

AHCCCS Central Oversight Committee IOC
Public Meeting Minutes
Wednesday, January 17, 2024

Call to Order

Meeting called to order by Committee Chair Holly Geiszl. The date is January 17, 2024 at 5:26pm. The meeting was held virtually through Google Meet and in person.

Welcome and Introductions

Attendance in Person:

- Holly Geiszl
- Jack Potts
- Matthew Moody
- Sommer Mutter Walter
- Rachel Streiff
- Sabrina Taylor
- Joel Thompson

Absent:

- Geraldine Roll

AHCCCS: Fredreaka Graham & Alisa Randall

Arizona Department of Administration (ADOA): Lawrence Allen

RHBAs:

- Dawn McReynolds with UHC OIFA
- Marie Reyes - BCBSAZ Member Liaison Coordinator
- Karin Uhlich with Arizona Complete Health
- JoAnne Kautzman with BannerHealth
- Tyson Gillespie with Mercy Care

Public in attendance:

- Crystal Fox DDD District West

AHCCCS Central IOC Meeting (2024-01-17 17:25 GMT-7) - Transcript

Attendees

+1 602-***.**13, +1 602-***.**16, Alisa Randall, crystal Fox, Dawn McReynolds UHC OIFA, Fredreka Graham, holly gieszl, Jack Potts, JoAnne Kautzman, Joel Thompson, Karin Uhlich, Lawrence Allen, Matthew Moody, Rachel Streiff, Sabrina Taylor, Sommer Walter, Tyson Gillespie, Mercy Care

Transcript

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Rachel Streiff: Okay, are we in business? Yeah. Okay,...

Lawrence Allen: you are

Matthew Moody: Looks like it.

Rachel Streiff: All It is 5:26pm, January 17th, 2024 or call to order the meeting of the Central Arizona Independent Oversight Committee. As I'm looking around let's just go through and we'll do a roll. Call Rachel Strife present Sommer Walter. Sabrina Taylor Matthew Moody Dr. Potts I'm present who's on that I don't see on my screen.

Jack Potts: present

Rachel Streiff: All right, any members not present? that I can't see on my screen anybody but the ones I called. Okay, we do have a Forum so not attending this evening. It would appear. Let's see who's not here.

Rachel Streiff: Looks like our County attorney is not here. Anybody else I think not. all right is

Lawrence Allen: Holly, would you like me to go through the list of attendees for you? I can call them out for you

Rachel Streiff: Yes, that would be good.

Lawrence Allen: Alisa Randall

Lawrence Allen: Thank you. Crystal Fox

Crystal Fox: Hi, this is Crystal Fox. I'm with the DDD IOC West Valley.

Rachel Streiff: Hi Crystal.

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Lawrence Allen: Thank you, Crystal. Dawn McReynolds

Dawn McReynolds UHC OIFA: Hi everybody. This is Dawn Reynolds. I am the OIFA administrator at United Healthcare.

Rachel Streiff: Welcome. Thank you.

Lawrence Allen: Fredreaka

Fredreaka Graham: Hello, this is Fredreaka Graham with AHCCCS.

Rachel Streiff: Thank you. Thanks for being here.

Lawrence Allen: Joanne Kautzman

JoAnne Kautzman: Hello, everyone, Joe Kautzman with Banner Health.

Rachel Streiff: Thank you. Welcome.

Lawrence Allen: Thank you. Joel

JoAnne Kautzman: Thank you.

Joel Thompson: Hi, Joel Thompson, my third meeting considering joining the committee

Rachel Streiff: Great. Thanks for coming back.

Lawrence Allen: Thank you and Tyson.

Rachel Streiff: Okay.

Tyson Gillespie, Mercy Care: Hi Tyson Gillespie. I am the OIFA administrator at Mercy Care Health Plans.

Rachel Streiff: Hi Tyson. Thank you for attending and welcome. Is Katie Williams on?

Lawrence Allen: I think no.

Rachel Streiff: Alright, she's trying to attend, she did have court and she was not sure. Given a couple of the cases if she would make it or if she did she knew she would be late. So we'll just go ahead at this point as Joel indicated. This is Joel's third meeting. Joel, would you just briefly remind everyone of your outstanding background?

Joel Thompson: I'm sure I started off at the Riva in what 2006 as a case manager and then I worked as a clinical coordinator initially for value options and then Magellan and then Southwest Network all kind of rotate around me and then I spent 10 years following that at the VA as a social worker and a number of different positions in and departments and then just about a year ago. I left the VA and launched a private practice and that's what I've been doing since

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Rachel Streiff: Thank you. And Joel's private practice is called percolate counseling which I love the name. So it's an inspiring name and I think it's kind of like how we all proceed. We just sort of percolate along. So thank you I would. this time entertain a motion to extend to Joel the invitation to join the

Rachel Streiff: central Arizona ioc. I think Joel brings a great deal of experience and in particular with the veterans population, which we know is a population that we hear a lot about but probably not enough and we don't know exactly at least I know how those individuals given their service affiliation their service to their country how they're faring in the community-based mental health system. So thank you for your interest. Is there a motion to extend that invitation and accept Joel as a member?

00:05:00

Matthew Moody: my motion invite Joel to the Central IOC

Jack Potts: I'll second that this is Dr Potts.

Rachel Streiff: We'll have a vote at this time all in favor.

Jack Potts: No, I have a question, Are we not allowed to?

Rachel Streiff: Yes Dr. Potts

Jack Potts: Thank Thanks Mr. Thompson. What is your private practice to what clients you're looking at? What are you going to be doing?

Joel Thompson: I work with adults and couples and some families that are mostly just adults in couples and That is a large proportion of my clients are veterans First Responders and that's kind of the I guess Niche that has kind of found me. Not that I've necessarily sought it out. But I worked with any adults that have any kind of I guess need or desire for therapy Psychotherapy then you take insurance.

Joel Thompson: I don't take insurance.

Jack Potts: It's a lot of Private Practice folks. Don't as we know. No, I think your experience will be great.

Rachel Streiff: Is that all Dr. Potts? Any other questions,...

Jack Potts: not for me

Rachel Streiff: I think at the first meeting when Joel was here and introduced we discussed. his reasons for seeking to be interested in serving on the committee his work today with Matt and so forth. So if there are no further questions or discussion, then I will ask for the vote all in favor of extending the invitation to Joel Thompson to join the central Arizona ioc so you can find by saying I funny I any nice Welcome Joel.

Sabrina Taylor: I

Joel Thompson: Thank you.

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Rachel Streiff: And if you'll go down on the second page to all the subcommittees, we're going to make you the new chair of all those subcommittees. That's what folks don't know it kind of like hell week right and

Matthew Moody: Hey, Fredreka raised her hand.

Rachel Streiff: Thank you. Yes.

Matthew Moody: I don't know if she needed something or if it was an accident.

Rachel Streiff: I didn't see it. I'm sorry.

Fredreka Graham: No problem. I was just gonna ask real quick because I haven't seen the application and I may have just not received it. But Joel, did you complete the application? I just generally like to see that I keep track of those so that when I'm sending out all of the information for the new members,...

Rachel Streiff: right

Fredreka Graham: I can have the details of your contact information and that sort of thing.

Rachel Streiff: Sure, we'll get it to you. Option. Thank you very much.

Fredreka Graham: Okay. Thanks.

Rachel Streiff: Okay, let's go to our Community Partners design Health Plan Representatives. Can you guys share any information that you have?

JoAnne Kautzman: Hi Holly, this is Joe with Banner Health. Hi, we have no updates at this time

JoAnne Kautzman: Thank you.

Rachel Streiff: Thank you.

+1 602-*-**16:** This is Maria with the Blue Cross and...

Rachel Streiff: Thank you.

+1 602-*-**16:** Blue Shield. No update at this time.

Dawn McReynolds UHC OIFA: Hi Holly, this is Dawn McReynolds.

Rachel Streiff: Okay. Thank you Dawn.

