

# THE LRE NEWSLETTER

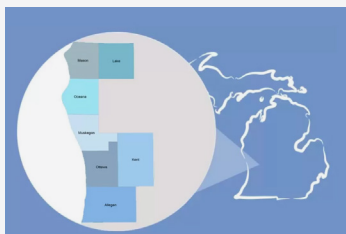


December 2022



## The **Main** Thing

Winter has arrived! Here is a quick note about our exciting new **LRE Website redesign**. Look for more information inside on page 2.



After months of planning, we're excited to share a significant upgrade to the LRE website, with a fresh new look

& feel, improved "way finding" for the most requested information and much more. These plans included gaining a solid understanding of who leans on our site most frequently, and how can we better serve them with easy access to timely information.

## Inside This Issue



### Corporate Compliance

The LRE participated in Corporate Compliance week

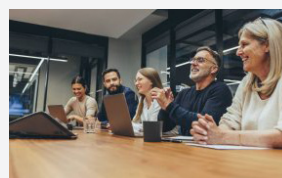
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### Lakeshore Regional Entity Strategic Planning

The LRE has begun a 3-year strategic planning process. Check out some details and progress inside!

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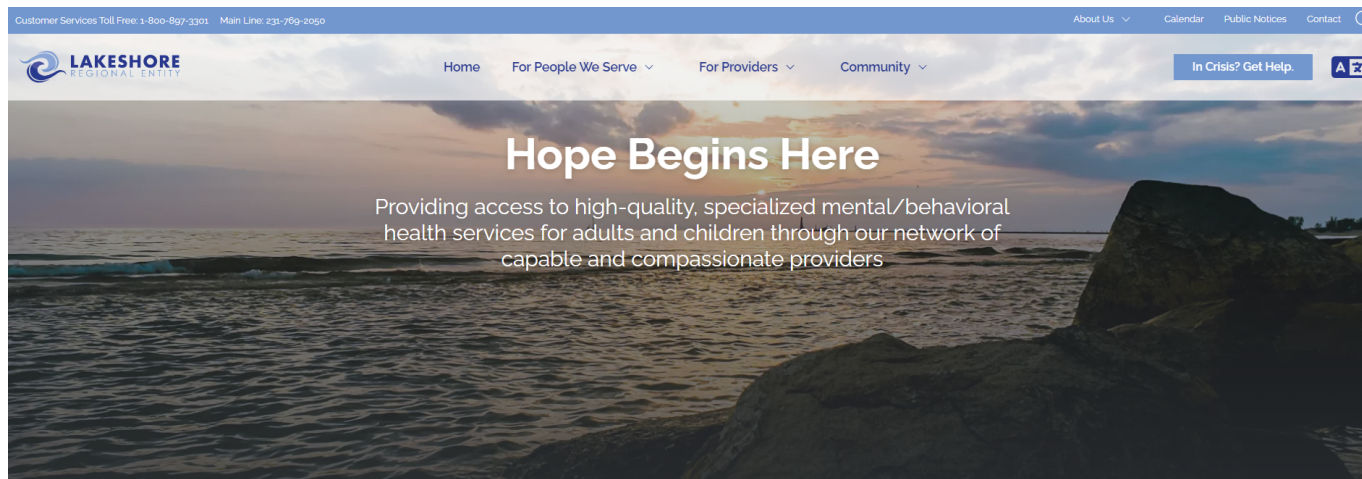


### LRE Board of Directors Update:

The LRE Board of Directors meets monthly. Our schedule is changing beginning January 1, 2023

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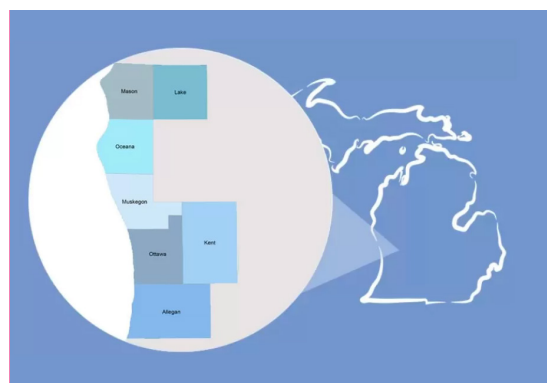
## A Fresh New Look LAKESHORE REGIONAL ENTITY

