

**Mayview Steering Committee
Meeting Summary
June 20, 2008**

Members Present: Kelly Burda, Tim Casey, Stephen Christian-Michaels, Mary Jo Dickson, Mary Fleming, Shirlee Hopper Scherch, Carol Horowitz, David Jones, Matt Koren, Pam Loaskie, Carol Loy, Brandi Mauck Phillips, Edna McCutcheon, Chris Michaels, David Miele, Gerard Mike, Nora Novitsky, Mary Jo Patrick-Hatfield, Mary Jeanne Serafin, Janice Taper, Patricia Valentine, Valerie Vicari, Deb Wasilchak, Kim Welsh, Linda Zelch, Rick Rach, Laverne Cichon

Members Absent: Paulette Benegasi, Karen Bennett, Dean Virgili, Melissa Feragotti, Rohan Ganguli, Roger Haskett, Darryl Holts, Nancy Jaquette, John Klenotic, Dave McAdoo, Laura Steiner, Ken Thompson, Rick Tully, Wes Sowers, Emily Heberlein, Carol Rico

Others Present: Leona Buckley, Courtney Colona, Sue Estroff

1. Minutes

The following changes were suggested for the May 16, 2008 Steering Committee meeting minutes:

- Separate meeting attendees by committee members and guests, like previous minutes.
- On page 1, clarify that the expected awarding of all employment bids refers to the State Operated Services.
- Regarding the Land Reuse Task Force item on page 3, add the discussion of the counties wanting to increase representation at the Land Reuse meetings to show support for a fair market sale of the property. Also add the discussion of the changes to Bill 1448 that include an amendment that would stop the closure.
- Regarding the Quality Improvement and Outcomes (QIO) committee report on page 4, add that the QIO meeting occurred on April 30, 2008, and that co-occurring disorders and the D/A population were identified as an area of follow-up by the committee.
- Under Other Discussion on page 4, clarify that the Governor's task force was actually the Governor's Advisory Committee.

Once amended, the revised minutes will be posted to the website.

2. Mayview Hospital/DPW Reports, Update on Mayview Meetings

- Kelly Burda reported on the census at Mayview (140):
 - Allegheny – 122
 - Beaver – 9
 - Greene – 0
 - Lawrence – 3
 - Washington – 5
 - Westmoreland – 1 (Planned to be discharged back to Westmoreland County)

- The hospital is on track to have a total of 27 more discharges by mid July (11 are expected soon) resulting in an expected census of 113/114. By mid July, the hospital expects to be able to close another unit, reducing the number of units to 4. The work plan calls for an additional unit to be closed by September. Mary Jeanne Serafin reported that at this point the hospital is ahead of schedule to achieve this goal.
- Kelly Burda reported that the project to obtain birth certificates and social security numbers for Mayview patients has been completed. 220 birth certificates and 242 social security cards were obtained for patients at Mayview. These items are required documentation for an individual to get a photo ID and are required for Medical Assistance eligibility, as well as other benefit programs once an individual is discharged and in the community. Mary Jeanne Serafin noted that this is a big accomplishment.
- Mary Jeanne Serafin reported that contractual placement for Mayview staff starts today (June 20, 2008). Mayview staff who have not yet found other employment will identify counties where they want to work. These staff will then be paired with appropriate openings for state positions within those counties as positions become available. The impact to the hospital is that staff may move out faster with this process in place, therefore it is very important to keep pace with the discharge schedule.
- Regarding Physical Health / Behavioral Health Coordination, Mary Jeanne Serafin reported that Mayview staff has identified individuals who are eligible for Medical Assistance upon discharge. This list has been sent to Special Needs Unit in Harrisburg as well as the counties. The next step is to have a meeting with the counties, MCOs, and other stakeholders to work out the details of coordination of resources. Janice Meinert will be asked to be on the call.
- Dave Jones reported that the Mayview Family Meeting occurred on June 18th. Presentations included the MRSAP Tracking process and a presentation from Keystone Community Mental Health on its new Comprehensive Mental Health Personal Care Homes (CMHPCH). The next Family Meeting will be rescheduled due to a scheduling conflict with the recently rescheduled Land Reuse Task Force Meeting.
- The next Land Reuse Task Force meeting has been rescheduled for Wednesday July 16th. The Steering Committee discussed the recent changes to the meeting date and the potential impact on causing confusion to possible attendees given the short lead time as well as the conflict with the previously schedule Family Meeting. NAMI, PSAN, and the provider network will all use their various distribution networks to advertise the Land Reuse Task Force meeting date as well as encourage stakeholders to attend as a sign of support for the fair market sale of the Mayview property.
- Dave Jones reported on recent Sentinel Events and Root Cause Analyses (RCAs).
 - Three RCAs have been conducted for incidents that occurred in Allegheny County. The results are currently being reviewed by the County, and then will be reviewed by OMHSAS.

