

**Mayview Steering Committee  
Meeting Summary  
January 16, 2009**

**Members Present:** Kelly Burda, Tim Casey, Mary Jo Dickson, Mary Fleming, Emily Heberlein, Darryl Holts, Carol Horowitz, Nancy Jaquette, David Jones, Matt Koren, Pam Loaskie, Carol Loy, Dave McAdoo, Edna McCutcheon, Karyl Merchant, Chris Michaels, David Miele, Gerard Mike, Brandi Mauck Phillips, Rick Rach, Carol Rico, Shirlee Hopper-Scherch, Mary Jeanne Serafin, Janice Taper, Ken Thompson, Valerie Vacari, Patricia Valentine, Dean Virgili, Deb Wasilchak, Kim Welsh, Linda Zelch

**Members Absent:** Aidan Altenor, Karen Bennett, Stephen Christian-Michaels, Laverne Cichon, Melissa Feragotti, Roger Haskett, John Klenotic, Mary Jo Patrick-Hatfield, Wes Sowers, Pat Tickle, Laura Steiner

**Others Present:** Joe Venasco, Lynann Casagrande

- At the start of the meeting AHCI staff distributed tee shirts to the Steering Committee members with the Martin Luther King Jr. quote, “The time is always right to do the right thing”.

**1. Review of Minutes from December Meeting**

- The minutes from the December 19, 2008 Steering Committee meeting were reviewed. There were no changes. The minutes will be posted to the Mayview website.

**2. MRSAP Updates**

**A. Report from Mayview State Hospital**

- Mary Jeanne Serafin reported that the Mayview State Hospital officially closed on December 29, 2008 at 4:30 PM. The Monarch Springs State Operated Services LTSR officially opened immediately after. All Mayview employees were offered jobs. Thirty-five staff did not accept any of the positions offered. Five were on medical leave / disability - the remaining 30 staff received furlough letters, effective January 20, 2009. The State is still actively trying to find employment for these individuals. It is expected that less than 20 staff will ultimately be furloughed. Given the total number of staff that was in need of placement, this is a significant accomplishment. Remaining staff are in the process of closing down the facility. The dietary building will be closing with some staff moving to the Bengs Building to support the LTSR. The Regional Conference Center will be available until the Land Reuse Task Force no longer needs it as a meeting room.

**B. RCA / Sentinel Event Update**

- Dave Jones reported that since the December Steering Committee meeting there have been seven new sentinel events; one in Beaver County and six in Allegheny County. None of these incidents involved Mayview CSP individuals. There was death of an individual in Washington County who was discharged with a CSP; however this was not considered to be a sentinel event given its nature.

- Dave Jones reported that he will be working with and ultimately transition the incident tracking function to the SOS Quality Management and Clinical Consultation (QMCC) team.
- There continues to be an ongoing collection of the findings from the RCAs. Dave Jones commented that a meeting will be scheduled in the next three to four months for each county to review the findings and follow-up on the implementation of various recommendations. There continues to be consistency in the findings of the various RCAs. The Committee discussed giving the MCOs an opportunity to review the findings and recommendations before presenting to the provider community. Carol Horowitz inquired about the individual findings from each RCA. Deb Wasilchak commented that Community Care maintains an ongoing log of RCA findings and analyzes specific provider findings and provider trends. Pat Valentine commented that Allegheny County is reviewing provider-specific and systemic findings and is working with Community Care to determine the best way to disseminate and process the findings/recommendations. Instead of generally announcing all findings, the County plans to address the top priority items and present to the provider community. This approach will be reviewed for effectiveness and revised if needed. Carol Horowitz requested to see the findings – Ms. Valentine commented that they continue to be consistent with the previously distributed findings such as training, communication, and assertive outreach, and that there are no quick fixes for these systemic issues. All agreed that it is important to share these findings and recommendations and to create a process to implement state-wide changes resulting from the recommendations.
- Mary Jo Dickson reported that Allegheny County will be releasing a revised policy, tools, and other resources for conducting RCAs. Linda Zelch reported that the State is also developing a bulletin for RCAs. The suburban counties are also doing the same.

### **C. State Operated Services (SOS) Update**

- Mary Jeanne Serafin reported that effective December 29, 2008, the State Operated Services official name was changed to the Southwest Regional State Operated Services. These services include the Monarch Springs LTSR, the Specialized Support Homes in Bethel Park and Carnegie, the Community Support Team (CST), and the Quality Management and Clinical Consultation (QMCC) team.
- The LTSR will temporarily be located at the former state hospital. The program is licensed and its location has been renovated to be a more of a residential environment. There's a learning curve with staff now that the program is operational. Mercy Behavioral Health (MBH) leadership staff have been involved in getting the program ramped-up. The Program Director from MBH has been hired and will be starting soon. Feedback has been positive from the residents. Mary Jeanne reported that the Specialized Support Home in Bethel Park has three residents and is going well and the Specialized Support Home in Carnegie has currently received one referral. The CST is operational and is receiving referrals. The operational details are still being finalized for this program.
- The search for a permanent site for the LTSR continues. Another zoning meeting for the Rolling Hills facility in Baldwin Township is scheduled for January 28, 2009. In addition to

- The Steering Committee discussed the reporting of the SOS activities moving forward. It was agreed that a high-level summary similar to the previous Clinical Assessment Team (CAT) is preferred.
- Mary Jeanne Serafin will present the SOS programs at the Allegheny County Behavioral Health Providers meeting in February and will be making updates to the SOS protocol documents to provide additional operational details.

