

**PATHWAYS
CONSUMER FAMILY
ADVISORY COMMITTEE
AND QUALITY
MANAGEMENT**

Mystery Shopper

- Discussed and cussed at Pathways since 2003 in development of instrument to gauge customer service of providers by phone
- Much discussion around a consumer's role as mystery shopper and discussion broadened with added involvement of CFAC & its consumers

Mystery Shopper

- On again off again (six versions developed)
- Division hesitant
- A local concern of Provider alienation
- 2005 Board of Directors gave unanimous support of Mystery Shopper

Mystery Shopper

- **Providers informed at June 2006 Provider Meeting**
- **64 Child Community Support Providers were contacted using the latest version**
- **Outcomes mixed**
 - **Phones disconnected/not answered**
 - **Exact correct answer given within 30 seconds**

Mystery Shopper

- **State CFAC Liaison Advised in February that a Mystery Shopper Template was forthcoming; We have been patiently waiting...**

Web Page Presentation

www.pathmhdds.org

- Need for more user friendly web page for providers, consumers, and community
- Useful, Current Information
- Planning and Quality Participation

Web Page Presentation

www.pathmhdds.org

- Changes and suggestions funneled through Customer Service and Communications
 - Insisted 1-800 # be on every single page
 - Increased emphasis on Concern/complaint number and process
- MIS and Webmaster
- Observe and use Website Redesign Internally

Web Page Presentation

www.pathmhdds.org

- Mock-up shown to CFAC, Community Advisory Committee
 - Insisted 1-800 # be on every single page
 - Increased emphasis on Concern/Complaint process
 - Emphasis that few consumers would/could use the technology because of accessibility
 - Education for Community, providers, advocates to assist
 - Find a Provider

Cooperation and Collaboration

- The Provider Association
 - Participants (inclusion of CFAC)
 - Strategic Planning
 - Establishment
- Post Strategic Planning
 - Executive Council – CFAC (ex officio)
 - Advocacy Sub-Committee Membership (Top Ten List)

Top Ten Things CFAC Wants the Providers To Know

- 1.** Mandatory reporting of level II and III incidents to consumer and /or guardian
- 2.** Report incidents to proper LME staff
- 3.** Evidence from providers that consumers are meeting goals
- 4.** Respond to consumer needs
- 5.** Genuine person-centered plan process (get to know consumer before the plan is made)

Top Ten Things CFAC Wants the Providers To Know

6. Better functioning of crisis plan/provider role
7. Hire qualified staff and train them properly
8. Competency/certification of case management & community support functions
9. Make handbook of services available for each consumer with definitions of services that are available included
10. Belief of CFAC that untrained/ unqualified staff are delivering services

Top Ten Things CFAC Wants the LME to Know

1. Recruit psychiatrists and retain all who deliver psychiatric medical services to improve consumer outcomes
2. Publication of all services available in consumer friendly language
3. Create communication that leads to public awareness of what the LME is and what it does
4. LME tracking and accountability of follow-up for new consumers entering system
5. Provide addition substance abuse services, and facilities (treatment, halfway house) that educate consumers

Top Ten Things CFAC Wants the LME to Know

6. Help for consumers who are illiterate and cannot read or speak English to better understand services
7. Train and make advocates available for consumers
8. Tracking effectiveness of case management, care coordination, community support to enhance the quality of services consumers receive
9. Recruitment of better quality providers
10. Improve data collection and analysis of consumer outcomes

CFAC at Pathways

- Stable
- Active
- Mature
- Thoughtful
- Deliberative
- Realistic
- Determined
- Respected