

West End Outreach Services QRT Report February 19 – 21, 2008

BACKGROUND INFORMATION

The QRT members consulted with PRSN staff and the Ombuds regarding agency trends, reviewed the Ancillary Provider Satisfaction Survey Summary and Exhibit N reports collected over the past two years, and the QRT recommendations and suggestions made during the 2006 on-site review.

SITE VISIT – ANCILLARY PROVIDERS

February 19th the QRT interviewed representatives of the Forks Hospital ER Dept; Quileute Tribe; and Clallam County sheriff Dept.

SITE VISIT – CONSUMER AND COMMUNITY VOICES

February 19th the QRT shared lunch with the Consumers at the Day Treatment "Clubhouse" program where we visited with Consumers about their experiences and needs in services at WEOS.

A Community Forum, poorly planned by an overworked Chair, did not bring any better participation than have better planned Community Forums in the past. More plainly stated, no community members attended the Community Forum.

SITE VISIT – WEST END OUTREACH SERVICES

February 20th and 21st the QRT interviewed agency staff Hispanic Services; Child and Family services; Adult Day Treatment; PATH program; Medical/Nursing services; and Crisis services.

FINDINGS

ANCILLARY PROVIDERS

A representative of Forks hospital ER Department shared with the team two programs the hospital is developing; Non-Violent Crisis Intervention (NCI) team and a "Grow Your own" staff recruitment scholarship program intended to assist current staff with obtaining education needed to move into vacant and hard to fill positions in this rural area. Also, we were told WEOS staff guide the nursing staff and doctors to meet the needs of the patient. "I think they do a superb job."

A representative of the Quileute Tribe told us of how well the WEOS staff members work to network with the Tribe to provide culturally sensitive services that many Tribe members utilize. Also shared with the Team were the many programs which have been developed since receiving the Systems of Care Grant

from SAMHSA which PRSN assisted the Tribe in application processes with technical assistance. WEOS provides good networking and support. "Turf is a non-issue, it is all our turf."

The Clallam County Sheriff Office representatives shared with the QRT that WEOS responds in minutes when contacted. They are frustrated a great deal when a person is "turned away" from treatment due to intoxication. "Our goal is to help."

WEOS STAFF INTERVIEWS

In the entrance interview we heard of new programs including a COD program and the supported living project. As a division of Forks Hospital, WEOS is a part of the community's disaster response agency and in an emergency the agency will do whatever necessary to meet the needs of the clients – as they do every day. In addition to this the Team was given an overview of huge renovation plans for the agency's buildings as well as a new day treatment building.

The Adult Out Patient staff shared lots of staff changes and changes in the focus to develop social networks for consumers. More outings, life skills enhancement, WRAP, and an on-going Spanish class are some of these new directions. They do what they can to assist consumers with employment and are helping consumers to reconnect with families.

Crisis and Emergency services told the QRT of the use of the "GAINSS" tool when going to a crisis call and making use of Certified Peer Counselors to observe and calm a consumer in crisis while the DMHP worked on solutions.

We heard more about the continuing PATH program which has many successes and failures.

Child and Family services shared an overview of the many programs available including ARS, Early intervention, Family Intervention, DBT, AI-A-Teen, and a sexual assault group in conjunction with Forks Abuse. The POSSE program continues to be successful and the agency works well with the Juvenile Justice system. They mentioned a need for an out-of-agency meeting place so the youngsters don't have to deal with the stigma among other students and can focus on healing.

The ARNP shared with the Team her great empathy for the mentally ill. She enjoys her work and forming partnerships with other people, is happy and feel valued here. "I'm not here to force meds."

Hispanic services shared the addition of staff with greater knowledge about cultural issues so that solutions can be found appropriately. They expressed a need for more bi-lingual staffers.

The new COD program shared its utilization of the Acceptance and Commitment Therapy and the Matrix programs to empower consumers in a Holistic approach.

RECCOMENDATIONS

- 1) Explore the possibility of using the Hospital's scholarship program for current staffers to take Spanish classes to increase bi-lingual staff numbers.
- 2) Provide staff safety training for every staff member.

CONCLUSION

The QRT would like to thank the Staff of WEOS for their cooperation during the planning of this review and the many date changes. At times our Team needs to be "Ridgidly Flexible" due to scheduling difficulties and appreciates WEOS' quick responses to the needs of all.

In addition to this the QRT would like to give due recognition to all the efforts WEOS has always made to meet the unique needs of their diverse rural area and compliment WEOS on the successes it has worked for and been rewarded with in its years of service to the community.