REQUEST FOR HEALTHWEST BOARD CONSIDERATION AND AUTHORIZATION

<b>COMMITTEE</b> Program/Personnel Committee	<b>BUDGETED</b> X	<b>NON-BUDGETED</b>	<b>PARTIALLY BUDGETED</b>
<b>REQUESTING DIVISION</b> Administration	<b>REQUEST DATE</b> August 9, 2024		<b>REQUESTOR SIGNATURE</b> Brandy Carlson, CFO
<b><u>SUMMARY OF REQUEST (GENERAL DESCRIPTION, FINANCING, OTHER OPERATIONAL IMPACT, POSSIBLE ALTERNATIVES)</u></b>			
<p>HealthWest Board authorization is requested to approve the HealthWest Policy and Procedure for Cell Phones.</p> <p><u>Policy</u></p> <ul style="list-style-type: none"> <li>A. HealthWest has determined that use of a cell phone will contribute to the overall effectiveness of business communication and increase the safety of staff while away from their offices.</li> <li>B. HealthWest will pay the monthly charge for data and cellular services for each staff member assigned a cell phone.</li> <li>C. The HealthWest employee has the option to use the cellphone for personal usage pursuant to this policy. Employees will be charged at the rate of \$15.00 per month via payroll deduction.</li> <li>D. The employee will be required to set up an Apple ID and any downloads applications or purchases made by the employee is to be paid by the employee. Cellphones covered under this policy are subject to the HealthWest social media policy 05-026, and subject to the Freedom of Information Act. Any violations of said policies may subject the employee to termination of cellphone usage for both HealthWest usage and personal usage.</li> <li>E. Employees may opt-out of the personal usage and ensure that the HealthWest-issued cellphone is not used for personal use. These accounts will be subject to administrative review to ensure compliance.</li> <li>F. Employees desiring to utilize the cellphone for personal usage for cell and data services shall complete the Acknowledgement of Cell Phone Policy on an annual basis or on an as-needed basis.</li> <li>G. Employees shall immediately notify the Information Systems Department of any lost or damaged cell phone equipment.</li> <li>H. Replacement or upgrade of cell phone equipment will be at the discretion of the HealthWest Information Systems Team.</li> <li>I. Employees shall not have an expectation of privacy as to itemized monthly billings or any other information provided by the carrier.</li> </ul>			
<b><u>SUGGESTED MOTION (STATE EXACTLY AS IT SHOULD APPEAR IN THE MINUTES)</u></b>			
I move to authorize and approve the HealthWest Policy and Procedure for Cell Phones, effective September 1, 2024.			
<b>COMMITTEE DATE</b> August 9, 2024	<b>COMMITTEE APPROVAL</b> <div style="display: flex; justify-content: space-around; width: 100%;"> <span>_____ Yes</span> <span>_____ No</span> <span>_____ Other</span> </div>		
<b>BOARD DATE</b> August 23, 2024	<b>BOARD APPROVAL</b> <div style="display: flex; justify-content: space-around; width: 100%;"> <span>_____ Yes</span> <span>_____ No</span> <span>_____ Other</span> </div>		



HEALTHWEST  
POLICY / PROCEDURE

No. xx-xxx

Prepared by:

Effective: September 1, 2024

Brandy Carlson  
Chief Financial Officer

Approved by:

Subject: Cell Phone Policy

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Rich Francisco,  
Executive Director

I. PURPOSE

To provide a policy governing the personal use of HealthWest-issued data capable cellular phones to establish consistent guidelines regarding the use, procurement, and possession of cell phones, and to ensure that HealthWest is appropriately reimbursed for personal use.

II. APPLICATION

All HealthWest Employees, volunteers, student interns, and persons under contract with HealthWest who are issued a HealthWest cell phone.

III. POLICY

- A. HealthWest has determined that use of a cell phone will contribute to the overall effectiveness of business communication and increase the safety of staff while away from their offices.
- B. HealthWest will pay the monthly charge for data and cellular services for each staff member assigned a cell phone.
- C. The HealthWest employee has the option to use the cellphone for personal usage pursuant to this policy. Employees will be charged at the rate of \$15.00 per month via payroll deduction.
- D. The employee will be required to set up an Apple ID and any downloads applications or purchases made by the employee is to be paid by the employee. Cellphones covered under this policy are subject to the HealthWest social media policy 05-026, and subject to the Freedom of Information Act. Any violations of said policies may subject the employee to termination of cellphone usage for both HealthWest usage and personal usage.
- E. Employees may opt-out of the personal usage and ensure that the HealthWest-issued

cellphone is not used for personal use. These accounts will be subject to administrative review to ensure compliance.

- F. Employees desiring to utilize the cellphone for personal usage for cell and data services shall complete the Acknowledgement of Cell Phone Policy on an annual basis or on an as-needed basis.
- G. Employees shall immediately notify the Information Systems Department of any lost or damaged cell phone equipment.
- H. Replacement or upgrade of cell phone equipment will be at the discretion of the HealthWest Information Systems Team.
- I. Employees shall not have an expectation of privacy as to itemized monthly billings or any other information provided by the carrier.