Karin Uhlich: And Karin lich from Arizona Complete Health no updates at this time.

Rachel Streiff: I can't. Alrighty. Thank you.

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Tyson Gillespie, Mercy Care: All right, and I'll be the odd Personnel Tyson for Mercy Care just one announcement. We do have a new OIFA administrator with our health plans and that's me. So I'd love to get to know this Committee in the future part of the state and how we can support any efforts. The committee is also having our annual connections conference in April this year 11th and...

Rachel Streiff: Thank you.

Tyson Gillespie, Mercy Care: 12th and I'll make sure I'll pass along information about that conference for individuals and providers who might be interested in attending the conference in April.

Rachel Streiff: Thank you Tyson. I would love to have you back. To do some presentations talk about some issues you help us identify some issues that we should be concerned about with mercy and your wife's efforts or not concerned about but that we should know about and I'm sure Mercy has probably the largest with a contingent and contingency in the country in the state. So I do hope we can follow up with you and get you back to talk to us about oifa.

00:10:00

Tyson Gillespie, Mercy Care: Holly I would be happy to reach out and talk about what the committee would like to hear and I plan to be the standing oifa team member that will be coming to the central region meetings

Rachel Streiff: Thank you very much. Larry and Frederica any updates from you guys?

Lawrence Allen: I have one quick update for the committee. I did meet with the boards of commissions at the governor's office a couple weeks ago regarding recruitment and so candidates that come in that are not a good fit for some of the openings. They were going to redirect those that were interested in iocs and doing service within the IOS to get them over to us to see if it's a good fit for the committee. So hopefully we can see an uptick and our committee numbers

Rachel Streiff: Excellent, that's good. We've been very lucky. Recently, we've got lots of positions filled. We are filled with extremely knowledgeable people, but there are tons more out there that we need to know about and be able to see if they're interested in joining this group or the other iocs, so Thank you very much for doing that.

Lawrence Allen: Of course.

Rachel Streiff: Fredreaka?

Fredreaka Graham: No worries. I don't have any updates for you today Holly.

Rachel Streiff: Thank you very much.

Fredreaka Graham: Thank you.

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Rachel Streiff: We'll probably need to get Joel into a training session. And anybody who needs an additional training session could join that on the portal. I think Joel's expertise in reading, looking at iads and so forth will be outstanding and I think will be a good addition for us. And so Joel can be in touch with you directly right Frederica. Okay. Thank you.

Fredreaka Graham: Yes, absolutely.

Rachel Streiff: Community organizations mental health of America Matthew?

Matthew Moody: Yes, I do have a thing. We are putting together a webinar and so I was seeing if there's anyone on the phone that could refer me to somebody that could help. I think everyone on the phone probably knows that it can be difficult to navigate your insurance company to get mental health services. So I'm looking for a provider to come to a Medicaid insurance company. That would be willing to come to the webinar and talk about how to communicate with your insurance company, how to ask about things like unsealing finding care. That's a network thing. if you're on a specific medication and you want to stay on the specific type of medication not go to a non-brand name, for example, because it's not as effective, advocating with your insurance company and those situations. So I'm just putting it out there everyone if you want to volunteer right now, that'll be great. But if you guys could all just look at them, think about who your organizations might be willing and open doing that. I think it'll be a really good way to.

Matthew Moody: I guess advertising away but to provide exposure to the community that you're a good insurance company and that you're willing to help your members. So just throwing it out there we're looking to do that the next couple of months. Email me if you can and I'll throw my email in the chat.

Rachel Streiff: Arizona complete might be an excellent resource. I know their super parent company, I believe since it is the largest Medicaid Contractor in the country, I believe I may be wrong about that. but That's a very impressive National Organization and...

Rachel Streiff: In the Medicaid field, so maybe that would be one place, but we should all think about that. I think the issue of

00:15:00

Rachel Streiff: Navigating to get benefits is something that all of the struggle with and certainly in the mental health field. Thank you for that and we have a new one. Community organization to introduce tonight who will be joining you probably who will be presenting regularly and that is mad moms. I love the title and they have made a Significant inroad very quickly in the Phoenix area Arizona, but they also have National moms nationally who are joining the group Rachel will explain what they're doing, but they have very quickly become the subject of a number of extremely positive.

Rachel Streiff: Media pieces about gaps in the system of care about the very day-to-day struggles that families are dealing with moms in particular.

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Rachel Streiff: inspired a Senator, Catherine, Miranda Who after hearing a couple of these stories decided that she was already focused on SNY? But she decided that. She was going to have every Monday on the senate floor. Be in her words mental health Monday and she is going to read a story a week. while the legislature is in session about challenges confronting among and her family as she tried to

Rachel Streiff: as they tried to get care or their individual who is typically designated SMI in some cases may not have been fortunate enough. As crystals Fox's son was not to get SMI designation. So to have an Arizona senator designated day of the week mental health Monday and start reading stories about the very thing that this ioc is Statutorily expected to help oversee. I think that's a real inspiration for us. And so Rachel would you tell us a little bit about mad moms how many people you've got? Your interest in the focus areas and Etc.

Rachel Streiff: Thank y the Mad moms as we're now called and we actually have a website that's been launched and is still under construction, but you can go to it. It's going to be Arizona mad moms.com. Initially, there's just a group of families. kind of informally referring to ourselves as just as mothers who are chronically mad, I guess so this I don't know.

Rachel Streiff: I don't know how we all came together. Honestly, maybe we connected on Facebook initially, but the group has grown. And I think the organization Acme brought some families together where we've just sort of connected and shared in some common issues

Rachel Streiff: And then, very recently we had been supporting several families who have kids caught up in the criminal justice system. And notably Joshua Fox and his mother Crystal Fox is here tonight.

Rachel Streiff: It's been a tragedy and Joshua killed his father in 2021 after. not getting treated he easily qualified as danger to sell for others. And just never received treatment and his father lost his life as a result of that. And we were really rallying behind this kid. We wanted him to get treatment. I testified at his sentencing hearing. we thought he was going to have an opportunity for treatment someday after serving his manslaughter sentence and that

Rachel Streiff: That tragically ended when he hung himself as soon as he got to prison. And that happened just this past December. But during that process, it's tragic that it took a tragedy like the loss of Crystal's son, but we're now up to more than 80 families and I would say 20 allies. so our roster is over a hundred and we're contacted now daily by new families. I am really getting a sense that there is a woeful shortage of competent services specifically the involuntary treatment

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Rachel Streiff: path of the SMI service services that are supposed to be provided the units that were closed out of Valley wise. During the pandemic that has yet to reopen and that we're trying to reopen has resulted in a number of dangerous individuals and deteriorating individuals being released without treatment. And there's just the obvious. lack of competent services that we're seeing and the Mad moms are frustrated and determined to do something about it. And we're grateful about the news coverage. There's been several news articles recently with both 12 news in the Arizona Republic.

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Rachel Streiff: Bringing attention to our causes and concerns and then of course Senator Catherine Miranda really took this on and every Monday on the Senate Gallery. We're going to have a story of a family and as the moms are sending me their stories for review before we send them to Catherine Miranda. There is absolute tragedy happening now. And more if you think the Joshua fox story There are more shocking stories are going to come out. So we're here to make things better.

Rachel Streiff: I think it would be great Rachel if you could collect those stories each month and then we can attach them to the minutes or to the agenda because I think when you read one of these stories, it's a very powerful way to get a concrete example of something where multiple things have gone wrong and it may help us in our Identification of issues we may start to spot some Trends or some commonalities. So if one additional piece of information and we may see some places that we would like to make site visits you certainly use

Rachel Streiff: because the moms are not shy about sharing the providers not to shame but to call attention to specific parts of the Continuum of Care so Matt has a hand raised. Okay that yeah.

