

Affiliation: Northwest CMH Affiliation

Section 1: Partnering with Stakeholders in Design, Delivery and Evaluation

Challenges and Areas for Improvement

While we believe this continues to be an area of good performance for our affiliation, based not only on the findings of MDCH reviews and consumer feedback, we also believe there are areas where we can improve. Perhaps the biggest challenge in this area is funding. We believe our consumer, family member, advocate and stakeholder participation in the design, delivery and evaluation of services could be expanded by increasing the numbers and diversity of participants on CMHSP and PIHP committees but acknowledge there is a cost associated with this. In a true partnership we expect to reimburse participants for their time and effort. We also believe, based on consumer feedback that their availability to participate as volunteers may conflict with their pursuit of community based employment or other volunteer efforts and interests. Additional costs include transportation, training, accommodations and supports and meals when groups gather across the nine county affiliation geographic area. We currently are using video technology to reduce travel and have reduced the frequency of the affiliation Regional Consumer Forum Meetings. We continue with an annual consumer conference focusing on self advocacy and maximum community involvement and participation.

Methods For Making Improvements

West Michigan Community Mental Health Systems will implement a DD satisfaction monitoring study beginning in June 2009, to be completed by August 2009 and conducted bi-annually thereafter. Additionally they will implement a discharge monitoring study beginning in July 2009, ending in September 2009 and annually thereafter. Stakeholder feedback will be solicited following each stakeholder group meeting beginning in October 2009 on an ongoing basis and existing stakeholder groups will be used to assist with recruitment of additional stakeholders. WCMHMS will conduct annual targeted meetings with advocacy groups beginning in October 2009 to enhance relationships and will explore grant availability to address funding challenges.

Northern Lakes CMH will continue to promote consumer and stakeholder involvement through the local Consumer Advocacy Council and will develop a schedule for ongoing consumer stakeholder community forums. All persons participating in the environmental scans for the ARR will be offered copies of the QI Plans and their feedback will be used toward continued development in this area. NLCMH will also develop a Self-Determination Implementation Plan with provision for consumer involvement in the design implementation and evaluation of SD services.

At the affiliation (PIHP) level, the Regional Consumer Involvement Plan will be updated via the PIHP Customer Services Committee beginning June 1, 2009 and completed by September with annual updates thereafter. This plan will address diversity and numbers of stakeholders, type of involvement and accommodations and supports required to ensure meaningful participation in the design delivery and review of programs and services. Beginning in September 2009, the agenda for Regional Consumer Forum meetings will include an item to monitor consumer and

stakeholder perception of meaningful involvement and participation. Results of these findings will be reported to the PIHP Joint Leadership Team via the Customer Services Committee.

Methods to Measure Success

NLCMH will monitor progress on their QI plans for Partnering with Stakeholders in Design, Delivery and Evaluation Consumer Advocacy Council. WCMHS will monitor the information at their Quality Improvement Committee and shared at their Consumer Advisory Panel. This information will be shared at the Regional Consumer Forum and reported to the PIHP Joint Leadership Team via the Customer Services Committee. Additionally the PIHP site review team will continue to monitor consumer participation via annual site visits at the respective CMHSPs and at the CA (NMSAS).