

**CATAWBA HOSPITAL
CATAWBA, VIRGINIA**

MINUTES

COMMITTEE NAME: Catawba Local Human Rights Committee

MEETING DATE: September 17, 2014 **TIME:** 3:00 pm **PLACE:** Building 24 Lobby

MEMBERS PRESENT: Dianna Parrish, Chairperson; David Lofgren; Shannon Patsel; JoAnn Patterson; Kathron Richards; Valarie Robinson

MEMBERS ABSENT: Kaisha Williams

OHR STAFF PRESENT: Dwayne Lynch, Human Rights Advocate

PROVIDERS PRESENT: Leigh Frazier, Lewis Gale Center for Behavioral Health – Salem
Mark Lancet, Director, Lewis Gale Senior Transitions – Alleghany
Walton Mitchell, III, Facility Director – Catawba Hospital

PROVIDERS ABSENT: Mala Thomas, Director of Behavioral Health, Carilion Clinic

GUESTS: Tommy Finch, RN – Carilion Clinic

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 April 23, 2014 meeting as presented. The motion passed unanimously.

3. **Advocate’s Report (Dwayne Lynch)**

Dwayne Lynch reported on the following:
 - a. Mr. Lynch apologized for having to cancel the July 23rd meeting and thanked everyone for adjusting their schedules to attend today’s meeting. He also confirmed the next meeting is scheduled for. October 22, 2014.

- b. The State Human Rights Committee meeting was held on September 12th at Catawba Hospital. Mr. Lynch apologized for not sending notification of the meeting to the committee members sooner, and expressed his appreciation to Walton Mitchell and the staff at Catawba Hospital for hosting the meeting. Mr. Lynch noted that some of the other Local Human Rights Committees are sending letters to the State Human Rights Committee voicing their displeasure of the new CHRIS reporting process compared to the old process.
- c. Margaret Walsh, State Human Rights Director, retired in August; Deborah Lockhart is currently serving as Acting Director.

Review Date: No Further Review

4. Carilion Behavioral Health (Tommy Finch)

- a. Admission & Discharges: Admissions and volume on the adolescent and adult units have remained high; average length of stay is consistent with previous quarters. The percentage of readmissions within 15 and 30 days were consistent with previous quarters. Ongoing efforts to decrease readmissions continue including making phone calls following discharge around medication adherence and follow-up appointments; no trends or patterns were identified.
- b. Restraint Usage: The number of restraint episodes and the average number of minutes per episode on the child/adolescent unit decreased over the three-month period. Adult restraint episodes were consistent with previous quarters.
- c. Complaints/Allegations: There were three (3) informal complaints during the quarter. All were resolved and no violations found.
- d. Other Business: None.

Following discussion, the Committee accepted the report as presented.

Review Date: No Further Review

5. Catawba Hospital Reports (Walton Mitchell)

- a. Admissions and Discharges: Admissions and discharges increased significantly in June. This will continue through the next quarter and is largely due to an increase in the number individuals sent to the hospital under Temporary Detention Orders as a result of the changes in commitment laws passed by the General Assembly. The hospital continues to run full and works hard to maintain patient flow. Median length of stay was in the normal range for the adult units and decreased for the geriatric units during the quarter. There were a total of four (4) readmissions within 30 days for the quarter on the adult units and two (2) on the geriatric units. Readmissions continue to be tracked in the hospital's Utilization Review Committee.
- b. Restraint Usage: Behavioral restraint hours and incidents increased during the quarter. This is likely due to two (2) very acute individuals. Protective restraints hours (excluding

enclosure beds) and enclosure bed usage have increased slightly compared to previous quarters.

- c. Complaints / Allegations: There were a total of 13 complaints handled through the informal process and eight (8) complaints handled through the formal process during the quarter. No violations were found and all of the complaints were resolved in a manner acceptable to the individuals involved. There were two (2) investigations of allegations of abuse/neglect during the quarter; both of the allegations were found to be unsubstantiated.
- d. Other Business: None.

Following discussion, the Committee accepted the report as presented.

Review Date: No Further Review

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

- a. Admission & Discharges: Adult admissions increased in the 2nd quarter compared to the 1st quarter (395 vs. 475). Total adolescent admissions for the 2nd quarter were in line with admissions in the 1st quarter; however, the number of admissions were significantly lower in June compared to April and May.
- b. Readmissions: Adult readmissions after 15 days were consistent throughout the quarter; adolescent readmissions after 15 days went from three (3) in April to zero (0) in May and June. Ongoing efforts to decrease readmissions continue, with no trends or patterns identified.
- b. Restraint Usage: There were ten (10) restraint events in the 2nd quarter.
- c. Complaints / Allegations: There were four (4) complaints addressed through the informal process during the quarter. All were resolved and no violations were found. There were no (0) allegations of abuse or neglect during the quarter.
- d. Other Business: None.

Following discussion, the Committee accepted the report as presented.

Review Date: No Further Review

7. **Alleghany Regional Geriatric Behavioral Health (Mark Lancet)**

- a. Admissions and Discharges: The facility had a slight decrease in admissions during the quarter. There were six (6) readmissions, which is close to the quarterly average.
- b. Restraint Usage: There were 11 episodes of restraint involving seven (7) separate patients during the quarter; two (2) patients accounted for six (6) episodes. 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: None.

Following discussion, the Committee accepted the report as presented.

Review Date: No Further Review

8. **New Business**

a. Human Rights Complaint Reports

The Committee reviewed the new reports provide by the CHRIS system and noted that these reports do not provide enough information about the individual complaints to allow for a full review and evaluation. Following discussion, the Committee recommended that the providers include additional descriptive information that is HIPAA compliant around the founded and unfounded complaints at future meetings.

Mr. Lynch noted that he will include a demonstration of the CHRIS system and reports in the LHRC training scheduled for December.

Review Date: No Further Review

There being no further business, the meeting was adjourned at 4:12 p.m.

Next Meeting: October 22, 2014

Dianna Parrish, Chairperson