

**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, 3<sup>rd</sup> Floor; Lansing, MI  
November 10, 2008 ~ 1:00 pm - 3:00 pm**

**Agenda Item #1: Welcome, Introductions, Review Meeting Purpose**

Participants: Jane Church, Co-Chair, Mary Ablan, Nora Barkey, Carol Dye, Terry Eldred, Andy Farmer, Carolyn Lejuste, John Payne, Cyndy Viars, and Toni Wilson, with Sharon Gire, Chair, Tandy Bidinger and Helen Love joining by conference call. No items were added to the agenda.

**Agenda Item #2: Review Action Items From Previous Meeting**

Action items from Oct. 13<sup>th</sup> meeting were reviewed. Incomplete items were included for discussion on this agenda.

Cyndy Viars agreed to facilitate the group through a Direct Action Organizing exercise at a future meeting (December) for purposes of developing a revised plan for accomplishing the workgroup activities.

Workgroup members were asked to review the LTCC website and come prepared to discuss how it could be improved upon, with one suggestion being to develop a “Consumer Rights and Issues” link for the website.

LTCC evaluation results are pending. Preliminary numbers are expected to be available in December and a final report in April 2009. Results will be provided as they are made available.

**Agenda Item #4: Recommendation Implementation Map**

Jane Church provided the prioritized recommendation topics as determined by input from the WorkGroup members for the Recommendation Implementation Map. Priorities are as follows:

Priority	Activity #	Description
1	3	Increase awareness of SPE agencies – uniform branding, marketing
2	2	Public awareness and education campaign to promote informed decision-making and personal planning
3	4	Increase community stakeholders (consumer?) awareness of the full array of supports and services, and PCP
4	9	Develop a launch a comprehensive state LTC website
5	5	Authorize continuing education for professionals on SPE, PCP, develop multi-disciplinary curricula for CEUs/CMEs

6	1	Legislative a Commission to provide meaningful consumer oversight and accountability....
7	6	Assure all state employees involved in any aspect of LTC have mandatory training on PCP
8	7	Provide orientation to legislators et al on PCP, the array of services.
9	10	Develop and implement evaluation criteria.
10	8	Create a k-12 education program about direct care careers.

**Agenda Item #3: LTCC Marketing/Other Products**

The recommendations say that the general public needs to know about the services that exist and are available, who they can call to get them, what they should expect to pay for services, what kind of entitlement programs there are, what they can do to plan ahead, and other information to help people understand. A document needs to be drafted to outline this campaign. Group needs to identify the stakeholder sectors that should be involved in developing the draft. Suggested sectors include medical professionals (doctors, nurses), those who deal with public education as it relates to health and wellness, AAAs, CILs. Campaign should focus on raising awareness of the array, development of an individual plan, issues related to managing health and health services, and the availability of a toll-free number to access information and services from anywhere in the state. Target audience should be primary and secondary consumers. A primary objective will be to teach people that they have choices when deciding upon long term care. These would be recommendations for the LTC Commission to consider, not for the WorkGroup to actually implement.

**ACTION ITEM:** Helen and Andy will draft what a recommendation should look like and circulate it to the WorkGroup members prior to the December meeting in preparation for the late-January 2009 LTC Commission retreat.

**Agenda Item #5: Report back on Consumer Rights/ Issues Information for [www.MiLongTermCare.org](http://www.MiLongTermCare.org) website**

Briefly reviewed Andy’s starting list, and further discussion on this item was deferred to the December meeting. John sent back comments on recipient rights and nursing homes to Andy. Jane checked the list against the website and found some that needed to be changed to be more easily accessible.

**ACTION ITEM:** Jane will send Andy’s list out to the members in a format where it can be commented on and prioritized.

**ACTIOM ITEM:** John will provide information on recipient rights and nursing homes to Jane Church for inclusion in the list of proposed documents for the Consumer Rights/Issues section of the website.

### **Agenda Item #6: Review Outline of PCP CE Curriculum, Requirements**

The recommendation to the Commission needs to be along the lines of recognizing that PCP “how-to’s” are effective and they should recommend a big push on organizational culture change so that person-centered thinking can be embedded in the process. It was determined that this workgroup should collaborate and meet with leadership of the Person-Centered Planning WorkGroup (Denise Rabidoux and Dohn Hoyle) to discuss this workgroup’s ongoing role in regards to PCP CE curriculum and requirements.

**ACTION ITEM:** Jane will work to schedule meeting. Participants to include Sharon Gire, Jane Church, Carolyn Lejuste, Nora Barkey, Denise Rabidoux and Dohn Hoyle.

### **Agenda Item #7: WorkGroup Meeting Time**

It was agreed that future meetings would be scheduled on the first Monday of the month. The next 2 scheduled meetings are December 1<sup>st</sup> and January 5<sup>th</sup>. Future meetings will be held the first Monday of the month from 1:00-3:00 PM.

### **Agenda Item #8: Meeting Evaluation, Adjourn**

Workgroup activities have focused primarily on public education. Carolyn Lejuste voiced concern that should be focusing more on the mandate for consumer participation at all levels, as well as member diversity. Workgroup members were encouraged to recruit consumer members. Toni indicated her willingness to bring a consumer to the next meeting.

This meeting was adjourned at 3:48 p.m.

The next meeting is scheduled for Monday, December 1, 2008, from 1:00-3:00 p.m. at the Office of Services to the Aging in The Chandler Plaza Building, 300 E. Michigan Avenue; Lansing, on the 3<sup>rd</sup> floor in the large conference room. Agenda will focus on prioritizing subject matter for the Consumer Rights/Issues section of the website and facilitation by Cyndy Viars of a Direct Action Organizing exercise to prioritize future workgroup activities.