

CLIENT RIGHTS COMMITTEE (CRC)

Date this meeting: February 9, 2021

APPROVED

Note: This meeting was held by conference call.

Date/time/location of next meeting: May 11, 2021; Time and Location TBD

Attending: George E. Reynolds, Jr., Lori Richardson, Carol Whitaker, Ross Streater, Walter Ferguson

Absent:

Liaison: Anne Kimball

Guest(s): Liz Hammond-Stebbins, Mary Kidd

Recorder: Joann Cozart

TOPIC/SUBJECT	DISCUSSION/CONTENT	DECISION
<p align="center">Call to Order</p> <hr/> <p align="center">Anne Kimball, Liaison</p>	<ul style="list-style-type: none"> ➤ The meeting was called to order at 5:00p.m. by Anne Kimball. Roll-call was held. 	
<p align="center">Approval of Minutes</p> <hr/> <p align="center">Anne Kimball, Liaison</p>	<ul style="list-style-type: none"> ➤ Minutes of the November 10, 2020, meeting of the Client Rights Committee were reviewed. 	<p>George E. Reynolds, Jr., made a motion to accept the meeting minutes from November 10, 2020. Lori Richardson seconded the motion. Members present voted unanimously to approve the minutes.</p>
<p align="center">Incidents & Grievances Report October-December 2020 and Case Study</p> <hr/> <p align="center">Liz Hammond-Stebbins Incidents & Grievances Manager</p>	<ul style="list-style-type: none"> ➤ Ms. Stebbins reviewed the Quarterly Incidents & Grievances Report for the 2nd quarter October-December 2020. A cumulative report of suicide attempts and completed suicides was provided, such as age, gender, method, and in which services the individuals were enrolled. Ms. Stebbins reported we were pretty much in line with the 1st quarter for grievances. Most of the grievances were against providers. She reported an increase from the 1st quarter incidents report. ➤ Ms. Stebbins also presented a case study. Ms. Stebbins responded to questions from the committee. The committee asked to be informed on the outcome of this case study. ➤ The committee thanked Ms. Stebbins for always providing such informative data. 	
<p align="center">QIP Summary October-December 2020</p> <hr/>	<ul style="list-style-type: none"> ➤ Ms. Kidd, Quality Management Director discussed the performance on QIPs (Quality Improvement Projects) for the 2nd quarter October-December 2020. Ms. Kidd reminded the 	

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<p>Mary Kidd Quality Management Director</p>	<p>committee that due to the COVID-19 restrictions still in place, the monitors can't go out into the community yet, therefore only certain data is available.</p> <ul style="list-style-type: none"> ➤ Ms. Kidd reported that our call center QIP's mystery shopper (a staff member) randomly pulls twenty providers quarterly. This process is done to make sure the providers have an appointment within 14 days of the call. She reported the call center is doing well with this goal. ➤ Ms. Kidd responded to questions from the committee. ➤ Ms. Kidd informed the committee if they have any questions or an idea for a new QIP, to contact her. ➤ The committee thanked Ms. Kidd for providing this information. 	
<p>Other Business</p>	<ul style="list-style-type: none"> ➤ Anne Kimball informed the committee that Ms. Whitaker will be stepping down as the CRC chairperson but will remain a member. At this time, we need to appoint a new chairperson. In accordance to the Board of Director's bylaws, the CRC chairperson must be member of the Board. Mr. Streater nominated Walter Ferguson. The Board accepted Mr. Streater's nomination. The committee welcomed Mr. Ferguson as the new chair and they thanked Ms. Whitaker for the wonderful job she did while serving as chair. 	<p>Mr. Ross Streater made a motion to elect Walter Ferguson as the chair of CRC. Ms. Whitaker seconded the motion. Members present approved the election of Mr. Ferguson as the new CRC chairman.</p>
<p>Handouts</p>	<ul style="list-style-type: none"> ➤ Agenda ➤ Sandhills Center Client Rights Committee meeting minutes, November 10, 2020 ➤ Quarterly Grievances & Incident Reports ➤ QIP Summary 	
<p>Adjournment</p>	<p>The meeting adjourned at 5:30 p.m.</p>	<p>George Reynolds, Jr. made a motion to adjourn. Lori Richardson seconded the motion. No members opposed; the motion carried.</p>