

**Mayview Steering Committee  
Meeting Summary  
September 18, 2009**

**Members Present:** Kelly Burda, Tim Casey, Mary Jo Dickson, Lea Ann Gerkin, Carol Horowitz, Nancy Jaquette, Carol Loy, Karyl Merchant, Chris Michaels, David Miele, Gerard Mike, Brandi Mauck Phillips, Carol Rico, Wes Sowers, Jan Taper, Kathi Thomas, Pat Valentine, Joe Venasco, Valerie Vicari, Dean Virgili, Linda Zelch,

**Members Absent:** Aidan Altenor, Karen Bennett, Sue Carney, Laverne Cichon, Melissa Feragotti, Mary Fleming, Roger Haskett, Mary Jo Patrick-Hatfield, Darryl Holts, David Jones, John Klenotic, Matt Koren, Pam Loaskie, Dave McAdoo, Edna McCutcheon, Stephen Christian-Michaels, Shirlee Hopper Scherch, Pat Tickle

**Others Present:** Debbie Duch, Katie Greeno

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

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

**2. State Operated Services Update**

Kathi Thomas reported that Mary Jeanne Serafin left her position at Mayview and is taking an assignment at Allentown State Hospital. Kathi will be filling Mary Jeanne's seat on the Steering Committee and reporting on State Operated Services.

- Monarch Springs LTSR:
  - Census is 15, with no vacancies. All residents receive services from CTT and CST. Programming and work programs continue, including the employment on the grounds crew, SOS car wash, and light janitorial services. The MBH Program Director's last day of work was 9/11/09. MBH is seeking a replacement. In the interim, coverage will be provided by Doritta Gross and other MBH supervisors.
- 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.
  - Carnegie: Remains at full capacity with census of three with no admissions or discharges. The resident who was hospitalized last month for medical reasons has returned to the home and is progressing well.
  - Residents of both homes continue to receive ongoing CST and CTT services.
- Community Support Team (CST):

The CST accomplished 282 encounters for 60 individuals in Allegheny, Beaver, and Washington Counties in August 2009. This month's CST Summary Report is adjunct to AHCI's quantitative data and contributes qualitative information related to CST's mission. This report addresses the month of August 2009.

- The CST is available for the five counties served and accomplishes encounters upon request from each county’s designee. Encounters are currently in place for Allegheny, Beaver and Washington Counties.
  - Requests for CST services and resources continue to increase monthly. Resources requested include the following: chaplain, vocational, nurse and peer mentor, drug/alcohol specialist.
  - Progress in Allegheny County has occurred in recreation, community integration, PCP/medical appointments, in-home support for self-injurious behavior, advanced directives, spiritual support, substance management and vocational/volunteer work.
  - Progress in Beaver County has occurred in spiritual support, community integration, recreation and vocational.
  - Washington County has begun spiritual support.
- Quality Management and Clinical Consultation Team (QMCC):  
During the month of August, 186 individuals were seen by the QMCC team.
    - Allegheny County           174
    - Beaver County               9
    - Washington County       2
    - Lawrence County           1

184 individuals were identified as routine visits and all appear to be stable. 95% of the consumers seen in August were found to be compliant in their medications. Sixteen consumers reported that they are working part time and ten consumers are currently involved in some type of vocational training.

All MRSAP consumers in Beaver County have been seen by the QMCC. Four consumers in Washington County have not been seen by the QMCC: two have refused and two are in Torrance State Hospital Forensic. Two consumers remain to be seen in Lawrence County. Ten consumers remain to be seen in Allegheny County: two consumers who request phone contact only, four have refused a visit, one is in criminal detention, one refuses contact with Allegheny County OBH, and two are no longer being followed by Allegheny County.

### 3. Summary of System Change Initiatives

Tim Casey reviewed the document titled “System Issues Ranking Sheet” which presents a list of systemic issues, along with rankings of each. The QIO Committee assisted in ranking the issues, for the purpose of addressing priority. Discussion ensued regarding major issues, including billable activity. Tim said the challenge was to provide sufficient detail without making the report cumbersome.

A suggestion was made to take the major findings and produce an issues and results list. Another suggestion was to have each county review the list, highlight their concerns and label effective approaches to each issue. There was agreement that this was a good idea.

Tim said he would send out a template to committee members and requested feedback by November 2; a draft will then be distributed for review at the Steering Committee meeting in November, with a final report to be presented at the Stakeholder’s Meeting in December. Linda Zelch added that feedback should include suggested language.

