

CLIENT RIGHTS COMMITTEE (CRC)

Date this meeting: 5/13/2014

Date/time/location of next meeting: 5:00 p.m., July 8, 2014 – 1116 Seven Lakes Rd, West End, NC 27376

Attending: Carol DeBerry, Marilyn Gilliam, George E. Reynolds, Jr., Lori Richardson, Carol Whitaker, Anne Kimball, Nancy McNiff, Leann Henkel, Barbara Akins, Elaine Hayes, Anna Hearth, Mary Kidd

Absent: Ross Streater, Teresa Butler

Guest: Stacey Harward - Consumer Empowerment Team

Recorder: Joann Cozart

TOPIC/SUBJECT	DISCUSSION/CONTENT	DECISION
<p><u>Call to Order</u> Carol Whitaker, Chair</p>	<p>➤ The meeting was called to order at 5:00 p.m. by Carol Whitaker. Carol welcomed Elaine Hayes to the committee as a Harnett County representative.</p>	
<p><u>Approval of Minutes</u> Carol Whitaker, Chair</p>	<p>➤ George Reynolds, Jr. made a motion to accept the March 2014 minutes. Lori Richardson seconded the motion. The motion carried.</p>	<p>Members present voted unanimously to approve the minutes.</p>
<p><u>Quarterly Routine Monitoring Report January-March 2014</u> _____ Anna Hearth</p>	<p>➤ Anna Hearth reviewed the Quarterly Routine Monitoring Report for January-March 2014. A handout was provided to the committee members. Ms. Hearth responded to questions from the committee.</p>	
<p><u>Quarterly Investigations Report January-March 2014</u> _____ Mary Kidd</p>	<p>➤ Mary Kidd reviewed the Quarterly Investigations Report for January-March 2014. A handout was provided to the committee members. Ms. Kidd responded to questions from the committee.</p>	
<p><u>Quarterly Incident Report January-March 2014</u> _____ Mary Kidd</p>	<p>➤ Mary Kidd reviewed the Quarterly Incident Report for January-March 2014. A handout was provided to the committee members. Ms. Kidd responded to questions from the committee. Barbara Akins requested that future reports include whether a verbal de-escalation was implemented prior to restrictive intervention.</p>	<p>Ms. Kidd will include requested information on de-escalation in the next quarterly incident report.</p>

TOPIC/SUBJECT	DISCUSSION/CONTENT	DECISION
<p>Quarterly Complaint Summary Report January-March 2014</p> <hr/> <p>Mary Kidd</p>	<ul style="list-style-type: none"> ➤ Mary Kidd reviewed the Quarterly Complaint Report for January-March 2014. A handout was provided to the committee members. Ms. Kidd responded to questions from the committee. 	<p>Ms. Kidd will follow up on a more accurate reporting for the determination of race/ethnicity being unknown/not specified,</p>
<p>Announcements</p>	<ul style="list-style-type: none"> ➤ Committee received a copy of Sandhills Center's quarterly report for January through March 2014 and the final version of the Pocket Guide to Resolving Concerns. ➤ At our last meeting, there was a concern about a pharmacy that was said to deny medications. Anne Kimball read a letter from Lori Richardson, indicating the problem had been resolved. The issue was that the child's Medicaid had lapsed, prompting the pharmacy to request a payment from the mother. However, the pharmacy did fill the medication via a program affiliated with the pharmacy. The mother has also reapplied for Medicaid for the child. ➤ Chair Whitaker asked the committee about their preference regarding meeting in July or waiting until August to meet. ➤ Anne Kimball introduced and welcomed Stacey Harward. Ms. Harward is with the Division and regularly attends CFAC meetings. 	<p>Committee members voted to meet in July.</p>
<p>Handouts</p>	<ul style="list-style-type: none"> ➤ Agenda ➤ Sandhills Center Clients Rights Committee meeting minutes dated 3/11/2014 ➤ Quarterly Routine Monitoring Report ➤ Quarterly Investigations Report ➤ Quarterly Incident Report ➤ Quarterly Complaint Summary Report ➤ Sandhills Center's Quarterly report for January through March 2014 ➤ Pocket Guide to Resolving Concerns 	
<p>Adjournment</p>		<p>The meeting was adjourned at 6:04 p.m.</p>