



**Division of Developmental Disabilities  
District South Independent Oversight Committee  
Meeting Minutes & Action Items  
Monday, August 16, 2022 – 1:00 PM to 3:00 PM**

**Call to Order**

Meeting called to order by Committee Vice Chair, **Keith Jansen**. The date is August 16, 2022, at 1:02 pm. **The meeting took place Virtually due to COVID-19**. Physical location when meetings resume in person will be at 400 W. Congress Street Ste. 500, Tucson, AZ 85701.

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**Welcome and Introductions**

Attendance Virtually:

- **Keith Jansen**
- **Octavia Lamb**
- **Sharon Moyer**
- **Mario Gutierrez** (by phone)
- **Genevieve Valenzuela** (by phone)

Absent:

- **None**

Public in Attendance:

- **None**

Health Plan Liaisons:

- **Vera Kramarchuk** (Mercy Care) (by phone)
- **Karen Kramer** (UnitedHealthcare)

ADOA:

- **Larry Allen**

AHCCCS Liaison: **not in attendance**

DDD:

- **Joseph Tracewell** (District South Quality Improvement Manager)
- **Andrew Miller** (District South Quality Incident Management Specialist)
- **Joseph Jensen** (District South Quality Improvement Supervisor)
- **Barbara Carty** (District South PRC Chair)
- **Jennifer McAvoy** (District North PRC Chair - transitioning to District South PRC)
- **Esmeralda Chiquete** (District South PRC) (joined the meeting after introductions)
- **Patricia Sandino** (District Central PRC Chair) (by phone)
- **Barb Picone** (Office of Individual and Family Affairs Manager) (joined the meeting after introductions)
- **Jeffrey Yamamoto** (DDD IOC Liaison)



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- **Michelle Rademacher** (DDD IOC Liaison)

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**Call to Public**

**There was no public in attendance.**

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**Overview and Discussion on Ammonia Toxicity (Per Statewide Meeting, Dr. Dekker: Medication side effects/Prescriber lab tests)**

**Keith Jansen** explained that there was a discussion in the IOC Statewide Chairs meeting on Ammonia Toxicity from the medication Depakote.

**Michelle Rademacher** read from the Statewide meeting minutes as follows: “The use of valproic acid (Depakote) has been challenged with some individuals developing difficulties in metabolizing the medication through their liver. The protocol has always been to get quarterly if not monthly levels of valproic acid to have an assessment of therapeutic level of valproic acid. You also want to assess for prevention of liver problems. Liver enzymes and ammonia builds-up when people are having liver difficulties. We have 1700 members in DDD who are on valproic acid (Depakote). We did a look back from the past year, 58 % have not had any labs done, of the 42% who had labs done, only 1% have had ammonia levels checked. Dr Dekker is working with the Directors of United HealthCare and Mery Care to reeducate their providers and to at least monitor their providers so the valproic acid (Depakote) is used in the smallest effective dose necessary. We identify individuals who have rising ammonia levels or changes in their liver enzymes so we can make adjustments. We want to maximize efficiency and minimize side effects. As a Medical Director, Dr. Dekker states he is highly invested in making sure that our members receive the best of care. That means if there are medications that help improve their function so they can interact with others in an appropriate way, decrease the likelihood of hurting themselves or others, he is all in. We want to make sure they don’t have side effects that are predictable.”

**Keith Jansen** added that people need to be made aware and suggest to their treating physicians that labs may need to be done to check the liver and ammonia levels. This will affect the quality of life of an individual, therefore that falls under human rights and the IOC’s responsibility.

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**Vice Chairperson Discussion and Vote**

**Keith Jansen** informed everyone that the committee wanted to vote on **Mario Guitierrez** as the Vice Chairperson. **Keith** asked for a motion to make **Mario** vice chair. **Guenevieve** asked **Mario** if he agreed to this. **Mario** stated he agreed.



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- **Genevieve motioned to make Mario Vice chairperson.**
- **Sharon seconded the motion.**
- **All the members present (see Welcome and Introductions for attending members) voted “aye” and there were no “nay” votes**

**Motion passed, Mario Gutierrez is the District South IOC vice chairperson.**

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**DDD Staff Updates**

**Barb Picone** stated she also supports **Liz Perez**, the DDD volunteer coordinator. Barb stated that we are working hard to get the word out about the need for volunteers. She shared that DDD has information in all of DDD publications. She is in the process of drafting the member and family newsletter that goes out to all of our membership, 48000+ members and families. We are hoping that we can increase our volunteer membership. If anyone has ideas and to please spread the word.

**Joe Tracewell, Joseph Jensen, and Andrew Miller** had no updates for the IOC.

**Barbara Carty** informed the committee that **Jennifer McAvoy** will be transitioning as the new chair effective next week. Barbara shared that she is retiring on Friday of this week. Keith added that Barbara has been helping our clients out for 40 years.