#### IV. PROCEDURE

##### A. Use of a Cellphone

1. Cellphones are to be used by the employee to whom it was issued.
2. All equipment purchased remains the property of HealthWest
3. It is generally recognized that cell phone transmissions are not secure. Staff must use discretion in relaying confidential or sensitive information via the cell phone.
  - a. Instant Messaging, Direct Messaging, and texting are not considered secure means of communication.
  - b. Users are prohibited from including any confidential information, protected health information, or criminal record history information in direct, instant or text messages.
  - c. Email and text messaging are not appropriate when there is an urgent or emergency situation or for sensitive issues. HealthWest cannot guarantee that a text message will be read or responded to within a particular period of time. You should communicate with HealthWest staff about the expected time in which they will respond. When the expected time range is exceeded, you should call HealthWest staff to follow up.
  - d. Email and text messages should be short. You should call / and or schedule an appointment to discuss complex or sensitive situations.
  - e. HealthWest is not responsible for email or text messages that are lost due to technical failure during writing, sending, and / or storage.
4. Cellphones are required to be passcode protected.
5. Cellphones are required to be registered with HealthWest's Mobile Device Management system.

B. Proper Care and Repair

1. Cellphones and accessories are to be maintained in the condition in which they were issued, except for normal wear and tear.
2. Upon separation from HealthWest or reassignment to a position within HealthWest that does not require cell phone use, the cell phone and accessories must be returned to the Information Systems Department.
3. Employees will have the option to purchase the cellphone at the carrier purchase rate. Any funds received by the employee shall be placed into a contra-revenue account.
4. To request repair services for damaged or non-operational cell phones, staff must enter a Track-It and wait to hear direction from the Information Systems Department.

C. Cell Phone Damage or Loss

1. Employees are responsible for proper and reasonable safeguarding of the cell phone.
2. A lost or stolen cell phone should be reported to the Information Systems Department immediately so that the service can be terminated.

D. Cell Phone Use Fees

1. A \$15.00 monthly payroll deduction is required for all employees' personal use of the cell phone.
2. Invoices will be reviewed regularly, and any overages of purchase of third-party contents (i.e. apps, games, and / or ringtones) will be charged to the employee assigned to that cell phone.
3. International coverage is not provided by HealthWest. If you travel out of the country or near the border, you may contact the Information Systems Department for a list of practices to help limit unexpected charges.

E. Violation of Cell Phone Policy

1. Violation of the HealthWest Cell Phone Policy may be grounds for disciplinary action, including termination for misconduct.
2. Employees issued with a HealthWest cell phone must read and sign the HealthWest Acknowledgement of Cell Phone Policy and HealthWest County-Issued Cell Phone – Personal Use Payroll Deduction Agreement. This acknowledgement and agreement will be placed in the employee's employee and payroll files respectively.

F. Monitoring

1. The Information Systems Department will be responsible for the monitoring of cell phone usage to ensure compliance with this policy and the continued appropriateness and justification for the use of cell phones and the service plans being purchased.
2. GPS software will be monitored by the Information Systems Department in cases of security or emergency.

V. **FREEDOM OF INFORMATION ACT**

All HealthWest cell phones, including emails, text messages and phone records are subject to the Freedom of Information Act (FOIA); and therefore, may be made available to the public upon request.

A HealthWest employee's personal cell phone that is being used for HealthWest business is also subject to FOIA; and therefore, may be made available to the public upon request. Therefore, using one's personal cellphone for HealthWest business is to be discouraged or limited.

VI. **ATTACHMENTS**

A. Acknowledgement of Cell Phone Policy

BC/hb



## MEMORANDUM

Date: August 9, 2024

To: HealthWest Board of Directors  
Rich Francisco, Executive Director

CC: Mark Eisenbarth, Muskegon County Administrator  
Matt Farrar, Muskegon County Deputy Administrator  
Angie Gasiewski, Muskegon County Accounting Manager

From: Brandy Carlson, Chief Financial Officer

Subject: **Program Update**

During the month of August, HealthWest will bring the following motions to the County Commissioners for approval.

- Move to reclassify the vacant Secretary, Position N71103 (Wage Grade HO 00137), and the vacant Clerical Support Specialist, Position N17215 (Wage Grade HO 00137) to one (1) Administrative Assistant (Wage Grade HO 00240), Funding Account 7120.

HealthWest is requesting to reclassify the vacant Secretary, Position N71103 (Wage Grade HO 00137, \$16.853/hr. - \$20.759/hr.), and the vacant Clerical Support Specialist, Position N17215 (Wage Grade HO 00137, \$16.853/hr. - \$20.759/hr.) to one (1) Administrative Assistant (Wage Grade HO 00240, \$21.456/hr. - \$27.015/hr.). HealthWest's Youth Leadership is requesting to reclassify the two (2) positions into one (1) Administrative Assistant position for the Youth Department, which includes twelve (12) clinical teams across four (4) buildings and five (5) schools throughout Muskegon County. An Administrative Assistant can support the Youth Department with multiple efforts, including but not limited to meeting minutes and departmental memorandums, coordination of calendars, workflows and process mapping, client outreach and follow-up, training cohort applications and communications, coordination with community partners regarding system level efforts and clinical consultations, data monitoring, ordering building and therapeutic supplies, support with KATA initiatives and other departmental projects. This reclassification will reduce the salaries and benefits budget for HealthWest's Youth Department by \$34,006.

- Move to approve the selection of Amy Cell Talent, LLC to perform a HealthWest salary and compensation study, pursuant to the specification of the RFP 24-2544 for the not

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to exceed price of \$46,975 to be paid from Medicaid and State General Funds, and to authorize the HealthWest Director to sign the contract.

