

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

Members Present: Kelly Burda, Mary Jo Dickson, Mary Fleming, Lea Ann Gerkin, Shirlee Hopper-Scherch, John Klenotic, Matt Koren, Brandi Mauck Phillips, Edna McCutcheon, Karyl Merchant, Chris Michaels, Gerard Mike, Rick Rach, Carol Rico, Wes Sowers, Jan Taper, Kathi Thomas, Patricia Valentine, Dean Virgili, Deb Wasilchak, Kimberly Welsh, Linda Zelch

Members Absent: Aidan Altenor, Karen Bennett, Sue Carney, Tim Casey, Laverne Cichon, Melissa Feragotti, Roger Haskett, Mary Jo Patrick-Hatfield, Darryl Holts, Carol Horowitz, Nancy Jaquette, David Jones, Pam Loaskie, Carol Loy, Dave McAdoo, Stephen Christian-Michaels, David Miele, Sharon Miller, Laura Steiner, Ken Thompson, Pat Tickle, Joe Venasco, Valerie Vicari

1. Review of Minutes from September Meeting

No changes were identified to the minutes for the September Steering Committee meeting. They will be posted to the Mayview website.

2. State Operated Services Update

Kathi Thomas reported that the SOS meetings have been rescheduled for every other month via conference call, and monthly with Allegheny County.

Monarch Springs LTSR:

- The Monarch Springs LTSR ceiling collapsed on October 15; no injuries were reported and the roof has been secured by contractors. CTT and CST found alternative locations for the residents while repairs were being made.
- Kristin DeFlorimonte is the new MBH Program Director and began on 9/30/09. An open house is scheduled for 10/21/09 from 1:00 – 4:00 pm.
- Census is 15 with no vacancies. There was one admission on 9/15/09 and no discharges. All residents receive services from CTT and CST. Programming and work programs continue.

Specialized Small Homes:

- Bethel Park: Remains at full capacity with census of three with no admissions or discharges. The residents continue to express satisfaction with the home. Three neighbors invited by MBH PR met the 3 residents on 9/30/09 and it was a positive encounter for both the neighbors and the residents.
- Carnegie: Remains at full capacity with census of three with no admissions or discharges. All residents continue to positively transition to the home.

Community Support Team (CST):

The CST accomplished 285 encounters for 77 individuals in Allegheny, Beaver, and Washington Counties in September 2009. This month's CST Summary Report supplements the data compiled through AHCI.

- The CST is available for the five counties served and accomplishes encounters upon request from each county's designee. Services are currently in place for Allegheny, Beaver and Washington Counties.

- CST has received 10 new requests this month for 9 consumers. Requests for resources included purposeful recreation, peer mentor, chaplain, and nurse.
- Quality Management and Clinical Consultation Team (QMCC):
During the month of September, 187 individuals were seen by the QMCC team.
 - Allegheny County 174
 - Beaver County 10
 - Washington County 1
 - Lawrence County 2

182 individuals were identified as routine visits and all appear to be stable. 92% of the consumers seen in September were found to be compliant in their medications. Twenty-one consumers reported that they are working part time—this is an increase of 5 consumers from last month. All MRSAP consumers in Beaver County have been seen by QMCC. Four consumers in Washington County have not been seen by QMCC. Two have refused and two are in Torrance State Hospital Forensic. Two consumers remain to be seen in Lawrence County. Seven consumers remain to be seen in Allegheny County (this does not include sixteen consumers at Torrance State Hospital): one consumer who requested phone contact only, five have refused a visit, and one is in criminal detention.

3. **RCA/Sentinel Event Update**

There were two RCAs reported in Washington County and nothing new to report for Allegheny County.

4. **EAC/RTFA Reporting**

Brandi Phillips reviewed the narrative for the EAC and RTFA reports, and noted the percentage changes in bold type.

EAC Reports

The average length of stay is 167.6 days, with an average in-house stay of 90 days and average wait for an in-patient bed of 67 days. She reported that these numbers have not changed much over the last few months.

There was discussion regarding the unusually long length of stays at these facilities and the need to better understand this population. Mary Fleming mentioned that we have begun this process and spoke about the factors that influence the LOS, including housing development and disputes over the level of care required at discharge.

RTFA Reports

The average in-house length of stay is 29 days, and many individuals have been discharged in the past month. There was discussion about the differences between an EAC and RTFA facility, and clarification that EAC units were typically for individuals with more complex medical or aggressive behavioral issues which require longer term care. The members also discussed the lack of understanding by some psychiatrists about what services are available and the resistance to change among social workers.

