

Select Committee on Quality Improvement of State Hospitals
WESTERN STATE HOSPITAL
SYSTEMS IMPROVEMENT AGREEMENT UPDATE
June 30, 2016

Our System Improvement Agreement with CMS was signed on June 2, 2016

Clinical Services Management, P.C. our independent consultant has been retained and approved by CMS as our external consultants.

Consultants were on site June 2 through June 10. Their visit included the following;

- Met with various staff and discipline specific focus groups (Nursing, Psychiatrists, Medical Physicians, Social Workers, Psychologists, Pharmacy, Staff Development, Human Resources, Medical Records, Discharge Team, Admissions Coordinator, Patient Advocate and Rehab Staff).
- Met with patients and patient focus groups in all areas (East Campus, Forensics, Adult Civil and HHM)
- Attended various committees and meetings (Executive Leadership, Quality Council, Patient Care Committee, QAPI Steering Committee, Master Treatment Team meetings on several wards and portions of our New Employee Orientation).
- Met with community partners including BHO Administrators and our Labor Partners from WFSE, SEIU and UPA/AWP.
- Reviewed a variety of documentation (Patient Records, Committee Minutes, Policies & Procedures, Organizational Charts, and Previous CMS Survey Reports)
- Attended active treatment groups and visited multiple wards through the week and weekend.

The consultants are in process of writing their report. It will go to CMS by August 10. CMS will review the report and upon approval we will get a copy with the consultant recommendations.

The SIA includes the following:

- We have retained Clinical Services Management as our independent expert consultants
- We have established a series of weekly meetings with consultants to include CEO only, Quality Team, Project workgroup including BHA, WSH.
- We will alert CMS and the consultants of any serious patient incidents.
- We will develop and submit a corrective action plan in collaboration with the consultants
- Our consultant will have oversight and monitoring of our action plan and will submit monthly status reports to CMS
- The SIA is for 13 months, however, CMS may return in as soon as 9 months to check our level of compliance.

We continue to move forward with our CMS plan of correction until receipt of the consultant report.

A SIA Project Manager has been identified at WSH to assist in the day to day monitoring of the action plan.