

MISSION STATEMENT: To assist Contra Costa County mental health consumers, family members and the general public in advocating for the highest quality mental health services and supports delivered with dignity and respect

**Mental Health Commission
Quality of Care Committee Meeting
Thursday, November 21, 2019, 3:30-5:00pm
At: 1220 Morello Avenue, Suite 101 Conference Room, Martinez, CA**

AGENDA

- I. Call to order/Introductions**
- II. Public comments**
- III. Commissioner comments**
- IV. APPROVE minutes from October 17th, 2019 joint meeting**
- V. PROVIDE a brief update on PES changes and the in-process PES report presented by Barbara Serwin, Chair, Quality of Care Committee**
- VI. PROVIDE overview of the Mental Health Commission site review project to date, walk through existing documentation, and determine next steps presented by Barbara Serwin, Chair, Quality of Care Committee**
- VII. Adjourn**



In accordance with the Brown Act, if a member of the public addresses an item not on the agenda, no response, discussion or action on the item may occur. In the interest of time and equal opportunity, speakers are requested to observe a 3-minute time limit. If special accommodations are required to attend any meeting, due to a disability, please contact the Executive Assistant of the Mental Health Commission, at: (925) 957-2619



**CONTRA COSTA COUNTY MENTAL HEALTH COMMISSION
FACILITY/PROGRAM OBSERVATION REPORT**

*This Report Is Based On A Personal Visit From One Or More Members
Of The Contra Costa County Mental Health Commission*

- 1) *Attending Commission member(s):* _____

- 2) *Behavioral Health Services attending staff:* _____

- 3) *Date Of Site Visit:* _____
- 4) *Program/Facility Name:* _____
- 5) *Physical Address:* _____
- 6) *Program Director & Supervisor/Contact:* _____
- 7) *Contact information-phone/email: (Business cards attached)*

Starred (*) Items may not apply to some programs

8) *How does the staff interact with individuals? Example: Does staff appear compassionate, patient, caring, rushed, indifferent frustrated, or overwhelmed?

8) *Are individual grievance procedures prominently posted? Are grievance forms readily available for individuals? Yes/No*

9) *Is the current Patients' Rights Advocate's Contact information posted? Yes/No*



10) *What are the treatment goals for individuals in the program? How are they achieved?*

11) *What are the primary obstacles of the program and/or staff, which may make it difficult to achieve these goals?*

12) *Does the program's Board Of Directors include any Mental Health Commission members?
Yes / No (please state name/s) :*

13) *How does the program determine when an individual no longer requires services or requires other services or referrals?*



14) Does the program have a turn over rate or waiting list?

15) Within a one year period, how many individuals get turned away due to limited capacity and/or because the individual does not meet the criteria of the program?

16) Any additional aspects or comments regarding the program?



SITE VISIT SUMMARY

*Mental Health Commissioner please complete this form, after the site visit.
**If additional space is needed, please attach page to form*

1) *What is your overall impression of the facility and/or the program?*

2) *What are some of the strengths, weaknesses and limitations?*

3) *Recommendations for facility and/or program?*

PES Draft Timetable and Questions

MHC Joint Finance and Quality of Care Meeting, 10/17/19

10/16/19, Barbara Serwin

Milestones	Dates
Meet with Supervisor Burgis as MHC member for BOS perspective	By 11/15/19
Complete tours, research and collating of information	Through 11/19
Complete interviewing staff	Through 11/19
Meet with Health Services, CCRMC and Finance re: concerns, ideas, goals	Through 11/19
First draft timed for review at December BHCP meeting and MHC Quality of Care meeting; reviews by PES, BHS, CCRMC staff at their discretion	BHCP meeting date TBD MHC QC meeting 12/19/19 Staff meetings TBD
Second draft time for review at January BHCP meeting and MHC Quality of Care meeting; reviews by PES, BHS, CCRMC staff at their discretion	BHCP meeting date TBD MHC QC meeting 1/16/20 Staff meetings TBD
Final draft two weeks later in time for presentation at February MHC full Commission meeting and February meetings of other Community organizations and committees	MHC full Commission meeting 2/5/20 Other org/committee meetings TBD
Sign-offs complete	2/28/20
Report send to BOS F&HS Committee	3/2/20
Distribute within the Community	3/2/20
Present to BOS F&HS Committee	Date TBD

Current Questions/Research Needs

- How to best obtain community feedback
 - Have each committee/organization collate feedback
 - OR
 - Host MHC meeting for input; BHCP host a second meeting for input
 - Final draft to be signed off on by each committee/party
- Regulatory and financial concerns about any PES facilities remodeling and / or expansion
- Do we actually need to see existing plans for the purposes of this report?
- Other major roadblocks?

SITE VISIT GUIDELINES

IMPERIAL COUNTY MENTAL HEALTH BOARD

PURPOSE/GOAL:

- A. For the individual Board Member to obtain an understanding and knowledge of a single program offered by their region.
- B. To provide a verbal report to their board and a written report available to all boards with sufficient detail to allow the other board members to obtain a general knowledge of the program.
- C. To become the contact person/liaison on the board for that specific programs needs or promotion.

PROCESS & PORCEDURE:

Selection and Assignment of Programs

- 1) Once a year the Chairperson will request 3 program preferences from each Board Member, of those programs they would be interested in visiting.
- 2) The Executive Committee will review the requests and assign each board member to a program based on the preference noted. Please note—board members may not be assigned to a program in which they are participating or have a family member participating.
- 3) A copy of the assignments will be given to the Manager who will notify the Supervisors of the programs.

Scheduling the Visit

- 4) The Board Member should make the first call to begin the site visit process.
 - a. Call the Program Supervisor to schedule the site visit. This should be done at least two weeks prior to the time you would like to make the site visit. The site visit will take a minimum of one hour and may last two or three hours depending on the particular program and timing of the visit.
 - b. When you call, introduce yourself by name and as a member of the Mental Health Board.
 - c. The Supervisor should already be aware of why you are calling, however you should mention the reason for your call. Explain that you would like to arrange an appointment to meet with them and visit the program and/or facility on behalf of the Board.
 - d. Make sure to provide the Supervisor with your phone number, in case the appointment needs to be rescheduled.
 - e. It is a good idea to call and confirm the appointment the day before the visit.

The Visit

- 5) Appropriate business style attire should be worn, along with your ID badge.
- 6) Follow the questions on the Site Visit Form to obtain the basic information. The board member must fill out the form from their notes taken during the meeting. This form should not be given to the program director to fill out.
- 7) Please remember that you are representing the entire board. If you have a specific personal issue with the program that you are interested in, make sure it is applicable to this review. (Other personal interests should be addressed at a separate meeting.)

The Reports – Written and Verbal

- 8) Use the official Report Form and fill it out by typing or printing with black ink.
- 9) Be as brief and concise as possible. Emphasize the key aspects of the program in the written report.
- 10) You will be required to present your review at one of the monthly board meetings. During your verbal report you may want to mention some of the ore minor details from your site visit notes that could not be included in your written report due to lack of space.
- 11) Your written report will be distributed to the board during the meeting you present your verbal report. On that day please bring in enough copies for all board members plus a few extra. If you have no means to create these copies, notify the Board Liaison ahead of time and they will print them for you.
- 12) The verbal report should give the board basic understanding of the program even without the written report.