

## **Program Planning and Evaluation Committee**

### **Meeting Highlights**

**FEBRUARY 13, 2017**

#### **EXTRAORDINARY BARRIERS LIST**

**Patricia Newman**, *Mental Health Case Management Supervisor*, presented to the Committee the Extraordinary Barriers List (EBL) at State Psychiatric Hospitals. Individuals ready for discharge from state psychiatric hospitals are placed on the EBL when placement in the community is not possible due to barriers caused by waiting lists, resource deficits, or pending court dates.

Mrs. Newman reviewed the disposition of four (4) individuals on the EBL at Western State Hospital from our area for the month of January 2017.

#### **EMERGENCY SERVICES ACTIVITY AND TDO EXCEPTION REPORT**

**Jacque Kobuchi**, *Emergency Services Coordinator*, presented to the Committee the Emergency Services Activity and Temporary Detention Order (TDO) Exception Report for January 2017.

Mrs. Kobuchi reported that RACSB Emergency Services staff completed 395 emergency evaluations during January 2017. In addition, staff assisted with the execution of 80 Emergency Custody Orders (ECO) and 83 Temporary Detention Orders (TDO).

Mrs. Kobuchi reviewed five (5) cases where the primary state psychiatric hospital was used as the facility of last resort when a community facility was not found at the end of an eight (8) hour ECO period.

Ms. Hilton commended the emergency services staff for sending so few people to state psychiatric hospitals in January.

#### **CIT ASSESSMENT CENTER REPORT**

**Kari Norris**, *CIT Program Manager*, presented to the Committee the Crisis Intervention Team Assessment Center Report for January 2017. She said 30 assessments were performed at the CIT Assessment Center during the month of January 2017 (Caroline County – 1; Fredericksburg – 10; King George County – 1; Spotsylvania County – 10; and Stafford County – 8).

Ms. Norris reported that the Rappahannock Area CIT (RACIT) program held a quarterly 40-hour training from January 9, 2017 through January 13, 2017. At the end of the training, 18 people graduated from Stafford County Sheriff's Office, Caroline County Sheriff's Office, the City of Fredericksburg Police Department, Rappahannock Regional Jail, Steadfast Security, NGA, Quantico Police Department, and the Virginia State Police. The RACIT program has now trained 470 first responders.

A motion to accept the CIT Assessment Center Report was unanimously approved.

#### **WAITING LIST**

**Jane Yaun**, *Deputy Executive Director*, presented to the Committee a report of the individuals waiting for services for the month of January 2017.

At the time of the January report, there were no individuals waiting for Outpatient Services and 93 individuals (ages 14 or older) waiting longer than 30-days for an intake appointment with an

RACSB psychiatrist. This is an increase of 41 from the prior month. Ms. Yaun attributed the increase in the wait time to see a psychiatrist to the early departure of a locum tenens psychiatrist and a staff psychiatrist taking time off for paternity leave.

For Mental Health Residential Services, there were 19 individuals waiting for placement (needs list – 4; referral list – 13; acceptance list – 2). For Intellectual Disability Residential Services, there were 141 on the wait list (needs list – 134; referral list – 5; acceptance list – 2). For the Program for Assertive Community Treatment (PACT), there were 27 individuals waiting for placement (needs list – 18; referral list – 3; and acceptance list – 6).

A motion by the Committee recommending the Board approve the March 2017 Waiting List Report as presented was unanimously approved.

### **ELECTRONIC HEALTH RECORD/MEANINGFUL USE UPDATE**

**Suzanne Poe**, *Information Technology Coordinator*, provided the Committee with an update on the Electronic Health Record and Meaningful Use.

She reported the following: staff are continuing efforts to obtain Meaningful Use AIU funds for new providers; hosting a software presentation by Netsmart; held a Netsmart training for staff on modeling and crystal reports; installation of a new telephone system at 750 Kings Highway is underway and will be complete by the end of February; completed the installation of video surveillance systems at Igo Road and Stonewall Estates Group Homes; and MyHealthPointe web portal will be upgraded to the latest version on March 2, 2017.

### **QUALITY DASHBOARD**

**Stephanie Terrell**, *Quality Assurance Coordinator*, presented to the Committee a Quality Assurance Dashboard Report. A total of 40 charts were reviewed in the program areas of Mental Health and Substance Abuse Services. The charts are reviewed for the quality of quarterlies, assessments and service plans. Corrective action is taken to address identified concerns.

### **BRINGING SYSTEMS OF CARE TO SCALE GRANT**

**Executive Director Ron Branscome** reported that the five local Departments of Social Services in our area decided not to participate in the High Fidelity Wraparound grant being pursued by United Methodist Family Services.

**SECOND QUARTER INCIDENT REPORT REVIEW** **Stephanie Terrell**, *Quality Assurance Coordinator*, reported that the number of incident reports written has decreased from the first quarter of FY 2017 to the second quarter of FY 2017 from 603 to 415. The number of suicide attempts decreased from 25 to 10; staff injuries decreased from 12 to six (6); and medication errors increased from eight (8) to 11. **Jane Yaun**, *Deputy Executive Director*, noted that medication errors include over the counter medications.

### **CARF QUALITY IMPROVEMENT PLAN**

**Jane Yaun**, *Deputy Executive Director*, presented to the Committee the Quality Improvement Plan in response to the findings of the CARF survey conducted on October 24, 2016 through October 26, 2016. RACSB received the highest award possible, a three-year accreditation. The survey team made a nine (9) recommendations, which are addressed in the improvement plan.

#### **DEVELOPMENTAL DISABILITY CASE MANAGEMENT SERVICES STATUS UPDATE**

**Jane Yaun**, *Deputy Executive Director*, updated the Committee on Developmental Disability Case Management issues. On July 1, 2016, Community Services Boards became the single point of entry for waiver services for individuals with developmental disability. RACSB has contracted with four (4) private providers to provide DD case management services in our region.

Ms. Yaun reported that the Virginia Department of Behavioral Health and Developmental Services and the Virginia Department of Medical Assistance Services agreed with RACSB's interpretation of regulations pertaining to record documentation that was previously disputed by disAbility Resource Center.

#### **FY 2017 EXHIBIT B QUARTERLY PERFORMANCE MEASURES REPORT**

**Jane Yaun**, *Deputy Executive Director*, reported that Community Services Boards are required to report to the Department of Behavioral Health and Developmental Services on a quarterly basis how often case managers discuss community engagement service options to individuals with developmental disabilities and their guardians. In the first quarter, case managers discussed community engagement opportunities with 63 out of 75 individuals, and 56 out of 75 individuals had community engagement goals in their Individual Service Plans.

#### **NATIONAL COUNCIL'S HEALTH DISPARITIES LEADERSHIP PROGRAM**

**Jane Yaun**, *Deputy Executive Director*, reported that Johnathan Crawford, LCSW, Fredericksburg Clinic Coordinator, was selected as a participant in the National Council for Behavioral Health's 2017 Addressing Health Disparities Leadership Program. Mr. Crawford was one of 35 participants chosen from a field of 120 applicants.