

**Mayview Steering Committee  
Meeting Summary  
May 15, 2009**

**Members Present:** Karen Bennett, Tim Casey, Mary Fleming, Lea Ann Gerkin, Carol Horowitz, Nancy Jaquette, Matt Koren, Carol Loy, Edna McCutcheon, Chris Michaels, David Miele, Gerard Mike, Brandi Mauck Phillips, Rick Rach, Carol Rico, Shirlee Hopper Scherch, Mary Jeanne Serafin, Wesley Sowers, Janice Taper, Patricia Valentine, Joe Venasco, Valerie Vicari, Deb Wasilchak, Kimberly Welsh, Linda Zelch

**Members Absent:** Aidan Altenor, Kelly Burda, Sue Carney, Laverne Cichon, Mary Jo Dickson, Melissa Feragotti, Roger Haskett, Mary Jo Patrick-Hatfield, Darryl Holts, David Jones, John Klenotic, Pam Loaskie, Karyl Merchant, Dave McAdoo, Stephen Christian-Michaels, Sharon Miller, Laura Steiner, Ken Thompson, Pat Tickle, Dean Virgili,

**Others Present:** Katie Greeno, Sue Estroff, and Addie Weaver from the University of Pittsburgh School of Social Work

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

- No changes were identified to the minutes for the April Steering Committee meeting. They will be posted to the MRSAP website.

**2. State Operated Services Update**

- SOS LTSR/Specialized Small Homes: Monarch Springs LTSR--Census is 15. There were no discharges or admissions. One individual will soon begin her transition to be discharged to the Morrow Avenue home. Programming and CTT/CST involvement continue. Financial challenges continue to be resolved on a case by case basis. The goal for relocation continues to be June 30, 2009. The transition plan for individuals moving to Glen Hazel has begun. Individuals are discussing the move at treatment team meetings. Photos of the site will be shared and as construction is more complete individuals will have the opportunity to have a drive by and tour the building. Weekly updates of the progress will be discussed at the regularly scheduled meetings with consumers. At this time residents are asking questions about their ability to continue working once they move to the Glen Hazel location. Questions have also been asked about the ability to spend time outside. Both work opportunities and independent time outside will continue based on each individual's treatment plan. Food at Glen Hazel will be provided by Mercy Behavioral Health (MBH) staff. The Steering Committee discussed where the additional SOS staff will be located once the Monarch Springs LTSR moves to the Glen Hazel location. It is still unclear at this time whether or not they will remain at Mayview or move to another location. More information is expected at the next Steering Committee meeting.
- Specialized Small Homes: The individuals at the Bethel location are doing well and expressing satisfaction with the home. Service Coordination, CTT, and CST involvement continue. The individual in the Carnegie location continues the transition process to the home.

- One RN has submitted their resignation effective at the end of May. Discussions with MBH have begun to determine how to address these changes in staffing. It has been determined that there is not a need to hire a full time RN at this time. Additional retirements are anticipated this summer. Three LPNs and 2 physician assistants (PAs) are considering leaving employment but have not made a final decision at this time.
- Community Support Teams (CST): The CST completed 126 encounters for 21 individuals in Allegheny and Beaver Counties during 4/06/09 – 5/03/09.
  - In Allegheny County, 100 encounters for 19 individuals occurred; this is an increase from 73 last month. Areas of support include:
    - D&A Support
    - PCP/medical appointments and dental procedures
    - In-home support related to self-injurious behavior
    - Assistance with/providing a psychiatric advanced directive
    - Escort to community activities
    - Spiritual Support
    - Assistance with transition to a new residence
    - End of life issues related to exacerbation of medical illness
    - Opportunities to socialize with other individuals in a community setting
  - In Beaver County, 26 encounters for 2 individuals occurred. This is an increase from 17 last month. Areas of support include:
    - D&A Support
    - Assistance with transition to new residence
    - Spiritual Support
- Quality Management and Clinical Consultation (QMCC) Team: During the month of April, 121 individuals were seen by the QMCC:
  - Allegheny County - 106, Beaver County - 14, Washington County, 1
  - 103 individuals who were identified as routine appear to be both medically and psychiatrically stable. They were receiving medical/treatments as prescribed as confirmed by medical records or by verbal confirmation from provider staff and consumers. Most consumers reported satisfaction with their current living arrangements and are in contact with or receiving visits from family members. The majority of consumers indicated they had enough spending money and their daily needs were being met. Spiritual needs continue to be addressed as well. Many consumers are spending time in the community with staff support. A majority of the consumers are attending/participating in some type of groups/activities, whether it is with the providers, CTT, or community-based. Consumers who have indicated a desire to work or receive vocational training are being encouraged and supported in their efforts by their provider or CTT. Many consumers indicate they are interested in completing a psychiatric advanced directive. Referrals for CST assistance in completing the advanced directives have been forwarded to appropriate county personnel.

