

Illinois Department of Public Health
Office of Health Care Regulation

**Developmentally Disabled Facility Advisory Board Meeting
November 10, 2015 • 10 a.m.**

MINUTES

Call to Order and Introductions:

Members present: Dr. Tracy Aldridge, Dr. Geunyeong Pyo, Mike Bibo, Lois Shaeffer-Kramer, Dan Holden

Members not present: Greg Shaver, James Micheal Francis, Debra Kennedy, Joseph Turner, Kevin Switzer

Guests present: Roxy Kozyckyj (IARF); Bill Bell (IHCA); Marie Rucker (The Center)

IDPH representatives present: Sean Dailey, Karon McGrath, George Logan, Blanca Farris, Darlene Harney, Connie Jensen, Jackie Manker, George Skaggs

1. Jacqueline Manker, Chair, called the meeting to order and introductions were made.
2. Members present reviewed meeting minutes of August 12, 2015, but no voting took place due to meeting being teleconference and not videoconference.
3. Membership Update – 2 vacancies
 - a. One (1) General Public voting member
 - b. One (1) Resident Advisory Council voting member
 - c. The Department has reviewed the statutes of the board and is taking a more aggressive approach to filling vacancies. The Department has leads on a General Public voting member candidate, has had several applications submitted and in process of reviewing. Struggling most with finding a member to represent the Resident Advisory Council; asking Board if there are any ideas for recruitment efforts. This is a critical membership the Board is lacking and not getting the voice of individuals served. Mike Bibo suggested that the three leading associations should reach out to one of their member councils for recommendations; those closest to facilities to know who they are. Associations can share name and contact information with Ms. Manker and the Department will reach out to them to apply. Hoping to get more than one name.
4. Old Business
 - a. Update on revisions to Part 350
 - i. Proposed revisions rewritten and are under review in Governor's Office.
 - b. Update on restraint sections of Part 350
 - i. Last Spring this section was separated from the other Part 350 section. Draft was completed by Office of Health Care Regulation and is in Legal for review. When completed, will go back to the Board for final review.

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5. New Business

- a. Complaint Process – Public Act 98-0988, House Bill 5703 Status of oral and phone intake process and list of questions asked of complainant made available to the Board and the public through the IDPH website.

i. Review of annual review of complaint process

1. Breakdown annual review of complaints by anonymous and non-anonymous
2. Report of substantiated and unsubstantiated complaints
 - a) Mike Bibo requested that report information be separated by regions for comparison purposes.

ii. Publication

1. Add section on website that discusses complaint process and form
2. George Skaggs manages SIU with responsibility of complaint line
3. There is a list of questions on the web we can supply for the next meeting.
 - a) DPH will provide link to the Board

iii. Complaints IDPH received by calendar year

The Board would like to know how the Department determines whether all complaints are given the same due diligence, how does the Department acknowledge or “weed out” complaints that may be a burden/waste of surveyor time? Why are certain complaints given the weight they are given?

The Department will make available how staff handles, takes and triages complaint calls at the next meeting.

Mike Bibo reported that until this law was passed, the word “anonymous” was not in statute and that the healthcare associations pushed for language to be amended to include anonymous complaints. He does not believe the Department should accept anonymous complaints, but instead should require a name and keep it confidential.

The Department will revise report by regions and present at February meeting. At the May 2016 meeting, a report with the 2015 numbers will be presented.

b. Submission of agenda items

- i. Board members will submit agenda items to the Department one (1) month before the scheduled meeting.
- ii. The Department will send the agenda to the Board members two (2) weeks before the scheduled meeting.

Next Board Meeting Date: February 10, 2016 • 10 a.m.
Meeting adjourned