After months of planning, we're excited to share a significant upgrade to the LRE website, with a fresh new look & feel, improved "way finding" for the most requested information and much more. These plans included gaining a solid understanding of who leans on our site most frequently, and how we can better serve them with easy access to timely information. You'll notice we've also refreshed the **LRE logo**, and you'll begin to see that appearing throughout the LRE, from email signature blocks to "zoom" backgrounds.

Like any major website update, we've done a lot of prepping to ensure all of the site information is current....yet, we anticipate a few items may be missed or "coming soon." We appreciate your patience, and ask you to email with any outstanding needs. Since the best websites are "living/breathing" resources, we're committed to updating information as it becomes available.

## New Look, New Features, Easy Navigation

- Soft, bright and inviting design and copy sets a welcoming tone for all visitors, right from the home page.
- Home page reorganized to quickly guide visitors to services, programming or materials needed.
- An at-a-glance map of the LRE service footprint.
- Spanish translation – just a click away.



# HOLIDAY Season



As we head into the final month of the calendar year we wanted to take a moment to say thank you to our CMHSP's and Providers for another year of amazing partnership and collaboration through the ups and downs of 2022. Together we continue to provide amazing service in the most difficult of times. As we move into the holiday season we wanted to share some dates of note regarding days the LRE office will be closed.



## Holiday Office Closings

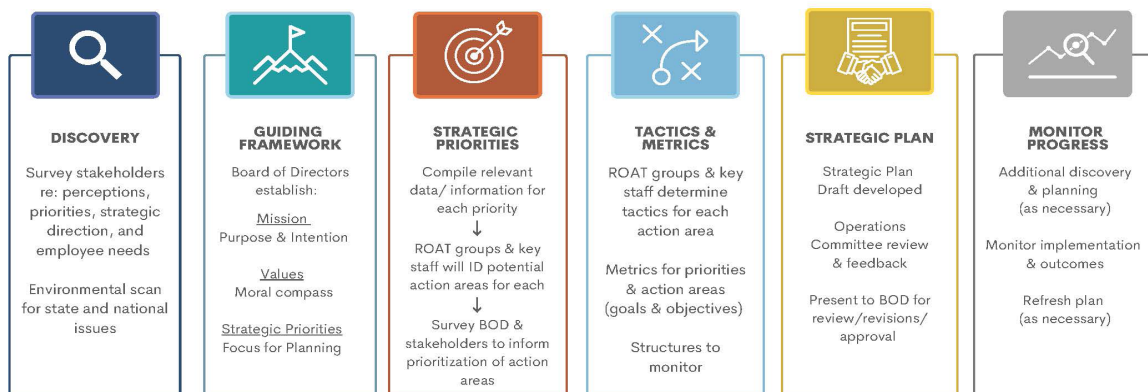
- Friday, December 23 & Monday, December 26
- Friday, December 30 & Monday, January 2

## Lakeshore Regional Entity Strategic Planning

During the fall the LRE began a 3-year strategic planning process. Looking towards the new year the LRE will be moving into the Strategic Priorities phase as we aim for an early summer release of the plan. Please see the chart below for more info on each of each phase.



### Process



### Timeline





# What Makes for an Effective Compliance & Ethics Program?



## CORPORATE COMPLIANCE WEEK

This year, the LRE has participated in its first ever celebration of Corporate Compliance & Ethics during the week of November 6-12, 2022. **Corporate Compliance and Ethics Week** first took place in 2005. It was started by the Society of Corporate Compliance and Ethics (SCCE) and the Health Care Compliance Association (HCCA) to highlight the importance of compliance and ethics. The core principles of the week are **awareness, recognition, and reinforcement**. The purpose is to get employees thinking about compliance and ethics by planning activities throughout the week. Having an environment that promotes compliance is integral to the success of the LRE and the CMHSPs in the Region.



