

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

Invitees: 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 IIIH*
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

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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 atleast 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