



**Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Meeting Minutes & Action Items
Wednesday, November 13, 2019 – 5:00 PM to 7:00 PM**

Call to Order

Meeting called to order by Committee Chairperson, **Suzanne Hessman**. The date was November 13th, 2019 at 5:09 pm. The address of the meeting was 120 W. 1st Ave Mesa AZ 85210

Welcome and Introductions

- Attendance in Person: **Suzanne Hessman, Elizabeth Bird, Cherrie Floyd, Sarah McGovern, Susan Kingsbury, Sheri Reed**
 - Attendance by Phone: **Kin Counts, Cathryn Whalen**
 - Absent: **Tammy Leeper, Jill Wilson, Cynthia Elliott, Jennifer Horton, Lindy Fisker, Tonia Schultz**
 - Public in Attendance: **Sophie Legaspi (United Health Care liaison) by phone**
 - Arizona Department of Administration (ADOA): **Larry Allen, ADOA IOC Liaison (by Phone)**
 - DDD: **Jeffrey Yamamoto, DDD IOC Liaison, Jaime Reddy, DDD Community Engagement Manager (by phone), Megan Motz, DDD District Program Manager,**
 - **The Committee, DDD and ADOA Employee** introduced themselves.
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Call to Public

Sophie Legaspi (United Health Care liaison) informed the committee on her position as the DDD IOC UHC liaison. Informed the committee that there are two point of contacts, for DDD members and family on any issues, which is on the back of the UHC card. The transition has had no issues so far except for the pharmacy transition. The pharmacy problem has been resolved.

Megan Motz (DDD District East Program Manager) introduced herself to the committee and informed them that she will try to attend the meetings to give District East updates. She stated that she is new to the DPM position but has been an Area Program Manager. She wanted to let the committee know she is going to be responsive to the IOC. She informed the committee that she has been trying to fill positions in her District from Area Program Managers (APMs) to Support Coordinators. She states that she has significantly reduced the amount of open positions in her district. She informed the committee on the Arizona Management System (AMS) of doing work, similarly like the LEAN and 6 Sigma systems of being more productive. She informed the committee that the new Program Review Committee (PRC) Chairperson is in place and that PRC will now be under the control of DDD Behavior Health Administration and no longer under the DPM. This is in preparation of the Article 9 re-write. She did stay for the meeting in its entirety.



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ADOA Updates

Larry Allen began by stating that the ADOA still has the IOC manual in front of their Director for final approval and there is no firm timeframe on when it will be distributed and signed off. Also, that the monthly newsletter that ADOA has been sending out will most likely become a quarterly newsletter due to the lack of material they can garner.

DDD Health Plan Transition

Jaime Reddy introduced herself and asked if the committee had the Power Point handout for her presentation. They all did in their packet. She asked on how they thought the roll out was. The committee agreed they haven't noticed any real differences except with the pharmacy transition early on. She went over each page of the packet. The main point for the transition is to move all care (acute and behavioral) with Arizona Long Term Care (ALTC) into two managed health care agencies. Referrals and time delays should be eliminated.

DDD IOC Liaison Updates

Jeffrey Yamamoto began that there wasn't to much. If any of the committee members did not sign the most recent Confidentiality form, then it's needed. Going through the packet he gave to the members before the meeting, he brought up the timecards are needed by the end of the meeting and they are for the month of November. He informed them of the Death notifications and Metadata spreadsheet in the packet. Also, mentioned that there are two Data Briefs from the National Core Indicator for their interests.

Discussion of December meeting.

Suzanne Hessman asked the committee if they had any plans for December and if the December 11th meeting would interfere with anyone's plans. The committee all agreed that the already had planned for the meeting and that there wasn't any reason not to have the meeting. They agreed to hold the meeting as scheduled in December.

Discussion of Incident Reporting

Suzanne Hessman mentioned that the Incident Reporting (IRs) have been hit and miss with Drop Box. Jeffrey Yamamoto mentioned that he has been getting the questions directly from the committee. Sheri Reed stated that Drop Box is difficult to use. Suzanne Hessman asked if the IOC liaison can get to Drop Box. He answered that he is not. He did mention that DDD have transitioned to Google Mail. Suzanne



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thought then the IR questions could be put into Google Docs and would be easier for everyone using that platform. Jeffrey Yamamoto mentioned that he would need to be trained on the program. Other members also agreed they would need training. A laptop and projector will be made available to the committee next meeting to train everyone on how to use the Google Docs program.

Incident Reports & Behavior Plans

For October IRs the committee members reviewed 665 incident reports. This included 181 open and 484 closed reports.

Type	Open	Closed
Accidental Injury	17	132
Deaths	6	1
Emergency Measures	4	17
Human Rights	9	0
Legal	7	0
Medication Errors	30	32
Missing	7	0
Neglect	15	1
Other Abuse	4	0
Other	69	297
Physical Abuse	4	2
Property Damage	2	0
Suicide	7	2
TOTALS	181	484

The desired IRs were divided among the members in attendance. 7 sets to be sent out to those not in physical attendance.

Number of Questions for QAM: members of the committee will forward their incident reports question directly to the DDD Liaison and Tammy Leeper.

Number of Behavior Plans turned in by IOC Members: 6

The Program Review Committee (PRC) left 40 behavior plans for the committee.

Adjournment

Suzanne Hessman adjourned the meeting at 6:03 pm. The next District East IOC meeting will be held on December 11th, 2019 at 5:00 pm.