Matthew Moody: Hey, Rachel you and I have spoken but this is Fox. I just wanted to let you know I've been in the mental health industry for 15 years now and I'm so sorry everything that's happened to you guys and through the system and so forth, but I wanted to let you know that you're bravery and your courageousness is truly deeply inspired me in the way that I haven't been in a long time doing this type of work. So I just wanted to thank you guys for standing up there in that Senate hearing. I didn't get a chance to come to the store.

Rachel Streiff: Thank you. So I'm very excited about this Edition. I have a question. Who is the person we should reach out to get some representation by Nami? I believe the new President of Nami Valley of the Sun is Christina Sabrina. So maybe we should reach out too. Christina should I guess for us as central Arizona probably Valley of the Sun is the best Nami chapter. Is that good? Point I think Crystal maybe have you been involved in Nami? I'll just ask Crystal.

Crystal Fox: I haven't been involved in Nami that much again. Jane has been active with mad moms, but I've worked with Christine before. I don't know where I worked with her, maybe in one of the oifa and I remember her being very good. Yeah, yeah.

Rachel Streiff: Here family Coalition. Yeah, I hope

Crystal Fox: I remember her being very very good. So she had a pretty rough Nami meeting last time, but she may be willing to come.

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Rachel Streiff: Maybe she'll find Solace and comfort and refuge here as they say I'm good. And I just want to also. I've seen emails being posted and shared with Matt and by different organizations. I saw a banner. I saw several in addition to Arizona complete. Thank you guys for offering and for sharing that information. Let's go through the center Potts and Dr. Potts. You have your hand up.

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Jack Potts: Yeah, thank Miss Fox as you know, I am very sorry if you lost and I saw him very shortly before that and it's not good. And I think it's actually reprehensible. Especially knowing that the risk factors were there for your Sunday suicide? I don't know if that was communicative from the jail or not. anyway

Crystal Fox: Just so Dr. Potts. did he get transferred on Tuesday. And I actually took your paperwork at 1pm over to Alhambra and hand delivered it to them. So they had that 24 hours before he passed away and I thank you for writing that report and getting it to me.

Jack Potts: You did what you could, period there is an equivocal. I think some of the system failed you and I'm glad I could be part of that team. Secondly, I'm wondering if Holly you are an Acme? Board I believe. Can you maybe give us an update on what's happened with Acme?

Rachel Streiff: Yeah.

Jack Potts: Because we never hear from them. Even though a number of our members are on their board.

Rachel Streiff: Good point. Let's see. Acme 's got two pieces of legislation that are important this year one is the Independent governance at Ash. There is a board to create an independent governing body composed of community members, business people the mental health experts not employees of the state not employees of the department of health services so that there is truly independent oversight and the hospital is not both regulated by the department of health services and also operated by the department of health services. The second is a bill for

Rachel Streiff: for secure residential to restore the funding 25,000 Plus in funding from that were swept last year at the end of the year for the construction of I think five births. three in Maricopa County one in Southern, Arizona those are being run by their couple of versions that are being run by different Representatives. I actually don't know. I think in the Senate I believe Senator Gowan is running the Asheville in the

Rachel Streiff: One Asheville, he's a Senator Catherine. Miranda is running the other Asheville and a secure residential Bill and then Senator show who is chair of health is also running a bill to restore the funding for secure. There are lots of mental health bills that other folks have introduced. The bills just dropped quote unquote in the house. They had to be in by Monday or two I guess Friday. Yeah. the Senate had to be in the folders.

Rachel Streiff: So There will probably be a number of bills that I'm not aware of that the members of ioc might want to testify. There is a group of bills that mad moms. is advocating that I think are very important and that are targeted to gaps in the system as we know it: people being discharged from a hospital with an appointment at their clinic in a week and given no medication. And they know the prescription. So they're including for things even if they're going to be seen in three days four days for things like

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Rachel Streiff: Clozapine which is obviously very dangerous and Dr. Potts. You'll be a key in educating us all about that. Rachel can tell you a bit more about the legislation that mad moms are proposing and just a quick thing. I also know that Google and some of Jack knows Has four bills that he's drafted that acne is supporting. They just got submitted and Most of them are probate things, but I can get everybody copies of those and I think it would be useful to have something a little special.

Rachel Streiff: Meeting maybe once we can get these bills ordered organized into some form and talk about them because I always learn when people are talking about proposed legislation. I learned a lot more about what's wrong now, so I think it would be a useful study session. to have in anticipation of potential testimony Yeah, and I'll just add that there's eight bills submitted by mad moms being sponsored by Senator Wadsack and Senator Miranda so far among them Joshua's Law. So it's going to be a 2024 version of Joshua's Law. A big overhaul is needed. So it's just the beginning of some low-hanging fruit if you will.

Rachel Streiff: I think it's really cool that we have Senator Miranda a democrat in the Senate and Senator wadsack a Republican senator in their sponsoring bills that are intended to fix the same problems and accomplish many of the same things. they're not overlapping particularly. They're not identical, but it's a really cool thing to see so we'll try to keep that and thank you Dr. Potts asked about it and he's got another question about that. Yeah.

Jack Potts: Yeah, not a question. But if you'd be kind enough to Email DSP or HB numbers? Then I can also look them up and...

Rachel Streiff: Sure.

Jack Potts: possibly bring them to the attention of my Professional Organization who has a lobbyist there to see if we might be able to support them or not. So

Rachel Streiff: Great.

Jack Potts: A little cop we can get our own copy, but at least in numbers. and...

Rachel Streiff: Sure.

Jack Potts: I think that The Acme I can ask Laurie maybe but Acme but mad mom supports or maybe doesn't support so we can actively oppose.

Rachel Streiff: Yeah, yeah, we'll get you all of those they were just dropping and they were dropping so fast that I wasn't focused on getting copies yet. But what we can do is I can put them in Dropbox and send links and everybody can just go to Dropbox and have them. It'll just be a firm strut box. We may want to get actually an ioc Dropbox for this purpose going forward.

Jack Potts: But of Just a Bill numbers don't need a Dropbox. We can all go and find it ourselves. If we don't we can learn how to find them on the website because it's not that complex. Just a thought.

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Rachel Streiff: Thank you for any other questions or comments from anybody? And is Ken carols or Dorothy O'Brien or Lori on? I didn't think to ask at the beginning.

Rachel Streiff: Apparently site visits osh it does not have a report and sadly as Josh's work has and his commitments have become such that he had to make That a tough decision which was to that he could not remain on the committee. So he has resigned and we're having a meeting to thank him for his work. Is there someone on the committee now?

Rachel Streiff: Who would like to step forward and share the site visit subcommittee? We can talk about it, but I thought I would just put that out there or if everybody wants to point at some one individual we can all then step back. Right and you'll be the de facto. It's like the firing squad method Forum selecting A chair anybody who's interested in coordinating that we can explain how we do it or don't?

00:35:00

Rachel Streiff: But I think it is an important one. We don't have to do that tonight. We can think about it and we can discuss.

Rachel Streiff: Going forward how we want to do it. But just to put that out there we are going to Need a subcommittee chair

Rachel Streiff: Okay.

Jack Potts: Whoever wants to be a child. I'll be glad to help you. In and giving you some thoughts. I've done more than anyone else in the committee, obviously since it's a fairly new committee. but I'm sure of the ID committee and I don't. Have a desire to be sure to say business, but all I can do is help and I will attend the site visits.

Rachel Streiff: Thank you. And we have one IAD on the agenda that Dr. Potts circulated does everybody have that it's a quality of care resolution report and it is

Rachel Streiff: Was sent out with the agenda.

Matthew Moody: Am I allowed to send it to Joel Could I forward it to Joel while we're here? Okay.

Rachel Streiff: Yeah might be helpful. We'll see how good of a speed reader you are there.

Matthew Moody: one second

Jack Potts: Are we looking at the ID's subcommittee report right now?

Rachel Streiff: I'm sorry. I assumed I didn't know other than the one that you had pointed out if there were any reports. I thought there were not but

Jack Potts: No, yeah. No, I thought this.

