

Lighting the Way

A publication of Monroe Community Mental Health Authority



MONROE
COMMUNITY
MENTAL
HEALTH
AUTHORITY

October 12, 2022

Happy October!

In this edition of our newsletter, I hope you notice a theme. Here at MCMHA we have been focusing our energy on improving your experience with receiving care. In order to do that we need your input! This issue of our newsletter contains information on how to file a Recipient Rights concern, how to file a grievance, as well as details from our most recent Consumer Satisfaction Surveys.

Often the words “grievance” and “complaint” sound like something negative. I have heard people speak of being afraid of giving honest feedback for fear that it will impact their services. I understand this concern, which is why I am using this newsletter to relay to you that we not only want but need your feedback!

MCMHA’s goal is to provide our community with excellent behavioral healthcare access, treatment, education, and, when necessary, referrals. We also know that reaching and asking for help is a big step and can be intimidating and scary. When you walk in our building or call for help, we want you to feel safe and welcomed. To do our best in these areas, we need to know directly from you what’s working and what isn’t.

Human nature being what it is, we are more likely to complain when we receive poor care and treatment than to provide praise when things go well. I get that. I do encourage you to do both, and, to make it easier, MCMHA is working on developing ways for you to provide immediate feedback after every service interaction you receive with us.

Later this month, MCMHA is hosting our annual Town Hall. I will provide updates on the various projects we are working on, highlight the successes and challenges we have experienced this year, and recognize some folks who have made tremendous progress in their recovery journeys. We will also be asking those in attendance how we are doing – both good and bad, and for your ideas for improving the care, treatment, services, and experience we provide. I hope to see you there!

Sincerely,
Lisa Graham

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Grievance (complaint) process

Recently our annual Customer Services satisfaction survey was conducted. One of the questions asked was, “I know how to file a grievance.” Out of 90 consumers surveyed from Children ages 10 to 17 years of age, individuals with a developmental diagnosis and adults with a mental illness, 49% did not know how to file a grievance.

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All consumers receiving services here at CMH have the right to say when you are unhappy or dissatisfied with the services your receiving, any supports your getting, or with a staff that’s providing the service to you. When you are unhappy or dissatisfied, you can file a grievance (complaint) by contacting Customer Services at 734-384-8780.

Family members may also file a grievance (complaint), with the written consent of the consumer and legal representative.

All consumers receiving services here at CMH are free from retaliation, meaning that you are free to exercise your rights and to use the rights protection system without fear of retaliation, harassment, or discrimination.

If you have any questions regarding the grievance (complaint) process, please feel free to reach out to Bridgitte Gates at 734-384-8780.



**MONROE
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TOWN HALL

WHEN

**October 27, 2022
3pm – 5pm**

WHERE

**In person & Virtual
At Monroe ISD**

ADDRESS

**1101 S. Raisinville Rd
Monroe, MI 48161**

ZOOM LINK

[https://monroeisd-
us.zoom.us/j/83281936450?pwd=VDdrVVJ4YWUvcStyU3lWaTEr
TjRldz09](https://monroeisd-us.zoom.us/j/83281936450?pwd=VDdrVVJ4YWUvcStyU3lWaTErTjRldz09)

AGENDA

**Welcome – Lisa Graham
(5 minutes)**

**Agency Updates – Lisa Graham
(20 minutes)**

**Behavior Health Homes – Lisa G.
(15 minutes)**

**Data Report – Crystal Palmer
(15 minutes)**

**Awards – Lisa Graham
(20 minutes)**

**COVID-19 Impact on MH – Lisa G.
(15 minutes)**

**Next Steps/Q&A – Lisa Graham
(25 minutes)**

**Closing Remarks – Lisa Graham
(5 minutes)**





The Right\$ Office wants you to know...

Under the Michigan Mental Health Code, even minors 14 years of age or older have additional rights and protections. Specifically, somebody that is 14-17 years old can request and receive outpatient mental health services (up to 12 sessions or within a 4 month period) without the consent or knowledge of their parent/guardian. The minor's parent/guardian is not liable for the costs of services that are received by the minor during the 12 sessions or 4 month period because CMH covers the cost. During such circumstances, the minor's parent/guardian MAY NOT be informed of the services without the consent of the minor UNLESS the mental health professional determines there is a compelling need for disclosure based on a substantial likelihood of harm to the minor or another person. The minor must also be informed of the intent to notify the parent/guardian. However, the mental health professional is still required to report any known or suspected child abuse or neglect to Child Protective Services. Additionally, the parent/guardian must be made aware and give consent before a minor can receive psychotropic medications or referral services for pregnancy termination. Finally, mental health services can continue past the 12 sessions or 4 months ONLY IF the minor gives consent for their parent/guardian to be notified AND the parent/guardian gives consent for further outpatient services.

2022 Annual Customer Services Satisfaction Survey

Part of Monroe Community Mental Health's commitment is to providing quality care to the people we serve. This includes getting feedback from our consumers on how they feel about and experience their Community Mental Health services. There are many ways we seek this type of feedback, and one of those is through a yearly satisfaction survey. For 2022's satisfaction survey's phone survey's were conducted.

By providing a phone survey we are able to receive better feedback and information from our consumers. In collecting the results we look at various areas and look at items that had a score of 90% or less and whether those items would require a plan to improve satisfaction in that area.

Our consumers were asked 14 questions with the opportunity to provide feedback on what they like or would like to see changed at MCMHA.

The survey results for Monroe CMHA in 2022 are:

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In our survey, all questions asked for our children ages 10 to 17, individuals with an intellectual disability and adults with a mental illness scored high with the exception of the question, "I know how to file a grievance". That questions received a 49% from all three populations.

The question is being looked at to see what improvements can be made. One improvement is a welcome letter will be in all packets for new consumers opened to the agency. The letter will explain that Monroe CMHA has a customer services department and how a grievance (known as a complaint) can be filed.

Overall the consumers that were surveyed were highly satisfied, but we also know there's always room for improvement when it comes to having high quality services for those we serve.

As always, you can contact Customer services for any questions you may have about this survey data, any feedback you have, or to find out ways you can get involved in giving feedback to Monroe CMHA. Customer Services can be reached at 734-384-8780.

Building Open and Face to Face Contacts
Resuming

MCMHA's building is open! Masks wearing is suggested, but not required. You can have a face to face contact with your case manager, therapist or prescriber.

Please specify when making your appointment.

Thank you and we look forward to seeing YOU!

Process when calling the nurse's phone line

Monroe CMHA receives quite a few phone calls daily, from the individuals we serve requesting to be transferred to the nurses line. Our nurses will be able to assist you more quickly if you leave the following information when leaving a message:

When calling nurse phone line, please clearly state: Patient's full name, date of birth, reason for your call, and a good call back number to reach you.

Please try to utilize this line for medication refill requests, reporting medication side effects, or if your doctor has asked that you call nurse line for follow up.

To cancel, change, or schedule an appointment, please call Brenda; Medical Receptionist. Non-medication related issues, please call case management.

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Here is the process on how the nurses follow up with the message you have left.

Nurse phone line protocol:

--Calls are answered in the order received Monday thru Friday 8am to 4pm*

--All valid refill requests go to the prescriber

--Nurses are not authorized to send in or approve refills

--Prescribers are not always available to answer or respond to requests on the same day as received, so **please be sure to ask for refills 3-5 business days before you run out**

--If prescriber denies request, a nurse will attempt to notify you at the phone number provided

*Every effort is made to address your call as soon as possible. Please be aware that during high volumes of calls, your message may not be addressed by nurse until the following business day.

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