

**Minutes**

<b>Committee Name:</b>	Consumer and Family Advisory Committee Meeting
<b>Date:</b>	November 8, 2011
<b>Time:</b>	6:00 pm
<b>Meeting Place:</b>	Morganton Community House, Morganton, NC
<b>Members Present:</b>	Maria Benfield, Laurie Bradshaw, Donna Hollar, Linda McCrary, Judith Rusinak, Sharon Williamson
<b>Members/Others Absent:</b>	Cynthia Houser, Mary Johnson, Wendy Sheridan, Keisha Singletary, Stephanie Swartz, Angela Cowans
<b>Guests/Speaker/Others Present:</b>	Judy Dahlstrom, Josephine Benfield, Vanessa Anderson, Cathy Kocian, Janice Arrowood
<i>Presenter:</i>	Linda McCrary
<i>Action:</i>	Linda called the meeting to order and welcomed everyone in attendance. Laurie Bradshaw provided the invocation.
<b>Approval of Minutes : October 11, 2011</b>	
<i>Presenter:</i>	Linda McCrary
<i>Action:</i>	Committee members reviewed the minutes from the October 11, 2011 meeting. The minutes were approved by the members in attendance with no noted changes.
<b>MHP/Merger Update:</b>	
<i>Presenter:</i>	Judy Dahlstrom
<i>Information Presented:</i>	<p>Judy proposed names for the new MCO for members to consider. There was not a name that all members felt was appropriate but noted that some names were worth considering. Judy, who is on the Communications Work Group, stated that the merger committee would make a decision on the new MCO name by December 1<sup>st</sup>.</p> <p>Vanessa is on the Grievance/Appeal Work Group.</p> <p>“Up To The Minute” handouts were given to members. The handout gives an overview of the progress that has been made towards merging with Pathways and Crossroads. (see attached)</p>
<b>MCO CFAC Workgroup Report:</b>	
<i>Presenter:</i>	Linda MCCrary
<i>Information Presented:</i>	<p>Linda, Donna and Judy attended the Regional CFAC Workgroup meeting last week. Laurie, who is also on the workgroup, was unable to attend. The CFAC members voted to accept the following for the Regional CFAC:</p> <ul style="list-style-type: none"> <li>➤ A total of 24 members</li> <li>➤ 1 regional CFAC</li> <li>➤ 3 members from each county – 1 person for each disability</li> </ul>

	➤ Members would be accepted by application
<b>Complaints/Incidents:</b>	
<i>Presenter:</i>	Vanessa Anderson
<i>Information Presented:</i>	<p><b><u>Complaints:</u></b>  There were 16 complaints this quarter with the numbers coming down since last quarter. Burke County had 6, Catawba 9 and 1 complaint was from another county. The majority of the complaints received involved quality of care, a 78% increase, which involved 10 providers. One complaint involved medication administration.</p> <p>Vanessa stated that the numbers indicate that some complaints are being managed internally. Also, the focus on Customer Service and Human Rights trainings has helped. The MHP Medical Director, Dr. Rosenquist, did much research and provided guidance on medication withdrawal/titration protocols to a provider that had a complaint filed against them for abruptly stopping a client's meds. Dr. Rosenquist also facilitated a community forum for MH providers, CCNC staff and area primary care physicians to discuss this issue and begin developing a community plan concerning benzodiazepines.</p> <p><b><u>Incidents:</u></b>  We now have a new Quality Management Coordinator, Trish Plaster. Mental Health Partners used to enter the incident data in their own database but is now using the State's IRIS program since it has been upgraded. The numbers are a little higher due to IRIS counts each incident separately. If two providers enter an incident into IRIS on the same person it will be counted as 2 incidents.</p> <ul style="list-style-type: none"> <li>• 20 incidents involving Abuse, Neglect or Exploitation during the 1st quarter 2011-2012 (July-September 2011). This is a slight increase compared to the 1<sup>st</sup> quarter 2010.</li> <li>• There were 8 consumer deaths reported, 2 died of unknown causes and 6 of natural causes.</li> <li>• The highest number of reports for a single provider was 28, involving 10 consumers from this provider agency.</li> <li>• Medication errors were about the same as previous quarterly reports.</li> <li>• There were 99 incident reports received from 3 different providers. One provider had 90 of these incidents. The LME is in the process of getting more information on this. Vanessa will give a follow up at the next CFAC meeting. (see attached)</li> </ul>
<b>Recovery Conference Rep:</b>	
<i>Presenter:</i>	Sharon Williamson
<i>Information Presented:</i>	Sharon stated the information presented at the Recovery Conference was very helpful and there were several exceptional speakers. There was a lot of information concerning Peer Support.

	Sharon stated she was very appreciative of the opportunity to attend the conference.
<b>Critical Measures Report:</b>	
<i>Presenter:</i>	Judy Dahlstrom
<i>Information Presented:</i>	Judy gave an overview of the “Critical Measures at a Glance” SF 2011 Fourth Quarter LME Performance” report which reflected that Mental Health Partners met Single Stream Funding minimum requirements.  Judy will ask Melanie Britt to come present the next quarterly report. (see attached)
<b>CFAC Conference Call:</b>	
<i>Presenter:</i>	Linda McCrary
<i>Information Presented:</i>	None of the CFAC members were able to participate in the CFAC conference call this month. There will not be a conference call in the month of December.
<b>State Update:</b>	
<i>Presenter:</i>	Cathy Kocian
<i>Information Presented:</i>	The CFAC Update for November 2011 was distributed to members. Cathy encouraged members to participate in upcoming events. (see attached)
<b>Open/Public Comments:</b>	
<i>Presenter:</i>	Judy
<i>Information:</i>	Linda McCrary will attend the NC Tide Conference in Asheville and the NC Council of Community Program in Pinehurst.  Cathy Kocian was given a special “thank you” for the delicious desserts she provided for our Thanksgiving dinner.  A gift card was presented to Trish, staff of Morganton Community House, for the great service she gives the CFAC members during our monthly meetings.
<b>Next Meeting:</b>	<b>January 10, 2012 at 6:00 pm, Morganton Community House</b>
<b>Adjourn:</b>	<b>7:30 PM</b>
<b>Attachments:</b>	<b>“Up To The Minute” handout on MHP merger</b> <b>Quarterly Complaint and Incident Reports for 2011-2012</b> <b>1<sup>st</sup> Quarter</b> <b>Critical Measures at a Glance - 2010-2011 4<sup>th</sup> Quarter</b> <b>State CFAC Update of November 2011</b>
<b>Respectfully Submitted By:</b>	<i>Janice Arrowood, Administrative Assistant I</i>