Matthew Moody: there is

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Jack Potts: I thought this was a time for Chairs of the subcommittees to make their reports including the full we have four or...

Rachel Streiff: Yes.

Jack Potts: five subcommittees site visits didn't make a report obviously because we had no site visits.

Rachel Streiff: Indeed, do you have a report Dr. Potts? Good.

Jack Potts: Yes, I do. I'm wondering if any of the members besides me reviewed any of the IEDs?

Rachel Streiff: However I haven't felt comfortable clicking that they've been reviewed because I've felt kind of overwhelmed and not really sure what to be looking for. You actually sending out the one that you reviewed was really helpful because I see what it was that caught your attention. so that's my situation how

Jack Potts: Okay, okay it I'm sorry. Who else?

Rachel Streiff: no, I had a question for Rachel. What if you were looking on the portal was it lack of familiarity with the portal or just to look for so you still can't sort for special assistance members, which I was wanting to be able to check that and that wasn't an option and the only filtering that I could see gave me. hundreds and even when I filtered it down to adolescence because that's my subcategory. it didn't quite filter to anything manageable. So I just started looking at what I could not in a very structured way and I guess I didn't know.

Rachel Streiff: I didn't know what I was necessarily looking for.

Jack Potts: Let me give some thoughts on this.

Rachel Streiff: Yeah, sure.

Jack Potts: I don't think anyone else has looked at the IDS. Okay, and I really think We talked about it last session. I think It is up to all of the committee to look at that. I reviewed over a hundred Probably 150 IDs and Rachel no matter what Comfort level you feel you need to check the box. Okay, once you open it,...

Rachel Streiff: Okay.

Jack Potts: I think it is important to check it so you can do it and I have a way of falling through on this but I have about 10 that I've asked for that we could give us some feedback on.

Rachel Streiff: Great.

Jack Potts: To me. It's easy to think there's probably 80 to 110 for the week. I have committed per month to review. Maybe it takes an hour, a little over an hour just scan them and see so if we want to meet or you want to just call we can do it together on the phone, going through some of those together. But I find there's no problem with the site except that we don't have the special assistance as we want it before we need to. That should be on the agenda.

Rachel Streiff: Yes.

Jack Potts: Number one number two. Frederica has been very good. At least on a couple of the requests. I sent it within the last couple days. She's gotten responses already. Some were the cause of death. some errors in the report saying one had no guardian and the same report saying they did have a guardian or whatever. so that was just small errors that someone has pointed out to help clarify.

00:40:00

Rachel Streiff: Great.

Jack Potts: This case is a very interesting case and I said to whoever and we are allowed to send these cases to members. I clarified that beforehand and I thought I had a concern. If we can all look at the case, they've had dozens of what it says on there. Two people passed out in the backyard of this group over a period of time And they identified the problems with an individual...

Rachel Streiff: right

Jack Potts: which is simply a way of getting a report done his way. It looks like this case. And what was interesting? I wonder how many times the Gilbert Police have been there?

Rachel Streiff: 64 calls since January of 2023 and...

Rachel Streiff: This was November so it's busy.

Jack Potts: right Yeah, so that to me is an interesting issue and that to me says the site visitors need to go there. Right? This is not a close call.

Rachel Streiff: Yeah.

Jack Potts: This is what the IEDs can do if they have 65 police calls and the police don't like this. This is what they've come to us before. So that's number one and you can ignore the part in my mind about the individual of a 40 year old Hispanic male that's not the issue in this report. My concern also is and that's why I would like some guidance. Is qic the quality of care investigation. This was referred obviously from just the IAD to a full Safety risk management unsafe environment. That's a ladder one third of the way through the document. So Staffing is a determination severity level it says no quality of care issues.

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Jack Potts: Zero no quality issue finding there's no evidence found the medical record view blah blah unsafe living environment. I don't know how the hell you can come up with that conclusion in any realistic world but I think maybe I'm reading it wrong. So Maybe I can ask and I'm not asking Frederica or Larry to comment on that but this is not a maximum comment what it means not because they have nothing to do with this. So I'm just asking for guidance and what that means, no quality of care issues. Is it because the one person they use as the flag to put this in there didn't have one. What about the two people in consciousness? What about the 35 police calls? This is my question and...

Rachel Streiff: Or calls...

Jack Potts: Then the next question.

Rachel Streiff: since January for fights and absconding. I mean, this is shocking.

Jack Potts: That's right. So what does that mean? No, and maybe the licensure should be a licensure issue and can we request stuff from them but Frederica

Rachel Streiff: Is this a group home? It may be unlicensed.

Jack Potts: What? No,...

Rachel Streiff: If it's a sober living home it more than likely was unlicensed. Although that's a generalization.

Jack Potts: I think it's a birth but that I'm just asking what does it mean?

Rachel Streiff: even worse

Jack Potts: No, I know. So the question I have is Frederick one says no Care issues falling clinical profession. No quality. You should find what's that in reference to?

Fredreaka Graham: That's a question that I can't answer. But if you guys want to put that obviously in the requests for information,...

Jack Potts: Okay.

Fredreaka Graham: Then I can shoot it up and get that answered for you guys.

Jack Potts: Okay, I think what it is referring to is maybe one individual Maybe. Who was there when it happened? This is the classic case. What do we do with something like this?

Rachel Streiff: I think we need to listen to the 911 calls, that's who's calling and...

Jack Potts: Hey.

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Rachel Streiff: what they're saying. If a resident is calling and saying please come quickly Godzilla is here and Mickey Mouse ate my food for dinner. That's a call on the other hand if they call and say they're two residents finding in the backyard and they both got knives. That's a different one. I think listening to the 911 ones now that's gonna not be particularly easy, but

Jack Potts: I'm a big difference. I think that's the way it goes. We don't need to even do that. We know they're called out. So many times if we can go and sit down with the Gilbert PD and I'm sure they will also be glad to tell us what the issues have been. I mean listening to 911 calls like gosh they've already acted on those but the amount of calls and why there's not a quality of care issue to me is the issue, this is obviously by definition equality of care issue, and it may not be Because it says he signed nurse visited and the patient may be. Okay, so that's why there's no quality of care because it's only one individual. But this is the Gestalt issue.

00:45:00

Rachel Streiff: Yeah, I think that's what stood out to me.

Rachel Streiff: that I mean there were a couple of things that stood out the

Rachel Streiff: there was a notation that the face manager if you go on it's like page four qoc investigation opening allegation. It's a Treva so we know that that's the Native American Treva. a member lives at the particular Residential Care his case manager last conducted a home visit on 1221-23. But that's after. The report was submitted and closed. It looks like initial findings 12 6. date of incident 1125 But I wonder where is the case? If they had the case manager report from a visit on 1221.

Rachel Streiff: I'm surprised there's not anything in the chart from that 1221 visit.

Rachel Streiff: The other thing is the police say that the patient was a pet not breathing in the backyard. He overdosed on narcotics. drug paraphernalia found second overdose 1125 at 60 days. 64 calls and then look at the police right? It is clear that patience is plural. Are in danger from lack of supervision. There are also reports this home may be doubling as a sober living home. Please check all licenses and requirements. That is as specific and helpful and directed as a police officer could possibly write. in alerting the Behavioral Health Care system that something's amiss and it's also saying

Rachel Streiff: it's unclear which member resident overdosed. But the name of the member was listed as one of three. MCP members at this location. I don't understand why they couldn't get the name of the person who overdosed. with the home With the patient not transported. You find somebody unconscious Doug and you say it's an overdose. aren't they automatically transported. That'd be something for Sabrina.

Jack Potts: but

Sabrina Taylor: Yeah, so Overdoses are usually like nothing. This is Gilbert PD. So I assume they operate the same but On most overdose calls.

Rachel Streiff: right

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Sabrina Taylor: It is the fire department that response police will be sent to see who gets there first. But for the most part we're taking the second stage to fire if they administer naloxone and the person wakes up then it is their choice to go to the hospital or not quite often they do but quite often. They are just angry and want to go back out and get high again. So quite a few refuse also, so As long as it's up to them fired isn't transport involuntarily.

