

**Minutes**

<b>Committee Name:</b>	Clients Rights Committee
<b>Date:</b>	June 9, 2008
<b>Time:</b>	6:00-7:00
<b>Meeting Place:</b>	First Plaza-5 <sup>th</sup> floor
<b>Members Present:</b>	Tony B., Crystal L.
<b>Members/Others Absent:</b>	
<b>Others in Attendance:</b>	Vanessa A., Judy D.
<b>(Agenda Item #1)</b>	<b>Welcome and Introductions</b>
<i>Presenter:</i>	Tony, Berry, Vanessa Anderson
<i>Action:</i>	Tony Berry, Chair, called the meeting to order. Everyone was welcomed. Vanessa Anderson thanked the members for their active participation on the committee and the time and effort they expend to make a difference. Members were presented with certificates of appreciation. (Board member representatives will receive their award with the other Board members. Mary Rippy, whose term ended in March 2008, will receive her award by mail.)
<b>(Agenda Item #2 )Minutes:</b>	April 7, 2008
<i>Action:</i>	Minutes of the April 7, 2008 meeting were presented.
<i>Decision:</i>	The minutes were accepted as presented.
<b>(Agenda Item #3)</b>	<b>Complaint Reports</b>
<i>Presenter:</i>	Vanessa Anderson
<i>Information Presented:</i>	Information included data on January-March 2008 complaints and year to date information, compliment, and complaints data. It was discussed that there have been 59 complaints from July to March. Most complaints fell in the access (27%) or rights category (22%) and were about residential services (24%). Complaints were about equally divided by county with 42% being from Burke and 56% being from Catawba.
<i>Decision:</i>	Information only
<b>(Agenda Item # 4):</b>	<b>Review Of Monitoring and Incidents Reports</b>
<i>Presenter:</i>	Vanessa Anderson
<i>Information Presented:</i>	Data from Provider Relations Monitoring reports were reviewed. Twenty reports from Jan-Mar. 2008 were reviewed in the client rights category. 50% of the providers were in full compliance with all client rights standards. The other ten providers were in partial compliance or out of compliance on at least one standard. Five providers were out of compliance with having documentation of client rights committee meetings. Providers have been encouraged to group with other providers to share joint committees for review purposes. Providers seem to have difficulty recruiting members for their committees.  The Quarterly Incident report for Jan-Mar 2008 was reviewed. It was

	<p>discussed that incidents decreased in areas of total number of level II and III incidents, physical restraints, Level II deaths, Consumer injuries, and Level I medications errors. The number of allegations of abuse/neglect and Level II incidents due to consumer behavior increased this quarter.</p> <p>Monthly Quality Council meetings for providers have been implemented. The focus is on ensuring providers are receiving technical assistance with their quality improvement activities including incident reports.</p> <p>Information was received. One recommendation was made that provider CRC's could receive some training with the LME CRC.</p>
<i>Decision:</i>	
<b>(Agenda Item # 5):</b>	<b>2008-09 Members and July Orientation</b>
<i>Presenter:</i>	Vanessa Anderson, Committee
<i>Information Presented:</i>	<p>The roster of new members for 2008-09 was announced as approved by the MH Board on April 17, 2008. The new committee will participate in a Board orientation in July. New officers will need to be chosen and a schedule of meetings for next year.</p> <p>The committee reviewed their 2007-08 goals. The majority of goals for the year were met.</p>
<i>Decision:</i>	It was recommended that more education needs to be provided on client rights issues and CRC members need to be more active with CFAC.
<b>Adjournment:</b>	<b>The meeting was adjourned @ 7:15 p.m.</b>
<b>Next Meeting:</b>	<b>July Orientation to be announced</b>
<b>Attachments:</b>	<b>Agenda, April 7 minutes, MHSCC CS data, Jan-Mar. Quarterly Complaint report, MHSCC complaints per county, 2007-08 Complaints data, Provider Monitoring Checklist, Jan-Mar Quarterly Incident Report, CRC appointments, 2007-08 CRC goals</b>
<b>Respectfully Submitted By:</b>	<b>Vanessa Anderson</b>