# The LRE Staff is Growing.



## Our Finance Team is growing!

The LRE's finance team is responsible for planning, implementing, managing, and running the financial activities for the PIHP. Our finance team is made up of subject matter experts in many areas who provide multiple levels of financial expertise to the LRE staff and region. This enables us to be more efficient, effective, and financially sound in our decisions, directives, and planning. It is very exciting to have our finance department fully staffed now. As we continue being good stewards of the public behavioral health and SUD prevention and treatment services funding, we are in a better position than ever to succeed.



### Finance Analyst **Kenyetta Brewer**

Kenyetta joined the LRE as a Finance Analyst in September 2022. She is responsible for revenue projections, financial reporting, and analysis. She previously served as a Cost & Utilization Analyst at Oakland Community Health Network. She has a Finance degree from Hampton University, an MBA from University of Michigan – Flint, and a Master of Urban Planning from University of Michigan, Ann Arbor.



### Finance Analyst **Wesley Woods**

Wesley joined the LRE as a Financial Analyst in September 2022. He is currently involved with compiling revenue and EQI data. He previously served as the Finance Billing Manager at HealthWest and also as a Revenue Analyst at Spectrum Health. He has 15 years experience of clinical lab experience as a Medical Technologist.



### Finance Analyst **Susan Dennison**

Susan joined the LRE in December of 2019 and works part time doing data entry and finance support. Prior to joining the LRE she spent her last 19 years as the Finance/IT Director for Pioneer Resources. Overall, Susan's career in Finance has spanned 40 years!



### Chief Financial Officer **Stacia Chick**

Stacia joined the LRE in 2021 and oversees the complex day to day financials of the LRE. She also collaborates with our CMH's on regional projects like the rollout of CCHBC, as well as grant and COVID funding streams.

### Accounting Coordinator **Maxine Coleman**

Maxine has worked for the LRE since 2015. She provides technical financial support in the general and SUD specific areas. She is also involved in the day-to-day accounting, reporting, budgeting, billing, and financial compliance of the PIHP. Maxine is very resourceful and provides a high level of stability to the PIHP in the area of finance.





# CLINICAL PRACTICE Guidelines

The goal of **Clinical Practice Guidelines** (CPGs) is to improve the quality of care and treatment outcomes. CPGs aim to help clinicians optimize care for the people they serve by providing evidence-based statements that are intended to enhance knowledge and increase the appropriate use of treatments.

The **Lakeshore Regional Entity** (LRE) adopts and promulgates CPGs for targeted populations served by the Medicaid Specialty Mental Health and Substance Abuse Service and Supports network. CPGs adopted by the LRE are based on the requirement outlined in the Balanced Budget ACT which assures CPGs...

***“...are based on valid and reliable clinical evidence or a consensus of health care professional in the particular field, consider the needs of the enrollees, are adopted in consultation with contracting health care professionals, and are reviewed and updated periodically as appropriate.”***

CPGs are used to inform the person-centered planning process and will not result in setting caps for specific services. The LRE adopts CPGs from nationally recognized sources, including professional organizations, e.g., **American Psychiatric Association** (APA).

The APA's CPGs are assessments of current (as of the date of authorship) scientific and clinical information. These CPGs state that they...

“1) should not be considered as a statement of the standard of care or inclusive of all proper treatments or methods of care;

2) are not continually updated and may not reflect the most recent evidence, as new evidence may emerge between the time information is developed and when the guidelines are published or read;

3) address only the question(s) or issue(s) specifically identified;

4) do not mandate any particular course of medical care;

5) are not intended to substitute for the independent professional judgment of the treating clinician; and

6) do not account for individual variation among patients.”