Rachel Streiff: right

Jack Potts: And just to answer the question This is a report that is in there from adhs from the Gilbert PD. And so they've extracted the second line clearly,...

Rachel Streiff: Yeah.

Jack Potts: which member is not from the police report. It's DHS.

Rachel Streiff: Yeah,...

Jack Potts: I'm just my

Rachel Streiff: an adhs report received from guilty.

Jack Potts: right

Rachel Streiff: So when I read that I'm assuming Gilbert PD responded.

Jack Potts:

Rachel Streiff: They did because they got a call at 11:15.

00:50:00

Jack Potts: But it let me ask. I know but what's mCP members

Jack Potts: Merc

Sabrina Taylor: I actually got this the other day from an ASU study. Let me look it up real quick.

Jack Potts: So it's the same line. You're reading it all. It's one of three mCP. Mercy care provider

Rachel Streiff: The Mercy Care patients

Jack Potts: I don't know. I wanted Mercy Care to be on the line.

Rachel Streiff: Mercy Care help us out

Tyson Gillespie, Mercy Care: I mean, I am making an assumption because I don't know what abbreviation that whoever wrote that report. But I would say plan or Mercy Care opinions.

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Jack Potts: Thank you. Great.

Tyson Gillespie, Mercy Care: But again,...

Rachel Streiff: Wow.

Tyson Gillespie, Mercy Care: this is just contact who's

Rachel Streiff: right

Jack Potts: So as a sub committee chair of what I like I will do is I'll put an inquiry in. Which I did not do on this. I want us to all look at this. So I'll put an inquiry off of this site and inquiry form and I will ask a number of questions. on that and just ask is this a license bhrf?

Rachel Streiff: We can and we can look that up.

Jack Potts: I can do that. As a formal and...

Rachel Streiff: Yeah.

Jack Potts: Frederico 4 properly. And we can ask how many people are there Etc. And I'll see if I can ask him what the exact address is. All I do know is it says it's on the very top Alliance behavioral care whether or...

Rachel Streiff: Yeah.

Jack Potts: and that's probably the actual address. So I want to suggest a site visit team.

Sommer Walter: It's off of velvet stun Ray. I just looked it up. It's in Gilbert. I felt this dunray.

Jack Potts: Do you know...

Rachel Streiff: I have nine homes.

Jack Potts: How many licensed?

Rachel Streiff: Yes, they did Ivan.

Jack Potts:

Rachel Streiff: Who is there is a Mesa and these are Gilbert. It's a very nice Nick.

Sommer Walter: It looks like a nice house.

Jack Potts: Yeah, it is that the office we don't know you see that's my question.

Rachel Streiff: the very nice neighborhood

Rachel Streiff: Up it's the residence.

Rachel Streiff: It's the resident.

Jack Potts: Okay, and...

Sommer Walter: It's a home.

Jack Potts: So that's where we maybe need to look if there's been an overdose Becca. This is an example of some of the issues we have with the IDS and if I can find This one and this probably more out of the ones I reviewed there's four times the amount of reports. I reviewed the sittings out there and we need to look at them.

Rachel Streiff: I'm comfortable based on what I think you should go ahead and ask the reports. However, it is uncomfortable based on what I read. once we get the

Rachel Streiff: License number I'm happy to I think we should as the ioc file a complaint at the license or Division and complaint at licensure division of the Department of Health Services I don't think we can go into a site visit but I think that with this 64 calls unclear if that people are fighting drug use runaway noise disturbances. patients in danger from lack of supervision

Jack Potts: Okay, there's a trick as a chair. So subcommittee. What I like to do is find out. How come the Cure these were no problems right this Quality Care reports that the reports. I like to understand what that means.

Rachel Streiff: I'm sorry. you were like echoing I couldn't understand.

Jack Potts: As a chair of the subcommittee for iads, I would like to inquire first why the qoc evaluation which is bumped up. It means it's Mercy Care or someone did a resolution report.

Rachel Streiff: right

Jack Potts: Mercy Care plan did that, how come they said that There is no findings of problems. No evidence found so I'm going to ask...

Rachel Streiff: I think

Jack Potts: how come they came to that conclusion. I'm also going to ask that we be provided with if there's been any reports of or if Mercy Care forwarded this. To the Department of Behavioral Health Services licensure department, and if so, why not? I will also ask that we get provided if I don't know how to do this dbhs information. for this facility

Rachel Streiff: It's online only public.

Jack Potts: I Anna asked them to you. Okay, I'm sure everything's online, but I don't have the knowledge, time or expertise to find everything that's online. So I'm wondering if that makes sense for me to do those prior to us doing formal stuff as the ioc

Rachel Streiff: Okay, what jack I Dr. Potts the reason that the quality of care resolution report was closed is always in the treatment information section, which is on the bottom of two. It's up to three. They have a very specific protocol to go through before they can close it. One of the things you do is check the Cs PMP prescription program.

00:55:00

Rachel Streiff: You at what level of care of the members of you. Look at medications. If you are compliant with medications, when was he seen in accordance with the level of care have there been only routine visits or any unannounced visits by any member of the assigned team and then you look at you go and you interview and you ask the You Look at their actual employee log. You say how many people have you had? Is there a change in Staffing level?

Jack Potts: I understand that I interrupt. I understand that that's not the issue.

Rachel Streiff: Is there change in? and so

Jack Potts: The issue is the line there was no evidence found from the medical record and safety that indicate an unsafe living environment. So what they have done is picked all the nice boxes that you just enumerated and...

Rachel Streiff: Yes.

Jack Potts: admit and ignore the dead body in the goddamn backyard. So that's my issue.

Rachel Streiff: I

Jack Potts: I know the box has been ticked but what bothers me is that this is obvious, race, things speaks for itself. So that's...

Rachel Streiff: Okay. Last...

Jack Potts: what I'm going to inquire about. I know the Box has been sick, something's wrong.

Rachel Streiff: Why was it? if you asked I agree Dr Potts, but if you ask why did you close this they're

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Jack Potts: No, I'm gonna ask why they say it was unsafe, not an unsafe living environment because they did. How can they say that if in fact they have investigated the living environment? There's nothing in their formula. So they didn't investigate your living environment and talk to police and had that look at reviews. That's the issue there. It's not that I'm not going to ask...

Rachel Streiff: Okay.

Jack Potts: I don't say why did you close it with this level knowing this and...

Rachel Streiff: Okay, and...

Rachel Streiff: What am I okay with? The only way to fix this is to have Mercy Care Or change the way they determine what's safe or...

Jack Potts: And how can you fix this?

Jack Potts: Great.

Rachel Streiff: Mercy Care plan. Whoever is to force them to change that and the current.

Rachel Streiff: Protocols were followed. So

Jack Potts: Okay, that's great. What do you want to do, Madam chair? Because if the guys want me to do this, that's fine. you can do it.

Rachel Streiff: I am happy I believe there is enough information here at this point for the ioc to send this through the department of health services and ask for an investigation as to quality of care at this facility and to consider whether the facility should be considered for termination as a result of quality of care concerns. Wow.

Jack Potts: Do you think we'd better that I think we should ask have they done it before we say.

Rachel Streiff: That's fine. All right, I don't think we have to have a vote on that if that's what you would like to do. I don't hear it since any opposition to you doing that Matt Andres.

Jack Potts: No one yeah.

Rachel Streiff: I didn't see it. he had to step away. Never mind Tyrone. Did you have your hand raised? Okay, maybe I saw Matt's hand. so I think

Jack Potts: But can I say one more thing? I'm wondering if summer or Sabrina or my other colleagues like the committee see the issues I saw with this report.

Sommer Walter: I do see a big problem.

Rachel Streiff: don't snatched it from the jaws of

Sabrina Taylor: yeah, Dr. Potts' I think that we should do site visits of locations that frequently call the police.

