

**Statewide Consumer Council
Meeting Minutes**

CCSM Office, 55 Middle St.
Augusta, ME

Date: 6-22-12

Time: 10:00 am – 2:00 pm

Members Present: X= present A = absent (unexcused) E = absent (excused) ITV = via ITV PH = via phone

X	Paula Gustafson, Chair	X	Kandie Desell	X	Jamie Wood
E	Ken Hess, Vice Chair	X	Karen Evans		
X	Dorie Oakes, Secretary	X	Dale (Grace) MacDonald (arrived- 11 AM)		
X	Ron Welch, Treasurer	E	W.C. Martin		Staff:
X	Charlie Ames	E	Barbara Martin	X	Simonne Maline, Executive Director
X	Carla Beaulieu	X	Eric McVay	X	Melissa Caswell
A	Ken Bragg	X	Jeanne Mitchell	X	Vickie McCarty
X	Harry Clark	E	Carolyn Noble	X	Bob Hinds
X	Judy Colomy	X	Dot Treadwell		

Guests: MGMC Staff

Minute Recorders: Melissa

Next Meeting: 6-27-12

Minutes Approved:

TOPIC	DISCUSSION	ACTION PLAN	PERSON RESPONSIBLE
Welcome, Introductions, Establish Quorum	Members and guests were welcomed by Chairperson. Introductions completed; new SCC rep Judy Colomy introduced. Quorum established- 14 members in attendance at start of meeting.	N/A	N/A
Approval of Minutes from May 25, 2012	Group reviewed draft meeting minutes from the March 23, 2012 meeting and noted corrections to be made. Motion made and seconded to accept the minutes. Motion carried unanimously.	Make corrections to meeting minutes then email final copy to SCC members and post on CCSM website	Staff
Guest Speaker: MGMC, Augusta & Waterville	Lisa Simm, Quality Care Management in attendance with 2 colleagues to discuss issue statement submitted to them by the CCSM and to explain hospital advisory council purpose. Lisa gave an overview of the Patient/Family Advisory Council that represents all hospital services. In existence for 2 years, this group currently has a charter, 13 members and 7 staff members developed by the	Continue discussion with MGMC staff around making improvements to ER treatment	CCSM

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	<p>council. She stated that they are looking for 1-3 more consumer members as there is currently no behavioral health representation. Those interested will go through an interview process. The group works to bridge the gap between the hospital and the community,</p> <p>Mark is responsible all behavioral health services: inpatient mental health unit in Waterville, HealthReach, ACT Team and Outpatient counseling. They are working hard on patient satisfaction. Key decision making is done in the form of a partnership council that makes recommendations. Staff meets with patients every day so when surveys are completed and issues are discussed they are almost always not a surprise to the hospital staff. Constantly working on making services better based on patient feedback.</p> <p>Currently no Behavioral Health Council but willing to think about forming one if enough people are interested.</p> <p>Discussion around ER issue statement submitted to MGMC by the CCSM. Staff is aware of ER care around the state and the treatment gaps/defits that exist.</p> <p>There is currently a new proposal to change the treatment model in Augusta and Waterville. Currently, while a patient is waiting for a behavioral health bed, they are overseen by a CAN and security. The hospital is looking to change this. They plan to hire MHRT's to work 24/7 in Augusta and 16 hours a day, 7 days a week in Waterville. This staff would be responsible for providing case management services and link patients to services. The SCC encouraged hospital staff to hire peers with MHRT credentials and to put this on the application. The hospital staff also stated they plan to make psychiatrists available at the ER. They are currently in the process of finishing the design and doing hiring and training. Also training nurses.</p> <p>There has been discussion around peer support and the hospital would like</p>		CCSM

