

**CATAWBA HOSPITAL
CATAWBA, VIRGINIA**

MINUTES

COMMITTEE NAME: Catawba Local Human Rights Committee

MEETING DATE: February 26, 2014 **TIME:** 3:00 pm **PLACE:** Building 24 Lobby

MEMBERS PRESENT: Dianna Parrish, Chairperson; David Lofgren; Shannon Patsel; JoAnn Patterson; Valarie Robinson; Millie Rhodes.

MEMBERS ABSENT: Cynthia Hall; Kaisha Williams

OHR STAFF PRESENT: Dwayne Lynch, Human Rights Advocate

PROVIDERS PRESENT: Leigh Frazier, Lewis Gale Center for Behavioral Health - Salem
Walton Mitchell, III, Facility Director – Catawba Hospital
Mala Thomas, Director of Behavioral Health, Carilion Clinic

PROVIDERS ABSENT: Mark Lancet, Director, LewisGale Senior Transitions - Alleghany

GUESTS: Leslie Delk, ICS

MEETING AGENDA – MAIN POINTS DISCUSSED:

1. **Welcome and Introductions** - The meeting was called to order.

2. **Review of Minutes:** A motion was made and seconded to accept the minutes of the October 6, 2013 meeting as presented. The motion passed unanimously.

3. **Advocate’s Report (Dwayne Lynch)**
 - a. Mr. Lynch reported that CHRIS (the Comprehensive Human Rights Information System) is currently working properly for all providers. In addition, project teams from the Office of Human Rights are adding and revising reports to allow for better functionality and reporting out of CHRIS. This will change how providers will present information to the committees

beginning with the first quarter data reporting at the April 2014 meeting. Mr. Lynch will contact the providers regarding what information needs to be presented to the committee based on guidance from the State Human Rights Committee.

- b. Mr. Lynch will be sending out the Provider Agreement forms to the four (4) hospitals sometime next week.
- c. There is still one (1) vacancy for a consumer on the Committee. Members were asked to contact Mr. Lynch if they know of someone they wanted to recommend.

Review Date: No Further Review

4. Catawba Hospital Reports (Walton Mitchell, III):

- a. Admissions and Discharges: Admissions and discharges this quarter were slightly lower than the previous quarter; however, they've picked up in January and the Committee will see an increase in admissions in the next quarterly report. Median length of stay was in the normal range for the adult units; a few long-stay geriatric patients were discharged during the quarter, which accounted for the higher number on those units. There were a total of four (4) readmissions within 30 days for the quarter on the adult units and none (0) on the geriatric units. Two (2) of the adult readmissions were by one (1) patient. Readmissions continue to be tracked in the hospital's Utilization Review Committee.
- b. Restraint Usage: Behavioral restraint hours and incidents increased during the quarter and were attributed to one (1) patient who accounted for approximately 70% of the hours/incidents. This individual was a jail transfer with a major mental illness and traumatic brain injury who was very aggressive. Staff have worked very hard over the past months to stabilize this individual including numerous clinical case conferences and extensive meetings with the family. Protective restraints hours (excluding enclosure beds) have decreased significantly during the quarter; enclosure bed usage continues to remain low with two (2) patients utilizing these in December only.
- c. Complaints / Allegations: There were a total of three (3) complaints handled through the informal process and three (3) complaints handled through the formal process during the quarter. All complaints were resolved in a manner acceptable to the individuals involved. Two (2) investigations were concluded as unsubstantiated for neglect or abuse. The Department of Social Services also reviewed one (1) of the allegations, and reported that it did not meet the validity criteria required to initiate an investigation.
- d. Other Business: None.

Following discussion, the Committee accepted the report as presented.

Review Date: No Further Review

5. Lewis-Gale Center for Behavioral Health Reports (Leigh Frazier):

- a. Admission & Discharges: Monthly adult admissions increased from October to December; adolescent admissions increased in November and the decreased in December.
- b. Readmissions: The facility continues to make improvements in reducing the 15-day readmission rate including reviewing the patient's previous stay and ensuring that each patient has an aftercare appointment within seven (7) days of discharge. Staff noticed that a large number of the patients were readmitted prior to that time and, therefore, did not make their appointment. Ongoing efforts to decrease readmissions continue, with no trends or patterns identified.
- b. Restraint Usage: There was one (1) restraint event in October, none (0) in November and five (5) in December; four (4) different patients were involved in the five (5) events in December. The increase may be attributed to the increase in admissions during that month.
- c. Complaints / Allegations: There were eight (8) complaints addressed through the informal process during the quarter. All were resolved and no violations found. Two (2) allegations were investigated; both were unsubstantiated for neglect or abuse.
- d. Other Business: None.

Following discussion, the Committee accepted the report as presented.

Review Date: No Further Review

6. Carilion Behavioral Health (Mala Thomas):

- a. Admission & Discharges: Admissions and acuity on the adolescent and adult units were high throughout the quarter. The percentage of readmissions within 15 and 30 days were consistent with previous quarter. Ongoing efforts to decrease readmissions continue including making phone calls on the second/third day following discharge around medication adherence and follow-up appointments, utilizing regional treatment plans, referring patients to crisis stabilization and sending physicians to the emergency department to see patients before they are readmitted. There were no trends or patterns identified.
- b. Restraint Usage: The number of restraint episodes on the child/adolescent increased in October (12 incidents involving 5 patients) and then stabilized somewhat in November and December. Adult restraint episodes remained consistent with previous quarters.
- c. Complaints/Allegations: There were two (2) complaints addressed through the informal process during the quarter. All were resolved and no violations found. Two (2) investigations were conducted; one (1) incident was substantiated for abuse.
- d. Other Business: None.

Following discussion, the Committee accepted the report as presented with a few minor corrections.

Review Date: No Further Review

7. Alleghany Regional Geriatric Behavioral Health (Leigh Frazier):

- a. Admissions and Discharges: There was a decrease in the number of admissions this quarter compared to the previous quarter (96 vs. 123); however, this is more in line with the first two quarters of 2013. There were five (5) readmissions, which is close to the quarterly average.
- b. Restraint Usage: There were five (5) episodes of restraint involving three (3) separate patients during the quarter for a total of 12 minutes. Staff utilized de-escalation techniques and therapeutic interventions prior to the use of restraints.
- c. Complaints/Allegations: There were no (0) complaints or allegations during the quarter.
- d. Other Business: Mr. Lynch noted that the facility's nursing supervisor has contacted him to provide training on human rights for all staff.

Following discussion, the Committee accepted the report as presented.

Review Date: No Further Review

8. Other Business

None

There being no further business, the meeting was adjourned at 4:15 p.m.

Next Meeting: April 23, 2014

Dianna Parrish, Chairperson

/dr