



**Division of Developmental Disabilities (DDD)
District East Independent Oversight Committee (IOC)
Public Meeting Minutes Summary
Wednesday, May 8, 2024 – 5:00 PM to 7:00 PM**

Call to Order

This meeting is being held virtually via google meets.

Meeting called to order by Committee Member, **Suzanne Hessman**. The date was May 8, 2024, at 5:07 pm. The address of the meeting was Virtual, no physical address.

Welcome and Introductions

Attendance in Person: **None. This meeting was virtual.**

Attendance by Google Meets unless otherwise noted:

- **Suzanne Hessman, (Chair)**
- **Elizabeth (Beth) Bird** (Joined by phone)
- **Kin Counts**
- **Aimee Griffith-Johnson**
- **Tonia Schultz (non-voting member)**

Absent:

- **Sarah McGovern, (Vice-chair)**
- **Teresa Brooks**
- **Selina Kataria**

Public in Attendance: **Keith Jansen**

Arizona Department of Administration (ADOA): **None**

Arizona Health Care Cost Containment System (AHCCCS): **None**

Healthcare Plan Liaison: **Dawn McReynolds** (United HealthCare) **Camilla Parker** (Mercy Care)

DDD staff and guests:

Bernice Sanchez (District East Program Review Committee)
Trudy O'Connor (District East Quality Improvement Manager)
Joan McQuade (Office of Individual and Family Affairs Manager)
Morgan O'Hara(IOC Liaison)
Michelle Rademacher (IOC Liaison)

The Committee, DDD, AHCCCS, UHC& Mercy Care Employees introduced themselves.



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DDD District East IOC-Conference Call line (2024-05-08 17:07 GMT-7) - Transcript

Attendees

+1 480-***-**56, Aimee Griffith-Johnson, Berenice Curro Sanchez, Camilla Parker, Dawn McReynolds UHC OIFA, Joan McQuade, Keith Jansen, Kin Counts, Michelle Rademacher, Morgan O'Hara, Suzie Hessman, Tonia Schultz, Trudy O'connor

Transcript

*This editable transcript was computer generated and might contain errors. People can also change the text after it was created. **Any blue italics transcription was missed by the transcriber.***

Call to Order

Suzie Hessman: Okay, great. I will officially call to order the IOC committee for district East. It is 5:07 p.m. on May 8th, 2024. Morgan, would you please read the disclosure for conflicts of interest for us please?

Conflict of Interest

Morgan O'Hara: Absolutely. Do we have anyone who has to disclose a conflict of interest if there is the committee member needs to disclose why?

Welcome and Introductions

Suzie Hessman: Okay, and I see we've got a whole agenda. Change and it's throwing me a little bit. So it doesn't have welcome and Say who everybody is anymore.

Morgan O'Hara: we can add that into the Agenda items for moving forward if you would like.

Suzie Hessman: Yes.

Morgan O'Hara: I think introductions probably is not breaking open meeting law because then it's establishing quorum.

Suzie Hessman: Okay.

Michelle Rademacher: exactly



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Suzie Hessman: So would we do that now as we normally would is that fine? All right. I am Suzie Hessman chairperson and I will go around to my committee and then're gonna if you would ask those who are not on my committee so that we've got all of them Kin go ahead and introduce yourself.

Kin Counts: Anything everyone this is Kin Counts Committee Member.

Suzie Hessman: Thank you, Aimee.

Aimee Griffith-Johnson: Hi everyone, this is Aimee Griffith Johnson committee member as well.

Suzie Hessman: and Beth

+1 480-*-**56:** This is Elizabeth Bird a Committee Member, please Thank you.

Suzie Hessman: Thank And then Keith go ahead and introduce yourself. Although he's not part of our committee. He is participating and handling PRC for us.

Keith Jansen: My name is Keith Jansen. I'm District South independent oversight committee chairperson. And I'm currently working with PRCS with.

Suzie Hessman: Thank you.

Keith Jansen: numerous districts

Suzie Hessman: Numerous that's wonderful. Thank you for doing that Keith. It really is very...

Keith Jansen: I also do North District.

Suzie Hessman: thank you. And then Tonia's on. Yes Tonia.

