

Minutes

Committee Name:	Human Rights Committee
Date:	February 22, 2010
Time:	6:00 P.M.
Meeting Place:	First Plaza Building
Members Present:	Laurie Bradshaw, Cynthia Houser, Pierre Vermette, Donna Hollar, Dorraine Hernandez, Sharon Brown Kerry Fleenor
Members/Others Absent:	Linda Pearson
Staff Present:	Vanessa Anderson, Judy Dahlstrom
Guest:	None
(Agenda Item #1)	Welcome and Introductions
<i>Presenter:</i>	Laurie Bradshaw
<i>Action:</i>	The meeting was called to order and everyone was welcomed. Everyone introduced themselves for the new member present.
(Agenda Item #2)Minutes:	August 3, 2009
<i>Action:</i>	The October minutes were presented for approval. The October minutes were read.
<i>Information Presented:</i>	It was reported that the August minutes did not reflect the orientation and training that were provided during the meeting.
<i>Decision:</i>	Ms. Hernandez made a motion to accept the October minutes with Ms. Houser seconding the motion. October minutes were approved. It is noted that training on Human Rights policy, regulations, rules, the complaints process and information on the Consumer and Family Advisory Committee were provided on August 3, 2009 to the Human Rights Committee.
(Agenda Item # 3)	Consumer Satisfaction Survey
<i>Presenter:</i>	Judy Dahlstrom
<i>Information Presented:</i>	Ms. Dahlstrom reviewed the results of the survey which was conducted in October and November 2009. The survey was conducted for specific services (community support, community support team, intensive in home) received by adults, children ages 0-11, and adolescents age 12-17. Overall the results reflected that the majority of individuals agree with the positive statements on the survey. There were some areas of the child and adolescent survey that reflected disagreement that their lives had improved. The committee received the information as presented.
(Agenda Item #4)	Training
<i>Presenter:</i>	Vanessa Anderson
<i>Information Presented:</i>	Ms. Anderson presented a power point training on human rights which is also used with providers. Questions were discussed and answered at

<i>Decision:</i>	the conclusion of the presentation. The committee received the information as presented.
(Agenda Item # 5):	Guardianship-DNR
<i>Presenter:</i>	Vanessa Anderson
<i>Information Presented:</i>	Ms. Anderson presented information pertaining to a DNR for a 59 year old ward o f Mental Health Partners. Historical information and reasons for the DNR were reviewed. The ward had diagnoses of Alzheimer’s and Down’s Syndrome. The ward’s brother had requested the DNR with comfort measures. The DNR was signed by MHP in January. The ward died this morning.
<i>Decision:</i>	The committee discussed the situation and received the information as presented. They noted no problems with the decision made on the DNR and had no recommendations.
(Agenda Item # 6):	Quarterly Reports
<i>Presenter:</i>	Vanessa Anderson
<i>Information Presented:</i>	Ms. Anderson presented the quarterly reports for July-Sept complaints, and incidents and for the Oct-Dec incidents. All data was reviewed by the committee. The lack of funding and impact on access to services and quality of services was discussed. There were six deaths with unknown cause from July-Dec reported on the incident reports. It was discussed that MHP does not always receive detailed information on all deaths depending on the circumstances. 15 incidents involving abuse and neglect allegations were summarized for the committee. The committee requested further information, as available, on an deaths reported with cause unknown.
(Agenda Item #7)	Case Reports
<i>Presenter:</i>	Judy Dahlstrom
<i>Information Presented::</i>	Ms. Dahlstrom presented 3 cases to the committee showing some types of complaints that are file. Case 1: A provider filed a complaint that another provider pressured a guardian into changing to a new service provider. After investigating it was determined that several factors played a role in the change. The complaint against the accused provide for solicitation was not substantiated. Case 2: Received a complaint from a parent that a provider closed their child’s case without notice and left them without services. Complaint was founded. Provider agreed to bring in consumer and parent for another appointment and discuss their need for services. Case 3: Received multiple complaints that a provider reduced services due to financial concerns, without notice to the guardian. The complaint was founded. The provider is to develop and implement a

	<p>plan of correction to include a written procedure to follow (with timelines) when services are to be reduced; maintain a process to accurately track contract dollars ensuring minimal financial impact on authorized services for the consumer; and put a procedure in place to ensure consistent communication with the legally responsible person and/or consumer regarding services, progress, and other relevant information.</p> <p>The committee discussed the issues in the above cases. The committee received the information as presented.</p>
(Agenda Item #8)	Information Distribution
<p><i>Presenter:</i> <i>Information Presented:</i></p>	<p>Vanessa Anderson Ms. Anderson informed the committee of the outcome of the Catawba County Point in Time count and that data was in the process of being concluded for Burke County. Ms. Anderson distributed information on the transitions taking place on the MH/DD/DAS system with residential community support and CABHA. A couple of news articles on the lawsuit brought by DRNC against the state of NC were distributed. The committee received the information as presented</p>
(Agenda Item #8)	Public Comments
<p><i>Presenter:</i> <i>Information Presented:</i></p>	None
Adjournment:	The meeting was adjourned @ 7:08 p.m. The motion was made by Ms. Hernandez and seconded by Ms. Houser. Attachments include Agenda, Committee Roster, October 5, 2009 minutes, Consumer Satisfaction Survey Summary, July-Sept quarterly reports for complaint & incidents, Oct-Dec quarterly report for incidents, transitional updates and news articles dated 12-12 & 29-09 from WRAL and Charlotte Observer.
Next Meeting:	May 3, 2010 @ First Plaza Building
Respectfully Submitted By:	<i>Vanessa Anderson</i>, Director of Customer Service