

Members Present:				<p>“ Provider Forum Meeting Minutes”</p> <p>DATE: February 8, 2012</p> <p>LOCATION: __Manistee Benzie Community Mental Health Administration Building</p>	<p>Page # <u>1</u> of <u>2</u></p>
X	Jan M	X	Angie M.		
X	Joy P	X	Dorothy S.		
	George O		Lisa B.		
X	Kathy W		.		
	Monica S.				
X	Mike N.				
X	Deanna M				
X	Patsi R.				
Guests:					
Topics Discussed				Discussion/Decisions	Action/Responsible Party

Welcome & Sign-In	Introductions	
Centra Wellness Network agency News	<p>Displayed Internet Website, encouraged providers to use this resource. Minutes will be posted under Provider Customer Service: Discussion of Mystery Shopper through MACMHB, & rating of CAPS Team as # 1 in Michigan.</p> <p>Distributed Customer Service cards to group, encouraged feedback on the Provider Forum meeting or any service that is encountered at CWN from attendees.</p> <p>Training & Education, update on recent coordinated educational events, Addictions & Brain Neurobiology 2/24/2012, The Art of Initiating Difficult Conversations 2/28/2012 & Social Work Pain & Ethics 3/23/2012.</p> <p>Registration for Rights Class, or any Training Event, processed centrally through one identified person from each Provider.</p> <p>Discussed movement toward integration with Affordable Care Act forming of Coalition, and new hire of Medical Director, Dr. Lapo.</p>	<p>Use CWN Internet site to access Provider information, minutes from Provider Meetings: All</p> <p>Complete & Return Customer Service cards: ALL</p> <p>Promote & register as needed or interested: All</p> <p>Provide list of names to Joy for class registration: Kathy W. Monica S. Deanna M.</p>
Rights/PCP Update	Jan distributed copies of and explained Summary of Annual Recipient Rights Data & Comparison to FY 09/10. Questions and rigorous discussion ensued related to confidentiality, dignity and respect with clarification from Jan.	Completing Incident Reports, contacting Jan M. if issues or questions arise: All
DCH Audit	DCH Audit scheduled on March 5, 6, 7. Joy encourages using CenTrain for required training and amplifying or augmenting as needed. CenTrain is approved by Department of Health & Human Services & DCH. It has required content areas covered with adequate measurement of competency. Distributed grid of required training with frequency such as upon hire and annually etc.	Use CenTrain as recommended: All
Training Records and Tracking Systems	Kathy W. displayed and explained her new electronic system of tracking training and Training Profiles of completed Training. Kathy has files set up with easy to access details of measured competency in all required training areas for her staff. Impressively efficient, and with good evidence of measured competencies.	Keep accurate complete files on each employee with updated Training Profiles, and detailed evidence of measured competencies. All.
Provider Updates	<p>RLLS reports good progress with care provision and continued interest in providing services.</p> <p>MLC is maintaining busy care provision and will be hiring a new Home Supervisor for Wildwood.</p> <p>Spectrum reports active steady care provision with anticipation for growth. Lisa B. introduced herself as a new Supervisor of one of the homes that provide care through Spectrum.</p>	

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Next Meeting	May 9 th at 1:00 PM	Joy sending notice, minutes, and agenda to all members.

Notes by Joy Pomeroy