Rachel Streiff: Are we able to get a list? from Phoenix at PD of

Rachel Streiff: the most and we can sort by type of location like a behavioral health facility of 911 calls.

Sabrina Taylor: So it is really difficult to get top call locations because when you run that what you get is Walmart Circle K and an apartment complex, so generally I find out by word of mouth and Mercy Care has asked that we reach out to them first to see if we can.

01:00:00

Sabrina Taylor: Take a softer approach. So Tyson, that would be through Frank in Tunisia. I could reach out to them and they could kind of look into it and see if we can. solve the issues

Rachel Streiff: What's it like to make site visits at houses Behavioral Health Facilities with lots of calls? I don't know what softer approach there is unless they don't call.

Sabrina Taylor: No, I'm just gave them so usually when we do a referral for somebody who is a high utilizer of services we can make a quick attempt so if I don't always know this but let's just say that their case managed in their designated seriously mentally ill then you can just make a quick call to their clinic and let them know hey, they're calling the police and if the calls go away we let it lie. But if they don't then we start to request staffings. Do you know about request site visits if it's a group home? So I just promised Frank in Tunisia that I would come to them first before bringing it to the ioc, but I mean happy to do site visits I mean that to addresses

Rachel Streiff: That makes sense that the concern that I have is really more from the perspective of victims of sex offense and domestic violence. We've all had the situation where you say, please call us whenever this happens and if they call they just get beaten again. So I think if call volume goes down, it's not an indication that things got better. It may be an indication that there's limited access to phones, that there have been threats that the people who were being injured have been transferred out and new people are coming in. So it's a complex issue, but certainly in the sex offender realm and in the domestic violence Realm. Decrease in volume is not indicating that the people there are necessarily safer. So I'd like to ask you Sabrina to follow up with Mercy Care. Let them know of our concern, share this qoc. and maybe if they really see what we receive what we pulled from our data mining.

Jack Potts: I'm sorry, You can't do that with the you we have to if someone is going to formally follow up miles to Mercy here. We have never voted Mr. Allen will tell you that and it has to be a formal inquiry. If you want me to pursue it the way I suggest I want to pursue it. That's fine, but I believe Ms. Taylor cannot directly go to Mercy Care. can you informally back door that is not what access is for that's only delay is we can't do it. That way. It'd be nice to but that's not the proper way. And I for one would clearly vote against doing a back door way of saying. Hey Tyson, would you please follow up on this that ain't the way

Rachel Streiff: Okay.

Sabrina Taylor: No, so just to clarify that was with my PD hat on, that was not my OIC hat.

Jack Potts: right I know it was but to go informally on this qoc thing to say. Hey, would you follow up with your PD hat? I think it is inappropriate.

Rachel Streiff: No, I'm not asking.

Jack Potts: to step outside I'm sorry. thank

Rachel Streiff: The Dr. Potts is you. I think we need to do a mindfulness exercise.

Jack Potts: You okay? I'm sorry. I didn't understand what you're asking Sabrina to do. I apologize.

Rachel Streiff: All right, that's fine. So my other hands are up. Let's see summer Tyson had his Dr. Potts say his hand up again. Okay summer.

Sommer Walter: They think what concerns me with reading Beyond the actual home and of itself as there was also a statement since there was no evidence found in medical record review to support any concern Relating to the inappropriateness of Care by the clinical team. Excuse me, if there's the patient that is Odin or who knows the whole story and the police are chronically called to this house and it even says that there's no history of cot a guardian. He makes all his decisions by himself. And if this individual is overdosing the clinical team is aware of it and they're in a bad environment. I'm concerned about the assigned clinical team as well and how they're protecting the patient and their lack of care and making sure that their client is in a safe, proper home when they're directly responsible for finding appropriate housing for them.

01:05:00

Jack Potts: Yeah, yeah the issue on that as I point out initially was they simply took a resident of the home? This is the one who OD'd you see and said, we'll look at this that the only way Mercy Care anyone can investigate. This is because we have a resident here who books what seems like they picked a normal. resin who hadn't had problems. They reviewed his critical treatment and didn't look at the hawkish stall just and I agree with you. something's wrong with this. They're missing the force for the trees. They identified the tree that was growing healthy and almost suggesting Ms. Taylor and Miss giesel in the past we have met with paramedic chief

Jack Potts: For the fire department, he gave us a list of a half a dozen sites with it which were problematic and we went to those sites so we could also talk to some of your members on your crisis response team and the PD, they will have names and numbers just like any cop who Gilbert would know. These are problematic issues. So it's number of ways of doing this and getting that I think but I think what your resources Mr. Are great, but no I'm going to send an inquiry and Port back as to what the response were this night that I think we need to say, there's got to be a better way of bird darkness and I'll ask unless you want to do that Madam chair to the dbhs to see if they've been investigation you under that separately go for it.

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Rachel Streiff: and what I see here is so dramatically different. Then what I see in the sober living and Medicaid access fraud investigations. the paragraph there were certain things that bothered me and then if you look at the third paragraph on page 2 at the top additional treatment information and maybe Tyson can

Rachel Streiff: note this

Rachel Streiff: there's no policy for observation checks. for the provider every birth is required to have that as a written policy. You have to have checks when you're going to do checks on people's continuous supervision. over 24-hour period documentation in the daily progress notes, but the only specified schedule checks. Or is there experiencing suicide Allen? and that's reviewed this quality of care concerns who are identified. How can you not have a quality of care concern if there are no policies for observation checks? And they say that they're required to provide continuous supervision for 24 hours, but there's no documentation of that supervision.

Rachel Streiff: I guess and perfectly happy to get more information. I doubt that we are going to get that information in months. But that's okay. If we don't then we can decide we want to just forward this with a letter of concern and ask the licensure and Quality Care Folks at the department of health services to investigate. So we've got two steps and I'm happy to have Dr. Potts students First Matthew has his hand up. Yes. Dr.

Matthew Moody: Firstly I want to say this is a very important conversation and I do not want to impede upon the conversation that we are having right now. My question is my understanding with creating subcommittees is that this type of work would be done in The subcommittees would bring recommendations to this meeting and then if votes were needed to happen. They would do it. If not, then they would just do their work. That's question one. Is that how we want it structured because this is very important work.

Matthew Moody: The subcommittee that I'm the chair on we met we made movements we did things and I'm ready to report on those when we get that part for that subcommittee, but I want to make sure that we're consistent with how all this works secondly as want to be clear here is my understanding the doctor Potts is taking the action items to follow up with getting the information and to continue to follow up on this item in until it is done because he is the chair of that subcommittee or is there another structure that we want to set up with doing that?

Rachel Streiff: Dr. Potts would like to continue to follow up the resolution and bring it back to the committee. This might stand.

Matthew Moody: Okay, So Dr. Potts, I'll note at this time and make sure I keep track of it. So it might be incorrect and how we wanted to run this up committees at this larger meeting that we're in right now.

01:10:00

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Rachel Streiff: I think you make a good point under the way that we had structured it. Dr. Potts could bring this to us. We could decide what we wanted to do and then do The other and that would be a successful report and activity by the subcommittee. What Dr. Potts is saying is that he does not want to do that. He personally wants to follow up on this as the subcommittee and it's a subcommittee of one because this came out of an IED report notice, not a site visit. So Dr. Potts reviewed the IAD. He's bringing it to the committee and saying here's what I found and I want to follow up on it as opposed to saying here committee do it.

Jack Potts: Let me clarify that. Number one I sent it out for information purposes only for discussion to show people...

Matthew Moody: Okay.

Jack Potts: what was out there. Number one number two. I did not have a formal recommendation time because I have not taken any further steps on that. I was sending those...

Rachel Streiff: right

Jack Potts: because I think It's clearly egregious and I won my colleagues to see what the value of doing IEDs is. I have not done what I should do and all the members should do is direct an initial inquiry.

