

Brunswick Nursing Home Community Advisory Committee
David R. Sandifer County Administration Building
Government Center Dr. NE, Bolivia, NC 28422
Minutes of Quarterly Meeting July 24, 2018

Members present: The presiding officer was Madam Chairman Barbara Voorhees, and a quorum was present including: Holly Brenneman, Eileen Clyne, Colleen Combs, Laura Miller, Arlene Rushin, Sheila Umbricht, and John Walz.

Members absent: Shirley Dowd, Carol Sutter

Ombudsmen Kandace Lego and Holli Blackwelder

Also Present Jane Jones, Director of Area Agency on Aging and Tammi Robinson, Adult Home Specialist BC DSS

Meeting called to order by Madam Chairman Barbara Voorhees at 9:55 am.

Quarterly Education:

1. Tammi Robinson DDS gave an update of the problems, violations and citations at the Brunswick Adult Care Facilities.
2. Topic: Self Advocacy & Self- determination Complaint Management

Three handouts were explained and discussed:

- a. Self- Determination with 5 suggestions for how we can be helpful to residents. We can support residents to speak for themselves and help them have confidence to ask for any needed assistance.
- b. Complaint Management Process with the following steps:
Complaint Intake, preparing to investigate, gathering information, Interview Techniques, Active Listening, Observation, Records Review, Analyzing the problem, Complaint verification, Documentation of the case record, Resolution Process, Follow-up with resident/complainant, Close the case
- c. List of Complaint Codes with 16 different headings and numbered codes.

Old Business: NONE

New Business:

The minutes of the April 24, 2018 meeting were unanimously approved after a motion by Miller with a second by Walz.

Quarterly Time Sheets

These were mostly submitted. Members are reminded to submit the sheets to the Ombudsman after their last activity in the quarter or at the latest by the last day of the quarter e.g. all 3rd quarter reports should be in by September 30.

Schedule of visits for upcoming quarter

Schedule was established with a “save the date” in the 4th quarter of 2018.

Review of quarterly visits –

Quarterly site visit reports were presented, discussed and updates given where needed. The Ombudsmen had summarized the April- June visits and handed out a written copy to the members. This made it very easy to follow along and make notes. Voorhees or Rushin will remind committee members what they should look out for before they go to next facility visitation.

Announcements:

1. The next quarterly meeting is October 23, 2018 10 a.m. Place to be announced since the BC Emergency Center will be closed. This is the election meeting.
2. In Supply on November 14, CAC will have an appreciation/education meeting. Exact PM hours will be announced in October.

Meeting adjourned at 12:05 p.m. after a motion by Coombs with a 2nd by Rushin.

These minutes are subject to corrections and approval at the next or future quarterly business meetings.

Respectfully Submitted,

Sheila K. Umbricht, Secretary

