

Minutes

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| Committee Name: | Clients Rights Committee |
| Date: | August 4, 2008 |
| Time: | 6:00-7:00 P.M. |
| Meeting Place: | First Plaza-5 th floor |
| Members Present: | Tony Berry, Laurie Bradshaw, Dorraine Hernandez, Donna Hollar, Cynthia Houser, David Isenhower, Suzanne Smith |
| Members/Others Absent: | Jerry Woolard |
| Others in Attendance: | Vanessa Anderson, Judy Dahlstrom, Sherry Clanton |
| (Agenda Item #1) | Welcome and Introductions |
| <i>Presenter:</i> | Tony Berry |
| <i>Action:</i> | Tony Berry, Chair, called the meeting to order. Everyone was welcomed. |
| (Agenda Item #2)Minutes: | July 7, 2008 |
| <i>Action:</i> | Minutes of the July 7, 2008 orientation/training meeting were presented. |
| <i>Decision:</i> | The minutes were accepted as presented. |
| (Agenda Item # 3) | Client Rights Rules |
| <i>Presenter:</i> | Vanessa Anderson |
| <i>Information Presented:</i> | Explained how the LME, Provider and CRC committees function. Handed out the proposed Client Rights Rule. Explained that if the rule passes Client Rights committees would have to adjust their policies. |
| <i>Decision:</i> | It was decided that everyone should read the proposed rule, make comment by the public comment period of September 2, if they choose, and then discuss at the next meeting. |
| (Agenda Item #4) | Complaint Reports |
| <i>Presenter:</i> | Vanessa Anderson |
| <i>Information Presented:</i> | Information included data on April-June 2008 complaints and 2007-08 information, compliment, and complaints data. During 2007-08, customer service staff addressed 65 information request and compliments and 79 complaints. Of the 79 complaints, they were almost evenly divided between the two counties. Most of the complaints focused on areas of MH and DD, access to services, and residential services. Comments made addressed the low number of complaints in the category of SA and why this may be. There was a 30% decrease in this quarter's complaints as compared to last quarter. Consistent with the 2007-08 annual report, the 20 complaints from this quarter fell into the categories of MH, access, and residential. |
| <i>Decision:</i> | One recommendation was made that Substance Abuse be looked at more closely. Tony suggested that we distribute more customer service marketing information to reach the consumers of SA Services. |

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| (Agenda Item # 5): | Review Of Monitoring and Incidents Reports |
| <i>Presenter:</i> | Vanessa Anderson |
| <i>Information Presented:</i> | Client Rights Data from April-June Provider Relations Monitoring reports were reviewed. 69% of the agencies reviewed were in full compliance. 31% were in partial compliance. |
| <i>Decision:</i> | Information was reviewed. Customer Services staff will try to mail out data reports prior to meetings dependent on the timing between the meeting and the end of the quarter. |
| (Agenda Item # 6): | Medical Decisions |
| <i>Presenter:</i> | Judy Dahlstrom |
| <i>Information Presented:</i> | Authorization for Medical Decisions was brought before the committee in regards to the wards in guardianship with MHP. It was discussed how to include consumer wishes when they can not express themselves. |
| <i>Decision:</i> | It was recommended that the word decision should be changed to recommendation. This was tabled to be discussed at the next meeting in order for the committee to more closely review the draft policy and make recommendations. |
| (Agenda Item #7) | Appointing of Chair and Vice Chair |
| <i>Presenter:</i> | Tony Berry |
| <i>Information Presented:</i> | The topic of electing new Chair and Vice Chair. After discussion between the members, Tony nominated Laurie Bradshaw for Chair and Cynthia Houser for Vice Chair. These nominations were unopposed and nominations were closed. |
| <i>Decision:</i> | David Isenhower made the motion and it was voted unanimously that Laurie serve as Chair and Cynthia serve as Vice Chair. |
| Adjournment: | The meeting was adjourned @ 7:30 p.m. |
| Next Meeting: | October 6, 2008 at 6:00 p.m. Orientation and Training at 4:30 |
| Attachments: | Agenda, June 9 minutes, MHSCC CS data, April-June. Quarterly Complaint report, MHSCC complaints per county, 2007-08 Complaints data, Provider Monitoring Checklist, April-June Quarterly Incident Report, Authorization for Medical Decisions, CRC appointments |
| Respectfully Submitted By: | Sherry Clanton |