

PBH

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

Client Rights Committee

Minutes of October 29, 2008

Open Session, in Room E, PDS Building

Members Present: Ann Medlin, Chairperson (developmental disabilities); Mary Sechler (mental health); Amy Gale, (developmental disabilities); Vernon Worrell (developmental disabilities); and Martha Macon (developmental disabilities)

Guests Present: Judy Coble

Staff Present: Jill Queen, QM Manager and Bonnie Schell, Director of Consumer Affairs; and Carol Gouge, Consumer Affairs Coordinator

The meeting began at 11:00 am with lunch at 12:00 pm. The May and September minutes were approved.

Old Business

1. Recruitment of Additional Members

There was a discussion about three people who could be potential members. When Ann presented the CRC annual report to the PBH Board, they inquired about the former Union County representative, Carol Yost.

2. CRC Survey

Carol said that 62 surveys have been returned and she expects to have the analysis completed prior to the next CRC meeting; once completed she will email the results to the committee members. The survey's generated several phone calls from providers to Consumer Affairs and Network with questions about the proper way for the committee to be established, the correct name for the committee, who can be voting members, and if provider staff can sit on the committee. Additionally, Carol attended a CRC meeting for Path of Hope, per their request, to advise them is reorganizing their CRC. All providers who have called have been receptive to the information and appreciative of our assistance.

New Business

1. GCQI (Global Continuous Quality Improvement) Meeting Report

Carol reported that the main topic covered at this meeting was the concern about the administrative burden that providers have resulting from the paperwork imposed upon them by PBH. Due to reporting changes made by the state, there is speculation among providers that the administrative burden will likely increase.

2. Quality Management Reports

Jill briefly reviewed the reports she emailed to the committee members after the September meeting, per their request. There were no further reports reviewed because

reports from Quality Management are generated when they are due to the Division of Medical Assistance. The next due date is November, 2008. Those reports will include data for the months of April through June, 2008 and will be emailed to all committee members prior to the December 2008 meeting and reviewed in full at the December. Amy requested a glossary of the acronyms used in these reports. Jill will follow up with this.

3. Proposed CRC Regulation Changes

The rule is being reviewed at the state and legislative levels and may be delayed until after the November election.

4. List of CRC Members

A list of current CRC members, their addresses – physical and email, and phone numbers was given to each committee member. After reviewing for accuracy, several corrections were made. Carol will update the list and email to the members.

5. New Chair

The Chairmanship was passed to Vernon Worrell.

6. Prospective New Member

New member Judy Coble introduced herself. She worked 11 years for PBH, for RHA, and currently for Coltrane Center and is familiar with DD, MH, and SA issues. Judy was given a members' notebook to read and review. (Judy will become a member upon appointment by the PBH CEO.)

7. Review of the October 16, 2008 letter from Daymark to Dr. Hummel

The letter was regarding the Expeditions Day Treatment program regarding physical restraints. There has been a significant decline in the use of restrictive interventions to the point that none have occurred since March 2008.

8. Dates for 2009 CRC Meetings

2009 CRC meeting dates are: February 25
May 27
August 26
October 28
December 2

The October 28 meeting will be a non-planning meeting.

Announcements:

Announcements were made about the Person Centered Planning Conference and the Pre-conference. New CRC brochures were passed out.

Agenda Items for Next Meeting

1. Look at Survey to date
2. Receive report from Jill Queen
3. Recruitment of members

4. Proposed New CRC Regulations

Adjournment

A motion was made and seconded to adjourn the meeting at 2:00 pm.

Respectfully Submitted,

Carol Gouge
Consumer Affairs Coordinator

*****The next meeting will be on December 3, 2008*****