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	<p>to continue this discussion and staff is willing to continue discussion with the CCSM about making ER improvements. There have been positive surveys the last 3 years since the hospital made process changes. Many improvements in behavioral health but still lots of work to be done in the ER and on medical floors. They are also doing more to decrease the use of the ER for regular medical care.</p> <p>Mark gave out contact information for those who would like to continue talking to him.</p>		
Questions on Written Reports	<p>Written reports were reviewed:</p> <p><u>Executive Director's Report</u> Detailed report available- see attachment. Next Flashmob preparation meeting: June 27 at 1 PM at Amistad in Portland. For those interested in doing events in other areas should contact Simonne.</p> <p>Discussion of concerns about price of CCSME conference in September. Future suggestions for sponsoring events made such as securing free slots for CCSM members before sponsoring events. Outcome of conference ticket price: CCSM will determine how many people can attend and get a list of people interested in attending. Executive Director suggested that members check with agencies about sponsoring them/giving scholarships to attend.</p> <p><u>Treasurer's Report</u> Copies of our state contract handed out and reviewed. CCSM has a new contract manager. CCSM budget reviewed. Motion made and seconded to approve the FY 2013 budget. Motion passed with 11 in favor, no oppositions and 1 abstention.</p> <p>Budget Subcommittee has not met yet. Suggested this group should start</p>	<p>Give updates of any report items on a regular basis</p> <p>Post all documents on CCSM webpage</p>	<p>All</p> <p>CCSM Staff</p>

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	<p>meeting quarterly.</p> <p><u>Outreach/Local Council Report</u> Detailed report available- see attachment.</p>		
CCSM Media Policy	Draft media policy presented and discussed. Corrections to policy to be made based on comments collected and final draft will be voted on at the July 2012 SCC meeting.	<p>Make changes to draft media policy and print copies for July meeting</p> <p>Vote on final draft of media policy at July SCC meeting</p>	<p>CCSM staff</p> <p>SCC</p>
Guest Policy Re-visited	<p>Corrected draft policy presented with changes made as directed by SCC.</p> <p>Motion made and seconded to accept policy after striking out sentence in red at end of 2nd paragraph. Motion carried with 11 in favor, no oppositions and 1 abstention.</p>	Make corrections to final draft of guest policy and post online and make copies for all SCC members	CCSM Staff
Update on Increasing Consumer Voice	Update given on the progress of uniting and increasing consumer voice as discussed at the May meeting. On June 15, the PAC met and discussed holding a conference for consumers for free or minimal cost and to ask David Oakes from Mindfreedom to be a guest speaker. David has expressed an interest in speaking and will do so for free. All he has asked for is that any extra days at the hotel or any flight changes to be paid for. The plan would be for the conference to be held in September between the 19 and the 21st when he is already in Maine for the CCSME conference. David has been contacted and the PAC is waiting for a reply. A space to hold this conference is being looked at. Part of the plan is to ask social clubs to provide transportation for consumers. Agenda not yet created as it will be the job of all 4 groups (CCSM, AIN, PAC and MAPSRC) to work on and get all feedback.	Continue working on planning and finalizing an Increasing Consumer Voice conference	SCC in conjunction with AIN, PAC and MAPSRC

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Consumer Community Updates and Announcements	Due to limited time, all community updates were directed to the office coordinator to collect and send out to CCSM distribution list.	Post updates and announcements, as applicable, to community event board in the CCSM and on our webpage and Facebook site. Email all announcements to CCSM distribution list	Staff
Public Comment	Time was given for public comments by guests in attendance. Guest asked clarifying questions or gave their feedback/suggestions.	N/A	N/A
Meeting Recap, Actions Steps & Upcoming Agenda Items	Time given to review action steps developed during the meeting. Next SCC meeting: July 27, 2012 from 10 AM to 5 PM. Speakers at the July meeting: Leticia Huttman and Guy Cousins from OAMHS and Dan Wathan.	Create next month's SCC Agenda Send out meeting information to all SCC members and post on CCSM website	Executive Director, Coordinating Committee and Staff
Check-In & Adjournment	Meeting adjourned at 2:00 PM	N/A	N/A