

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

**Meeting Agenda**  
**VIRTUAL MEETING**

July 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

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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-*(10)*
  - 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, paper products, computer/laptop, TV, IT equipment, office furniture, first aide, gloves, face masks, hand sanitizer, cleaning supplies, safety equipment, arts and crafts and maintenance.*
12. Consumer Satisfaction Survey- *friendly staff, online notes, safety during Covid-19, professional staff, Qualified Professional, Dependability, Staff's patience, helpful, courteous, supportive, QP's availability, commitment to clients, CLS worker, staff supervision, quick to solve a problem, kind, and understanding.*
13. Consumer Suggestions- *none to report.*
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

- 2<sup>nd</sup> 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