The Board of Commissioners approved RFP 24-2544 seeking proposals for a HealthWest salary study and the specifications were posted to Bid Net. Proposals were received from six (6) independent firms. The evaluation team, made up of three (3) HealthWest Executive Team members and the County Human Resources Director, performed an analysis of the six (6) total bids received. The team evaluated the project approach of each firm, as well as the qualifications of key personnel and experience with similar projects. Based on these factors, the evaluation team recommends moving forward with Amy Cell Talent LLC for the quoted rate of \$46,975. While Amy Cell Talent LLC is not the lowest responsive bidder, they are the most qualified. Amy Cell Talent LLC has clearly demonstrated their experience with this sort of project, specifically in the public sector. They presented a clear and detailed plan to perform position Benchmarking against similar public entities that was missing in the lowest responsive bidder's presentation. The evaluation team has analyzed all six proposals and has agreed that Amy Cell Talent LLC has presented the best combination of price and product for HealthWest. Savings from the vast number of open positions are being used to fund this project.

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## HEALTHWEST

### RECIPIENT RIGHTS ADVISORY COMMITTEE MEETING MINUTES

Friday, August 9, 2024  
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 8:13 a.m.

#### ROLL CALL

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

HealthWest Staff Present: Holly Brink, Rich Francisco, Brandy Carlson, Linda Wagner, Kristi Chittenden, Tasha Kuklewski, Justine Belvitch, Lakshmee Persuad, Brittani Duff, Christy LaDronka, Suzanne Beckeman, Stephanie Baskin, Melina Barrett

Guest Present: Kristen Wade, John Weerstra

#### APPROVAL OF MINUTES

It was moved by Ms. Thomas, seconded by Ms. Hilleary, to approve the minutes of the June 14, 2024 meeting as written.

**MOTION CARRIED.**

#### ITEMS FOR CONSIDERATION

##### **A. *Motion to Accept Recipient Rights Reports for June 2024 / July 2024***

It was moved by Ms. Hilleary, seconded by Ms. Thomas, to approve the Recipient Rights Reports for June 2024 / July 2024.

**MOTION CARRIED.**

For the months of June 2024 / July 2024, there were 87 HealthWest and 44 provider employees trained:

Rights Updates HealthWest	74
Rights Updates Provider	1
New Employee Training HealthWest/Contracted	13
New Employee Training Provider	36
Rights Updates HGA Employees	7

For the months of June 2024 / July 2024 there were 530 incident reports and 27 rights allegations.

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

There were a total of 6 deaths reported in June 2024 / July 2024.

### **OLD BUSINESS**

There was no old business.

### **NEW BUSINESS**

There was no new business.

### **COMMUNICATIONS**

Recipient Rights Officer, Linda Wagner, provided training on Rights Versus Privilege.

### **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 8:34 a.m.

Respectfully,

Thomas Hardy  
HealthWest Rights Advisory Committee Chair

TH/hb

***PRELIMINARY MINUTES  
To be approved at the Rights Advisory Committee Meeting of  
October 11, 2024***





## RECIPIENT RIGHTS ADVISORY COMMITTEE

**August 9, 2024 – 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: Tamara Madison**

### **AGENDA**

- |     |  |             |
|-----|--|-------------|
| 1)  | Call to Order  | Quorum      |
| 2)  | Approval of Agenda   | Action      |
| 3)  | Approval of the Minutes of June 14, 2024<br>(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<br>June 2024 / July 2024<br>(Attachment #2 – pg. 3-13)              | Action      |
| 6)  | Old Business   |             |
| 7)  | New Business   |             |
| 8)  | Communication  |             |
|     | A) Training Recipient Rights: Rights Versus Privilege<br>Linda Wagner, Recipient Rights Officer<br>(Attachment #3 – pg. 14-22) | Information |
| 9)  | Audience Participation / Public Comment  |             |
| 10) | Adjournment  | Action      |
- /hb

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**HEALTHWEST****RECIPIENT RIGHTS ADVISORY COMMITTEE MEETING MINUTES**

**Friday, April 12, 2024**  
**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 8:22 a.m.

**ROLL CALL**

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

HealthWest Staff Present: Rich Francisco, Holly Brink, Gina Post, Brandy Carlson, Kristi Chittenden, Susan Plotts, Linda Wagner, Tasha Kuklewski, Lakshmee Persaud, Gordon Peterman, Amber Berndt, Justine Belvitch, Gina Kim, Gary Ridley, Jennifer Hoeker, Charlie Chea, Shannon Morgon, Sheila Hurtubise, Brittani Duff, Matt Plaska, Christy LaDronka, Urbaine Ndoeye

Guest Present: Kristen Wade, John Weerstra

**APPROVAL OF MINUTES**

It was moved by Ms. Thomas, seconded by Ms. Hilleary, to approve the minutes of the April 12, 2024 meeting as written.

**MOTION CARRIED.**

**ITEMS FOR CONSIDERATION*****A. Motion to Accept Recipient Rights Reports for April 2024 / May 2024***

It was moved by Ms. Thomas, seconded by Ms. Hilleary, to approve the Recipient Rights Reports for April 2024 / May 2024.

**MOTION CARRIED.**

For the months of April 2024 / May 2024, there were 71 HealthWest and 21 provider employees trained:

Rights Updates HealthWest	48
Rights Updates Provider	2
New Employee Training HealthWest/Contracted	17
New Employee Training Provider	14
SUD Recipient Rights Orientation Employee	0
SUD Recipient Rights Orientation Provider	5

For the months of April 2024 / May 2024 there were 654 incident reports and 25 rights allegations.

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

There were a total of 10 deaths reported in April 2024 / May 2024.

**OLD BUSINESS**

There was no old business.

**NEW BUSINESS**

There was no new business.

**COMMUNICATIONS**

Recipient Rights Officer, Linda Wagner, provided training on The Mental Health Code.