Tonia Schultz: Hi I am Tonia Schultz, I am the facility representative for ATPC in coolidge

Suzie Hessman: Thank you. And Morgan if you would take over the rest of the introductions for me, please.

Morgan O'Hara: Absolutely, Joan start us up.

Joan McQuade: Good evening, everybody. I'm Joan McQuade I'm a manager with the CARES Administration. And one of my roles is Michelle Morgan and the IOC redactors

Morgan O'Hara: Thank you Berenice.

Berenice Curro Sanchez: Hi, good afternoon. My name is berenice curro and I serve PRC District East Chair.

Morgan O'Hara: Thank you Trudy.



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Trudy O'Connor: Hi all I'm Trudy O'Connor. I'm the quality assurance manager for district East.

Morgan O'Hara: Thank you, Michelle.

Michelle Rademacher: Good evening, Michelle Rademacher DDD independent oversight committee liaison.

Morgan O'Hara: Thank you Cami.

Camilla Parker: Hi, I'm Cami Parker. I'm with Mercy Care's OIFA office. Wendy normally attends us but she's on vacation in Europe. So I'm taking the meeting on for her.

Morgan O'Hara: Thank you for being here. And Dawn.

Dawn McReynolds UHC OIFA: Hi everybody Dawn McReynolds. [Stepping in for Ian Wilson from United Health Care](#)

Morgan O'Hara: Thank you for being here. I think that's everybody.

Suzie Hessman: Okay.

Morgan O'Hara: Is there anybody we missed?

Morgan O'Hara: I think we're all set.

Suzie Hessman: Great. Thank you.

Suzie Hessman: so now it just says staff updates is that

DDD Staff Updates

Suzie Hessman: DDD staff updates we normally have everybody go around because then I see that down below in. consent agenda items

00:05:00

Morgan O'Hara: Yeah. It can be.

Suzie Hessman: All right Morgan. I will let you lead that off as well.

Morgan O'Hara: Joan do you have some updates for us this evening?

Joan McQuade: As a matter of fact I do. We just brought on a contractor that will be starting in a couple of weeks who will be assisting with redactions to help us with that backlog. So that is a wonderful thing. We are also have a new admin that is part of the CARES administration that will be assisting with audits as well so that we can get ourselves caught up.



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Suzie Hessman: Great, that's good news.

Morgan O'Hara: Bernice do you have any updates?

Berenice Curro Sanchez: No updates from PRC although we wanted to thank Kin very much for supporting us and we send over the first batch of behavior plans. We have been meeting with her to get this through. So thank you very much Kin for supporting us on this. and Thank you so much Keith. I don't want we would do without Keith. Thank you so very much.

Morgan O'Hara: Thank you. I'm Trudy. Do you have any updates?

Trudy O'Connor: Yes, I am very pleased to announce with have filled our last opening and so we are furiously engaged with onboarding our new staff. It's going well and we are really pleased with our choices. I think we have got a good team at this point. And I think that we will be better able to at this point to keep up with all the work so that's great. It feels good keeping all the redactors busy I'm sure. Because of the onboarding activities we have been doing as well as some internal auditing i've been helping with. We did get a little behind on our responses but we will get those caught up soon. We are doing a lot of internal evaluations due this week and other projects so we are trying to still maintain those as well as responding to your questions. That is all we got so far.

Morgan O'Hara: Thank I think that is all of our DDD stop here with us tonight.

Update from Arizona Department of Administration

Suzie Hessman: Thank you updates from Arizona Department of administration

Suzie Hessman: Larry's not on the call. Is he?

Morgan O'Hara: No, he said he was going to be traveling this evening

Suzie Hessman: Okay.

Morgan O'Hara: but he said he had no updates for the committee and to let him know there's any issues or questions.

Updates from Integrated Health Plan and AHCCCS

Suzie Hessman: That's right. I saw that email. Okay, it's updates from Integrated Health Plan and AHCCCS. So Dawn, do you have anything for us?

Dawn McReynolds: Hi Suzie, Thank you it has been a while since I have attended this one. I don't have any updates. I am just filling in for Ian as I said. I am sure he will catch up next go around.

Suzie Hessman: Thank you for being here. Cami



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Camilla Parker: I don't have any updates either. So thank you. I'll let Wendy know what happened to the meeting. So, thank you.

