

# MINUTES

## Rappahannock Area CSB

### January Program Planning and Evaluation

Tuesday, January 15, 2019, 10:00 am - 11:30 am

Board Room 208, 600 Jackson Street, Fredericksburg, VA 22401

#### In Attendance

Al Collins; Amy Umble; Andrea Merwin; Brandie Williams; Debra Draper; Donna Andrus; Elizabeth Wells; Jacque Kobuchi; Jane Yaun; Joe Wickens; Ken Lapin; Kheia Hilton; Linda Ball; Patricia Newman; Rhonda Pellicano; Sharon Killian; Stephanie Terrell; Stephen Curtis; Tina Sears

#### Not In Attendance

Jim Howard; Karen Kallay; Matt Zurasky; Nancy Beebe

#### A. Extraordinary Barriers List

Elizabeth Wells

Elizabeth Wells reviewed the situations of six individuals on the Extraordinary Barriers List. Five are at Western State Hospital and one is at Piedmont Geriatric Hospital. Barriers to discharge include the process of not guilty by reason of insanity, finances, developmental disability, and a need for a public guardian.

ATTACHMENT I

#### B. Healthy Families Grant Extension

Davy Fearon told the Committee that Rappahannock United Way extended Healthy Families Rappahannock Area's three-year award of \$70,000 for an additional year.

ATTACHMENT II

#### C. Myers Drive Quarterly

Steve Curtis

Steve Curtis told the Committee that 36 different individuals used respite support through Myers Drive Respite Home from Oct. 1 through Dec. 31, 2018. The revenue total for this quarter was \$32,312.40. Waiver and private pay revenues are up \$14,136.38.

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ATTACHMENT III

#### D. Emergency Services Activity and TDO Exception Report

Jacque  
Kobuchi

Jacque Kobuchi reported that emergency services staff completed 330 emergency evaluations and assisted with the execution of 66 Emergency Custody Orders and 70 Temporary Detention Orders during November 2018. In five instances, state psychiatric hospitals were used as facilities of last resort when a community facility was not found at the end of an 8-hour Emergency Custody Order period. Three went to Western State and two to Commonwealth Center for Children and Adolescents.

#### ATTACHMENT IV

#### E. CIT Assessment Center Report

Jacque Kobuchi

Jacque Kobuchi reported that the CIT Assessment Center was used by 33 individuals in the month of December 2018. The number of people served by locality was: Fredericksburg, 8; Caroline, 1; King George, 1; Spotsylvania, 14; and Stafford, 9.

#### ATTACHMENT V

#### F. Independent Assessment Certification and Coordination Team (IACCT) Update

Donna Andrus

Donna Andrus told the Committee that RACSB received 25 IACCT referrals and completed 23 assessments in December. Fourteen were initial IACCT referrals and 11 were re-authorizations. Nine were from Spotsylvania, one from Stafford, three from Caroline, six from King George, and six from Fredericksburg.

#### ATTACHMENT VI

#### G. Information Technology and Electronic Health Record Update

Suzanne Poe

Suzanne Poe updated the Committee on information technology and electronic health records. She said that: Netsmart staff demonstrated My Strength and Account Receivable Module; two physicians signed up to use electronic prescribed controlled substances; RACSB continues testing WaMS extract in the TEST system; changes will be made to the individual services plan that will go into effect on July 1; room scheduling at Jackson Street is done in Exchange and Outlook exclusively; Incident Tracker Software has been configured; and changes to Community Consumer Submission mechanism will take place on July 1.

#### ATTACHMENT VII

#### H. Wait List

Stephanie Terrell

Stephanie Terrell reported that as of Dec. 31, there were no individuals on the wait list for outpatient therapy services. As of Jan. 9, there were 19 older adolescents and adults waiting longer than 30 days for their intake appointment. There were 18 individuals aged 13 and below waiting more than 30 days for their intake appointment. There were three individuals waiting for mental health residential services (needs, 0; referral, 2; acceptance, 1). There were 150

individuals on the intellectual disability residential services list (needs, 140; referral, 8; acceptance, 2). There were 19 on the Program for Assertive Community Treatment list (needs, 14; referral, 3; acceptance, 2). There are 84 individuals enrolled in PACT.

#### ATTACHMENT VIII

The Committee passed a motion recommending the Board approve the Wait List as presented.

Move: Linda Ball Second: Ken Lapin Status: Passed

#### I. Point In Time Survey Analysis

Stephanie Terrell

Stephanie Terrell presented an analysis of the Point-in-Time Satisfaction Survey. She said that three themes emerged in the comments: concerns with follow-up from calls placed to clinical staff and the "med-line;" concerns regarding customer services; and convenience and flexibility of appointments. Action steps include: a 48-hour call-back system for the med-line; clinical staff will have a voicemail addressing return calls; a new policy for return calls from reimbursement staff; front desk policies; customer service follow up calls; a feedback link added to the agency website; a postcard will explain services at admission; individuals will be offered a copy of their treatment plan; and alternative scheduling has been implemented.

#### ATTACHMENT IX

#### J. First Quarter Incident Report Review Summary

Stephanie Terrell

Stephanie Terrell told the Committee that Quality Assurance staff received 586 incident reports from July 1, 2018 through Sept. 30, 2018. Of those, 136 were submitted to the Department of Behavioral Health and Developmental Services through CHRIS.

#### ATTACHMENT X

#### K. Serious Incident Summary

Sharon Killian

Sharon Killian reviewed significant suicide attempts from July 1 through Sept. 30, 2018. There were no deaths by suicide during this time. There were 11 attempts during this time; six are female and five are male. Two attempted to jump off of a bridge, one had alcohol poisoning, and nine attempted to overdose on pills. Seven are engaged in medical services, case management, or therapy.

#### ATTACHMENT XI

#### L. DBHDS Licensing Review Support Coordination

Stephanie Terrell

Stephanie Terrell reported that the Department of Behavioral Health and Developmental Services requires submissions of three months of documentation for the mortality review committee of all individuals open to developmental disability services who pass away. One individual who received

hospice care and support coordination passed away. The licensing specialist recommended that documentation of care coordination is clear when hospice is in place. For example, the individual service plan, quarterly review, or progress note should include this updated information. A formal corrective action plan is not required but RACSB created a response plan.

ATTACHMENT XII

The Committee passed a motion recommending the Board approve the response plan as presented.

Move: Al Collins Second: Linda Ball Status: Passed

M. Data Highlights

Brandie Williams

Brandie Williams reported that RACSB is committed to using data-driven decision-making to improve performance and quality and to demonstrate the value of services. The Department of Behavioral Health and Developmental Services replaced previous data measures with new ones, and this month's report reviewed the new measures. The state has not yet set targets for these measures.

ATTACHMENT XIII

N. Adjournment

Kheia Hilton

The meeting adjourned at noon.