Primary Health Choice, Inc.
219 West Broad Street
St. Pauls, NC 28384

Meeting Agenda
VIRTUAL MEETING
April 23, 2021

Type of Meeting: Human Rights/CR Committee Meeting & Consumer/Family Advocacy Committee Meeting/Safety Committee

Invites: Alice Hunt, Dr. Cheryl Davis, Thad Davis, Crystal Oxendine, Ed Rogers, Shervain Oxendine, Sandra Johnson, Ronnie McEachin, Sharon Townsend, Misty Bryan, Nancy Pineda and Guest/Members

Agenda Topics:
1. Introductions
2. Review of Agenda
3. Confidentiality/HIPAA Agreement
4. Committee Member Form (if applicable)
5. Client Satisfaction Survey
6. Consumer Handbook
7. Consumer Rights/Coloring Handbook/Flyer
8. Restrictive Interventions-None Reported
9. Review on Rights Restrictions on Programs-Day Supports, including Daily Reminders
10. Areas of Human Rights Committee to Review
   • Complaints-(0) Quality Care Concerns, (0) Consumer Complaint, (2) Employee Grievance
   • Incidents-(10)
   • Appeals-None to Report
   • Any Breach of Confidentiality Issues-(None)
   • Investigations-None to Report
   • Use of Protective Devices-None to Report
   • Behavioral Plans-None to Report
11. Accommodations-Request for office supplies, paper products, computer/laptop, IT equipment, chairs, curtains, office furniture, first aide, face mask, hand sanitizer safety equipment, microwave, appliances, board game, arts & crafts, maintenance
12. Consumer Satisfaction Survey- knowledgeable, professional, prompt, compassionate, caring, great staff, availability, great communication, flexibility, support, understanding, respectful, friendly, good listener. Improvements – Increase pay for staff, bigger office for meetings, Day Program in the area, weekend visits, closer office, snacks on visits
13. Consumer Suggestions- N/A
14. Consumer Follow up Survey- In the process of starting back with IIH
15. Fire Drills-All drills conducted no concerns was reported.
16. Health & Safety Form Summary-No Health/Safety Concerns to report during this quarter.

Education/Training
• Flyer on Medicaid Fraud and Abuse
• HRC

Updates
• Opening of Adult Meaningful Day Program/Brochure
• New Service: Peer Support Services
• 2021 2nd Quarter Newsletter
• HHAeXchange

Suggestions
• Any other suggestions?

Light Refreshments
Door Prizes
Client Rights/Human Rights Committee should discuss the following topics at meetings:

- Discuss Operation Procedures for the Committee
  - Meet Quarterly
  - Location must be in NC
  - Training with members at least annually
  - Compliance with confidentiality rules
- Discuss areas of concerns for the Committee review at meetings.
  - Complaints
  - Quality of Concern Issues
  - Abuse, Neglect and Exploitation
  - Any Breach of confidentiality
  - Client Rights Issues
  - Incident Reports
  - Policy & Procedures involving Human Rights
  - Appeal/investigations
  - Use of Protective Devices
  - Behavioral Plans