



**Division of Developmental Disabilities  
District South Independent Oversight Committee  
Meeting Minutes & Action Items  
Monday, September 12, 2022 – 1:00 PM to 3:00 PM**

**Call to Order**

Meeting called to order by Committee Vice Chair, **Keith Jansen**. The date is September 12, 2022, at 1:04 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**
- **Mario Gutierrez**
- **Genevieve Valenzuela** (by phone)

Absent:

- **Octavia Lamb**
- **Sharon Moyer**

Public in Attendance:

- **None**

Health Plan Liaisons:

- **Vera Kramarchuk** (Mercy Care) (by phone)
- **Dawn McReynolds** (UnitedHealthcare)

ADOA:

- **Larry Allen**

AHCCCS Liaison: **not present**

DDD:

- **Joan McQuade** (OIFA Project Manager)
- **Joseph Tracewell- Joe** (District South Quality Improvement Manager)
- **Andrew Miller** (District South Quality Improvement Supervisor)
- **Joseph Jensen- JJ** (District South Quality Improvement Supervisor)
- **Jennifer McAvoy** (District South PRC Chairperson)
- **Jeffrey Yamamoto** (DDD IOC Liaison)
- **Michelle Rademacher** (DDD IOC Liaison)



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**Call to Public**

**There was no public present in the meeting.**

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**AHCCCS/ACMI Olmstead Plan Discussion**

**Keith Jansen** mentioned that the District chairs will be having a meeting tomorrow night on the Olmstead Plan. This is a cross agency IOC meeting of the chairs. For the District South committee members, if you have any comments to please let the chairperson know.

None of the committee members present at the meeting had any comments on the plan. Keith stated he will not make any comments representing the DS IOC. **Genevive Valenzuela** Informed the committee in chat that she did watch the Olmstead video and had no comments. **Larry Allen** stated the AHCCCS Liaison will have a couple guests from AHCCCS on the call tomorrow to provide any clarification the group may want.

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**DDD Staff Updates**

**Joe Tracewell, Joseph Jensen, and Andrew Miller** stated they had no updates.

**Joan McQuade** reports she has no update.

**Jennifer McAvoy** stated she is officially the PRC chair for South District.

**Jeffrey Yamamoto** had no update.

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**Update from Arizona Department of Administration**

**Larry Allen** reported no updates.

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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**

**Michelle Rademacher** provided an overview of reviewing Incident Reports, IRs, for the committee as follows:

The IRs are loaded to you on a weekly basis (Sun - Sat) and are grouped in one of 14 types.

Each Incident is triaged by DDD Quality and can fit multiple types, but assigned only one.

DDD does not change or edit the initial description from the reporting source, so if there are errors, misspellings or all caps, that is how the report comes in.

DDD only redacts the Personally Identifiable Information (PII) for the member, member's family and the non-DDD staff.

Open Incident reports may not have any information other than the initial description of the incident.

- The IOC members have been legislatively charged to protect the vulnerable population of DDD by "reviewing incidents of Possible Abuse, Neglect or denial of Client Rights".

- In reviewing Incident Reports you can think about the following: "Did the Agency or DDD, do the right things to prevent or respond to the possible Abuse, Neglect or Rights violations" All reviews can be read through this lens as a basis for your comment or questions.

- In the case of Accidental Injury, did the agency do what is required in their response to the incident and in preventing the injury from occurring in the first place? There are times accidents happen even with preventative measures in place.

- In the case of Abuse or Neglect, did the agency take the necessary actions expected to prevent the possibility of this type of incident from occurring in the first place and did their action taken in responding meet what they are required to do?

Note regarding Substantiated vs. Unsubstantiated: Incidents are looked at and investigated based on whether or not the agency/vendor/provider was at fault or negligent regarding the incident.

-In both these cases, if after reading the incident, if the answer is that the agency did what they were supposed to do then the only comment would be a No Comment or No Concern (N/C) on the IR and you would continue to the next incident.



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-If you believe that a prevention not mentioned in the IR or an answer to a question you have is needed to make the determination if the response is still a violation, then write those questions or comments in the comment section on the IR.

**Keith Jansen** added to look down through the IR for information provided that would speak to any comment being thought about per the incident.

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

**Keith Jansen** updated the committee on Sharon Moyer, the committee member who is currently out of the country in Italy.

Keith spoke about officer voting, after checking the rules and regulations, a vote would be taken for officers since he is finishing out the previous chairperson's term. Keith asked the other committee members if they would be present in the December meeting. The members who were present stated they would be present. Keith stated that he spoke with the two other members who are not present and they would be present. He wanted to ask now, so plans could move forward to vote in December.

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

**Keith Jansen** informed the committee every IR in shared drive has been reviewed, there is no backlog.

Keith stated there are only two states in the United States that review incidents like this committee does. He stated the other two states can give a general opinion on the incident. Keith states that is one of the reasons, he feels, Arizona is rated as having the best treatment for Developmental Disabled people. **Jeffrey Yamamoto** provided a comment to say that the IOC can help steer DDD's direction, but not stop the engine.

Committee members did not have questions regarding IRs when asked by Keith.

For all of **June** IRs, the Committee members have been given **726** for June incident reports in the Shared Drive. This included **32** open and **694** for closed reports.

Type	Open	Closed
Accidental Injury	1	162
Consumer missing	0	15
Deaths	0	2
Emergency Measures	0	0



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Human Rights	3	2
Legal	1	3
Medication Errors	4	60
Neglect	11	17
Other Abuse	4	10
Other-Behavior	0	234
Other -Injury unknown	3	170
Physical Abuse	3	12
Property Damage	2	6
Suicide	0	1
<b>TOTALS</b>	<b>32</b>	<b>694</b>

For all of **July** IRs, the Committee members have been given **613** for July incident reports in the Shared Drive. This included **38** open and **575** for closed reports.

<b>Type</b>	Open	Closed
Accidental Injury	1	93
Consumer missing	0	19
Deaths	3	8
Emergency Measures	0	0
Human Rights	2	8
Legal	5	9
Medication Errors	13	70
Neglect	6	30
Other Abuse	2	11
Other-Behavior	1	191
Other -Injury unknown	3	125
Physical Abuse	2	8
Property Damage	0	3
Suicide	0	0
<b>TOTALS</b>	<b>38</b>	<b>575</b>

The desired IRs will be divided by the chair and equally distributed amongst the members.

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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**Adjournment**

The next regularly scheduled District South IOC meeting is on October 10, 2022 at 1pm. The IOC agreed to move the next meeting to October 3 since the next meeting falls on a State Holiday.

**Keith Jansen** adjourned the meeting at 1:46 pm on September 12, 2022.