**Jennifer McAvoy** stated she has been present in district south as a volunteer for a number of years. She is excited to attempt to fill Barbara’s very big shoes. It is a tremendous joy to have the opportunity.

**Esmeralda Chiquete** reports she will be helping Jennifer McAvoy soon. She works closely with Keith and thanked him for helping our program. She reported she may be reaching out to the IOC reps soon.

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**Update from Arizona Department of Administration**

**Larry Allen** reported that the website is continuously being updated. We are working on a better landing page for our group. He stated expectations are to have that done this month.

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**Update from Integrated Health Plans**

**Vera Kramarchuk** (Mercy Care Ombudsman) had no update.

**Karen Kramer** (UnitedHealthcare) had no update.

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**AHCCCS Liaison Update**

**Fredreaka Graham** was not present for the meeting.

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**Update from DDD IOC Liaisons**

**Jeffrey Yamamoto** stated we are working diligently to get rid of our backlog. More IRs are being loaded, almost twice a week. We have about a one month backlog. Expectations are in making it up in the next month in a half to two months.

**Michelle Rademacher** the questions on IRs by IOC members have been shared with the District Quality department. They have five individuals working on the IOCs questions due to the volume. In reviewing incidents, IOC is looking for any abuse, neglect or rights violations. Please consider your line of questions and the relevance of whether a neglect, abuse or rights violation occurred. If you have general questions you can ask the quality department during the monthly meetings. If you want to send **Michelle** your questions, she will reach out to the quality department.

**Michelle** stated per **Liz Perez**, DDD's Volunteer Coordinator, recruitment efforts are in place. **Liz** is actively looking by attending Job fairs (with DES HR hiring team), conferences with community outreach, and posting volunteer opportunities on volunteer websites, like VolunteerMatch and the LinkedIn Volunteer Marketplace, to recruit volunteers.

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**Discussion, Review, and Possible Action on Committee Membership**

This topic was covered by the committee in voting on the Vice chairperson position (section **Vice Chairperson Discussion and Vote**).

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**Discussion and Review of Incident Reports (IRs) and Behavioral Plans (BPs)**

**Sharon Moyer** asked if IOCs are reviewing the closed IRs differently from the open? **Keith Jansen** stated no. It is a matter of the open ones have not been thoroughly investigated and closed off on. **Keith** stated both are equally important because sometimes mistakes do get made. He said open or closed, IOCs still have the same responsibility to that client. **Sharon** commented with the volume closed, she can't review that many. She asked if everyone reviewed everything? **Keith** stated there is no assignment. **Keith** explained the committee was one time four months behind. He stated IOCs get done what they can, when they can.

**Sharon** asked when one member physically harms another member, if the guardian of the harmed member is notified? **Keith** stated they should be, and it would be in the section where all the parties



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were notified. **Joe Tracewell** stated if a member was injured for any reason, there should be an incident report on that member's injury. The perpetrator's incident report will be a separate report. IR will be separate for both members.

**Keith Jansen** informed the committee there are five attachments in the email which is sent by the Liaison, **Michelle Rademacher**. He asked the committee to please review the attachments. **Keith** shared that the attachment will tell you how many different types of incidents there have been, what organizations/care facilities are having a lot of IRs versus the number of people they are serving. If you have questions, you can call **Michelle**. **Jeffrey Yamamoto** added if you need to have a brief overview of what the Metadata reports provide, please communicate to the Liaisons. An overview can be provided to the committee which would be about a half an hour. This can be done on your schedule during the workday or after work.

For all of **May** IRs, the Committee members have been given **563** for May incident reports in the Shared Drive. This included **22** open and **541** for closed reports.

Type	Open	Closed
Accidental Injury	1	100
Consumer missing	1	18
Deaths	0	6
Emergency Measures	0	2
Human Rights	2	3
Legal	0	3
Medication Errors	5	57
Neglect	10	13
Other Abuse	0	8
Other-Behavior	0	184
Other -Injury unknown	0	138
Physical Abuse	3	9
Property Damage	0	0
Suicide	0	0
<b>TOTALS</b>	<b>22</b>	<b>541</b>

Number of Questions for QIM: members of the committee will send the incident reports questions to the DDD Liaisons **Jeffrey Yamamoto** and **Michelle Rademacher**.

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**Committee members decided to go into executive session at 1:37pm to discuss specific incident issues and concerns.**



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**Adjournment**

**Keith Jansen** adjourned the Executive session and the public meeting at 2:04 pm on August 16, 2022.

The next regularly scheduled District South IOC meeting is on September 12, 2022 at 1pm.