

**CATAWBA HOSPITAL
CATAWBA, VIRGINIA**

MINUTES

COMMITTEE NAME: Local Human Rights Committee

MEETING DATE: April 8, 2009 **MEETING TIME:** 3:00 PM

PLACE: Building 24 - Lobby

MEMBERS PRESENT: Carolyn Heldreth, Chairperson; Rena Ferguson, Vice Chairperson; Will Childers; Millie Rhodes; Valarie Robinson; JoAnn Patterson; Letitia Malone; Dianna Parrish

MEMBERS ABSENT: Bo Miller

OHR STAFF PRESENT: Adrien Monti, Human Rights Advocate

CH STAFF PRESENT: Jack Wood, Director; Vicky Fisher, Chief Nurse Executive; Don Obenshain, Corporate Compliance Officer

LGH STAFF PRESENT: Leigh Frazier, Clinical Services Director, Lewis Gale Center for Behavioral Health

CHS STAFF PRESENT: Judie Snipes, Privacy Officer; Ann Hutton, Human Rights Liaison; Carolyn Chrisman, Vice-President of Quality Integration and Improvement; Mala Thomas, Director of Behavioral Health

GUESTS: None

MEETING AGENDA – MAIN POINTS DISCUSSED:

1. **Welcome and Introductions**
2. **Review of Minutes:** The minutes of the February 11, 2009 meeting were approved.

Review Date: No further review

3. **Advocate's Report (Adrien Monti):**
 - a. Membership Report – A new local human rights committee has been developed to serve several of the providers in the Roanoke area, bringing the number of local committees to three (3); Catawba, Blue Ridge, and now the Roanoke Local Human Rights Committees.
 - b. State Human Rights Committee – The memo from Kirby Wright, SHRC Chairperson, addressed to local committee members was reviewed. The main point of this memorandum was to encourage local committees to accept new affiliates as the number of new providers continues to increase.
 - c. Complaints Addressed through the Formal Process – Seven (7) complaints were addressed through the formal complaint process at Catawba Hospital during the months of February and

March 2009, all of which were resolved. Complaints for Carilion and Lewis-Gale will be reported by the individual facilities.

Review Date: No further review

4. Catawba Hospital Reports:

- a. Admissions and Discharges (Jack Wood) – Admissions were higher for both adult and geriatric floors while discharges were slightly reduced. The median length of stay is reflective of discharged individuals only.
- b. Restraint Usage (Vicky Fisher) – There were no individuals in enclosure beds for February, however one individual required an enclosure bed for safety beginning in March. There were six individuals in February and five in March who required protective restraints excluding enclosure beds. Behavioral restraint hours came down considerably from January to February, and then increased in March. It should be noted the majority of behavioral restraints in March were physical (manual hold) rather than mechanical restraints.
- c. Complaints Addressed through the Informal Process (Don Obenshain) – There were a total of 16 complaints handled through the informal process, many from the same individual. Some of these numbers overlap with complaints reported earlier, as they were not resolved through the informal process and were referred to be addressed through the formal process.
- d. Facility Update (Jack Wood) – The hospital continues to handle the challenges brought about by the level of acuity of the current patient population. The new Deputy Commissioner, Heidi Dix, visited the facility and met with staff. The visit went well.

Review Date: No further review

5. Lewis-Gale Center for Behavioral Health Reports (Leigh Frazier): Since Ms. Frazier was not present at the February 2009 meeting, information/reports were provided for December 2008 – March 2009, as well as the 2008 Annual Report.

- a. Admission & Discharges: Admissions and discharges remain stable, with a slight increase in March. It was noted readmissions decrease when individuals are able to have a family meeting prior to discharge.
- b. Restraint Usage: After only having one restraint episode in each of January and February, there was an increase in March for a total of 13.5 hours, as a result of 8 episodes, all adults.
- c. Complaints/Serious Injury/Deaths: There were 15 complaints addressed through the informal process for the months of January, February and March 2009. All were resolved to the satisfaction of the individual or family to the extent possible. Several illness/injuries were reported; there were no deaths.
- d. Facility Update: Ms. Frazier reported that the Crisis Intervention Training Officers visited each of three facilities (Catawba, Lewis-Gale and Roanoke Memorial Hospitals) as part of their training for handling mental health emergencies in the valley.

Review Date: No further review

6. Carilion Behavioral Health (Ann Hutton): A death occurred in January 2009 that was not reported during the last meeting. The facility did report this event to the Office of Human Rights and the Office of Licensing; however, the death was not included in the information provided to this Committee.

- a. Admission & Discharges: Admissions and discharges were stable for February and March 2009.

- b. Restraint Usage: There were 24 episodes of restraint used in February and March, with the majority being in March involving 2 specific individuals. All involved children.
- c. Complaints/Serious Injury/Deaths: There were a total of 7 complaints for February, 4 of which were handled through the formal process; a total of 4 complaints in March, 2 of which were considered formal. There was one allegation of abuse in March; the investigative report has been submitted.
- d. Facility Update/Other Business:
 - The fifth floor is now open, meaning individuals are no longer receiving psychiatric treatment in the annex, and the variance has been formally withdrawn. Judy Snipes thanked the Committee for their understanding during this time of transition. Ms. Heldreth read the letter to the Committee submitted by Carilion outlining the specifics of the work completed and confirming the variance is no longer needed. Ms. Monti will forward a copy of this letter to the State Human Rights Committee.
 - Policies and procedures have been updated to include a definition of seclusion and to reinforce it is the policy of Carilion to refrain from using seclusion. The revisions to the Program Rules were also reviewed, focusing on the changes to the level restrictions.
 - A flowchart is being developed by Carilion of the changes to the Human Rights Regulations and the reporting process.

Review Date: No further review

7. Other Business:

- a. Adrien Monti conducted Freedom of Information Act (FOIA) training via narration/slideshow. The Committee was given an opportunity for questions and discussion.
- b. Follow-up case review and other patient specific information were discussed in closed session: *Pursuant to VA Code §2.2-3711. A. (4) and (15). (Closed meetings authorized for certain limited purposes.)*, Vice-Chairperson Rena Ferguson moved that the LHRC go into closed session for the purpose of protecting the privacy of individuals in personal matters not related to public business and the discussion of medical records.

Upon re-entering public session, Ms. Heldreth moved that each member certify that to the best of his or her knowledge that only matters lawfully exempted from open meetings requirements were heard, discussed, or considered. The motion was seconded and each member so certified.

8. Next Meeting: June 10, 2009.

The meeting was adjourned at 5:45 p.m.

Carolyn Heldreth, Chairperson

/pc