Jack Potts: First Step number one is an inquiry through Miss. Graham and...

Matthew Moody: first

Jack Potts: through Larry Allen to have some questions asked I have yet to do that. So I believe that needs to be done in all IEDs and then we can come back and say this is the response it was ade was inadequate. So I was simply selling yourself because we had nothing else on the agenda. There's no other documents. It's kind of fun to have something that shows real life stuff happening. So yeah, my report was that I reviewed over a hundred iads. I required about a dozen IEDs and...

Rachel Streiff: Okay.

Jack Potts: reading on responses to those. I'm encouraging that the rest of the folks do it. I will be glad you can call me anytime. I'll get a conference call any time and guide you through it so we can get on the portal together. I'll show you how I do it.'...

Matthew Moody: Okay,

Jack Potts: what Mr. Moody so I am responsible. I will make my report next month. Regarding this I will follow up on this issue. But this was for information purposes only not for action potential.

Rachel Streiff: I'm sorry.

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Matthew Moody: Okay, so let me pause everyone real quick. Sorry Rachel. I just want to be clear with Dr. Potts, so I understand how the subcommittee is gonna be run. The typical way that it would run is people would review IEDs they would bring concerns to you the chair or you would have a regular meeting where you guys discussed the IEDs and then you would make motions or actions off of that is that how we'd like to do it because it's very important.

Jack Potts: Yeah, yes.

Matthew Moody: It was very important that we discussed this today. I do not take that away from it. But we've spent what I'm looking at 45 minutes discussing in 180 again, very important. We need to make all these moves. There's a huge egregious issue with the system that needs to be addressed but we've done one right and we haven't got the other things that we're supposed to get to so I just want to make sure that is the correct order of operations if we review IEDs...

Jack Potts: Yes.

Matthew Moody: if we have a concern we bring it to Dr. Potts' formulates. Tell me where I'm around Dr. Potts.

Jack Potts: No, I think all the members have a right to bring issues in front of the committee without having to go through a chair or subcommittee chair. Whatever that would be. limiting number two, the agenda would I see nothing else of substance besides reports on the agenda? Didn't know there are other reports there ex. We do not have the other issues.

Rachel Streiff: he

Jack Potts: But the number three is my sense is as a subcommittee or whoever does IDs we should talk collaboratively as some stick out but this was an interesting read that's it it took time because it bothers all of us and I think it's good that we all get involved and I realize the time is lengthy you're right.

Matthew Moody: So Dr. Potts, you're correct. And I apologize. These dogs are arguing right now. I signed up to get in the portal. I need to do my piece as well. But we have that.

Rachel Streiff: Who he no, I think he's talking to say.

Matthew Moody: I mean like dogs, I pledge that we need to have a formalized process here or we're only ever going to get to one IAD every meeting and then we're gonna have a meeting canceled in December. So now we're not even going to have your Dr. Potts. You've agreed to follow up on this one IIT. That's great. And I believe that things will get done from that but If we spend every meeting just going over one ID. We aren't maximizing our time. Whereas every board member gets reviews.

01:15:00

Rachel Streiff: right

Jack Potts: yeah that

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Matthew Moody: He sends them to somebody and somebody organizes a group of responses for them that we can get a lot more done and...

Jack Potts: I agree.

Matthew Moody: and one I need

Jack Potts: Yeah, this work in progress. I don't know how many subcommittees meetings we've had or are when we've had reports of subcommittees. That's a work in progress. So we'll figure it out. I agree with

Rachel Streiff: I understand and I would not have put this on the agenda nor would for this purpose. I understood Dr. Potts. that you were bringing this to the committee for review discussion and action. I did not understand that it was a teaching exercise and information sharing exercise. That's my bad. I wasted 45 minutes because I thought it was an item for Action. Okay, let's move on. We don't have any other quality of care reports any other IAD reports

Rachel Streiff: we've covered the report that's on the agenda and Matt you have reports.

Matthew Moody: Yeah, thank Sorry and just to do care. I'm not trying to be a tanker or obstructionist in any way, she'd perform. I want to be organized and efficient. That's Michael. So the follow-ups of the committee had ongoing email conversations and didn't eat to go over the medication or CBD Hospital discharge issue. Rachel was great and found five different people who had gone through negative experiences and being discharged from the hospital a draft email or almost finalized email has been given to the chairs to send on to access and Mercy Care. So we believe that we have five people that went through pretty significant issues with being discharged including specific dates and times. They were guardianship documents releases of information so that this can be given to the powers that we do investigate so that was our step. Once that is sent our report back next time on responses. We got AHCCCS and Mercy Care in this situation.

Rachel Streiff: Thank you. Any other subcommittee reports Matt. Tyson has a question. Hi. Yes.

Tyson Gillespie, Mercy Care: I don't want to take the committee's time, we're running short on time. But Matthew if you could email me or reach out to me about what the concern about the hospital discharge process was that was clearly from a previous agenda just so that I can be internally looking into that at Mercy Care.

Rachel Streiff: Thanks Tyson for that kind of collaboration is really important and I think it's good to have the direct ioc to entity communication. I think Bill will build in transparency. So I do thank you for that and who had okay Jack Dr. Potts has his hand. Yes.

Jack Potts: I guess I'm questioning. and Matthew help me with this because

Jack Potts: My understanding from Larry and Frederica is that formal inquiries go through ADOA and that is exactly where we got the ADOA involved and had the ioc put there. So I heard you saying you're going to send for a formal inquiry from ioc. directly to The Managed Care organizations, is that right?

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Matthew Moody: I apologize. If I use the incorrect words, what I'm ignorant of a formal inquiry means my understanding of Holly. If you want to chime in we are sending an email to Mercy Care and AHCCCS asking them to look into something and provide information on a situation. Is that correct?

Rachel Streiff: That is correct. And it goes through the proper channels, so we're not delinquent. Yet.

Jack Potts: Okay.

Jack Potts: No, no, which are you gonna send it through Larry and Frederica through Larry and then he will afford that's my question? it's

Rachel Streiff: I didn't know what your question was. I'm sorry. Yes, and Yes Frederica.

Jack Potts: Okay, and And secondly then. It must be presented as a motion because it has to be the ioc. Not just a subcommittee. It has to be and whatever you want for but we need to have a motion. That says we want formal inquiry or questions. That's that part of the policy now, I like to ask Larry if I'm wrong on that if it's changed, but that's what's the policy ever since the subcommittee shouldn't be able to I believe without the full ioc backing it send out. I've got an inquiry now. I want to make it because it has a strength of the formal ioc.

01:20:00

Rachel Streiff: It's not.

Jack Potts: That's what the past has been.

Rachel Streiff: Yeah, the subcommittee isn't sending it out. It comes to the chairs and the co-chair sends it through Larry and through Frederica.

Jack Potts: So the co-chairs are allowed. I see that it's not my understanding that a formal inquiry has to be voted upon by the ioc.

Rachel Streiff: Okay.

Jack Potts: I'm asking Larry Allen if am I wrong and then?

Rachel Streiff: I don't believe it goes to Larry, but I'm not aware of a policy in. We have the policies and procedures. Each ioc has its policy and procedure now, if Larry wants to point out. We haven't done this yet. But I would not.

Jack Potts: Okay.

Rachel Streiff: I think that we are.

Rachel Streiff: So we'll talk about it with Larry and...

Jack Potts: Okay, that's all.

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Rachel Streiff: if and...

Jack Potts: Thank you.

Rachel Streiff: we can bring it up. I want to emphasize that when I started as coach as co-chair, I had a couple of very simple but very specific objectives one was to grow the to add members To create diversity in membership all underground the committee. The second was to make the committee.

Rachel Streiff: To have the committee's business conducted in a less adversarial way and with greater Direct in involvement and interaction with our Community Partners and so forth and the third was to get things done quicker. And so I would like to find ways to do that within the rules particularly get things done quicker. But if every agenda item is on the agenda for four months. I think we are wasting time. We need to find a way and if it means changing our policies and procedures with AHCCCS's participation, we need to find a way to handle the same paper less.