- Another RCA has been initiated by Washington County for an event that occurred at one of its residential facilities.
 - There also is an RCA being conducted for a sentinel event that occurred at Mayview.
 - Recommendations to the Steering Committee are expected next month for at least the three Allegheny County RCAs that are further along in the process.
- Carol Horowitz asked if there has been any media contact regarding these recent incidents. Dave Jones reported that Joan Erney and he have a call with a reporter from the Pittsburgh Post-Gazette scheduled. There was also a recent article in the Pittsburgh Business Times that highlighted new crisis services.
 - Chris Michaels from NAMI reported that they have been getting calls from family members reacting to recent incidents. They have not yet responded with a letter to the editor so as not to draw further attention, although they may do some work with the crisis intervention team. Chris Michaels also reported that NAMI has received phone calls from family members expressing frustration over not being able to access services due to Mayview discharges taking priority. In these instances, NAMI works with the families and the counties to facilitate access to services. The Steering Committee discussed the possibility that families may need to be educated as to the types of services available as well as the appropriateness of certain services for their loved ones. For example, a person cannot be directly admitted into the WPIC TRU without first being on an inpatient unit. NAMI works with the families to support and correctly redirect. It was commented that Mayview discharges have always been a priority with residential resources in the community, and that this is not new with the closure. Frustration may be higher now due to people hearing more about all the new service development associated with the Mayview closure.
 - Deb Wasilchak from Community Care mentioned a recent Community Care provider alert and a CSP contact line that will support the CSP / Mayview closure effort. This number will provide direct access to high-risk care managers for issues related to CSP individuals. This program will serve HealthChoices and non-HealthChoices individuals in Allegheny County. Non-CSP individuals will be channeled through the existing support line mechanism at Community Care if they call this number.

3. Continuity of CSP Development and Discharges

Mary Fleming reported that Martha Hodge plans to resign effective the second week of July. She assured everyone that AHCI, the counties, and the hospital plan to continue the CSP process and is confident that all the proper resources are in place to handle it. Mary Jeanne will be assigning her senior staff to specific units to further support the CSP process and be available to assist the lead facilitators. Their focus will be on coordination so nothing falls through the cracks.

- The Steering Committee acknowledged the significant role and contribution Martha has made to the overall MRSAP effort, as well as her strong relationships with many of the individuals currently still residing in the hospital. Discussion was conducted on how to best acknowledge and thank Martha for her contributions to the project.

- The Steering Committee discussed the plan to observe one on one supports at Mayview for certain patients over a two week period. The results are being documented and may provide insight into the need for ongoing one on one supports for certain individuals. These results will be taken into consideration for determining who may ultimately be transferred to Torrance State Hospital. An independent process has also been established to review potential Torrance transfers, including clinical and treatment team reviews. Five individuals are currently under consideration. Edna McCutcheon, Torrance CEO, requested that for continuity of care, any specific treatment considerations be included in the CSPs for anyone transferring to Torrance.

4. State Operated Services

- Mary Jeanne Serafin reported that the State will be able to staff the SOS services based on recent SOS staffing activity. Given feedback from the counties, though, the decision has been made to not include the CTT service. Staff will be redeployed to the SOS residential services and transition support. Mary Jeanne reported that this is a better use of the resources given the current and proposed CTT capacity in the community as well as the other operational challenges of an SOS CTT. Mary Jeanne further commented that the state employment for SOS will not be affected by the removal of the CTT service.
- The Charleroi site for the SOS LTSR and office space was discussed. There are concerns over ownership of the property. It was requested to consider lease options and other contingency plans.
- The Request for Letters of Interest is being developed. The document will be used to identify a provider, or team of providers with whom the counties and DPW will work throughout the two year duration of the SOS, with the intent to transfer these services to these providers. Issue date is expected to be in August.
- Discussion occurred about the second Specialized Support Home (Small Group Home). A potential site has been identified in Washington County. Lessee issues remain for both of the SOS Specialized Support Homes.

5. Land Reuse Task Force

- The date was changed to Wednesday, July 16Th. A large showing is needed at the next meeting to show support for the sale of the property at fair market value. The correct meeting date needs to be communicated properly to everyone.
- The message needs to be that the property be sold for fair market value.
- The group discussed the difficulty in getting stakeholders and consumers to these events given the meeting site is Mayview Hospital – particularly for individuals who have been discharged and are uncomfortable going back. The Land Reuse Task Force has so far been unwilling to change the location.
- Providers are integral to organizing attendance. Discussed providers offering transportation assistance to individuals interested in attending the next meeting in July.

6. Quarterly Inpatient Utilization Reports

- Tim Casey presented the quarterly inpatient utilization reports (the report included data through April 2008). Domains included inpatient admissions, length of stay, and readmissions as well as extended acute admissions and length of stay. For the region, results continue to be encouraging with admission trending slightly downward and length of stay remaining quite stable.
- The group discussed the fact that Allegheny County inpatient facilities have had occasions of full capacity. Deb Wasilchak reported that there were 11 admissions to out-of-county facilities. Six placements were transfers from in-county. It was also noted that this was a normal occurrence in June, and that there are days where beds within Allegheny County are at full census.

