

PBH

Piedmont Behavioral HealthCare
Serving Cabarrus, Davidson, Rowan, Stanly and Union Counties

Client Rights Committee

Minutes of February 25, 2009

Open Session, in Room 140, Area Office Building

Members Present: Ann Medlin, (developmental disabilities); Mary Sechler (mental health); Amy Gale, (developmental disabilities); and Judy Coble, (DD, MH advocate)

Members Absent: None

Staff Present: Jill Queen, QM Manager; Carol Gouge, Consumer Affairs Coordinator; and Kim Roe DD Family Advocate

Guests: Linda Hilton

The meeting began at 11:00 am at the Area Office, with lunch at 12:00 pm. Carol informed the meeting that Vernon Worrell had resigned. The December minutes were approved.

Old Business

1. Recruitment of Additional Members
Linda Hilton was contacted regarding possible membership on the CRC. She expressed interest and was able to attend this meeting. She represents traumatic brain injury (TBI), mental health and substance abuse. She was given an application for membership to complete and return.
2. CRC Survey
Carol brought the notebook containing all of the surveys and it was passed around for each member to review.

New Business

1. Member Resignation
Carol informed the CRC members that Vernon Worrell had resigned. He did not indicate why, but had told Carol in the recent past that he was tired and getting burnt out. This left the CRC without a Chair. Since the Chairpersonship rotates based on seniority, Mary Sechler is next in line for this position. She accepted it, but asked Carol to Chair this meeting and she did.
2. GCQI (Global Continuous Quality Improvement) Meeting Report
No report was given.
3. Quality Management Reports
Jill brought the acronym list that she brought to the December, 2008 meeting and reviewed the additions she had made. The CRC committee was quite appreciative of the list. Jill also reviewed the QM reports on complaints and incidents and answered questions.

4. Proposed CRC Regulation Changes

Jill and Carol reviewed the handouts regarding the proposed rule changes and discussed why the legislatures chose not to adopt them. The CRC members recommended that when the PBH Board of Directors reviews their CRC policy that they adopt the language from the proposed rule change as their policy. The CRC members chose not to write a letter to the Board, rather they requested that Carol forward their recommendation to the PBH Board of Directors.

5. Carol reviewed the new appeals brochure with the members as a means to inform them of the new appeals process. The members suggested that this brochure be sent out with every notification of the right to appeal that is mailed to a consumer or family member. Carol will follow up on this.

Announcements:

None were made.

Agenda Items for Next Meeting

Adjournment

A motion was made and seconded to adjourn the meeting at 1:40 pm.

Respectfully Submitted,

Carol Gouge
Consumer Affairs Coordinator

*****The next meeting will be May 27, 2009*****