- Allegheny County: Seven individuals were identified as medically fragile/potentially at risk and were followed by QMCC in April. QMCC provided additional consultation regarding specific medical and psychiatric concerns and needs. In collaboration, all medical conditions are being addressed.

In March, nine individuals were identified as potentially at risk following review of critical incidents and early warning signs. These individuals were also monitored in April and follow up is occurring with the County on each individual.

- Beaver County: Two individuals were identified as medically fragile/potentially at risk; one individual was identified upon QMCC assessment by Dr. Taraszewski. QMCC provided additional assessment and consultation regarding specific medical concerns/needs. In collaboration, all medical conditions are being addressed and follow up will continue in May.
- The team's findings determined that final CSP follow up was occurring as scheduled with most consumers. Although some consumers were not fully utilizing available resources, community support in all instances was available. For those consumers who do not utilize the services, the providers and County staff are working collaboratively on suggestions and alternative treatment approaches to engage and support these consumers in the recovery process. Consumers assigned to CTT, ICM, Service Coordination, and peer specialists were being consistently followed by staff. Many consumers indicated a desire for peer mentor services and due to the limited numbers, availability is a concern.
- All relevant information obtained through the QMCC assessment process continues to be reported to appropriate County staff. Working in collaboration with the counties and providers, recommendations are being addressed on an ongoing basis. QMCC visits and follow up visits are currently being scheduled with Allegheny, Beaver, and Washington counties.
- A meeting was held with the Allegheny County Community Integration Team (CIT) and QMCC group to facilitate better communication regarding scheduling visits. This has resulted in a significant increase in QMCC visits this month.

### **3. RCA / Sentinel Event Update**

- RCA update:
  - Deb Wasilchak reported that 32 RCAs have been completed in Allegheny County, 17 have been facilitated by Community Care following the new RCA protocol. There are currently no RCAs in progress. Three have been completed since the last Steering Committee meeting for consumers with CSPs.
  - Tim Casey reported that there are no RCAs for CSP consumers in progress for the suburban counties (Beaver, Greene, Lawrence, and Washington). Beaver County has five RCAs underway for non-CSP consumers. Washington, Lawrence, and Greene counties are all starting to enter incidents into the regional incident tracking system.
- Allegheny County is in the process of reviewing and revising their protocol for conducting RCAs following concerns that were expressed regarding legal implications. Although these legal issues

need to be resolved prior to the production of a formal report of the recommendations, Deb shared a preliminary summary of system recommendations resulting from the RCA process, including,

- A need for improved coordination and communication for interdisciplinary teams, including guarding against fragmentation of services among multiple providers and systems. Other themes included,
  - Need for more attention to assertive engagement
  - Need for individualized discussions with consumers
  - Integrity of electronic records versus written records
  - Challenges to the RCA process given D&A confidentiality rules
  - Need to do risk assessments in real time
  - Family involvement and education needs to take place re: suicide prevention and available resources
  - Quality of life issues: need productive activities outside home
  - Physical/mental health coordination

#### **4. Land Reuse Task Force**

- The May 7 meeting of the Land Reuse Task Force was cancelled following questions raised by the PA Department of General Services (DGS) regarding the draft report impacting the recommendations; the next meeting is expected to be scheduled in June, although Senator Pippy would like to wait until the appraisal has been completed. The appraisal is scheduled for June 21.
- Additional issues were not related to the funding / payment concerns, but rather restrictions on the sale of the property and the condition of the property during the sale, including environmental concerns.
- A suggestion was made to send letters of thanks to Senator Pippy and Representative Kotik for their support.