**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 8:47 a.m.

Respectfully,

Thomas Hardy  
HealthWest Rights Advisory Committee Chair

TH/hb

***PRELIMINARY MINUTES  
To be approved at the Rights Advisory Committee Meeting of  
August 9, 2024***

**REQUEST FOR HEALTHWEST BOARD CONSIDERATION AND AUTHORIZATION**

<b>COMMITTEE</b> Recipient Rights Advisory Committee	<b>BUDGETED</b> X	<b>NON-BUDGETED</b>	<b>PARTIALLY BUDGETED</b>
<b>REQUESTING DIVISION</b> Administration	<b>REQUEST DATE</b> August 9, 2024	<b>REQUESTOR SIGNATURE</b> Linda Wagner, Recipient Rights Officer	
<b><u>SUMMARY OF REQUEST (GENERAL DESCRIPTION, FINANCING, OTHER OPERATIONAL IMPACT, POSSIBLE ALTERNATIVES)</u></b>			
<p>Approval is requested to accept the Recipient Rights Reports of June 2024 and July 2024. The report includes:</p> <ul style="list-style-type: none"> <li>• Training sessions conducted by the Rights Office from June 1, 2024 through July 31, 2024.</li> <li>• Site Reviews from June 1, 2024 through July 31, 2024.</li> <li>• Incident Reports and Rights Allegations for June 1, 2024 through July 31, 2024.</li> <li>• Formal Complaints and Interventions for June 1, 2024 through July 31, 2024.</li> <li>• Deaths reported for June 1, 2024 through July 31, 2024.</li> </ul>			
<b><u>SUGGESTED MOTION (STATE EXACTLY AS IT SHOULD APPEAR IN THE MINUTES)</u></b>			
I move to approve the Recipient Rights Reports for the months of June 1, 2024 through July 31, 2024.			
<b>COMMITTEE DATE</b> August 9, 2024	<b>COMMITTEE APPROVAL</b> _____ Yes      _____ No      _____ Other		
<b>BOARD DATE</b> August 23, 2024	<b>BOARD APPROVAL</b> _____ Yes      _____ No      _____ Other		



## **BI-MONTHLY RECIPIENT RIGHTS REPORT**

**Date:** August 09, 2024  
**To:** Recipient Rights Advisory Committee  
**From:** The Office of Recipient Rights  
**Subject:** Recipient Rights Report for June and July 2024

### **I. TRAINING**

June 13, 2024, New Employee Rights Training for 8 HealthWest and 6 Provider Employees.

June 14, 2024, Recipient Rights Annual Update for 26 HealthWest Employees.

June 18, 2024, Recipient Rights Update/Review for 7 HGA Employees from the Lilac Home.

June 27, 2024, New Employee Rights Training for 8 Provider Employees.

July 2, 2024, Recipient Rights Update for 17 HealthWest Finance Department Employees.

July 11, 2024, New Employee Rights Training for 3 HealthWest and 9 Provider Employees.

July 12, 2024, Recipient Rights Update Training for 22 HealthWest and 1 Provider Employees.

July 24, 2024, Recipient Rights Update Training for the Doctor's Work Group, 9 HealthWest Employees.

July 25, 2024, New Employee Rights Training for 2 HealthWest and 13 Provider Employees.

**87 HealthWest and 44 Provider employees were trained for the months of June and July.**

### **II. SITE REVIEWS**

June 4, 2024, Lawrence Home, residential I/DD. Pioneer Resources, Muskegon, MI.

June 17, 2024, FaHoLo Home, residential I/DD. FaHoLo Family Inc., Muskegon, MI.

June 21, 2024, Amanda's Home, residential I/DD. FaHoLo Family Inc., Muskegon, MI.

July 01, 2024, Sheridan Home, residential I/DD. Pioneer Resources, Muskegon, MI.

July 01, 2024, Ruddiman Home, residential I/DD. Pioneer Resources, Muskegon , MI.

July 01, 2024, Riverwood Home, residential I/DD. Pioneer Resources, Muskegon , MI.

July 05, 2024, Mary's House, residential I/DD. Safe Harbor Christian Community, Muskegon, MI.

July 10, 2024, Beacon Home at Ossineke, residential mixed. Beacon Specialized Living, Ossineke, MI.

July 12, 2024, Brooks Home, residential I/DD. Samaritas, Muskegon , MI.

July 29, 2024, Crescent Home, residential I/DD. MOKA, Norton Shores , MI.

July 30, 2024, Oxford Circle Home, residential I/DD. MOKA, Whitehall , MI.

### III. STATISTICAL INFORMATION

The Office of Recipient Rights received 530 incident reports and 27 rights allegations for the months of June and July. Provided for your review is the statistical data showing type and location.

### IV. FORMAL INVESTIGATIONS

#### Old Business:

- A. April 1, 2024, Breakwater East, Bangor. MI., mixed residential, Beacon Specialized. While doing another rights investigation an advisor from VanBuren County was told by a housemate that they had witnessed a staff member put their hands on the neck of a Muskegon County Recipient and also bend their fingers back on several occasions. **The investigation into ABUSE CLASS II-UNREASONABLE FORCE is not substantiated.**
- B. April 10, 2024, Flatrock Manor-Burton East, Burton MI., mixed residential. The Parent of a Recipient who passed away at the AFC said that her daughter had been sick and prescribed a medication that requires vital checks regularly. She also stated that they were supposed to be doing visual checks on her every 15 minutes. The Parent does not believe that the staff were providing appropriate care or following appropriate procedures when her daughter died on their watch. **The investigation into INDIVIDUAL WRITTEN PLAN OF SERVICE is not substantiated.**

