

PBH

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

Client Rights Committee Minutes of September 17, 2008 Open Session, in Room E, PDS Building

Members Present: Ann Medlin, Chairperson (developmental disabilities); Mary Sechler (mental health)

Guests Present: Judy Coble

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

Members Absent: Amy Gale, (developmental disabilities); Vernon Worrell (developmental disabilities); and Martha Macon (developmental disabilities)

The meeting began at 11:00 am with lunch at 11:30 pm. There being no quorum the May minutes were not voted on.

Old Business

1. Recruitment of Additional Members

New Brochures and a clip board for interested parties will be on display Oct 22-24th in Salisbury at the PCP pre-conference and conference.

2. CRC Survey

Bonnie said that out of 129 surveys sent out, 61 have been returned, with 1 or 2 coming in everyday. So far 12 provider CRC's have providers on them counted in their membership. Carol Gouge is waiting for SPSS software to tabulate all the data from the surveys. A spread sheet containing samples of the data collected on was passed around to the members.

3. Review of Expeditions Report

Jill reported that a letter from Billy West had been received by QM in June. From January to September 2008, there were 10 restrictive interventions. There is a new Director and more education has been provided to staff. A breakdown by age and type of intervention has not been done. Daymark's numbers are still high compared to other programs. Expeditions is trying to use standing restraints rather than prone restraints. CRC asked Jill Queen to put the number of students enrolled on the next report as well as a break down by age and gender.

4. Status of Providers seeing Accreditation

Jill handed out the current list of 27 providers seeking accreditation by CARF, COA, and CQI. Accreditation will not be a requirement for Gold Star status of providers because it only applies to ACT, Community Support providers, Day Treatment, Substance Abuse

and Mobile Crisis programs. Up front fees for accreditation can range from \$7,000 to \$20,000.

New Business

1. GCQI (Global Continuous Quality Improvement) Meeting Report
Bonnie and Jill reported.
2. Quality Management Reports
Jill reviewed Critical Incidents of 611 separate consumers from January to March 2008. The chief incident is being AWOL of which there were 151 incidents by 138 children. There were 27 attempted suicides during the period, resulting in 13 suicides. The Complaint data showed 200 complaints down 48 from the previous year for the same period. The most common complaints are Conflict with Provider and Service Not Meeting Needs. Daymark has the most complaints, but serves the most consumers. On the Appeals Trending Report out of 57 decisions, 6 appealed. All but 1 was denied, and 5 were upheld.
3. CRC Annual Report
Ann read the CRC Annual Report to the committee. She is to present it to the Board on Thursday Sept. 18th. Two sections of the report were edited out by Pam Shipman as not representing Client Rights' concerns.
4. New CRC Regulations
There has been no progress of new CRC regulations through the state rules commission. Bonnie will check with Stuart Berde on the status of the rules before we undertake to re-write/amend the Board Policies of PBH as we are a sub committee of the Board.
5. New Chair
As Vernon Worrell was absent to a dislocated hip, he did not take over chairmanship of the committee.
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 and MH issues. Judy was given a members' notebook to read and review for what might be missing.

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 on April-June. July-Sept won't be finished for the state.
3. Dates for 2009 to line up with new dates of state for quarterly reports.

4. QM reports will be sent out as attachments or by paper one week prior to the CRC meetings.
5. Request was made for complete list of members addresses, phone numbers and e-mail addresses.

Adjournment

A motion was made and seconded to adjourn the meeting at 1:50 pm.

Respectfully Submitted,

Bonnie Schell
Director of the Office of Consumer Affairs

*****The next meeting will be on October 29, 2008*****