#### **5. Inpatient Utilization Reports**

- Tim Casey reviewed that most recent Inpatient Utilization Reports for the counties. Admissions are trending down with an increased stability in number of admissions.
- The Committee discussed the length of stay and number of re-admissions, as well as the number of people on waiting lists for the TRU unit at WPIC.
- Additional reports will be generated that will include the number of individuals on the waiting list, length of stay, and number of people discharged for the TRU Extended Acute Care (EAC) program and Residential Treatment Facilities for Adults (RTFA).
- Linda Zelch reminded the Committee that a workgroup has been formed in partnership with inpatient providers to better understand the flow of admissions and discharges.

#### **6. Update on Regional Services**

- Matt Koren reported that the regional RTFA with Mercy Behavioral Health is currently under renovation, with staff in the process of being hired; the target date for completion is the end of May or June, and the location is Ohioville, PA located in Beaver County. A meeting with the four

participating suburban counties (not Allegheny), VBH-PA, and Mercy Behavioral Health is scheduled for May 29<sup>th</sup>.

- Administrators recently met to discuss various options for the regional EAC program that being considered with Northwester Human Services. Although an EAC program is not considered to be the most appropriate service at this time, other residential options are being considered.

## **7. Quality Improvement and Outcomes (QIO) Subcommittee Update**

- The QIO Committee met on Wednesday, May 13. The Committee reviewed that most recent consumer survey report that focused on three priority areas: 1) social life; 2) work and education, and 3) coordination of physical and mental health. The QIO Committee will continue to monitor consumers' access to peer services and consumer interest in issues of wellness, including physical health, weight loss, nutrition, and exercise.
- The Committee also reviewed each counties action plan for addressing the three focus areas identified by the QIO Committee. Summaries of these plans, including success stories, were reviewed by the Steering Committee.
- The Committee discussed consumers' tolerance for participating in multiple surveys. A work group will be formed to review this topic.

## **8. Update on Workgroups**

### **A. Continuing CSPs in the community:**

- Brandi Phillips reported that the counties have committed to updating consumers' CSP documents with a target date for completion by the end of the summer. CSPs will be reviewed with consumers and treatment staff.
- Kim Welsh reported that Allegheny has already conducted 141 CSP reviews. Plans have been updated to reflect changes in service delivery, CTT services, community socialization activities, and changes in work activities.

### **B. Consumer Engagement**

- Matt Koren reported that the consumer engagement workgroup has re-convened with a plan to conduct focus groups. They decided not to do focus groups on the same day, but to use existing meetings already in place. The focus group for TRU occurred in February.
- Additionally, plans are underway to conduct surveys of providers for their opinions on engagement.

### **C. Inpatient Provider Data Sharing**

- A workgroup has been formed in partnership with inpatient providers to better understand the flow of admissions and discharges. A goals/ objectives document has been drafted and the meeting to discuss the sharing of inpatient data is in the process of being scheduled.

## **9. Proposal for Future of MRSAP Steering Committee**

- Mary Fleming reported that a subcommittee met to discuss whether the Steering Committee should continue to meet on a regular basis. The group recommended maintaining the monthly

meetings until the end of the year and making a decision at that time about the need for and frequency of future meetings.

- A proposal was made to have a more structured agenda at future meetings. Suggested agenda items include:
  - Examination of key data points and functions to ensure services are still working without a state hospital
  - Financial aspects of funding
  - Discussion on how to solve problems regarding RCAs
  - Systemic structural issues
  - Point of accountability for entire region
  - Political purpose of committee
  - Update on budgetary items and financial situation
  - QIO Committee updates
  - Updates on the Pitt Mayview Study
  
- Mary suggested that Committee members might want to think about other ideas for discussion at upcoming meetings.

#### **10. New Business**

- The Committee discussed conducting another Stakeholder Meeting, with a proposed date of December 18, 2009.

There being no further business, the meeting was adjourned. The next meeting is scheduled for Friday, June 19, 2009 at the **Airport Marriott**.