- C. April 17, 2024, Lilac Home, residential I/DD, HGA. The Case Manager of a Recipient was reviewing transaction of funds and noted an ongoing subscription for Netflix. The Case Manager said that the Recipient is not able to provide consent for purchase. The Case Manager stated that they contacted the Recipient's Guardian and was informed that she had not authorize subscription and did not believe that the Recipient watched TV. **The investigation into ABUSE CLASS II-EXPLOITATION is substantiated. The Staff involved is no longer employed with HGA. All Managers received training on proper purchasing procedures.**
- D. April 17, 2024, Lilac Home, residential I/DD, HGA. The Case Manager of a Recipient said that the new Home Supervisor told her that the Recipient has a Netflix subscription watches Wheel of Fortune or Price is Right on YouTube. Due to limited cognitive ability, he is unable to provide consent for a Netflix purchase. The Case Manager contacted the Recipient's Guardian to inquire if she had authorized the subscription. The Guardian stated she did not. **The investigation into ABUSE CLASS II-EXPLOITATION is not substantiated.**
- E. April 22, 2024, Pioneer Resources Transportation. A Pioneer Resources Staff Member reported that they observed the bus driver yelling and cursing about a Recipient. The Staff Member approached the bus by the doorway and asked if everything was okay. The Bus Driver continued to yell about the Recipient and then stated, "No this is bullshit I will be okay when you get him the fuck off my bus." **The investigation into DIGNITY AND RESPECT is substantiated. The Staff involved was given a written discipline and provided ongoing training for managing challenging situations with riders on the vehicle. Pioneer is also working through procedures to provide a more fluent communication process to better support the individuals served.**
- F. April 23, 2024, HealthWest Adult MI Case Management Services. A Recipient stated that her staff has her personal information on her computer, work phone, and personal phone. The Recipient said that the staff took pictures of her license, bank card, PINs for her accounts, and bank account number with both her personal phone and her work phone. The Recipient is concerned about the staff's honesty with her job and some of the personal information that she has disclosed. The Recipient said she has concerns that her staff might be responsible for missing items and charges to her accounts. **The investigation into ABUSE CLASS-II EXPLOITATION is not substantiated.**
- G. April 24, 2024, Virgin's House, residential I/DD, HGA. A Staff Member from HGA stated that on the evening of 04-12-2024 one of the scheduled staff left the house without proper coverage, leaving five Recipients with only one Staff. **The investigation into MENTAL HEALTH SERVICES SUITED TO CONDITION is substantiated. The Staff involved resigned.**

- H. April 25, 2024, HealthWest MI Adult Case Management Services. A Recipient stated that at a recent Medical Evaluation appointment she felt that the HealthWest staff targeted and harassed her about being hospitalized. **The investigation into DIGNITY AND RESPECT is not substantiated.**
- I. May 7, 2024, Lilac Home, residential I/DD, HGA, a Recipient of the home informed a Home Staff that another Home Staff had been sleeping on third shift. **The investigation into NEGLECT III is substantiated. The Staff involved was given a written progressive action. All home staff were re-inserviced on related policies and procedures.**
- J. May 13, 2024, Beacon Home at Blue Lake, mixed residential, Beacon Specialized Services. A Staff Member said that she was a new worker at the home and that she heard another staff use profanity while working with recipients. **The Investigation into DIGNITY AND RESPECT is not substantiated.**
- K. May 14, 2024, Riverwood Home, , residential I/DD, Pioneer Resources. The Home Manager arrived at work and found the staff on shift to be asleep. One Recipient was up at the time and the others were still sleeping. **The Investigation into MENTAL HEALTH SERVICES SUITED TO CONDITION is substantiated. The Staff involved was given a three day suspension without pay.**
- L. May 20, 2024, HealthWest Youth Transition Age Team. A HealthWest staff person was inappropriate with a recipient. The recipient stated that she was hungry and a short time later the staff person got a plate of food and ate it in front of the recipient. When the recipient asked if she could have a plate of food, the staff person told her it was for staff only. The recipient then disclosed that she might be pregnant, and the staff person commented that she was, “getting sick of her having to take pregnancy tests.” The recipient then asked the staff person if they were mad at her, and the staff person did not respond. **The investigation into DIGNITY AND RESPECT is substantiated. The Staff involved will receive additional training and increased supervision.**
- M. May 22, 2024, HealthWest MI Adult Case Management. A recipient filed a complaint that her chart had been breached and her personal information was shared by a HealthWest Staff. **The investigation into DISCLOSURE OF CONFIDENTIAL INFORMATION is not substantiated.**
- N. May 22, 2024, Westshore Medical-Community Living Support (CLS) Services. A recipient filed a complaint because his CLS worker has been using her phone while driving and he feels unsafe in the vehicle with her. The recipient also stated that the CLS staff picked up her boyfriend while she was providing his CLS services and often stops by her house to change clothes making him wait in the car. Lastly he stated that the CLS Staff has him purchase food at restaurants while she is providing services for him. **The investigation into SAFE, SANITARY AND HUMANE TREATMENT ENVIROMENT is substantiated. The Staff involved was removed from working**



**with the Recipient and has undergone re-training in the policies and procedures for a better understanding going forward.**

