

**CLIENT RIGHTS COMMITTEE (CRC)**

**APPROVED**

Date this meeting: May 9, 2017

Date/time/location of next meeting: August 8, 2017, Location: 1120 Seven Lakes Drive, West End, NC

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

Absent: Anthony Copeland, Teresa Butler

Liaison: Marilyn Gilliam representing Anne Kimball

Recorder: Joann Cozart

<b>TOPIC/SUBJECT</b>	<b>DISCUSSION/CONTENT</b>	<b>DECISION</b>
<b>Call to Order</b> _____ Carol Whitaker, Chair	<ul style="list-style-type: none"><li>➤ The meeting was called to order at 5:00 p.m. by Carol Whitaker. Ms. Whitaker welcomed Walter Ferguson to the committee as a new member.</li></ul>	
<b>Approval of Minutes</b> _____ Carol Whitaker	<ul style="list-style-type: none"><li>➤ George E. Reynolds, Jr., made a motion to accept the February 14, 2017 minutes. Walter Ferguson seconded the motion.</li></ul>	Members present voted unanimously to approve the minutes.
<b>Quarterly Complaints Report January-March 2017</b> _____ Mary Kidd	<ul style="list-style-type: none"><li>➤ Mary Kidd reviewed the Quarterly Complaints Report for January-March 2017. A handout was provided to the committee members. Ms. Kidd responded to questions from the committee.</li><li>➤ Ms. Kidd presented a complaint against a provider related to client rights. Sandhills Center investigated the complaint. The provider's staff did not deny the allegations. An incident report is required because this was an allegation of verbal abuse, neglect and exploitation against a consumer. The provider will receive a Plan of Correction from Sandhills Center that they will need to address and submit back to Sandhills Center. Once the incident report has been submitted, the provider will be prompted to complete the Health Care Registry documentations. Provider has indicated the staff has been suspended until the investigation is completed. Ms. Kidd responded to questions from the committee.</li></ul>	
<b>Quarterly Incident Report January-March 2017</b> _____ Mary Kidd	<ul style="list-style-type: none"><li>➤ Mary Kidd reviewed the Quarterly Incident Report for January-March 2017. A handout was provided to the committee members. Ms. Kidd responded to questions from the committee.</li></ul>	

TOPIC/SUBJECT	DISCUSSION/CONTENT	DECISION
<p><b>Quality of Care Concerns Report January-March 2017</b></p> <hr/> <p>Mary Kidd</p>	<ul style="list-style-type: none"> <li>➤ Mary Kidd reviewed the Quality of Care Concerns Report for January-March 2017. A handout was provided to the committee members. Ms. Kidd responded to questions from the committee.</li> </ul>	
<p><b>Other Business</b></p>	<ul style="list-style-type: none"> <li>➤ Marilyn Gilliam presented the committee with four meeting dates for the 2017-18 fiscal year. Those dates are August 8, November 14, February 13 and May 8. These months will correspond with the availability of the quarterly reports.</li> <li>➤ Marilyn spoke about how well the CIT trainings are going.</li> </ul>	<p>George Reynolds, Jr. made a motion to accept the 2017-18 meeting dates. Walter Ferguson seconded the motion. Members present voted unanimously to approve the dates.</p>
<p><b>Handouts</b></p>	<ul style="list-style-type: none"> <li>➤ Agenda</li> <li>➤ Sandhills Center Client Rights Committee meeting minutes May 9, 2017</li> <li>➤ Quarterly Reports</li> </ul>	
<p><b>Adjournment</b></p>		<p>The meeting adjourned at 5:55 p.m.</p>