Suzie Hessman: thank And Fredereka is not on the call for AHCCCS right? I'm not missing her. Okay.

Morgan O'Hara: Nope. She's not on the continent.

Update from DDD IOC Liasion

Suzie Hessman: Alright Morgan updates from you.

Morgan O'Hara: Yeah, so to continue on with our trend of sharing your data and metrics for incident reports for April's IRS, the committee members have received. In the end of when we get them all finished. It'll be 863 incidences for the month of April. So 409 of those are still in our reduction audit phase but some of those should be coming out hopefully it tomorrow so then that also includes 45 from atpc as well. The committee submitted 61 questions to the quality assurance manager for the month of April. So you guys have been working very hard and going through and reviewing lots of IRS.

00:10:00

Morgan O'Hara: And we enjoyed getting to see some of you guys at the volunteer appreciation luncheon. That was so nice to see people in person and get to a shower our volunteers. Then the last update I had was that the next Statewide meeting. Michelle, I've been put the correct date in here. Is it The 24th of July at 5:30. So if anyone would like to attend you are welcome to just let us know so we can get you the link.

Suzie Hessman: And I just realized I'm going to be on a cruise then. And I was the one who wanted it moved to Wednesday.

Keith Jansen: Just go ahead and make us jealous

Suzie Hessman: That's sorry.

Morgan O'Hara: Yeah, that might be a little difficult.

Michelle Rademacher: No problem.

Suzie Hessman: Yeah, yeah, I don't think we'll have good internet reception on the cruise.

Cami Parker: Probably not, I will be a on cruise the first week in July. So yeah good to know

Suzie Hessman: Okay.

Chat Message: Trudy O'connor: Everyone is traveling!

Suzie Hessman: And I'm sorry Morgan Was that are you done with your updates?



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Morgan O'Hara: Yes, that was everything.

Morgan O'Hara: Thank you.

Suzie Hessman: Thank you. And I'm sorry I wasn't able to make the volunteer meeting the other day. I was working. I had an employee out for surgery and couldn't make it so.

Discussion a Review of Possible Action on Committee Membership

Our next agenda item is discussion review possible action on committee membership. And I'm going to say we don't have anything because I did not see any emails from you Morgan.

Morgan O'Hara: None have come in.

Suzie Hessman: Okay.

Discussion a Review of Incident Reports and Behavior Plans

Suzie Hessman: All right, discussion a review of incident reports and behavior plans. Sarah isn't here to discuss if there's any issues with any of the incident reports. I don't know if you've heard anything from her Morgan with changing the assignments. I know she sent it out that email making sure everybody knew what assignments they had and so forth.

Morgan O'Hara: Yeah, that was all I've kind of heard. is that with anyone had any questions about it or

Suzie Hessman: Okay.

Kin Counts: Think they are the medical review. The medical errors has been placed back for review.

Morgan O'Hara: Yes and accidental injury as well.

Kin Counts: Okay. Thank you.

Suzie Hessman: So Kin and Keith. Do you have anything to add to our discussion regarding the behavior treatment plans?

Keith Jansen: Kin you should speak first?

Kin Counts: so far, I think the format seems to be much Clearer but there are some place at the brought up to Berenice that I missed the methodology and without that I couldn't really tell what is going on. So that's about it. But other than that format wise, I don't so far I think. It is okay. Yeah, it's okay. What would you think he?

Keith Jansen: I think you guys are doing outstanding you're having 10 or more meetings a week for Behavioral treatment plans. Berenice is been working tirelessly with the people who write plans in here for



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your District. Trying to get them switched over to the newer form that the state has. To make it very easier to understand. she has been real tireless because we've had people that they needed technical assistance and she's always willing to say just give me a call, and she'll be there so she's been and Because of that the plans I'm going to say the plans in your District have started to become more stream line and more understandable. And need less technical experience. Than they did when I started about a year ago.

Suzie Hessman: That's great to hear. I know we have wanted to have a consistent format across the state for a really long time. So it's great to hear that. It's being implemented and the change that it's making to make it more. flow better

Chat Message: Kin Counts: Yes!

00:15:00

Keith Jansen: And not everybody's using it but the more people that try it or that even take a look at it is it wow, this makes sense instead of going one eight,...

Suzie Hessman: Yeah.