- O. May 22, 2024, Mararebecah Home, residential I/DD, Samaritas. A recently dismissed home staff reported that over the past 6 months they have observed the Home Manager neglecting the care of a recipient. The complaint is that the Home Manager does not change the Recipients, “diapers” promptly, often leaving her in soiled diapers with urine and feces for hours. No showers, no teeth brushing. The complainant said that she has also seen bruises on the recipient as well. The complainant said that she and other staff (who were fired) no longer working there have photo’s to support the allegations. **The investigation into NEGLECT CLASS-III is substantiated. The investigation also cited, SAFE, SANITARY AND HYUMANE TREATMENT ENVIORMENT that was substantiated, and DIGNITY AND RESPECT was also substantiated. The Staff involved receive a written reprimand.**
- P. May 28, 2024, Beacon Home at Blue Lake mixed residential. Beacon Specialized Living. While at the MHC Med Pod a HealthWest staff observed the Home Staff become frustrated with the Recipients behavior and referred to them as, “annoying and dangerous.” The Home Staff also said that they believe that she is “faking” her recent health issues for attention. The HealthWest staff stated that the Home Staff made multiple statements regarding their frustrations on how inconvenient the Recipients behaviors have become. They also commented on a recent fall that led to an inpatient stay due to medical issues, but Home Staff said that she fell because she wanted attention and that is her baseline. They said that Recipient is always playing games when she as an appointment and she does not want to go. **The investigation into DIGNITY AND RESPECT is substantiated. The Staff involved was given written progressive action, required to write a letter of apology to the Individual and additional training.**

#### **New Business:**

- A. June 4, 2024, HealthWest Outpatient Therapy. A Recipient filed a complaint stating that she was upset by the comments made by her therapist during her last appointment. The complaint said the therapist said the following things: “Yea, you wanted to go get something from your boyfriend.” “I’m in control of your doctor.” “I know you, “ and “I take great pride in knowing my clients.” **The investigation into DIGNITY AND RESPECT is not substantiated.**
- B. June 6, 2024, Riverwood Home, residential I/DD, Pioneer Resources. HealthWest Staff arrived at the home and noted that the door alarms were not engaged and the laundry/medication room’s half door was not locked as it is outlined in the Recipient’s plans. The HealthWest staff also noted some inappropriate exchanges between the home staff and the Recipient. **The Investigation into MENTAL HEALTH SERVICES SUITED TO CONDITION is substantiated. The Staff involved were retrained on ensuring that the door alarms are engaged per the Recipient’s skill**

- and behavior support plan. The Staff involved was retrained on Dignity and Respect for all Recipients.**
- C. June 6, 2024, Riverwood Home, residential I/DD, Pioneer Resources. HealthWest Staff arrived at the home and noted that the laundry/medication room's half door was not locked as it is outlined in the Recipient's plans. **The Investigation into MENTAL HEALTH SERVICES SUITED TO CONDITION is substantiated. The Staff involved received training.**
- D. June 11, 2024, Riverwood Home, residential I/DD, Pioneer Resources. The Home Manager filed a complaint on behalf of a Recipient because they were told by an interim staff that had come to the home to cover a shift that another staff member was facetimeing on her phone while changing the brief of a Recipient. **The Investigation ABUSE-CLASS II is substantiated. The Staff involved was given a written reprimand.**
- E. June 17, 2024, Slocum Home, residential I/DD, MOKA. A Recipient said that a home staff member called him a "nigger." The Recipient also stated this same staff member told him that he did not need to use the wheelchair that he just needed to get up and walk. **The investigation into ABUSE CLASS-III and DIGNITY AND RESPECT is substantiated. The Staff involved was terminated .**
- F. June 18, 2024, Brookmere Home, residential I/DD, MOKA. A HealthWest staff observed a baby monitor being used in the home. This had previously been addressed with the home manager that no one presently has this approved in a behavior plan, so therefore it should not be in use. **The Investigation into MENTAL HEALTH SERVICES SUITED TO CONDITION is substantiated for two Recipients and not substantiated for three Recipients. The Home Supervisor ensured the immediate removal of the audio monitor, and all staff were retrained on each individual's behavior and individual plan of service.**
- G. June 24, 2024, Graceland Home, residential I/DD, MOKA. A recipient fell and hit her nose which caused a laceration. The staff member cleaned it up and put a band aid on it, contacted the on call RN and began Head Protocols. When the next shift came in, staff contacted the home manager and said that her nose was bleeding, and she was unable to get it to stop. The recipient was taken for medical treatment and received two stitches. The home manager does not feel that the first staff member provided proper care for the recipient. **The Investigation into MENTAL HEALTH SERVICES SUITED TO CONDITION is substantiated. The staff involved received a written reprimand and additional training.**
- H. July 1, 2024, Walker Home, residential I/DD, HGA. Two HealthWest Case Managers witnessed an incident when they pulled into the HealthWest parking lot and needed to slam on their brake because a Recipient was in her wheelchair in the parking lot. The staff said they almost did not see the Recipient due to where she was and the other parked cars. The staff said the electric chair had stopped working, so the staff had to

manually push it. The Case Managers stated when the Home Staff heard them brake, she came around and loaded the Recipient into the van. **The investigation into NEGLECT-CLASS III is not substantiated.**

