



Human Rights Committee Meeting Minutes
 Hickory, North Carolina
 September 18, 2018 @ 6:00 p.m.

MEETING CALLED BY	Pam Poteat	
PURPOSE OF MEETING	Human Rights Committee	
FACILITATOR	Pam Poteat (for Jane Hinson)	
RECORDER	Keshia Sandidge	
ROLL CALL & ATTENDANCE A=Absent; P=Present (There are no Non-Voting members on this committee)		
Absent or Present		
Keshia Sandidge, Partners Consumer Rights Officers		Present
Larry Holcombe, Partners QM Monitoring Manager		Present
Terri Franco		Present
Ron Schaeffer		Absent
Pam Poteat		Present
Donald Haynes		Present
Jennifer Warren		Absent
Kerry Washburn		Absent
Melinda Finger		Absent
Mark Fuhrmann		Present
Chip Ferguson		Present
Jane Hinson		Absent
Tracy Myers		Absent

1. Introductions – Acknowledgement of a Quorum

Discussion	Pam Poteat called the meeting to order at 6:00 p.m. and asked for roll call. A quorum was present.		
Action Items		Person(s) Responsible	Deadline
None.		N/A	N/A

2. Approval of Previous Meeting Minutes –

Discussion	The Human Rights Committee meeting minutes from 6/19/2018 were submitted for approval.		
Conclusions	Pam Poteat asked for a motion to approve the minutes.		
Action Items		Person(s) Responsible	Deadline
Mark Fuhrman entered a motion to approve the minutes Chip Ferguson seconded the motion. The motion carried unanimously.		N/A	N/A

3. Public Comments – No Public Comments

Discussion	n/a		
Conclusions			
Action Items: None		Person(s) Responsible	Deadline
		N/A	N/A

4. Provider/Committee Member Trainings

Discussion	Keshia Sandidge informed the committee that Partners will offer provider training in March 2019 which will include IRIS/HRC training.		
Conclusions	The committee concluded its annual provider training will be the IRIS/HRC training being offered in March 2019. Next meeting the committee will discuss potential topics for providers and HRC members.		
Action Items:		Person(s) Responsible	Deadline
Keshia Sandidge will continue to forward training opportunities to all committee members. Keshia Sandidge will continue to work with committee members and QM Manager to identify training needs of contracted providers. Keshia Sandidge will work with Partners Consumer Rights Officers to revise training material where needed. All consumer Rights Officers will work collaboratively to facilitate the IRIS/HRC training.		Keshia Sandidge	2/1/2019

5. Motion to Move to Closed Session

Discussion	Chip Ferguson entered a motion to move to Closed Session at pursuant to N.C. General Statutes, Section 143-318.11: (a)(1) to review Quarterly Reports. The Move was seconded Terri Franco. The motion carried unanimously.		
Conclusions	N/A		
Action Items:	Person(s) Responsible	Deadline	
There were no action items	N/A	N/A	

6. Closed Session-Fiscal Year Comparisons/Provider IRIS/HRC Training

Discussion	The committee reviewed the 2017/2018 Annual HRC report. 4 th Quarter IRIS trending, IRIS Death, Grievance, and Back Up Staffing Reports. We need to increase membership, Larry Holcombe proposed the following changes to the current structure of HRC; 4 meeting per year as opposed to bi-monthly, change in time from 6pm-8pm to 11am-1:30pm.		
Conclusions	<p>Annual HRC Report:</p> <ol style="list-style-type: none"> I. Are we following through w/ policies and procedures? II. Break down of membership/membership needs (we need members from the following counties; 2-Iredell, 2-Cleveland, 3-Burke, 2-Gaston, 2-Surry, & 3-Yadkin) III. Breakdown of meeting schedule/set-up/time/location IV. Training for members; any interest in specific trainings V. Community Trainings HRC/QM Department; we will offer IRIS/HRC training 3/2019 at the Partners Provider Forum <p>3rd Quarter vs. 4th Reports:</p> <p>4th Quarter IRIS Trending Report findings; -Total incidents have continued to decrease since 2nd quarter -Consumer behaviors are the #1 Incident Type (1st-318, 2nd-331, 3rd 386, 4th -39 -Mental Health is the #1 Disability type reported -Deaths have decreased -Late submissions have decreased by 50% -overall increase in incident report reporting</p> <p>Grievance Trending Report findings: -Total 22 with the most common: <ul style="list-style-type: none"> • Access to Services @6 • Quality of Care by Provider @4 • Service Coordination Between Providers @ 3 -50% Decrease in Grievances from 3rd vs 4th</p> <p>Failure to Provide Back Up Staffing Report findings: -101 Failure to Provide -8 services declined -80 trained staff unavailable</p>		
Action Items:	Person(s) Responsible	Deadline	
Keshia Sandidge will continue to monitor the above reports and summarize to the committee any action steps being implemented by Partners. The committee will provide suggestions and request clarity as applicable. Member Mark Furman has inquired if any assistance is needed in the Surry County area with addressing Backup Staffing. Larry Holcombe and Bill Rankin will continue to revise the HRC Charter as appropriate. Donald Haynes made a motion to cancel the October 16 th HRC meeting Terri Franco seconded the motion. The motion carried unanimously. HRC schedule has been revised	Keshia Sandidge	Ongoing	

and the committee will meet on November 13, 2018 instead of October 16, 2018.		
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7. Motion to Move Back to Open Session

Discussion	Chip Ferguson made a motion to move back to Open Session. Move was seconded by Donald Haynes.		
Conclusions	The motion carried unanimously.		
Action Items:	Person(s) Responsible	Deadline	
None	N/A	N/A	

8. Announcements/Other Business

Discussion	Continued from 2.20.2018: Reviewed current HRC Committee vacancies and ways to increase recruitment.		
Conclusions	The next meeting will be held on Tuesday, October 16, 2018 @ 6:00 p.m.		
Action Items:	Person(s) Responsible	Deadline	
Keshia Sandidge in collaboration with HRC member will continue to recruit members via Partners website, provider forum, etc. until need has been fulfilled. Keshia Sandidge will seek assistance with recruitment efforts from QM Director Bill Rankin and QM Manager Larry Holcombe.	Keshia Sandidge	ongoing	

9. Adjournment

Discussion	With no further business to discuss, Chip Ferguson made a motion to adjourn Mark Fuhrman seconded the motion and the motion carried unanimously. Meeting adjourned at 7:04 p.m.		
Conclusions	n/a		
Action Items:	Person(s) Responsible	Deadline	
None	N/A	N/A	

Minutes submitted by: Keshia Sandidge

Next meeting: November 13, 2018 at 6:00 P.M.