

CLIENT RIGHTS COMMITTEE (CRC)**APPROVED**Date this meeting: 03/11/2014Date/time/location of next meeting: 5:00 p.m., May 13, 2014 – 1116 Seven Lakes Rd, West End, NC 27376Attending: Carol DeBerry, Teresa Butler, Marilyn Gilliam, George E. Reynolds, Jr., Lori Richardson, Carol Whitaker, Anne Kimball

Excused: Nancy McNiff, Leann Henkel

Absent: Ross Streater, Barbara Akins

Recorder: Joann Cozart

TOPIC/SUBJECT	DISCUSSION/CONTENT	DECISION
<p align="center"><u>Call to Order</u> Carol Whitaker, Chair</p>	<ul style="list-style-type: none"> ➤ The meeting was called to order at 5:00 p.m. by Carol Whitaker. 	
<p align="center"><u>Approval of Minutes</u> Carol Whitaker, Chair</p>	<ul style="list-style-type: none"> ➤ Lori Richardson made a motion to accept the January 2014 minutes with one correction; change the name George Whitaker to reflect George E. Reynolds, Jr. Teresa Butler seconded the motion. The motion carried. 	Members present voted unanimously to approve the minutes with the noted correction.
<p align="center">Joint Communication Bulletin _____ Anna Hearth</p>	<ul style="list-style-type: none"> ➤ Anna Hearth informed the committee that the provider monitoring reports have changed and the change has been implemented as of March 1st. The tools have been shortened from 200+ questions to 18/19 questions. 	
<p align="center">Quarterly Routine Monitoring Report October-December 2013 _____ Anna Hearth</p>	<ul style="list-style-type: none"> ➤ Anna Hearth reviewed the Quarterly Routine Monitoring Report for October-December 2013. Ms. Hearth reported the numbers are down because they were instructed in December to stop the routine reviews until the new tools were created. Some providers decided to leave our network because they didn't want to participate with the Medicaid paperwork, which also contributed to the numbers being down. ➤ Lori Richardson informed the committee that apparently some consumers in Richmond County has indicated some pharmacies are not willing to fill their Medicaid prescriptions because it takes too long to receive their reimbursement. 	Ms. Richardson will provide specific information to Anne Kimball, and Anne and Ms. Richardson will draft an email to Sandhills Center's Medical Director about this situation.
<p align="center">Quarterly Investigations Report October-December 2013 _____ Mary Kidd</p>	<ul style="list-style-type: none"> ➤ Mary Kidd reviewed the Quarterly Investigations Report for October-December 2013. Ms. Kidd responded to questions from the committee. 	

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<p>Quarterly Incident Report October-December 2013</p> <p>_____ Mary Kidd</p>	<ul style="list-style-type: none"> ➤ Mary Kidd reviewed the Quarterly Incident Report for October-December 2013. Ms. Kidd responded to questions from the committee. 	
<p>Quarterly Complaint Summary Report October-December 2013</p> <p>_____ Anna Hearth</p>	<ul style="list-style-type: none"> ➤ Anna Hearth reviewed the Quarterly Complaint Report for October-December 2013. Anna explained that a Level I are injuries that require band aids; Level II are serious incidents that require the police or a hospital visit and Level III are the most serious resulting in permanent injury or death. ➤ Ms. Hearth discussed a handout of the suicide and suicide attempts that the committee had previously requested. This report is a summary of the last two years. ➤ Ms. Hearth and Ms. Kidd responded to questions from the committee. 	
<p>Announcements</p>	<ul style="list-style-type: none"> ➤ Carol Whitaker informed committee that Freda Mack has resigned from the Client Rights Committee due to health reasons. At Ms. Whitaker's direction, Ms. Kimball will send Ms. Mack a letter thanking her for her service and will find out what county she represented. ➤ Ms. Kimball distributed the Winter 2014 Community Needs Assessment Survey, asking committee to complete and return. She stated that we need as many responses as possible. ➤ Ms. Whitaker informed the committee that we are still looking for representatives from Hoke and Harnett counties for this committee. ➤ Ms. Whitaker asked for an update on the pocket guide for consumers. Ms. Kimball indicated that it is still in-process. ➤ Ms. Kimball said no interest has been expressed to her in regards to the recruitment process for committee members. She encouraged the committee to continue their recruiting efforts. 	<p>A letter will be sent to Ms. Mack to thank her for her service to the committee.</p>
<p>Handouts</p>	<ul style="list-style-type: none"> ➤ Agenda ➤ Sandhills Center Clients Rights Committee meeting minutes dated 1/14/2014 ➤ Joint Communication Bulletin re: Routine Provider Monitoring ➤ Quarterly Routine Monitoring Report ➤ Quarterly Investigations Report ➤ Quarterly Incident Report ➤ Complaint Summary Report ➤ Winter 2014 Community Needs Assessment Survey 	
<p>Adjournment</p>	<p>The meeting was adjourned at 5:45 p.m.</p>	<p>Teresa Butler made a motion to adjourn. George Reynolds, Jr., seconded the motion. The motion was carried.</p>