- I. July 1, 2024, Beacon Home at Ludington, *mixed residential*, Beacon Specialized Living. A Home Staff reported that another Staff Member had send a text to a community member venting about her job which included Recipient's names and also described the Recipients as "Retards." **The investigation into DISCLOSURE OF CONFIDENTIAL INFORMATION and DIGNITY AND RESPECT is substantiated. The Staff involved was terminated.**
- J. July 2, 2024, Mary's House, *residential I/DD*, Safe Harbor Chrisitan Communities. A Recipient said that she was taken to a party by a Home Staff where there was music, beer and weed. The Recipient said she was told not to tell anyone and thinks if she does she will lose her devices. **The investigation into ABUSE-CLASS III AND SAFE, SANITARY AND HUMANE TREATMENT ENVIROMENT is substantiated. The two staff involved resigned.**
- K. July 3, 2024, MHC Lobby. Two HealthWest Staff Members reported that a Recipient came in for medications and appeared to be manic. He proceeded to the restroom and when he exited his pants were not pulled up. Another HealthWest Staff Member told him to pull up his pants and this caused him to escalate. The Staff Member continued to speak to him, and he kept telling her to "f off." **The Investigation into DIGNITY AND RESPECT is not substantiated.**
- L. July 3, 2024, MHC Lobby. Two HealthWest Staff Members reported that a Recipient was here for an appointment with their Case Manager when they had an altercation with another HealthWest Staff Member in the Lobby. **The Investigation into DIGNITY AND RESPECT is not substantiated.**
- M. July 3, 2024, Forest Trail Home, *residential I/DD*, MOKA. The Home Manager was told by a Recipient that after he threw a potted plant at the staff, the staff attached him. **The Investigation into MENTAL HEALTH SERVICES SUITED TO CONDITION is substantiated. The corrective action is pending.**
- N. July 10, 2024, Clubhouse Interactions, HealthWest. A Recipient who attends the Clubhouse stated that a HealthWest Staff Member commented on her clothing and asked her to cover up. The Recipient said that the Staff Member said that she had no respect for herself while she was laughing. The Recipient said it made her cry. **The Investigation into DIGNITY AND RESPECT is not substantiated. During the investigation another issue was discovered. The Investigation into SAFE, SANITARY AND HUMANE TREAMEMNT ENVOMROENT is substantiated. HealthWest is in the process of hiring a new cleaning company that will service this location three times per week. The Clubhouse administrator will update the tasks related to this job duty to two times per day. HealthWest will have cleaning**

**staff available three days a week to clean and sanitize the bathrooms before members arrive.**

- O. July 10, 2023, Beacon Home at Blue Lake <sup>mixed residential</sup>. Beacon Specialized Living. A Beacon Staff overheard another Staff Member speaking rudely to two separate Recipients. **The Investigation into DIGNITY AND RESPECT is not substantiated.**
- P. July 17, 2024, A Recipient receiving services from HealthWest stated that a HealthWest Staff Member, jumped up and yelled at her during her appointment. The Recipient stated that she stood over her and slammed a paper in her face causing her to feel as if she was being interrogated. **THE INVESTIGATION INTO DIGNITY AND RESPECT is not complete.**
- Q. July 18, 2024, Shaffer Home, <sup>residential I/DD</sup>, HGA. A Staff Member was assisting a Recipient when another Staff Member came in and yelling and swearing at the Recipient. **The investigation into ABUSE-CLASS III is not complete.**
- R. July 25, 2024, Graceland Home, <sup>residential I/DD</sup>, MOKA. Two Recipients, who are on pureed diets, were given Nutri Grain bar's while sitting in the recliner. The bar's were not prepared the way that they should in order to meet the dietary requirements and could have caused choking. **The Investigation into NEGLECT CLASS III is substantiated. The corrective action is pending.**

## V. INTERVENTIONS

**Old Business: N/A**

**New Business:**

- A. June 12, 2024, Pine Rest, <sup>Psychiatric Inpatient</sup>. A Clinical staff from Pine Rest alleged that a Patient was not given a dose of their controlled medication and when the Patient asked about it the staff was rude towards the Patient. **This complaint was not within HealthWest ORR's jurisdiction and was referred to the Pine Rest Recipient Rights Office.**
- B. July 9, 2024, Marcoux Home, <sup>Mixed Semi-Independent Living</sup>, Pioneer Resources. A member of Staff from Preferred Employment and Living Services submitted a complaint on behalf of a Recipient stating that a house staff was discussing personal matters of the Recipient in front of others. **Because Marcoux is a SIL, it does not fall under the Jurisdiction of this office. The Complainant was referred to Jill Bonthuis-Pioneer Resources and Adult Protective Services.**
- C. July 15, 2024, A Recipient who receives Adult Case Management Services from HealthWest and lives independently in the Community reported that her Home Health Staff has not been providing appropriate services for her and she would like a new

company. The Home Health Staff in question work for Bedside Buddies, which is arranged by DHHS and not HealthWest, therefore this does not fall within this ORR's Jurisdiction. The Complainant was referred to Adult Protective Services and to the Leadership of Bedside Buddies as well as her HealthWest Case Manager for assistance with changing Home Health Companies.

## VI. SUBSTANCE USE DISORDER

Old Business: N/A

New Business:

## VII. Summary of ORR Complaint Status for June and July 2024

Complaints Received	Complaints Investigated	Complaints in Process	Complaints Substantiated	Completed in 30 Days	Completed in 60 Days	Completed in 90 Days
27	24	2	14	20	0	0

## VIII. DEATHS

### Prior Deaths-Reported:

December 06, 2023, A 58 year old female recipient who received MI Adult Case Management died at her home in the community from a potential overdose of inhalants.

January 17, 2024, A 24 year old male recipient who received services from the HealthWest LEAD (Law Enforcement Assisted Diversion) Team died at his home in the community from a potential overdose.

April 27, 2024, A 73 year old male recipient who received services from HealthWest was found unresponsive in a vehicle. Video coverage showed that he had been walking around near his car and collapsed into the vehicle and was later found by a community member who called 911. It was determined that there was no fowl play or drugs involved. It was determined that his death was due to natural causes.

### Present Death Reports:

June 13, 2024, A 78 year old male recipient who resided at a MOKA home and received I/DD Case Management services died at home while receiving Hospice Services. The cause of death was listed as Senile degeneration of the brain.