Keith Jansen: six five, two three. I can just go one two, three, four, five six seven eight, And they say okay.

Suzie Hessman: Yeah.

Chat Message: Kin Counts: Now I would like to see a format for IRs too.. :)

Keith Jansen: Yeah. Yeah, we're gonna switch.

Suzie Hessman: Yeah, that's fantastic. Thank you both for everything. You're doing to review those Behavior treatment plans. I know it's a lot of work. I know when I was doing it that just one plan can take you half an hour minimum so I know it's A lot of work, and it's a very important job. So, thank you.

Call to the Public

Suzie Hessman: Okay, next agenda item is public comment. I don't believe that we have anybody here from the public, right? Okay.

Consideration Discussion and Possible Action

Suzie Hessman: All right. So we've got a different format here. it says consideration discussion and possible action. So that would be the discussion to decide if we need to go into executive session. Am I understanding that? correctly



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Morgan O'Hara: Yes.

Suzie Hessman: So then at this point we need to have a discussion and a vote or it's just if there's something that somebody wants to have. so I just need to ask. the committee if there's anything that we need to go into executive session to have a discussion about

Morgan O'Hara: Yes.

Suzie Hessman: So I'm posing that question. Does anybody have anything that we need to go into executive session to discuss from our committee? Okay. I'm not hearing anybody.

Suzie Hessman: So then our next agenda item is executive session, which we do not have. So then we are adjourned. but before I do that, is there anything? Yes, Keith, please.

Keith Jansen: I just wanted to say thank you all for letting me help you out and welcoming me into your meetings. Really Appreciate it. it makes me feel like not only am I just doing this for Strangers, that I'm never gonna see but I get to see some of the people that I'm helping because I'm making it a little easier for you. And that's always nice.

Suzie Hessman: you absolutely are and we're very glad to have you here. Thank you.

Keith Jansen: Mm-hmm

Adjournment

Suzie Hessman: Okay, everyone. Thank you so much for your participation. Is there anything else before we adjourn? anyone

Suzie Hessman: appreciate all of you and participating we will officially adjourn it is 5:26 our next meeting is June 12 I will be in Charlotte babysitting my grandson. So three hours later there.

Trudy O'connor: You can always give us souvenirs when you get back.

Suzie Hessman: Okay.

Keith Jansen: You can attend it from the East Coast. I've done it.

Suzie Hessman: Yes. That's what I will do. he'll be in bed at that time so I should be All right. Thank you everyone. We'll see you next time.

Dawn McReynolds UHC OIFA: Thank you.

Joan McQuade: Good night, everyone.

Aimee Griffith-Johnson: Thank you. Take care.



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Keith Jansen: I'll have fun on your trips.

Suzie Hessman: Thanks.

Meeting ended after 00:19:44 🙌

Information on the IR reviews

CLOSED Categories:

Death/ Suicide- Suzanne

Human Rights/Other Abuse - Teresa

Emergency Measures- Aimee

Physical Abuse - Kin/Yolanda

Medication Errors- Kin

Neglect - Sarah

DA/All IRs - Beth

Accidental Injury - Rebekah

PRC – Rebekah

None currently- Tonia

For **April IRs**, the Committee members have been loaded in the shared drive **863** incident reports. This included **45** open and **818** closed reports. ATPC had **45** totals with **4** open and **41** closed.

Type	Open	Closed
Accidental Injury	5	122
Consumer Missing	1	17
Deaths	2	7
Emergency Measures	3	12
Human Rights	4	17
Legal	1	4
Medication Errors	3	44
Neglect	16	109
Other Abuse	0	14



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Other Behavior	3	283
Other Hospitalization, Unknown injury	1	162
Physical Abuse	6	23
Property Damage	0	1
Suicide	0	3
TOTALS	45	818

Number of Questions for Quality Assurance Manager: **61**

Members of the committee will comment on incident reports directly and the liaison will send them to the Quality Improvement Manager.

The Program Review Committee (PRC) is being attended to by **Keith Jansen**. Reviewed by **Rebekah Gigiotti**.

Adjournment

Sarah McGovern adjourned the meeting at 5:26pm. The next District East IOC meeting will be held on Wednesday June 12, 2024, at 5:00 pm. The meeting will be a virtual meeting.