5. Distribution of White Paper

Mary Fleming reported that AHCI has been working on integrating the clinical lessons learned into the white paper, as suggested by members of the Committee. In addition, we have requested that our consultant produce a summary of strategies and issues. The Committee also suggested the inclusion of a family and consumer section, and we will report on progress of this piece at the next Steering Committee meeting. She added that bids/estimates are being gathered including recommendations for the format and distribution of the white paper.

6. Engagement Report

Matt Koren reported that a workgroup was formed from members of the Steering Committee to discuss engagement and they have been meeting on a regular basis over the last several months. Approximately 30 focus groups were convened, with the following questions posed to participants:

1. What techniques work
2. What doesn't work
3. Who would you want to approach an individual who wasn't engaged

A draft report was distributed to the Committee, which summarizes their findings. The report concludes that engagement is more effective when there is mutual respect; when it is individualized; when it is timely; when it focuses on positive; and when it is someone they trust.

The findings also indicate that engagement is not effective when it occurs only in crisis; when it is punitive; when the approach is authoritative or demanding; and when it is not dependable.

Another area the report focused on was the identification of risk factors, which include when an individual is in transition from one level of care to another, the introduction of a new person in their life and/or involvement of multiple systems, i.e., drug & alcohol, medical, etc.

The recommendations from the report include:

1. Training on assertive engagement strategies (including how to develop strategies when there is no time to establish a rapport with the individual)
2. Setting clear expectations when plan is developed with individual
3. Importance of being pro-active
4. Understanding risk areas
5. SPA Initiative—expanding to include other individuals

Discussion ensued regarding ways to incorporate these findings into ongoing training, utilizing peers, and balancing severity and risk in crisis situations.

7. Future of Mayview Steering Committee

Mary Fleming reported that a sub-group of the Steering Committee met in September and discussed the future of the Mayview Steering Committee, and she distributed a memo with notes from that meeting. Following the discussion it was decided that an updated memo would be drafted and will be presented to the Steering Committee at the November meeting.

8. New Business

State Budget

Linda Zelch gave an update on the state budget, which recently passed and is final. Highlights include:

2% cut in mental health base funds

Mayview funding was not included in cut

Restored mid-year adjustments

\$1.8 million additional cuts to state hospital in operating funds

\$500,000 allocated for EPI (training fund)

BHSI funding fully restored

Act 152 was maintained

Decrease in pharmacy benefit fund (cut by \$2.3 million)

SmartPharmacy did not go through

New MCO assessment tax, retro to October

Behavioral Health capitation:

- \$35 million in cost containment
- \$8 million assumption for Act 62
- \$4 million in return of funds

There was discussion regarding the impact the budget impasse had on counties, particularly children and youth services. Pat Valentine mentioned that Joan Erney worked extremely hard to advocate for mental health funding and should be applauded for her efforts.

Braddock Hospital

There was discussion around the announcement that UPMC Braddock would be closing in 90 days. They have 40 inpatient beds, at least 8 of which will be moved to other location(s). Also being moved is the inpatient detox unit, and the non-hospital detox program is moving although the location has not been determined.

Inpatient Providers

Mary reported that a sub-group met with several inpatient providers a few months ago to discuss whether there was sufficient capacity to function effectively without a state hospital. A work group of four hospitals was formed—Allegheny General, Jamison, Jefferson and Western Psychiatric Institute and Clinic—and issues discussed included the wait time in the ER and protocol on data collection. Additional information related to the pilot data gathering initiative will be discussed over the next few months.

Conference Plans – State Hospital Closure

Mary announced that a proposal would be submitted prior to the March 31, 2010 deadline to SAMHSA for the purposes of providing funding for a national conference which would focus on the lessons learned from closure of Mayview State Hospital. A workgroup will be convened to assist with the development of the proposal.

Stakeholder's Meeting

Mary reported that Joan Erney would be attending the Stakeholder's Meeting in December. Items for discussion at the stakeholder's meeting include:

- CSPs—changes and updates
- Housing changes
- Incident reports
- Work on engagement

Other suggestions for agenda items included having a panel of consumer and family members. Several Committee members discussed the importance of including family members at this meeting. A small group has offered to serve on a subcommittee to assist with planning the meeting.

Miscellaneous

Gerard Mike mentioned that several of the county administrators and others have a conflict with the November meeting date. There was discussion about an alternative date including November 16 and 23. AHCI staff agreed to finalize a date and announce the rescheduled date within the next week.

There being no further business, the meeting was adjourned.