

**Advisory Commission on LTC Supports and Services
Public Education and Consumer Participation WorkGroup
Office of Services to the Aging Large Conference Room
The Chandler Plaza Building, 300 E. Michigan Avenue, 3rd Floor; Lansing, MI
January 12, 2009 ~ 2:00 pm - 4:00 pm**

Agenda Item #1: Welcome, Introductions, Review Agenda – any additional items?

Participants: Sharon Gire, Chair, Mary Ablan, Tandy Bidinger, Lisa Boyd, Carol Dye, Terry Eldred, Andy Farmer, and Pamela Feinberg-Rivkin with Jane Church, Co-Chair, Helen Love, John Payne and Toni Wilson joining by conference call.

Agenda Items 3, 4 and 6 were moved to the next workgroup meeting agenda, and “Confirm Meeting Dates and Times” was added to this agenda.

Agenda Item #2: Review Outstanding Action Items

Action Item #1: Reach out to multicultural groups for participation in this workgroup.

Jane is working with Cyndy and this will be revisited at the next meeting.

Action Item #2: Obtain DCH publicity protocol.

Action Item: Jane Church will provide this information at the next meeting.

Action Item #3: Facilitate group through direct action organizing process to identify and prioritize work plan activities.

This will be reviewed at the next meeting.

Action Item #4: Website review/comment.

This will be reviewed at the next meeting.

Action Item: Carol will bring a laptop and overhead to the next meeting so the workgroup can collaboratively review the website.

Action Item #5: Develop list/catalogue of consumer issues and resources to be considered for addition to the website.

Andy and John developed and distributed this list to the workgroup members and it is currently being reviewed and prioritized.

Action Item: Members were asked to bring their comments to the next meeting.

Action Item: John indicated he would work with different members of the elder law community to build up more detailed discussion of the various issues once the workgroup finalizes the list.

Action Item #6: Work with website developers on “consumer rights/issues” bucket.

This will be developed after reviewing the consumer rights on the LTCC website at the next meeting.

Action Item #7: Provide results of SPE evaluation to workgroup members.

Andy indicated there would be a public preliminary report issued in April 2009, and the final report would be issued at the end of this year.

Action Item: Address this at the next meeting for someone to inquire if we can get an advanced copy of the report.

Action Item #8: Draft description of subject matter that the recommended education and information campaign would entail.

Andy and Helen drafted this and there is further detailed discussion in Agenda Item #5.

Action Item #9: Chair/co-chair to meet with leadership of the PCP workgroup to discuss role in regards to CE curriculum and requirements.

Action Item: Jane will address this at the next meeting.

Agenda Item #5: Review and Discussion of Recommendation Regarding Information and Education Campaign and Content

Andy and Helen provided the workgroup with a draft proposed recommendations memorandum for the LTCSS Advisory Commission.

Andy gave an overview and asked for input on the sequence of events to roll it out statewide, and for optimal impact, to start building on establishing a single point of entry agency for every Michigan community, with emphasis placed on gap-filling activities.

Action Item: The Single Point of Entry Advisory Committee should be a part of this.

Action Item: There should be consumers listed in the subgroups.

Action Item: The Department of History, Arts and Libraries should be added to Appendix A as a key information source.

Action Item: In Recommendation 3, focus groups who work directly with consumers should be added to survey consumers on where they get their information and how they would prefer to receive it.

Action Item: Top level Department Directors should be added to the group. They would have resources and staff with the knowledge to conduct the survey. Now would be a good time to compare the communities that do have single points of entry against those that do not.

In our public awareness campaign, the Michigan Department of Transportation should engage the auto industry to direct their campaign to reach out to the State of Michigan. As well, we should tap into the private sector to put in some money to assist in helping themselves, as well as the state of Michigan. These ideas would position us for power and influence to assist us in this campaign, with DCH convening, leading the way and launching this campaign.

Action Item: Toni will rewrite the memorandum to be more easily understandable.

Action Item: The workgroup was asked to bring any additional ideas and comments to the next meeting related to these recommendations and to take a careful look at what is really being implemented at this time.

Agenda Item #6: Discuss Ideas That Resulted From 11/24 Commission Meeting

This will be reviewed at the next meeting.

Agenda Item (extra): Confirm Meeting Dates and Times

It was decided that future meetings would be scheduled on the first Monday of the month from 1:00-3:00 PM.

It was requested that periodically longer meetings be scheduled like 4-hour work sessions.

Sharon requested a vice-co-chair in the event she and Jane both become unavailable. Andy indicated that he is working on that and will report back.

Action Item: Carol will e-mail monthly workgroup appointments for 2009.

Agenda Item #7: Meeting Evaluation, Adjourn

There are a variety of tactics to be considered when thinking about patient choices and options for discharge planning, including legislation making it mandatory to work with SPE options counselors; market strategies to educate patients before they enter the hospital so they know to ask about their options; build relationships with accreditation

organizations who play a large part in hospital discharge planning and appropriate placements; and build new standards.

Hospitals should make discharge resource videos available and accessible using the TV in each patient's room.

Action Item: Consumer Participation will be added to the next meeting agenda.

Next meeting date is February 2, 2009, from 1:00-3:00 PM.

This meeting was adjourned at 3:25 PM.