7. Family Tip Sheet

- Mary Fleming asked that everyone review the Family Tip Sheet and send comments to Leona Buckley. Some comments were provided at the meeting.
- The booklet will be posted and downloadable on the AHCI site when finalized, as well as be available at family meetings and other forums.
- Stephen Christian Michaels commented that his organization is completing a residential resource sheet that may also be a good addition to the Family Tip Sheet. He will send to AHCI when it's complete.
- The Steering Committee was pleased with the Family Tip Sheet and commented that it will be a good resource to support families involved in the process.

8. University of Pittsburgh Evaluation Study

- Courtney Colona reported that recruitment has started in all counties using peers from PSAN to help contact people for the study. All interviewers are trained and have a lot of experience.
- Sue Estroff commented on the consideration for a family satisfaction component to this study, especially given that this was an area for follow-up as recommended by the QIO committee. There would be many considerations if this were to be added, including double consent, taking this new portion of the study to the IRB for approval, as well as financial implications to the cost of the study. A summary of this impact will be discussed at the next Steering Committee meeting.

9. Follow up Issues Raised by Quality Improvement and Outcomes (QIO) Committee

- To avoid deferring these topics at the meeting, QIO issues should be moved higher on the agenda.
- Two issues were discussed as recommendations from the QIO Committee:
 1. Family Satisfaction Surveys:
 - Allegheny County reported that they currently have plans to use CART to conduct family satisfaction surveys.
 - Other counties have no formal plans at this time.
 - The Steering Committee will further discuss this at the next meeting.
 2. Employment Initiatives:
 - Allegheny County reported using Resource Specialists at working with and engaging individuals at Mayview prior to discharge.
 - Suggestion was made to use CTTs.
 - Pat Valentine commented that employment related services are a focus area for everyone and that the overall system is being enhanced – This is a bigger picture than just the CSP process and the MRSAP project. This is also a priority area for CTT coming out of their State Advisory Committee.
 - Linda Zelch suggested establishing baselines and setting goals to assess the effectiveness of any employment initiative associated with the MRSAP project.
 - Employment Specialists on CTTs may not always have the knowledge and skill to be the most effective tool for increasing employment among the MRSAP population.
 - Mary Fleming commented that sometimes employment programs get bogged down in their formal processes of pre-assessments, etc. as something to consider when discussing any MRSAP employment initiative.
 - The group also discussed the need to support employers through this process.
 - It was recommended looking into the Clubhouse model
 - Although the clubhouse model is not for everyone, Deb Wasilchak commented that clubhouse enrollment has increased due to Mayview discharges.
 - The Steering Committee agreed that a collaborative approach with providers and employers is needed that does not solely rely on the CTT Vocational Specialist. PSAN can support this through Peer Mentoring. It was also agreed that not everyone will want to take advantage of this kind of program.
 - The QIO will be asked to analyze CSP employment and consider possible options given the Steering Committee discussion.

10. Update on Proposals

- Mary Jo Dickson provided an update on the residential program development in Allegheny County. Four CMHPCHs are near completion; one is expected to be available in the end of June, two in the end of August, and another in September. Other service development includes crisis services and a new CTT being formed.

- Gerard Mike provided an update on the service development in Beaver County, including an enhanced PCH and a forensic Assertive Community Treatment (FACT) team.
- Mary Jo Hatfield provided an update on the service development in Washington County, including a three person Permanent Supportive Housing program, a new clubhouse, the new MH Court (which is supported by new mobile services and is co-located with a new four bed crisis stabilization program. Also mentioned was Washington's Peer Specialist Program for older adults.
- Representatives from Greene County were not present for this update, so Mary Fleming reported that AHCI has been working with Greene County to develop their new CTT program. The service description has been approved by OMHSAS and the team is expected to be operational on July 1, 2008. Greene had also indicated on the residential tracking report that they have a new Enhanced Personal Care Home expected. Linda Zelch will follow-up with Greene County to get more details on their program.
- Mary Fleming provided an update on the regional residential service development programs. Negotiations continue with Heritage Valley Beaver Hospital for the new hospital based Extended Acute Care (EAC) program. A meeting is schedule next week with VBH-PA and the counties to discuss rate and program issues. A provider has been identified for the regional Residential Treatment Facility for Adults (RTFA). They will be notified shortly. Proposals for the regional community based EAC program have been received. The Evaluation Committee is scheduled to meet on July 10th to review the proposals and make a recommendation to the county administrators.

11. July Stakeholders Meeting

- The Steering Committee agreed that it would be best to have the next Stakeholders meeting on September 19th instead of July 18th. It is expected that there will be more new information to report at that time. The Steering Committee discussed the best location for the Stakeholder meeting given feedback from the previous meeting. AHCI will attempt to reserve the Crowne Plaza as the first option.

There being no further business, the meeting was adjourned. The next meeting is scheduled for Friday, July 18, 2008 at the **Airport Marriott**.