The above statements are found in one form or another in any legitimate CPG. A CPG that does not include the above and following statement (in one form or another) should not be used:

***“...it is not possible to draw conclusions about the effects of omitting a particular recommendation, either in general or for a specific patient. Furthermore, adherence to these guidelines will not ensure a successful outcome for every individual, nor should these guidelines be interpreted as including all proper methods of evaluation and care or excluding other acceptable methods of evaluation and care aimed at the same results.”***

The ultimate recommendation regarding a particular assessment, clinical procedure, or treatment plan must be made by the clinician directly involved in the patient's care in light of the evaluation, other clinical data, and the diagnostic and treatment options available.

All recommendations for care should be made in collaboration with the person who is being served, whenever possible, and incorporate the patient's personal and sociocultural preferences and values in order to enhance the therapeutic alliance, adherence to treatment, and treatment outcomes. Network Providers, LRE members, clinicians, and any interested parties can access LRE-approved CPG's **here**. And for more information on current APA CPGs, please visit the APA's website.







# SAVE ONE MORE



## Navy Chief Reserve helps form alliance to reduce veteran suicide risk

Working in coalition with strategic partners to reduce the risk of suicide among his fellow comrades, Eric Miller, the **Lakeshore Regional Entity's (LRE) Veteran Navigator**, helped spearhead the Ottawa County Veterans Alliance last year. In tandem with more than two dozen Ottawa County resource providers, Miller, who also serves as the alliance's president, has been the floor general in unlocking veterans' shackles, honoring their service and guiding them to the ray of sunshine at the end of the tunnel.

Partnerships from over 30 area organizations like the Ottawa County Sheriff's Department, local realtors, community mental health services, and nonprofits such as 92 for 22 and Forged by Freedom, have all chipped into the cause focused on identifying veterans at risk of suicide and providing screening and intervention services.

About 12,559 veterans were living in Ottawa County in 2021 (roughly 6 percent of the population),

according to the Ottawa County Department of Public Health's Death by Suicide Report. Yet, veterans accounted for 24 percent of all suicides.

Transitioning out of the service is no walk in the park, and Miller clearly understands that. That's why Miller says he's so adamant on raising awareness around the alliance, because once a veteran is tapped into the network, the possibilities are nearly endless.

"A lot of veterans say they don't know where the resources are," Miller said. "Once you are plugged into a network, now all of a sudden you went from 0 resources to 200 resources. You have that all in one day so it's pretty important to have it out there."

"It's about raising that veteran up, making them happier and ultimately get them successful in life," Miller added. "And then, they'll pay it forward and help other veterans. That is how you really make an impact."

# 988 LIFELINE

## *Suicide and Crisis Line*



Citizens in Michigan will now have a short cut for help: **calling or texting 988**. The initiative-similar to 911 calls for general emergencies-is a federal link up that connects residents to crisis counselors located throughout the state. There are currently more than 200 local and state-funded crisis centers that operate the 24-hour, 988 Suicide & Crisis Lifeline.

In Michigan we have set aside \$3 million in funding for staffing and infrastructure improvements.

**988 is a 24/7 free service.** It is confidential and goes beyond those contemplating suicide. Calls are answered by trained counselors and they are trained to make referrals to clinicians when necessary.



## The LRE Board of Directors

The Lakeshore Regional Entity Board of Directors meetings for the rest of 2022 are scheduled for the **third Thursday of each month** at 1pm. Beginning in **January of 2023 the LRE Board meetings will be meeting on the 4th Wednesday of the month.** Unless otherwise noted, prior to each Board meeting a Work session is scheduled for 11am. The Board meetings are held in person at the GVSU-Muskegon Innovation Hub, 200 Viridian Dr., Muskegon, MI 49440. Board materials are available on the LRE website at **[www.ltre.org](http://www.ltre.org)**

### Upcoming Board Meetings

January 25, 2023

February 22, 2023

March 22, 2023

### Lakeshore Regional Entity

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[www.ltre.org](http://www.ltre.org)

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