



INDEPENDENT OVERSIGHT COMMITTEE MEETING NOTES & ACTION ITEMS

IOC Name: ___ DHS ASH IOC ___ **Meeting Date:** ___ 2/20/2020 ___
Meeting Location: _ Conf Call & 1740 W. Adams St. (Board Rm B) Phoenix, AZ 85007 (remote) ___
Meeting Time: ___ 18:06-20:50pm ___

Members Present: Alyce Klein, Laurie Goldstein, Natalie Trainor, Dee Putty, Larry Allen, Leon Canty
Members Absent: Ashley Oddo, Veronica Peralta, Kathy Bashor, Kim Scherek, Rebecca Kasper
Other Attendees: members: Timothy Larson, Isaac Contreras, John Wallace, Anonymous Member, Gracie Terquizzo, Timothy Birbiesco

Agenda Items (Enter the related topic from the IOC's agenda)	General Description of Matters Discussed & Motions Made (Enter the related topic from the IOC's agenda)	Action Item/Assigned To/Due Date (Indicate the specific follow-up task/s or actions that need to be completed; include the name of the member assigned to the item, next steps to be taken, and the anticipated due date)
Welcome - disclosure of conflict of interest	Disclosure of Conflict of Interest	none
Last Meeting - review and approve minutes	Review and approve minutes	Motion, Natalie Second, Laurie Roll call, unanimous
ADOA Updates	None	None
Clarification of conflict of interest when visiting units	One visit from the IOC was denied with ASH citing conflict of interest due to board member having family member on the unit, IOC would like the information sooner in interest of time since the IOC member drove 2+ hours, need	ADOA will look into this incident, but Larry Allen also thought it was a conflict of interest to visit the same unit where a family member

	clarification on policy	was housed.
Review of Action Items	None	None
Sub-committee Report	<p>Education Support (Laurie)- working to find funds for members who would like to further education</p> <p>Peer Support (Ashley and others)- STAR needs finding to come on campus and support members</p>	<p>Laurie to continue to investigate and meet with organizations, looking to possibly pilot a program.</p> <p>Ashley to continue to coordinate, try to get donations.</p>
Overview of Incident/Accident Reports:	<p>2020-0232: Incident (forensic side) one patient hit another, one individual transferred to avoid further conflict, medical care given</p> <p>2020-0303: During sleeping hours, member was screaming, staff came upon altercation, one member involved was moved to another room to avoid future conflict, concerns about whether the offender or the victim was moved, possibly considering other factors, concerns about patients who are moved starting with a new team</p> <p>2020-0008: member putting shirt around neck (self-harming) 2x in a week, ASH team perused with a jumpsuit after the second time, patient made choice to wear suit (2020-0014 follow up)</p> <p>2020-0091: Member attacked another member, a guardian called to inquire about pressing charges, member did not want to, ASH said guardian could have perused charges</p> <p>2020-00141: Member swallowed objects, happened the day before, Laurie inquired about taking away objects, but realize that they cannot take away everything, ASH explained occasionally members like hospital trips, member put on a behavior plan</p>	<p>Good safe choice for members</p> <p>Good safe choice for members, but questions about the move/transfer process for offender and victim. What does ASH do to ensure there is a smooth transition when one is moved, especially when it's the victim who is moved? Concerns about losing privileges when moving units. The Clarification needed. Motion, Alyce Second, Leon Roll call, unanimous Great intervention</p> <p>Good information</p> <p>Good information</p>
Patient Letters and Calls	Visit 1: Concern about mistreatment, letter from patient who did not get the visit recently, IOC followed up with a different visit, dementia	

	<p>patient needed assistance to be mobile, lots of support and guidance given, perhaps member did not remember being helped or other details. Had memory issues related to dementia as well as incontinence and mobility problems. Guardian helped to explain plan and time spent at ASH. Member felt that staff doesn't always have time to help him and would occasionally only get verbal directions. When asked about having a 1:1 staff, member said he would like that. Seems that a nursing home would be more appropriate.</p> <p>Visit 2: Member had complaint about many staff members who he feels is verbally abusive, profanity, retaliation, targeting him. Wants more privacy when having conversations with people outside hospital. Concern about packages being searched and items being lost. Searches are aggressive, violating. Felt there were privacy violations in the restroom. Security followed mom out after a visit once. Overall unfairness and violations. Feels stuck and hopeless, would prefer prison.</p> <p>Laurie told team about the Forensic forum on Friday and asked committee to attend if possible, Laurie on travel.</p>	<p>This is a constant report of retaliation from some staff. We would like Ash Administration to respond.</p>
<p>ASH Administration update</p>	<p>None</p>	
<p>Channel 15 news story clarification</p>	<p>Last month's report about death at hospital (not a unit we work with) ACPTC. Members go there when they are unsafe for community. One aggressor attacked another patient. Issue with staff cleaning scene before police arrived (staff thought it was a hazard).</p> <p>Also Channel 12 sires about issues in systems in the State (including ASH) airing. Need more civil beds in Maricopa.</p>	