June 17, 2024, A male recipient aged 51, who received services from MI Adult Case Management and lived independently in the community was at a family gathering when he began to choke. Attempts to dislodge the food were unsuccessful. He was transported to Trinity Health by EMS where he was pronounced dead.

Recipient Rights Report

08/09/2024

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July 10, 2024, A 73 year old female who resided at FaHoLo AFC and received I/DD Case Management services died at home while receiving Hospice Services.

July 12, 2024, A male recipient, age 43, who received services from MI Adult Case Management and lived independently in the community died from an unknown cause. HealthWest was notified by his family.

July 22, 2024, A 58 year old female who lived in the community and received I/DD Case Management died unexpectedly at home from a suspected blood clot in the lungs.

July 28, 2024, A 72 year old female who resided at the Walker Home and received I/DD Case Management died unexpectedly at home. The Recipient woke up not feeling well, 911 was called. EMS attempted to resuscitate but were not successful.

# Recipient Rights August 2024

# Right versus Privilege

A RIGHT is:

- Not what someone gives you, it is something they cannot take away.
- Are entitlements.
- Belong to every person.
- Are given by **law**
- Right to vote
- Right to education
- Right to be free from abuse or neglect
- Right to free speech





# Right versus Privilege



A PRIVILEGE is:

- Earned
- Easily limitable
- Given to a person or group
- May be withheld from some or all Individuals
- Getting a driver's license is a privileged not a right

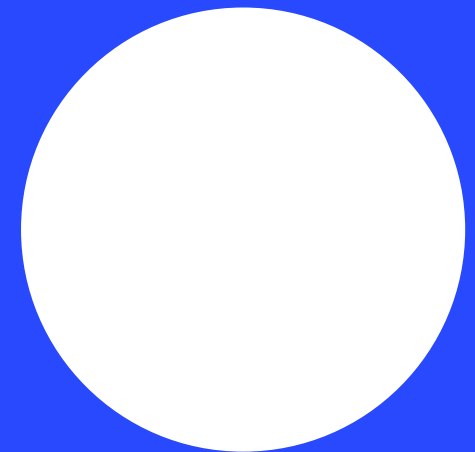
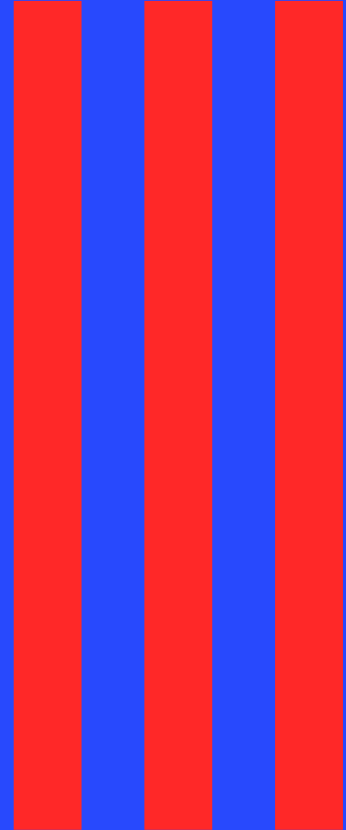
For persons served in the public mental health system there is no situation where a right becomes a privilege. **One's rights cannot be earned or withheld.**

# **We're All Alike**

**A person receiving public mental health services is first and foremost a person.**

**They:**

- **Should not be seen just as their disability or illness.**
- **May be a parent, a child, a grandparent, a neighbor, a friend, or a relative.**
- **May be an artist, a writer, enjoy sports, want to get married, want a job, enjoy many of the things that we all do.**





# What Laws Provide Protection?

There are laws that protect all citizens of the United States. Some of these include:

## The United States Constitution

The U. S. Constitution [including the Bill of Rights] is the highest level of law and includes our right to vote, freedom of speech and freedom of movement.

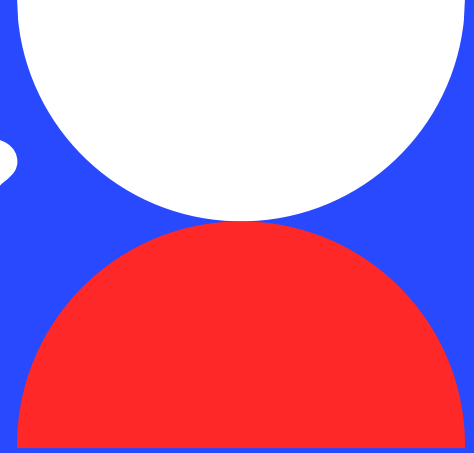
# What Laws Provide Protection?

**These are examples of Michigan State Laws**

- **Elliott-Larsen Civil Rights Act (Act 453)** [prohibits discrimination]
- **Michigan Persons with Disabilities Civil Rights Act (Act 220)** [define the civil rights of persons with disabilities; to prohibit discriminatory practices]



# What Laws Provide Protection?



**These Federal Laws provide specific protections for persons with disabilities. You may be familiar with some of these.**

- ✓ Americans with Disabilities Act (ADA)
- ✓ Civil Rights of Institutionalized Persons Act (CRIPA)
- ✓ Federal Rehabilitation Act
- ✓ Community Mental Health Act 1963 [created the public mental health system]

# What Laws Provide Protection?



## ❖ Michigan Mental Health Code 1974

In addition to the rights, benefits, and privileges guaranteed by other provisions of Federal, State and local law for all of us, a person receiving public mental health services also has their rights guaranteed by Chapter 7 and 7a of the Michigan Mental Health Code.

# Questions?

## Thank you

**For your commitment to honor  
the rights of the Persons we  
serve and your dedication to  
the Recipient Rights Advisory  
Committee.**