



**Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes
Wednesday, March 18th, 2019 – 5:00 PM to 7:00 PM**

Call to Order

This meeting is being held telephonically due to the Coronavirus (COVID-19) concerns.

Meeting called to order by Committee Chairperson, **Suzanne Hessman**. The date was March 18th, 2020 at 5:04 pm. The address of the meeting was 2200 N Central Ave. Suite 200 Phoenix AZ 85004

Welcome and Introductions

- Attendance in Person: **None This was telephonic only due to COVID-19 concerns**
 - Attendance by Phone: **Suzanne Hessman, Susan Kingsbury, Cynthia Elliott, Sheri Reed Elizabeth Bird, Sarah McGovern, Amanda Godek, Tonia Schultz**
 - Absent: **Cathryn Whalen, Lindy Fisker, Jennifer Horton, Kin Counts**
 - Public in Attendance: **None**
 - Arizona Department of Administration (ADOA): **Larry Allen, ADOA IOC Liaison (by Phone)**
 - United Healthcare Community Plan Liaison (UHCCP): **Sophie Legaspi, UHCCP liaison (by Phone) Vera Kramarchuk- Mercy Care Liaison (by phone)**
 - DDD: **Jeffrey Yamamoto, DDD IOC Liaison (by Phone) Michelle Pollard (NCI by phone)**
 - **The Committee, DDD, UHCCP, MercyCare and ADOA Employee introduced themselves.**
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Call to Public

Suzanne Hessman: Called for public to announce themselves. There were no members of the public on the phone.

ADOA Updates

Larry Allen began by stating that the ADOA is still working and that the IOC site is up if needed to communicate with someone from ADOA. He also informed the committee that Veronica Peralta has been reassigned for now to another unit and that Larry will be the only point of contact for ADOA IOC matters. He can be reached directly or through the website. He also promised that he would get out the results of the Task Force meetings suggestions on a flowchart of complaint information to the IOC committee chairs. **Suzanne** thanked Larry in advance for sending it out



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UHCCP Updates

Sophie Legaspi began by stating that she is the United Healthcare Community Plan (UHCCP) liaison and that to begin with she wanted to address the concern that Suzanne had on how the health care was dealing with the COVID-19. She said they are following the Center for Disease Control (CDC) guidelines as well as Arizona Department of Health Services (DHS) and AZ Health Care Cost Containment System (AHCCCS) guidelines. UHCCP is reviewing their vendors continuity of care planning. Ensuring that the members care is complete. Trying to encourage members to use telemedicine instead of going to the doctors whenever possible. They have set up an emotional support line to help ease the fear and anxiety that the COVID-19 outbreak has caused for anyone in the community. The point of the DDD members support in residential setting was going to be explained later in the meeting in the DDD response to COVID-19 section. She then opened the discussion up for questions for UHCCP. **Suzanne** asked if the members need to be tested for COVID-19 what steps need to be taken? Sophie referred to one of the documents she will be sending discussing what are the signs and how to go about getting tested. Testing currently is only prescribed by doctors with a specific criterion. She will send the documentation to Jeffrey and Suzanne to send out to the rest of the committee. **Sarah** asked if there is a way to send questions to her directly by email? Sophie replied that she will send all that information to Jeffrey to send out. **Cynthia** asked to repeat the reply for the testing of members. It was mentioned that the committee will be getting links to websites that go over that process. **Sheri** asked how is there going to be assurance that the members will be getting the services that they need? Sophie is unable to answer that question directly without consulting with her Director. Sophie asked that the question be written and sent to Jeffrey and Suzanne to be forwarded to UHCCP for answering. **Suzanne** agreed that is the recommended course of action.

