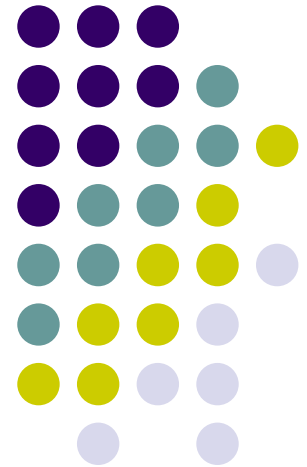


El Dorado County Health and Human Services Agency Mental Health Division

Update on
Psychiatric Health Facility

December 13, 2011

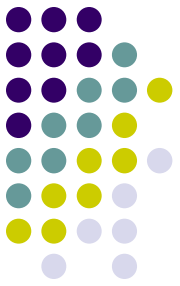


Assessments



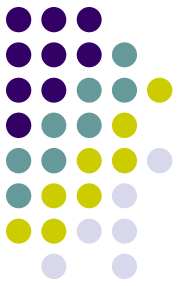
- TeleCare Evaluation and Recommendations – culture change in programming and facilities
- Regulations - Title 9 and Title 22 requirements
- Prior Department of Mental Health (DMH) visits and correction plans
- Incident reports to DMH
- Medication practices
- Policy for medical clearance for 65+
- Site visits to three other psychiatric health facilities (PHF)

Management Changes since September 2011



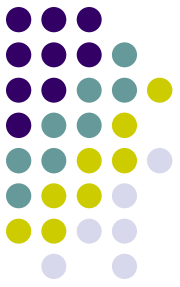
- Restructure of Health Services
 - New Director
 - New Assistant Director of Health Services
 - New Program Manager for PHF/Psychiatric Emergency Services and the Crisis Residential Treatment Facility

Staffing



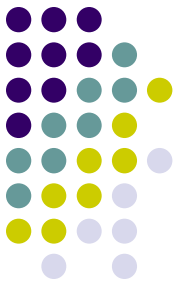
- Review of all job descriptions and recommended changes to update
- Increased staffing to a minimum of three per shift
- Established on-call schedule for management support 24/7
- Filled one vacant Psychiatric Technician position
- Established consistency in staffing with Doctor
- Use of Crisis Residential Treatment (CRT) staff for de-escalation/emergency response

Staffing (continued)



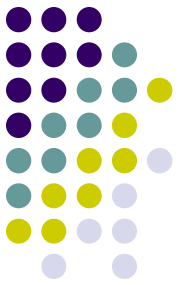
- Assigned licensed Social Worker on-site at PHF
- Assigned Eligibility Worker on-site at PHF
- Increasing extra help pool to decrease use of contract employees
- Working with Human Resources to recruit for critical positions to be in compliance with Title 9 and Title 22 staffing requirements

Policies and Procedures



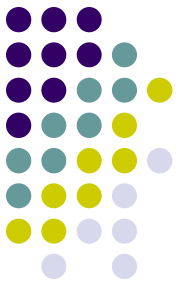
- Implemented shift communication
- Developed manager on-call protocol
- Purchased and implemented use of soft restraints
- Incident debriefing - establishment of log
- Dress code for staff
- Clarification of use of law enforcement
- Weapons locker for use by law enforcement

Program



- Established office space that is accessible to clients
- Increased client/staff interaction
- Decreased use of seclusion
- Implemented counseling and group sessions
- Increased linkages to outpatient services – creation of aftercare programs
- Development of site emergency plan (food, water, etc.)

Training



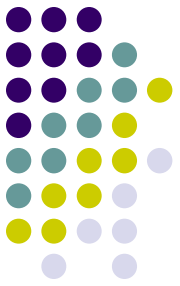
Implemented:

- Crisis Prevention and Intervention (CPI) - Non-violent Crisis Intervention
- ASSIST – Train the Trainer on suicide prevention, intervention and assessment

To Be Implemented:

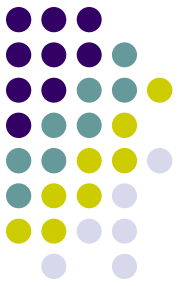
- Immersion training
- RCCS – Recovery Centered Clinic Services by TeleCare
- New staff orientation program
- Core skills based curriculum requirement
- Training on existing policy

Future Implementation



Patient Care

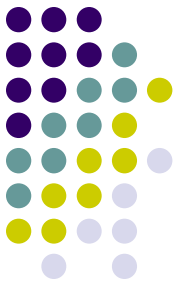
- Structured recovery-based program for clients
- Creation of new individualized interdisciplinary treatment plans
- Consumer information bulletin board
- Standardized medication practices
- Update pharmaceutical procedures to comply with regulations
- Policy on seclusion and release criteria
- Dietary and Food Service Standards
- Development of aftercare services protocol



Future Implementation

Operations

- Further review and update of policies and procedures
- Update all forms and health records/chart setup
- Development of core training program and tracking
- Training on documentation and charting
- Consulting contract with another facility for training
- Stabilize staffing and reduce use of Maxim
- Facilities structure assessment
- Fiscal Analysis
 - Maximize revenue
 - Decrease indigent and administrative days



Summary

- Improved client care
- Improved staff safety
- Reduced calls to law enforcement