

# APPROVED

## CLIENT RIGHTS COMMITTEE (CRC)

Date this meeting: August 8, 2017

Date/time/location of next meeting: November 14, 2017

**NOTE: New Location: 185 Grant Street, 2<sup>nd</sup> Floor Conference Room, West End, NC**

Attending: George E. Reynolds, Jr., Carol Whitaker, Bill Larrison, Lori Richardson, Walter Ferguson, Teresa Butler

Absent: Anthony Copeland, Ross Streater, Nancy McNiff

Liaison: Anne Kimball

Recorder: Joann Cozart

TOPIC/SUBJECT	DISCUSSION/CONTENT	DECISION
<b>Call to Order</b> _____ Anne Kimball, Liaison	<ul style="list-style-type: none"><li>➤ The meeting was called to order at 5:00 p.m. by Anne Kimball.</li></ul>	
<b>Approval of Minutes</b> _____ Anne Kimball	<ul style="list-style-type: none"><li>➤ George E. Reynolds, Jr., made a motion to accept the May 9, 2017 minutes. Carol Whitaker seconded the motion.</li></ul>	Members present voted unanimously to approve the minutes.
<b>Quarterly Care Concerns Report April-June 2017</b> _____ Carol Robertson	<ul style="list-style-type: none"><li>➤ Anne Kimball introduced Carol Robertson, Quality Management Director. Ms. Robertson delivered the reports on Mary Kidd's behalf.</li><li>➤ Ms. Robertson reported on the Quality of Care Concerns Report for April-June 2017. She reported that in the last quarter, there was a real spike due to some providers billing incorrectly. This is now back under control, causing the quality of care concerns to drop. Ms. Robertson responded to questions from the committee.</li></ul>	
<b>Quarterly Complaints Report April-June 2017</b> _____ Carol Robertson	<ul style="list-style-type: none"><li>➤ Ms. Robertson reported on the Quarterly Complaints Report for April-June 2017. The complaints decreased from 98 to 78. Ms. Robertson responded to questions from the committee.</li></ul>	

TOPIC/SUBJECT	DISCUSSION/CONTENT	DECISION
<p><b>Quarterly Incident Report April-June 2017</b></p> <hr/> <p>Carol Robertson</p>	<ul style="list-style-type: none"> <li>➤ Ms. Robertson reported on the Quarterly Incident Report for April-June 2017. Ms. Robertson responded to questions from the committee.</li> </ul> <p>Ms. Robertson explained the process in which certified letters with recommendations are mailed to providers after receiving notice of a suicide attempt or completed suicide.</p>	<p>Mr. Reynolds made a recommendation that providers should be required to respond to initial and subsequent letters from Sandhills Center resulting from a suicide attempt or completed suicide. The committee was in agreement with this recommendation.</p> <p>Ms. Robertson will take this recommendation to Dr. Carraway and to the Clinical Leadership Team.</p>
<p><b>Other Business</b></p>	<ul style="list-style-type: none"> <li>➤ Ms. Robertson informed the committee that her department will be mailing letters to all of our prescribers on the side effects of psychotropic medications. The integrated care newsletter will be also mailed to all providers. It is also posted on the website.</li> <li>➤ Ms. Kimball asked the committee members to complete the annual orientation information.</li> <li>➤ Ms. Kimball distributed and reviewed the Sandhills Center Member Handbook. She indicated these handbooks are widely distributed and can also be located on the Sandhills Center website.</li> <li>➤ Ms. Kimball asked for committee recommendations of topics and/or goals for the committee's work this year.</li> </ul>	<p>Mr. Reynolds would like more details about the suicide attempts and the recommendations/follow-ups.</p> <p>Ms. Kimball will invite Dr. Carraway to a future meeting.</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>➤ Annual Orientation Information</li> <li>➤ Sandhills Center Member Handbook</li> </ul>	
<p><b>Adjournment</b></p>		<p>The meeting adjourned at 5:50 p.m.</p>