

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

Meeting Agenda
VIRTUAL MEETING

April 30, 2020

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, 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 Complaints*
 - Incidents-*(7)*
 - Appeals-*None to Report*
 - Any Breach of Confidentiality Issues-*(0)*
 - Investigations-*None to Report*
 - Use of Protective Devices-*None to Report*
 - Behavioral Plans-*None to Report*
11. Accommodations-*Request for office supplies, file cabinets, paper products, computer/laptop, IT equipment, office furniture, first aide, gloves, face masks, hand sanitizer, cleaning supplies, safety equipment, portable basketball goal, arts and crafts and maintenance.*
12. Consumer Satisfaction Survey- *Caring, interested in client's well-being, supportive, concerned, listens, proactive, friendly, cleanliness, location, nice, respectful, professional, on time, confidential, helps maintain client's medication.*
13. Consumer Suggestions- *15-minute minimum waiting time for appointments.*
14. Consumer Follow up Survey- *none to report.*
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
- Medicaid Transformation

Updates

- 1st Quarter Newsletter 2020
- Covid-19 CDC Guideline regulations

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 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