#### **4. QIO Meeting Update**

Brandi stated that a Quality Issues and Outcomes Committee meeting was held on August 26 and a report was distributed with a comparison of services immediately following the Mayview State Hospital closure and six months later. The report was gleaned from monthly tracking reports and critical incident reporting.

Discussion followed regarding the usefulness of early warning reports and Tim mentioned that over 50% of early warning signs reported led to an actual incident. Also discussed was the importance of understanding the HCSIS format and consistency in reporting categories by providers. Committee members spoke about the differences in how early warning signs are being dealt with by each county. AHCI will include this as a regular agenda item at future Steering Committee meetings.

Tim will send out an e-mail requesting Counties to report in a standard process.

Brandi mentioned that other discussion items at the QIO meeting included supported employment, social networks, transportation and physical health.

#### **5. Update on the Pitt Study**

Katie Greeno reported that the study was on target and progressing as planned, with 68 people enrolled in the study and 150 assessments completed thus far. Participants are seen five times per year and most are doing very well. The data is encouraging and most people have not been more symptomatic since they left Mayview. She said they have received significant support from the School of Social Work and have extended the study on the current budget, which follows participants two years post-discharge.

Discussion ensued regarding the living environment of the participants and making hospitals more conducive to recovery. Also discussed was the need for sustained attention to community services and the system changes following the closure. Katie said she would prepare a more detailed data report for the November Steering Committee meeting.

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

There was one RCA completed in Washington County, which was a suicide attempt, and the provider researched triggers and developed an intervention technique for the consumer. There have been no new sentinel events in Allegheny County. Debbie Duch reported that they had a systems meeting in August with providers, where they discussed concerns about medical attention for one consumer who had a heart attack. She said this highlighted the need for better care coordination.

#### **7. EAC/RTFA Reporting and Quarterly Inpatient Utilization Reports**

##### **EAC Report**

Tim reviewed the EAC Report, which indicated an average length of stay of 166 days. There was discussion regarding the length of stay and what is considered average, as well as a suggestion to focus on what prompts the consumer to enter the hospital in the first place. Also discussed was the fact that the consumer is basically starting over at the EAC, with a new doctor, treatment team and new environment, which may hamper them from being discharged in a timelier manner.

AHCI will follow up regarding barriers to discharge and add a section with comments from TRU.

### RTFA Report

Tim reviewed the RTFA Report, which indicated that 61 days is the average length of stay, and 180 days is the longest. There was discussion on the length of stay, especially 180 days, and people who just don't want to leave versus people who shouldn't leave (disposition vs. medical need).

### Inpatient Utilization Report

Tim stated that the current report had similar findings to previous reports, with inpatient admissions continuing to trend down. He added that other counties had more fluctuations than Allegheny County, such as Beaver County, where admissions went from 21 to 50 from December '08 to January '09. There was discussion why the fluctuation occurs in more rural areas, and one factor mentioned was the payer mix.

Brandi reported that AHCI is currently engaged in a pilot study on Inpatient Providers with Western Psychiatric Institute and Clinic which will help to address questions about variability. Four providers have agreed to participate so far and we are in the process of working on data requirements with WPIC.

## **8. New Business**

### Budget

Linda Zelch gave an update on the state budget. She said the governor is optimistic about passage of the budget in the next two days. They also have reports from each county on their current status and allocations are ready to go once it's been passed. Other details: Smart Pharmacy is out, and there is no model for MCO Assessment.

### Land Reuse Committee

Carol Horowitz reported that the legislation on all closures has been cancelled. The Committee drafted a letter to send to legislators and Carol will send to Brandi for additional signatures and distribution.

### White Paper

Brandi reported that the Lessons Learned White Paper is in final form and being formatted for publication. She would like to discuss distribution and ways to publicize the final paper at the next Steering Committee meeting.

### Other

Brandi Mauck Phillips informed the Steering Committee that AHCI staff would no longer be bringing copies of the meeting materials, so members will need to bring their own copies. She also gave an update on Mary Fleming's recent surgery and said she expected Mary to be back in the office by early October.

She also reminded the committee about the 2009 Recovery Conference on November 2-4 at the Pittsburgh Marriott City Center, where Estelle Richman will give the closing remarks. She said registration is now open and encouraged attendance by the committee.

There being no further business, the meeting was adjourned. The next meeting is scheduled for Friday, October 16, 2009 at the **Airport Marriott**.