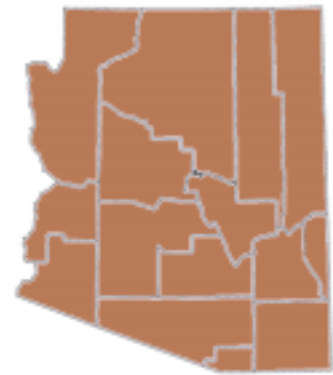


AHCCCS NORTH  
INDEPENDENT OVERSIGHT  
COMMITTEE

2020-21 ANNUAL REPORT



Arizona Health Care Cost Containment System

# ARIZONA

INDEPENDENT OVERSIGHT  
COMMITTEE

October 3, 2021

The Honorable Douglas A. Ducey  
Governor, State of Arizona  
1700 West Washington Street  
Phoenix, Arizona 85007

The Honorable Karen Fann  
President, Arizona State Senate  
1700 West Washington Street  
Phoenix, Arizona 85007

The Honorable Russell Bowers  
Speaker, Arizona House of Representatives  
1700 West Washington Street  
Phoenix, Arizona 85007

Dear Governor Ducey, President Fann and Speaker Bowers,

On behalf of the Arizona Department of Administration (ADOA) – Northern Arizona Independent Oversight Committee (NAIOC), it is my pleasure to present to you the Third Annual Independent Oversight Report for Northern Arizona. The report has been prepared in accordance with the requirements of A.R.S. § 41-3804(G).

Please contact me at 1-928-300-8360 or Ann Gunty, Vice Chair at 1-928-380-4758 if you wish to discuss the contents of this report. Thank you for your support of our work.

Sincerely,

Dorothy O'Brien  
NAIOC Chair

cc:

Carolyn Allen, Senate Health and Human Services Committee Chair  
House of Representatives Health Committee  
Matt Gress, Director, OSPB  
Richard Stavneak, Director, JLBC Staff

## NAIOC Committee Membership

|    | NAZIOC Member Names: | Position:                       | Membership Status:  | Voting: | Non-voting: |
|----|----------------------|---------------------------------|---|---------|-------------|
| 1. | Dorothy O'Brien      | Chair                           | Family Member, Parent of adult  | X       |             |
| 2. | Ann Gunty            | Vice Chair                      | Parent of adult child, Behavioral Health  | X       |             |
| 3. | Christopher Gonzalez | Chair – Site Visit Subcommittee | Education, Family Member, Behavioral Health, CEO Hope Lives – Vive la Esperanza | X       |             |
| 4. | Keran O'Brien        | Member                          | Family Member, Parent of adult  | X       |             |
|    |                      |                                 |   |         |             |
| 5. | Trish Riner          | Member                          | Regional Director-N AZ Family Involvement Center<br>Parent of adult             | X       |             |
| 6. | Dr. Cory Krueger     | Member                          | physician- Geriatric Specialist, Vulnerable Adult Population                    | X       |             |
| 7. | Alpha Muluh          | Member                          | Mental Health. Operations Director at Cadens Health and Wellness.               | X       |             |

## **NAIOC 2021 Annual Report**

2021 has been a year in which we have struggled to navigate the pandemic. The Northern Arizona Independent Oversight Committee planned for a revised procedure for oversight of facilities and reports by implementing long distance methods for site visits; however Covid-19 and the Delta Variant had other plans. The most important changes this year are the loss of NAIIOC Members and the direct effect of the Pandemic on our abilities and actions.

Since last year's report we continue to receive outstanding support from ADOA and AHCCCS through Larry Allen, Fredreka Graham and CJ Loiselle. They've assisted us in improving our review of reports and providing the information needed to accomplish our goals. Having one portal for all information has been very helpful too.

We would also like to report that the requested pandemic response guidelines from the providers across our region were received promptly. Our regional partner providers have updated us during public meetings on their policies and procedures as the pandemic evolved this year.

This Annual Report would not be complete without relaying the impact of the pandemic on our committee and their family members. This, sadly, has made onsite visits impossible and caused our membership to drop from ten members to 7 members. With the loss of several members, the committee continues to share the responsibility for review of the various vulnerable population categories. Committee members are able to review reports in greater depth, helping to identify patterns and persistent issues of Human Rights Violations. Our goal looking forward will be to grow our membership again, one person at a time.

As the Pandemic began to directly impact NAIIOC Members, we had hoped that we would implement our new site visit procedures, recently approved by Director Tobin. NAIIOC Members continued to review reports, discuss issues when possible and take action for our vulnerable populations.

We expect to be able to take the next steps in continuing the work of the committee in the near future. The committee continues to require support. We would like to reaffirm the enormous difference strong professional support has made to the progress and success of the NAIIOC.

## **Suggestions**

Even after three years, as a volunteer organization, administrative support is still critical to our sustainability. The NAIIOC is grateful for the greatly improved support and suggests the following to continue to be successful:

- Consistent staff liaisons and communication have proved to be fundamental to our success, including updated badges and credentials.
- Continued understanding of the committee's mission and scope of work including new legislation that affects our procedures and actions.
- In future months, if physical site visits become possible, our goal will be to organize our inspections and be able to develop a hybrid system where combined physical and electronic records reviews make the NAIIOC more effective.
- We will look forward to prompt action when issues are reported.

The NAIIOC thanks you for your attention!