

**BOARD OF DIRECTORS
CONSUMER RELATIONS COMMITTEE MEETING
February 14, 2020**



ATTENDEES: James Barnes, Linda Wise, Angela Purnell, Valerie Handy-Bey, Mark Council, Richard Mayo, Anthony Williams, Paul Behler, George Marsh-Bey, Nicole Seawell, Takeesha Rivers. Staff: Malcolm Williams, Jen Tate

- I. INTRODUCTION AND READ GROUP AGREEMENTS:** James Barnes
- II. REVIEW MINUTES:** Committee reviewed January 10 and January 24, 2020 meeting minutes. Calvin ? made a motion and Angela Purnell seconded that motion to approve the minutes. **By unanimous vote, the January 10 and January 24, 2020 minutes were approved by the committee.**
- III. PERFORMANCE IMPROVEMENT WORK:** Jen Tate, Director of Performance Improvement presented to the committee some of the work that the agency is looking to improve for this year. Jen discussed with the committee the client survey results. One item that scored low on the client survey was the question: *My provider explains things in a way that is easy to understand*. The committee shared their personal experience (positive or negative) relating to that question.

This year the PI committee will be working to resolve the issue of clients not getting through to a provider when they call the agency. The committee was asked to take notes to share in two weeks regarding their experiences if they call into the agency. Also, bring feedback to the meeting regarding the things that the agency should make easier to get access to.

Suggestions:

- There needs to be a person to talk to during HCH business hours
- When a client calls in for any information, HCH should have available information of other resources available in the community, i.e., telephone numbers for shelters, etc.

REMINDERS:

- Lobby Day – Thursday, February 27, 2020
- Baltimore Center Stage Play “Where We Stand” – Friday, March 27, 2020
- Client Art Show – Thursday, April 23, 2020

Everyone deserves to go home.

Feedback from Client Survey Question *My provider explains things in a way that is easy to understand:*
[Should Not Be Part of the Minutes]

- She explain things to me very well – if I get upset, she gives me a break to get myself together – if I call and say that I am not coming, she understands and was glad that I called and communicated that to her
- Like my provider – the case worker, got attitudes towards certain people downstairs
- They think that I should go somewhere else if I am not satisfied here – the providers does not schedule referrals for continuing of care somewhere else – providers recommend patients to quit smoking, but don't give them any tools to help them quit smoking – when given medicines to a patient, they need to explain the meds in full details, i.e., reason, side-effects and how they can counteract with other meds. Experience side-effects from a med. Explain it to provider, was told the medicine don't work that way – not enough time to really address your problems to your provider
- Providers work excellent with me – they leave – I confide in them and then I have to start over again – I try to build strong communication with my provider and then they are gone – it is hard to keep starting over and trusting a provider and then they leave – become frustrating when you are trying to better yourself and having to keep starting over with new people
- Medical – very attentive even though I am on my third medical provider – professional, caring and compassionate. Anytime I have issues in terms of my medication they are all listen to me, how I am reacting to the meds. and make the necessary adjustments – and explain all of the options available for a particular issue that I present to them. Just because they have too many clients, they have limited time for care, always overcrowded, seems to be over-booked – services rushed. Psych, mental health, provider is very detail-oriented, she records everything accurately and takes accurate – luckily only had one Pysch. doctor. My bad experience is when I was saying certain things, the provider might misconstrue them based on other people experiences – making assumptions – but when I have to go back and forth explaining how it may seem a certain way for other people but this might be slightly different, the provider doesn't quite listen and when the provider starts explaining their theory, I not understanding how it is applicable to me. Therapist explains everything, tailor made for me, very polite, very awesome! Always explains all of the services that the agency has to offer, and gives me a print out of every service they recommend.
- Case manager, not my first case manager here because I have been here since Fallsway opened. I have made it a point over the my lifetime to make myself my own case manager by learning all of the medical terminology that I need to learn, sometimes on an ongoing basis – learning how to access what's going on with myself – so that when I see my case manager, when I see my medical provider, I can tell them what I am doing, how should I be doing and how can you help me do it – that's because I have always been doing it - taught to learn how to do it from my family - dealing with medical practitioners my whole life, psychologist, psychiatrist, - Being a member of this committee and other committees – any other groups that we can be members of, we learn more and can help each other that way
- First day I walk in Fallway, my life changed - got a therapist, psychiatrist, doctor and bunch of groups to attend – jump right in with both feet – although I was living homeless in an abandoned property, someone told me about this place and I finally made it over here – I have some very great experiences being part of HCH, I came here one morning like at 7a. Kevin L. invited me to go to Annapolis and I went and it just – you know from seeing my therapist and getting know my therapist – my first psych was interesting, second one ok – my third psych was ok – my current one is good – my doctors were good – I went through 4 of those - a lot of staff that ran the groups that are no longer here – they were very good – second opinion, smoking cessation, art group Monday and Wednesday, use to have writing classes, therapist good with a strong team and the communication is getting better – one of the problems was dealing with the supportive housing first where the communication wasn't too good in the beginning – I got my housing choice voucher here. Some of the bad things, I had a lot of run-ins with security, some I think were overly aggressive in the beginning with people and

when I would say something, I would get into it a lot, they would call the cops on me because I would get very angry because I had anger management issues, which I started going to anger management group – getting better at dealing with the conflicts with security, lobby, etc.

- I never had any bad situations – I first started coming to HCH – I came here with an attitude problem – me being I knew what I was – I already had in my mind that I needed to shape myself first before I could really move on- first thing I got in was anger management - I am on my third medical provider, third therapist, second case manager, only had one psychiatrist – communicate well with my providers
- I have had six providers since I have been here