

Jefferson Mental Health Services QRT Report August 12 – 14, 2008

BACKGROUND INFORMATION

The Quality Review Team (QRT) consulted PRSN Staff, reviewed Exhibit N reports collected over the past two years, satisfaction survey summaries and QRT recommendations made during the last 2006 on-site review.

SITE VISIT – ANCILLARY PROVIDERS

On August 12th the Team interviewed representatives of the Jefferson County Public Health Department, Jefferson General Hospital, Children's Administration (DCFS), OLYCAP, and Jefferson County Jail.

SITE VISIT – Harbor House and Community Forum

The evening of August 12th the QRT conducted a Community Forum. August 13th the Team visited with members of Harbor House.

SITE VISIT – JEFFERSON MENTAL HEALTH SERVICES

On August 13th and 14th we interviewed staff from Crisis Services, Children's Out Patient Services, Adult Out Patient Services, Residential Services, Medical Services, and Co-Occurring Disorders Services.

FINDINGS

ANCILLARY PROVIDER INTERVIEWS

Jefferson County Public Health Department representatives shared that JHMS works great with the drug and alcohol provider for the Co-Occurring Disorders program. They give "kudos" to JMHS for stepping up to the plate and taking care of getting the students transferred to other programs when the Madrona program experienced a "melt-down". Commitment to quality has increased greatly in the last six months. In addition to this JMHS is working with a new openness and recognizes their limitations.

Jefferson Memorial Hospital related to the Team that over the last couple of years services have improved. Response times are lower and JMHS staff are more focused on what they're there for while keeping aware of time sensitivities. Communication is better with less people "falling through the cracks". The social worker program would still like to partner with JMHS to enhance positive outcomes as was recommended by the QRT two years ago. "JMHS staff displays an increased sense of professionalism."

Children's Administration (DCFS) shared that JMHS is responsive, returns phone calls, and participates in "wrap-around" for Discovery School on-site. They struggle with access rules. Efforts are being made to work on the relationship between DCFS and JMHS. DCFS would like education on how screening is done. "JMHS has been pretty willing to work with us."

OLYCAP has just completed a new working agreement with JMHS. They enjoy a good relationship with the new administration. The two agencies have also worked out a system for referrals for housing that works well. They would like to partner with JMHS to help them meet their needs and continue providing mental health services. "Jan, Eric, and Ben instill confidence in me."

Jefferson County Jail told us of quick response times for crisis and that JMHS staff meet with their clients regularly. JMHS staff provide detailed reports in a timely manner with flexibility enough to adjust the reports to the needs of the jail. Follow-ups are done in a timely manner. "I'll tell you, JMHS has bent over backwards for us!"

COMMUNITY FORUM

The Community Forum was attended by a few persons working on a grant-funded "Guide to Recovery". They brought messages from consumers who were unable to attend that the services they receive are "real good". The attendees told us about several wonderful programs being planned to take place in the community for Mental Illness Awareness Week in October. They also commented on difficulties in access to services and expressed concern about the ITA rules being too stringent. They also mentioned the consumers have difficulty finding transportation due to their lack of knowledge about Para-Transit.

ON-SITE INTERVIEWS

In the Entrance Interview we heard the "Solutions for Wellness" program, which was about to begin during our last visit, is a successful program addressing client wellness as well as staff wellness. The Metabolic Syndrome Study has been folded into this program. Harbor House Day Treatment Program is soon to receive access to an additional multi-purpose room. Linda, a volunteer, has been working with clients at Harbor House to provide fuller life experiences for the clients. The CODIT program absorbed the Madrona program at its demise. The agency sends a representative to every meeting of the Jefferson County Disaster Planners and has an internal plan to meet the needs of the clients during an emergency.

Crisis Services is going in new directions with a new supervisor and creating Crisis Plans for clients. They would like to see more education given to other

agencies about what JMHS can provide and what they can not provide. The team is working well together under the new supervisor.

The QRT was treated to a grand tour of the container garden the clients have been tending which has contributed a great deal of food to the marvelous meals served to the clients and staff members who join them for lunch. Our lunch fare was excellent – as usual – and the clients shared many of their wonderful experiences at JMHS with us.

Children's Out Patient Services told the Team of an adolescent DBT group they ran last spring and hope to start up again in the fall. They enjoy fostering hope and resiliency in the children they work with. They tell us the paperwork is abundant, redundant, and difficult for the families.

Adult Out Patient Services is providing an overall wellness program following the "Solutions for Wellness" curriculum as well as psycho-educational groups and field trips to help people make positive changes in their lives through a focus on positive attitudes. The addition of the many hours of volunteer work by Linda has done a lot to bring a sense of community to Harbor House.

Residential Services – well, there are no residential services. The agency does referrals for residential services to the appropriate agencies as needed.

Medical Services is assisting with the data gathering for the Metabolic Syndrome Study. Blood draws will soon be done on-site.

Co-Occurring Disorders Services uses Healthy Living and Harm Reduction model. The CODIT program group meets daily although not every client attends every day. They enjoy working as a Team and the clients "They're Great!" They would like detox and acute beds available nearby and they noted the area desperately needs more affordable housing.

RECCOMENDATIONS

- 1) Work toward creating a financial infrastructure which supports many funding streams, including grants, to provide more diverse financial base that may bring more stability to the agency.
- 2) Partner with the social worker program at Jefferson Memorial Hospital to enhance positive outcomes.
- 3) Provide DCFS education about how the screening process is done.

SUGGESTIONS

- 1) Utilize other clinical directors' knowledge and experience to learn about fitting other funding streams into the financial infrastructure and about grant funds.
- 2) Could Peer Support Counselors be called into service to wait with persons being ITA'ed while the DMHP's search for a bed?

The QRT would like to thank Linda, a volunteer who has given much of herself to brighten the lives of the Consumers in services at JMHS. Her dedication and commitment are brought to light in hearing mention of her name so many times while visiting with consumers. The QRT Honors Linda for her work recognizing that volunteers are the backbone of every organization, public or private. The Team would also like to recognize Jan, Ben, and Eric for taking the reins and navigating JMHS through the winter storms with efficiency and grace. JMHS continues to grow in partnerships with other agencies in the community as well as families and the consumers themselves.