#### **D. Land Reuse Task Force**

- The Land Reuse Task Force that was scheduled to occur on January 14, 2009 was cancelled due to weather and has not yet been rescheduled. Linda Zelch reported that the RFP is ready to be released for the appraisal of the property. The Committee discussed the impact of the zoning on the actual appraisal and how it may affect the appraised value of the land. There was some concern that previous inquires to the task force indicated that zoning did not impact the appraised value. Dave Jones reported that once the RFP is issued, the State may move quickly on the sale of the property, which impacts the use of the former hospital as the temporary location of the Monarch Springs LTSR. The Committee discussed how the current economic environment may also have a negative impact on the value of the property, which may result in the sale being less than expected. The Committee discussed the potential for having a percentage of the subsequent sale of the property being contributed to a fund to support the mental health community. Carol Horowitz mentioned that she has had discussions regarding this with Representative Frankel's office.

#### **3. Inpatient Provider Meeting**

- A meeting with Inpatient Providers is scheduled for Wednesday, February 11, 2009 at the Four Points Sheraton North in Cranberry from 3 PM to 5 PM. Representatives from all hospitals in the region have been invited. Linda Zelch commented that they will review the RSVP list and conduct additional outreach for attendees.
- The Committee reviewed the agenda for the inpatient provider meeting. Agenda items will include an overview of the Mayview closure, EAC program, ACSP, and the Pitt study of the closure. Time is also available for questions and answers.
- The Committee clarified who will be presenting each section and discussed the timing of the meeting to allow for sufficient time for questions and answers. A variety of materials will be available as handouts. AHCI is handling the logistics of the meeting.
- AHCI will confirm the size of the meeting room.

#### **4. February Stakeholder Meeting**

- The next Stakeholder meeting is scheduled for Friday, February 20, 2009 at the Cranberry Marriott from 1 PM to 3 PM. The flyer for the meeting has been distributed – the Counties were asked to notify AHCI of their expected attendance by February 6<sup>th</sup>. Agenda items include the following:
  - Overview of the milestones of the closure
  - An interactive session regarding the “lessons learned” from the closure
  - A summary of the recent Quality Improvement and Outcomes report
  - Update on the Pitt MRSAP Evaluation study
  - Questions and Answers
  
- Shirlee Hopper-Scherch suggested having Peer Mentors involved in the Stakeholder meeting and possibly include stories from individuals discharged. It would also be good to have individuals attend the meeting who had been discharged from Mayview. The Committee agreed.

#### **5. Lessons Learned Discussion**

- Mary Fleming facilitated an exercise with the Steering Committee that elicited everyone’s opinions on the various lessons learned from the MRSAP initiative. This exercise will take two meetings to complete. The first session addressed lessons learned at a high level, and the second meeting will address lessons learned as related to the following various aspects of the project:
  - The assessment process
  - CSP process
  - Budgeting and financial management
  - Tracking and monitoring
  - Governance and management
  - Involvement of the community and stakeholder groups.
  
- The Committee responded to the following five questions (specific lessons learned are captured in a separate document):
  1. What were the outcomes of the process?
  2. What did you think would be the outcome three years ago when this project started?
  3. What were your greatest fears regarding the MRSAP project?
  4. Rate from 1 to 4 (1 being not at all and 4 as completely), to what extent were expectations met and why.
  5. What were the things that we could not do without?

#### **6. Quality Improvement Report**

- Emily Heberlein from AHCI presented the recent Quality Improvement and Outcomes report to the Steering Committee. This report includes an analysis of the services delivered vs. the services planned for individual discharged from Mayview with CSPs.

## 7. New Business

- Mary Fleming announced that Stephen Christian-Michaels had been contacted by Behavioral Healthcare magazine. The magazine is interested in an article regarding the MRSAP initiative and the closing of Mayview State Hospital. The Committee expressed interest in submitting an article. Mary asked for volunteers – Dave Jones and Linda Zelch will follow-up with Joan Erney regarding participation. The Committee discussed the value of including the perspective of the advocate and stakeholder groups in any potential article.

There being no further business, the meeting was adjourned. The next meeting is scheduled for Friday, February 20, 2009 at the **Cranberry Marriott**.