

CLIENT RIGHTS COMMITTEE (CRC)

APPROVED

Date this meeting: August 13, 2019

Date/time/location of next meeting: November 12, 2019, at 5:00 p.m., 185 Grant St., 1st Floor Conference Room, West End

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

Absent: Teresa Butler, Bill Larrison, Ross Streater

Liaison: Anne Kimball

Guest(s): Liz Hammond-Stebbins

Recorder: Joann Cozart

TOPIC/SUBJECT	DISCUSSION/CONTENT	DECISION
Call to Order _____ Carol Whitaker, Chair	➤ The meeting was called to order at 5:05 p.m. by Carol Whitaker.	
Approval of Minutes _____ Carol Whitaker, Chair	➤ Minutes of the May 14, 2019, meeting of the Client Rights Committee were reviewed.	George Reynolds, Jr. made a motion to accept the meeting minutes from May 14, 2019. Nancy McNiff seconded the motion. Members present voted unanimously to approve the minutes.
Quarterly Grievances Report April - May 2019 _____ Liz Hammond-Stebbins Grievances & Incidents Manager	➤ Ms. Stebbins reviewed the Quarterly Grievances Report for April-May 2019. A handout was provided to committee members. Ms. Stebbins responded to questions from the committee.	
Quarterly Incidents Report April - May 2019 _____ Liz Hammond-Stebbins Grievances & Incidents Manager	➤ Ms. Stebbins reviewed the Quarterly Incidents Report for April-May 2019. A handout was provided to committee members. Ms. Stebbins responded to questions from the committee.	

TOPIC/SUBJECT	DISCUSSION/CONTENT	DECISION
<p>Case/Incident Report Study April - May 2019</p> <p>_____ Liz Hammond-Stebbins Grievances & Incidents Manager</p>	<ul style="list-style-type: none"> ➤ Ms. Stebbins presented a case study, which came in as eight grievances (submitted by the therapist, members and guardians) against one provider. This outpatient provider's firm was purchased by a physician, which resulted in some staff leaving and some being terminated. Members were told they could not follow their therapist that left the practice because the therapist had signed a non-compete agreement, which the therapist was not aware that they did not legally have to sign this document. This agreement is a direct violation of the physician's contract with SHC. In order for the physician to maintain a contract with SHC, the physician decided not to uphold the non-compete agreement, resulting in some of the members following their therapist. SHC network monitors investigated and the grievances were substantiated. Provider has to submit a plan of action and everything must be resolved within 60 days. Ms. Stebbins responded to questions from the committee. 	
<p>Other Business</p>	<ul style="list-style-type: none"> ➤ Ms. Kimball asked the committee members to complete the annual orientation information. ➤ At our last meeting, Ms. Kimball had informed committee that Ms. Teresa Butler (Montgomery County) is no longer able to attend our meetings. Ms. Kimball asked the committee to vote on removing Ms. Butler from the CRC. Committee will begin to recruit additional members to join. ➤ Ms. Kimball provided the Appeals brochure to committee for review. The committee had some questions and concerns, so Ms. Kimball will ask someone from our appeals department to come speak with us at our next meeting to address the committee's concerns. 	<p>Carolyn Whitaker made a motion, 2nd by George Reynolds, Jr., to remove Teresa Butler as a CRC member due to her lack of attendance. Members present voted unanimously to approve this decision and recruit additional members.</p>
<p>Handouts</p>	<ul style="list-style-type: none"> ➤ Agenda ➤ Sandhills Center Client Rights Committee meeting minutes, May 14, 2019 ➤ Quarterly Grievances & Incident Reports ➤ Sandhills Center Annual Orientation Documents 	
<p>Adjournment</p>		<p>The meeting adjourned at 5:55 p.m.</p>