DDD response on COVID-19

Suzanne began by stating that she had sent an email to Jeffrey and DDD on their response to COVID-19 and members in a residential setting. Richard Kautz sent back the response from DDD explaining all the residential facilities must have a “Pandemic Performance Plan” incorporated into their contracts. The plan must include workforce decrease, sufficient supplies and services, and updated contacts lists for emergencies. She said that there was links to this planning, the agreement for all vendors, and AZ DHS website for residential healthcare. **Jeffrey Yamamoto** began by stating that the DDD is doing daily updates about anything dealing with the COVID-19. The DDD leadership is keeping in touch with the Health plans and agencies to work together in making sure that the members are taken care of. He reported that most Day Treatment programs for Adults (DTA) are open for business and there is no directive to close any down from Governor’s Office or AZ DHS. **Suzanne** asked if the Guardian/Parent ask the Agency/Provider for a copy of their “Pandemic Performance Plan”. Jeffrey replied they can always ask for it and they probably should be available but will ask his leaders about it.



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Discussion on Types and categories of IRs

Suzanne Hessman began with asking the committee if they had looked at the types and categories of the incident reports (IRs). Suzanne Hessman then asked if anyone had any categories, they had questions about or that they wanted or did not want to review. No one spoke up. Suzanne then asked about the large “Other” category and how since the it is a catch all category, this should still be looked at. Jeffrey informed her that the category has been re-cut in half with Behaviors and Hospitalizations separated. Suzanne informed him that the committee, for the time being, will review both. The final decision is that the committee is only going to review ALL the “Closed” IRs.

DDD IOC Liaison Updates

Jeffrey Yamamoto informed the committee that he had sent out all the handouts via email. He informed the committee to fill out the time sheets and send them in if they were able to do it. He stated that the metadata analysis was included, and they gave information to the top 30 agencies and members with IRs. He went over the death notification and that one death in particular had some follow up. IR 21198193 for Eugene, the two employees were terminated, and the incident is still being investigated. He also commented that there was an outstanding BP that Cynthia had questions about. He informed the committee of the response and that Richard Kautz and himself replied that the PRC need to provide a medical evaluation of the hearing loss for this individual. He would keep the committee informed of any other response. He reported that the COVID-19 information was given during the prior discussion. Continue to input the IR questions and BPs into the Google Drive from Suzanne. He will submit them to the appropriate people approx. a week before the meeting.

He stated that the IR’s will be sent out to the members when they are printed and sent to him in the office. Last meeting for Article 9 was successful with 6 members successfully passing the class. Beth, Susan, Jennifer, Sheri, Cathy and Sarah.

Discussion of Incident Reports & Behavior Plans

Amanda Godek stated that problems with IRs is that there isn’t enough information in the body to correctly identify if there are any rights violations. She knows that she instructs the providers to add as much information to the IRs as possible. She has reported that after the provider sends the incident report to the agency, sometimes the agency changes the Incident Report.

Tonia Schultz added that sometimes the data entry person is leaving out some of the information included in the original Incident Reporting. She has seen this in her own reporting.



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Jeffrey said he would follow up on tis IR matter.

For February IRs the Committee members were given 736 incident reports. This included 197 open and 539 closed reports. ATPC had 36 totals with 10 open and 26 closed.

Type	Open	Closed
Accidental Injury	14	97
Deaths	5	0
Emergency Measures	5	10
Human Rights	14	1
Legal	3	0
Medication Errors	37	31
Missing	11	0
Neglect	28	1
Other Abuse	8	0
Other Behavior	23	283
Other Hospitalization, Unknown injury	30	115
Physical Abuse	16	1
Property Damage	2	0
Suicide	1	0
TOTALS	197	539

The desired IRs, when delivered, will divided among the members.

Number of Questions for QAM: members of the committee will forward their incident reports question directly to the New google Drive folders being set up by the Chair.

Number of Behavior Plans turned in by IOC Members: None-

The Program Review Committee (PRC) left one behavior plans for the committee. This will be sent to Tonia at ATPC

Adjournment

Suzanne Hessman adjourned the meeting at 5:53 pm. The next District East IOC meeting will be held on April 8th, 2020 at 5:00 pm.