Rachel Streiff: And move it forward. So those are kind of just the context of this and Rachel. Yeah, so Crystal Fox has her hand raised. She's a member of another ioc and I believe she can talk as that ioc member well even though in other scenarios. So go ahead Crystal change the rules there.

Crystal Fox: Yeah.

Rachel Streiff: She's an ex-officio member of this committee.

Crystal Fox: Yeah, there are actually a couple things that you can actually at the beginning of the meeting vote me in as a non-voting member and...

Rachel Streiff: Okay.

crystal Fox: I can then speak as a Committee Member but this time I'm just trying to help you guys get through this I do know in our DDD meetings that Dr. Potts' correct that what Matthew did is also correct that you can do all that you bring out All the things that you want to do or that you want to send and then you create a motion that I would like to look into this and do I have the committee's approval to do that and then Hollywood do her procedure and you vote on it and it would be done. That's the way we do it indeed. but I do that's what And I'll let you go back to what you guys decide you want to do.

Rachel Streiff: Thank That's great. just so we'll stay in sync with what I've heard. Matthew I'm going to ask you to bring the letters that you sent to us back to the committee next time we'll spend another month on this and we'll get a vote by the committee. but We all have the letters right so could we vote on it now? Yes.

Matthew Moody: What can we do?

Jack Potts: Yeah, yes.

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Rachel Streiff: Okay, I'll entertain a motion for the committee chair to transmit through the proper channels to the letters that have been generated for inquiry by the subcommittee that Matthew chairs. All in favor. I oppose it. Great. Thanks. All right, I think we're out of time. Are we?

Matthew Moody: We're close. Do you still want to go into the other discussion Holly?

Matthew Moody: I think you call that non-public. I don't know the right word executive. I don't remember.

Rachel Streiff: No, we're not going into executive session. We didn't put it on the agenda, but then that really was just to say that Josh just stepped down as co-chair and I think some of the other committees obviously don't probably agreed but I think these are better with chairs because particularly if everybody's working if you don't happen to have a chair or a chair who's Retired it's not retired. Just not in the workforce. I think it's hard to

01:25:00

Rachel Streiff: have the bandwidth to do it. And so I would like to have a chair and we can talk about that. Next time. for some reason my screen got really Tiny Rachel has her who has their hand up. I saw him.

Jack Potts: Yeah, I do. We actually say we should have a vice chair. So I suggest we just get a vice chair. It's in lieu of a coach. You have the same function. That's all.

Rachel Streiff: That's fine. It performs the same function as good doctor Potts. any so I guess Dr. Potts racist hand.

Jack Potts: That was a butt dialing you.

Rachel Streiff: What?

Jack Potts: I butt dialed. I'm sorry. Yeah, thank you.

Rachel Streiff: Did you see the email from Crystal Fox requesting an investigation? Should we talk about that next time? No, there is one final thing. And is still on Crystal Miss Fox

Crystal Fox: I am still on.

Rachel Streiff: Okay, great, the final item on the agenda. And Rachel reminded me. This fox has requested that the ioc. conduct an investigation of the quality of care lapses that resulted ultimately in her son's suicide and the death of and Joshua's yes and the death of his father. She has wonderful records. Going back years. This is going to be. A complex investigation because it involves different entities over a different period of time. It may warrant.

Rachel Streiff: Just having a special maybe one or two people do this. We will get the letter out that did go out to the entire committee. Did we send it to everybody? No, but just came in.

Jack Potts: No.

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Rachel Streiff: The two chairs, so I don't know if we should even be discussing it or not yet. No, we've got him in today. We've received it. And so lengthy will be a link to the investigation. and we've got to sort out some conflict of interest issues. Dr. Potts was a provider. I don't think that necessarily disqualifies Dr. Potts.

Jack Potts: I wasn't a provider. Yes, correct.

Rachel Streiff: You didn't evaluate.

Jack Potts: That was not a provider.

Rachel Streiff: And deal with that next time I will send the letter out. And we'll figure out the best way to go. how to do it and so on so motion to adjourn

Jack Potts: We can talk about where the next meeting is. I'm sorry. urgent items

Rachel Streiff: If you have requested agenda items send them. We're going to shorten the agenda if you look at the ioc agenda I would like to if you look at the ioc agenda for say the Arizona State Hospital. It has subheadings only.

Rachel Streiff: In the old days we were told by access when they didn't like us very much their general counsel or one of the lawyers over there said you have to say everything you're going to talk about you can't just say You have to say quality of care reports about and put the specific reports. You're going to talk about that is no longer the case. So I have modeled this a bit off now of the ioc at the Arizona State Hospital. agenda But it's up to the committee. Who wants more? Detailed agenda or are we good going with simply the headings?

Matthew Moody: I'm good with headings. I think whoever is in charge of the agenda item should be able to provide whatever details needed and what Dr. Potts did in sending out what he wanted to speak about ahead of time was great as well.

01:30:00

Rachel Streiff: Yeah, So only agenda items. I'm gonna try a New Year's resolution that didn't work this first month to get the agendas out a week in advance and then a day or two before.

Jack Potts: Can we put it there under subcommittee reports? Could you at least list the subcommittees and...

Rachel Streiff: Sure.

Jack Potts: Then number two can we put old business in there? Because we still haven't talked about updates and Emmanuel Camp as a care report and a couple other things Specialists.

Rachel Streiff: Yeah. All right, good.

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Jack Potts: And so we need to have old business on there as well. If that's going to be a good catch-all because otherwise we just have new business to resolve anything. Thank you.

Rachel Streiff: Yeah.

Jack Potts: And then the next we agree in a place? I think it would be nice if we could agree to meet in person at a place with good AV like we used to meet downtown even though it was inconvenient. I don't know if your office now has better V,

Rachel Streiff: Yeah,...

Jack Potts: We did.

Rachel Streiff: I have two options, one is in my conference room, which seats three. Six eight comfortably or I have a conference room that's available in the building for free which will hold 40 people and we have three big screen TVs Etc. So my office is at 3200 North Central which is roughly. Osborn and Central it's south of the second building south of Osborne on the west side of the street. Parking is in a garage to the back of the building. I do validate parking it certainly less convenient than Josh's office, but we can't accommodate more people and we certainly got big screen capability

Rachel Streiff: Dawn McReynolds

Dawn McReynolds UHC OIFA: Hi, thank I'm just wondering about the health plan Representatives. Is this an invitation for us to attend in person, well, or would there still be a virtual component of the meetings when you decide that you'd like to meet in person? Thank you.

Rachel Streiff: Yeah, absolutely Dawn absolutely that there will always be for the health plans a virtual opportunity and At any time we don't expect you to be there in person at any time you want to come that would be wonderful, but we're talking here about having the committee. in person

Dawn McReynolds UHC OIFA: Thank I appreciate the clarification.

Rachel Streiff: So why don't we chat informally among ourselves. I'm happy to have it at my office. It's certainly not as convenient as this one full story park outside walk-in at this Josh's and he did graciously say we could meet here every time I think that probably is going to get old for him. right.

Rachel Streiff: So we will schedule the next meeting at my mom and they're good. Am I Moody? Okay. Great.

Rachel Streiff: So I think we'll schedule the next meeting at my office.

Rachel Streiff: motion to the jar second

Jack Potts: so moved right

Rachel Streiff: And everybody in favor, I Thank you,...

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Sabrina Taylor: I

Rachel Streiff: And I'm so glad you're with us Joel. Thank you very much, and we'll look forward to seeing you in the future and...

Joel Thompson: Thank you.

Rachel Streiff: thanks for everybody's On how on? Our mission. Thanks. Bye.

Jack Potts: Thank you Holly, bye guys Happy New Year

Matthew Moody: Thanks, everyone. Happy New Year.

Meeting ended after 01:34:23 🙌