

**Alameda County Mental Health Board  
ADULT COMMITTEE MINUTES  
March 15, 2010 ♦ 12:00pm-2:00pm  
Alvarado Niles Room**

Meeting called to order @ 12:10pm by Alane Friedrich

**HOUSEKEEPING**

Roll Call/Introduction of Guests

MHB Members: Alane Friedrich, Laura Mason, Sam Greyson, and Sheldon Koiles

Committee Members: Beverly Bergman (MHAAC), Francesca Tenenbaum (Patients’ Rights Advocate), Hazel King (Patients’ Rights Advocate), Pansy Taft-Butkowski (Sausal Creek), Kathie Zatzkin (ACNMHC), Dennis Romano (ACCMHA), and Guy Qvistgaard (JGPP)

Public: Ronald Lee

BHCS Staff: Peter Alevizos, Maryann D’Onofrio, and Agnes Catolos

ITEM	DISCUSSION	PLAN/ACTION
<b>Approval of Adult Committee Feb. 2010 Minutes</b>	Ms. Tenenbaum made a correction on page 3, it should read as “Ms. Tenenbaum is seeking an invitation to talk to family groups.”	M/S/C Ms. Tenenbaum/ Ms. Bergman Motion passed as corrected.
<b>Chair Comment and Budget Musings</b>	Ms. Friedrich stated that she has been trying to orient and train the new Mental Health Board members re: BHCS because she felt that it’s very important to understand what the system does, what the basic components of the system is and also to understand what changes may happen as a result of difficult budget.	
<b>John George Report</b>	Mr. Qvistgaard addressed the following: <ul style="list-style-type: none"> <li>▪ Issues they are currently focusing on: <ul style="list-style-type: none"> <li>▫ To work with the culture of the hospital and the staff to enhance and support a more healing environment</li> <li>▫ To reduce rate of use of seclusion and restraints</li> </ul> </li> </ul>	

<p>John George Report (Cont.)</p>	<ul style="list-style-type: none"> <li>▫ To be more welcoming, they removed most of the exterior signage e.g. no smoking, no weapons allowed and they removed the 10 ft. gate.</li> <li>▪ Other issues need to be addressed e.g. employee issues and redesigning JG programs, which PRA are involved, to enhance their programming into the late evening hours to have the treatment from 9am-9pm rather than 9am-4pm.</li> </ul>	
<p><b>Patients' Rights Advocates (PRA) Report</b></p>	<p>Ms. Tenenbaum related the following:</p> <ul style="list-style-type: none"> <li>▪ PRA are working very closely with JG and related that they are very impressive with various things happening at JG e.g. change takes place quickly now unlike before that every change took a long time to get implemented.</li> <li>▪ Mr. Qvistgaard is already aware of every issues that they report to him.</li> <li>▪ Mr. Qvistgaard has made a couple of suggestions on how PRA can continue to be involved e.g. participate in community meetings on a regular basis and do inservices to staff and consumers.</li> <li>▪ Herrick Hospital is still their biggest concern, they continue to have difficulty providing inservices.</li> <li>▪ PRA Feb. stats:  Total Calls Received: 634 <ul style="list-style-type: none"> <li>▫ Complaints of Codes/Regulations Violations-8</li> <li>▫ Requests for Information/Assistance-626</li> <li>▫ Voicemail Message Received- 345</li> </ul> Investigations Conducted-8  Facility Monitoring Visits- 10  Training/Educational &amp;/or Consultation Sessions-13  Source of Patient Calls e.g. JGP-70; Fremont-57; Herrick-43  Type of Calls i.e.: ◦ Abuse-12 ◦ Patients' Rights- 103 ◦ Quality of Care-49 ◦ Legal-140  5250 Certifications (14 day holds) # of patients certified - 446  Number of Patients filed for Capacity Hearings-51</li> </ul>	<p>Ms. Friedrich stated that she will bring up Herrick again to the QIC.</p>
<p><b>Presentation:</b>  Understanding BHCS Services: What services are and do, both county and CBO teams. How a client gets on a team? How Service Teams differ from FSP's?</p>	<p>Dr. Alevizos provided info on Services Teams e.g.</p> <ul style="list-style-type: none"> <li>▪ Provided an overview on how Service Teams were developed and info on research they've done e.g. best models around e.g. from Wisconsin and Arizona</li> <li>▪ Described how criteria were developed, how private practice clinicians were encouraged to participate and how people were assigned to Service Teams</li> <li>▪ Mentioned some guidance that they want to accomplish: <ul style="list-style-type: none"> <li>▫ keep people out of hospital</li> <li>▫ keep people stable in the community where they live</li> </ul> </li> <li>▪ Distributed a variety of handouts re: Service Teams</li> </ul>	

<b>Sausal Creek (SC) Report</b>	<p>Ms. Taft-Butkowski presented SC report for Feb. that included info. e.g.</p> <table border="0"> <tr> <td>Admission-369</td> <td>Walk-ins-143</td> </tr> <tr> <td>Ave. number of clients/24 hours-13.2</td> <td>Mental Health Referrals-180</td> </tr> <tr> <td>AOD Providers Referrals-46</td> <td>Uninsured-230</td> </tr> <tr> <td>Ave. Length of Waits (Minutes)-120</td> <td>Ave. Length of Visits (hours)- 4</td> </tr> <tr> <td>John George 5150-3</td> <td>Clients New to Sausal Creek-62</td> </tr> <tr> <td>Clients New to County System-48</td> <td>Clients Returning to Sausal Creek-193</td> </tr> <tr> <td colspan="2">New data: referrals from Highland Medical Center ER-58</td> </tr> </table>	Admission-369	Walk-ins-143	Ave. number of clients/24 hours-13.2	Mental Health Referrals-180	AOD Providers Referrals-46	Uninsured-230	Ave. Length of Waits (Minutes)-120	Ave. Length of Visits (hours)- 4	John George 5150-3	Clients New to Sausal Creek-62	Clients New to County System-48	Clients Returning to Sausal Creek-193	New data: referrals from Highland Medical Center ER-58		
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<b>Family Caregiver Report</b>	<p>Ms. Bergman related the following info:</p> <ul style="list-style-type: none"> <li>▫ The Mental Health Assoc. of Alameda County will be having a Family Caregiver’s Plan for the Future Conference on Saturday, March 20<sup>th</sup>. The conference will provide info e.g. existing resources-special needs trusts, benefits, WRAP plans, etc.</li> <li>▫ Feb. data: Calls received-148 New visitors at JG-32 Repeat callers-16</li> <li>▫ She met with Mr. Qvistgaard and they are creating a family support group at JG that will start in April.</li> </ul>															
<b>Consumer &amp; Family Grievance Report</b>	<p>Ms. Tenenbaum stated that one of the major complaints have decreased in Feb- Loss of property-1. She related that BHCS developed the consumer and family grievance report and they decide on what criteria should be on the report.</p>															
<b>Crisis Response Program</b>	<p>Ms. D’Onofrio stated that they need to fill a consumer provider position for their Fremont Office.</p>															

*Meeting Adjourned @ 2PM  
Minutes submitted by Agnes Catolos*