

**Minutes**

<b>Committee Name:</b>	<b>Client Rights Meeting</b>
<b>Date:</b>	April 14, 2009
<b>Time:</b>	5:30 p.m.-6:00 p.m.
<b>Meeting Place:</b>	Morganton Community
<b>Members Present:</b>	Laurie Bradshaw, Cynthia Houser, Donna Hollar
<b>Members/Others Absent:</b>	David Isenhower, Todd Carswell, Dorraine Hernandez
<b>Staff Members Present:</b>	Vanessa Anderson, Judy Dahlstrom, Sherry Clanton
<b>(Agenda Item #1)</b>	<b>Welcome and Introductions</b>
<i>Presenter:</i>	Laurie Bradshaw
<i>Action:</i>	Laurie welcomed everyone to the meeting.
<b>(Agenda Item #2 )Minutes:</b>	<b>Minutes October 6, January 5, 2009</b>
<i>Action:</i>	There was not a quorum present to vote
<i>Decision:</i>	The minutes were tabled until the next meeting.
<b>(Agenda Item # 3)</b>	<b>Client Rights Rule Update</b>
<i>Presenter:</i>	Vanessa Anderson
<i>Information Presented:</i>	The rules that were being considered for change did not pass. We will be operating under the old rules.
<b>(Agenda Item #4)</b>	<b>Medical Decisions</b>
<i>Presenter:</i>	Mo McCarthy
<i>Information Presented:</i>	There was not a quorum present to vote.
<i>Decision:</i>	This was tabled until next meeting.
<b>(Agenda Item # 5):</b>	<b>Client Rights Committee Policy</b>
<i>Presenter:</i>	Vanessa Anderson
<i>Information Presented</i>	There was not a quorum present to vote.
<i>Decision:</i>	This was tabled until next meeting.
<b>(Agenda Item # 6):</b>	<b>2008 Customer Satisfaction Survey Results</b>
<i>Presenter:</i>	Vanessa Anderson
<i>Information Presented:</i>	<p>The 2008 Customer satisfaction Survey was conducted with the participation of twelve providers. This was conducted as part of the NC DMHDDSAS Customer Satisfaction Survey process. Surveys were delivered to 14 providers with 86% of the providers mailing back completed surveys.</p> <p>The survey was compiled into three age groups. The groups were Adults 18+, Family of 0-11 year olds and Youth 12-17 year olds. Of the adult surveys 97% of the questions were answered with 99% of the family and youth answered. Overall, the majority of questions were responded to positively with an agree or strongly agree. Areas of disagreement</p>

	seemed to relate to not being better able to cope when things go wrong, being satisfied with family life, or being better able to do things they want to do; among other responses.
<b>(Agenda Item #7)</b>	<b>Membership Applications</b>
<i>Presenter:</i>	Vanessa Anderson
<i>Information Presented:</i>	There was not a quorum present to vote.
<i>Decision:</i>	This item was tabled until the next meeting.
<b>Agenda Item #8</b>	<b>Review of Complaint Reports</b>
<i>Presenter:</i>	Vanessa Anderson
<i>Information Presented:</i>	<p>The quarterly Complaint Report covering October, November, and December was reviewed. The total number of complaints received by the LME was 23, by or on behalf of a Consumer, 18 and not by or on behalf of a Consumer 5.</p> <p>The majority of complaints for this quarter involved access issues. The 23 complaints for this quarter are fewer than the 41 received for the first quarter of the year. For the year, 29 complaints were from Burke County and 35 from Catawba. Most of the complaints stem from the area of MH and DD with very few coming from SA. Including MHP we have 6 Providers to date with more than 2 complaints. The number of complaints per provider range from 2 to 12. Customer Services has also responded to 22 additional information requests during the Oct-Dec. quarter. This brings the total to 52 for the year. These requests are mainly general in nature with Access requests for information second.</p>
<b>(Agenda Item #9)</b>	<b>Review of Incident Reports</b>
<i>Presenter:</i>	Vanessa Anderson
<i>Information Presented:</i>	<p>The Quarterly Incident Report covering October, November, and December was reviewed. There were 7 abuse/neglect incidents reported as compared to the 16 in the first quarter of the year. There were 7 consumers involved in 7 incidents and 6 providers represented with one provider having 2 of the incidents. In overall incidents, one consumer had 6 incidents including 2 physical restraints, 2 isolated time outs, 1 other consumer behavior and 1 aggressive/destructive/illegal act by the consumer. One provider has 12 incidents reported overall, which involved 9 different consumers. Deaths for the quarter were reviewed as reported by level and circumstance. Restrictive intervention, medication error, and search/seizure data was reviewed.</p>
<b>Adjournment:</b>	<b>No one was in attendance for public comments. The meeting was adjourned @ 6:05 p.m.</b>
<b>Next Meeting:</b>	<b>May 4, 2009 @ 6:00 p.m. (Dinner @ 5:30 p.m.)</b>
<b>Respectfully Submitted By:</b>	<b>Sherry Clanton</b>