

Challenges and Areas for Improvement

We anticipate implementing this system with ongoing guidance and involvement of consumers/families and stakeholders. We look to MDCH for guidance on training and standards for culture of gentleness and trauma informed systems. As with any system/culture change, we anticipate needing time and funding to focus on implementation of system-wide training. Other requirements and assignments can deter a system from culture change. To really change, we will need this to be prioritized at all levels of our affiliation. Northern Lakes CMH has experienced resistance to implementation of self-determination, and this barrier must be overcome. Another challenge will be in further developing systems of care, where the old way of doing business and funding in silos gets broken down with the focus on collaboration and efficiency. Our Affiliation has a history of positive collaboration, yet this will not be without challenge as we seek new and better ways to manage systems and provide innovative services and supports.

Methods For Making Improvements

WCMCHS will have a plan for implementation of Culture of Gentleness and Trauma-informed systems by October 2009. At present, WM conducts a minimum of 2 public, anti-stigma efforts per month including an aggressive, state-recognized Stigma project utilizing the National Suitcase Exhibit. In the coming year they are hosting the Consumer Art Display and continuing consumer-led legislative advocacy efforts. Additionally, WM will re-administer the REE March 2010 and will continue work with local collaborative bodies to advance DD and SED systems of care.

In collaboration with West Michigan CMHS, Northern Lakes CMH will have a plan for implementation and training on Culture of Gentleness and Trauma informed systems by October 2009. NLCMH is awaiting information from MDCH on the REE, which was piloted in April 2009. That information will be used to launch a performance improvement project by October 2009. An implementation plan for self-determination has begun at NLCMH, and the expectation will be for a minimum of 5 additional SD enrollments by the beginning of FY 2010. Please see section 4 for further detail on self-determination implementation. NLCMH has a recognized anti-stigma campaign that utilizes multi-media resources thanks to support from MDCH and mental health block grants. Our campaign will continue and will add more of a focus working with local schools as this was advice given to us in our ARR forums. NLCMH currently has 3 systems of care for SED children across our 6 counties. This model will be replicated with guidance by families and stakeholders to implement systems of care for children with developmental disabilities.

Methods to Measure Success

NLCMH will monitor progress on their QI plans for Improving the Culture of Systems of Care via their Consumer Advocacy Council. WCMCHS 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 relative Affiliation committees. Additionally, the PIHP review team will check and monitor progress on this QI plan via annual site visits at the respective CMHSPs and the CA (NMSAS).