



**EASTERN MONTANA COMMUNITY MENTAL
HEALTH CENTER**

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Janette Reget, Executive Director
Mental Disabilities Board of Visitors
P.O. Box 200804
Helena, Montana 59620-0804

Ms Reget:

Please find below Eastern Montana Community Mental Health Center's response to The Board of Visitors recommendations. I would to thank you and your team for the positive comments regarding our programs and agency. In addition to your recommendations there were several observations noted in the report that I would like to have you be aware. We do have a draft Policies and Procedures manual which we hope finalize with our Board of Directors. We will review to ensure terminology is consistent and person centered. This draft has updated areas you highlighted in your report. We also had a binder available that contains job descriptions for positions within our agency the descriptions include expectations and duties for each employee. Each employee has signed and acknowledged they have read their job description. In response to staffing we have recently hired and LSW (PIT) who also has a CD background, one LAC licensed, LCPC/LAC licensed individual and a LAC (PIT). I hope this information is helpful.

Sincerely,

Jim Novelli MSEd

Recommendations and Responses

1. Implement a formal, written Quality Improvement plan that includes continual, on-going review of services, by developing work plans with specific and measurable goals for each program that can be reviewed and updated monthly.

We will review this process and develop measurable goals. We are in the process of hiring a Clinical Coordinator who will help to develop goals and monitor each program.

2. Use annual client and family/friend satisfaction surveys as part of quality improvement process. Encourage clients/families to comment on their satisfaction and dissatisfaction with programs, and use these comments in program development.

We do send out annual survey it is included in their yearly statement of account.

3. Include contact information about Montana Mental Disabilities Board of Visitors, Mental Health Ombudsman, and Disability Rights Montana, on the Consumer Rights form, the Notice of Privacy Practices form and the Grievance form.

We will add this information to our forms.

4. Implement a medication administration certification training program for group home staff regarding medication education, documentation, and medication administration training, both initially and periodically to assess the current staff's knowledge.

We will work with our providers as part of our QI plan plus the use of Relias will help with training and education.

5. Make certain that medications stored at the facilities are in a locked cabinet in a locked room, and place a lock on the refrigerator in which medications are stored.

Medications are in a locked secure room we will ensure the lock on the cabinet is in working order and install a lock on the refrigerator.

6. Create a standardized way to document the rationale for medication changes and side effect management in Credible to provide more consistent documentation.

We will monitor and develop procedures as part of our QI process to track this documentation.

7. Create a protocol with set parameters for antipsychotics and other psychiatric medications requiring regular monitoring, in accordance with the American Diabetes Association and American Psychiatric Association. Consider having a laboratory company visit EMCMHC on a weekly/monthly basis for “Lab day” to allow for more constant laboratory monitoring and convenience to the client.

We are working with Holy Rosary Healthcare to integrate services. Part of the integration will include medical/wellness for our individuals served.

8. When a client participates in therapeutic tasks to help support the day treatment program (for example, helping with meal preparation), identifies the task as therapeutic activity and addresses it in the client’s treatment plan.

We will include as part of our QI goals