<p>Proposed Legislation</p>	<p>IOC would like to ask for improved surveillance, covering blind spots (still providing privacy), would like audio as well as video. Would help with investigations and accountability. Passed through House.</p> <p>IOC would also like de-escalation training for staff at hospital to avoid accidents and injuries.</p> <p>ASH governance board changes proposed by others in the community. Not an IOC initiative but supportive.</p>	
<p>Membership</p>	<p>Rebecca Kasper resigned due to health. IOC hopes she can return in the future. Looking for more members as always.</p> <p>Dee looked into animal therapy at ASH. There would be no charge</p>	<p>Laurie to ask ASH about new service and if it would be possible to bring animal therapy to members. Motion, Laurie Second, Natalie Roll Call, unanimous</p>
<p>Public Comment</p>	<p>Isaac Contreras- Discussed videos uploaded to YouTube about him, was also put into isolation and tied up and passed out. Felt this was poor treatment, felt "like an animal." Going to trial about incident. Says ASH will not explain their role in incident. Said video is under the ASH name and were uploaded by staff/security. Been restricted for 3.5 years, cannot go outside, even during fire drills.</p> <p>Timothy Larson- Members cannot call manager/supervisor for unit. This is a new policy. Feels hospital is too punitive. Is new there and feels disappointed. There is only TV and limited computer time. No DVDs or media players allowed. No battery devices allowed. Wants more accountability for staff. Would like animals back- appreciated that plan. Saguaro unit has no patio, less air and sun, even for RTC units. Feels retaliation due to the civil suit he's bringing against ASH.</p> <p>John Wallace- Sent a grievance previously that he wanted to review. Did not like the term</p>	<p>ASH Administration, any comments? This was concerning though we could not respond to public comment.</p> <p>Is it true that patients can no longer call for a supervisor or manager?</p>

	<p>“med seeking” he felt someone on the IOC said. Clarified that he only asks for meds recommended by qualified practitioners. Felt IOC did not understand what he needed, was astounded by the IOC. Asking for more help with the situation. Discussed a rash in 2014 and other issues since (headaches, nausea, pain). Feels that injury and deaths have occurred due to the culture of ASH. Would like minutes more in advance, preferably 3-4 days prior.</p> <p>James Norton- Put in an application to join the IOC and did not hear back or receive any letter back. Would like information on if he has been accepted or not. Has issues with certain nurses searching for contraband, through mail, in hygiene bins- feels it’s a violation. Feels rules don’t make sense, are too harsh, are retaliatory/abusive.</p> <p>Anonymous- Appreciates the IOC. Finally got shade on the unit- happy about that. Turf was put on the mall- really good. Also, got a woman stylist. Feels there are positives. Feels afraid of retaliation, treatment team is punitive. Too many moves, doctors, diagnosis- is traumatizing. Zero continuity of care adds to length of stay. Nurses abuse power by: taking makeup, telling members it’s policy, targeting the vulnerable, “move the carrot.” Very little staff. Wants an investigation into the make-up being taken and requiring pa</p> <p>Gracie Terquizzo- Been at ASH 19 years, feels that want to keep her longer for no reason. Wants to get out in July despite what the hospital thinks. Has been raped/sodomized by 4 men at the hospital, feels the men belong in prison.</p> <p>Timothy Birbiesco- Concerned about having name in notes due to staff retaliation and punitive actions. Thanked the IOC. Feels staff continue to retaliate towards certain people. Staff tell others to stay away from him. Thanked the IOC.</p> <p>Nick Ochs- Wants attention to the staff who</p>	<p>Please send a polite denial letter to Mr. Norton at this time, we voted on this in executive meeting several months ago.</p> <p>More complaints about retaliation. Also concerns about losing privileges when moving units.</p> <p>More complaints about retaliation.</p>
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	make up policies. Wants the animal program back- is appreciative of IOC perusing that. Enjoys the turf and would like to have a pool. Enjoys full mall privileges. Wanted information about the forum.	Are policies specific to the units (Forensic vs Civil)? And how are policies changed and rolled out?
Adjournment		Motion, Alyce Second, Laurie Roll Call, unanimous
Executive session	None	