

MENTAL DISABILITIES BOARD OF VISITORS MARCH 30TH-31ST, 2017

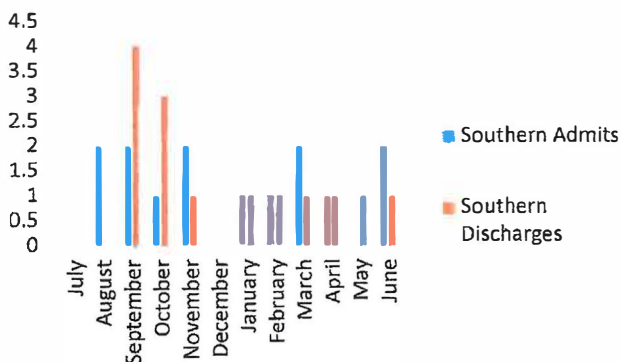
SITE INSPECTION OF HELENA SERVICES

CENTER RESPONSE – October 2018

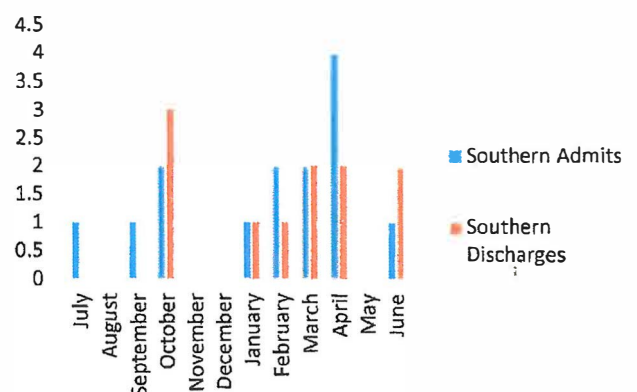
OBSERVATIONS/RECOMMENDATIONS FROM THE BOARD OF VISITORS:

- 1) **RECOMMENDATION:** Consider quarterly chart review conducted with the pharmacist to assess for medication appropriateness, effectiveness, safety, adherence, and proper administration techniques.
 - a. **Our Response:** Per our Nursing Supervisor, we have a process for this already in place. Currently we do medication reconciliation on all clients the week before they see the doctor. This includes checking with the client's pharmacy that the medications that are prescribed to them (by our doctors and outside providers) are correct in our system, that they are adhering to the medication dispensing schedule, and if they are not picking up their medications as prescribed then letting our providers know that they are not taking their meds correctly. This is then addressed in the provider appointment, where the providers assess medication appropriateness, effectiveness, and adherence. Safety concerns are discussed with the pharmacists currently for things like QT prolongation and other drug-drug interactions. The pharmacy also informs us of when our clients are not picking up their medication as prescribed or dispensed. Our internal EMR, Essentia Rx, system is also set up with warnings about medications being prescribed that may be in the same class or have other potential interactions. Proper administration techniques are addressed currently by the pharmacy, who will talk to clients about how to take their medications. It is also addressed, if needed, in the provider appointments. This is currently a huge time consuming process that ensures safe and effective medication administration to our clients.
- 2) **RECOMMENDATION:** Analyze the lengths of stay for clients at the adult foster home and adult group home placements and be more proactive in assisting clients who are ready to transition to independent living.
 - a. **Our Response:** Below are graphs of the Center's admits and discharges in our Helena adult foster care homes and adult group homes for the last fiscal year July 2017 to June 2018.

Adult Foster Care Homes



Group Homes



To reflect our tracking more clearly, we discharged 12 of the 20 clients in our group homes, 60% of those admitted. Four (4) went to AFCH, one (1) back to jail, and the other seven (7) are still living independently, with two (2) of them in our PACT program. Of those seven (7) living independently, 5 of the 7 are still in Helena and active in services, two (2) moved outside our service area. An additional, three (3) have secured housing vouchers with our assistance and are on the Guardian waiting list and should be discharged from our group home services before the next Continued Stay Request is needed.

In our Adult Foster Care Homes, we discharged 17 of the 39 clients in that particular service, 44% of those admitted. Seven (7) went to group homes (1 in Great Falls), one (1) to hospitalization, one (1) to assisted living and one (1) to living with family. The other five (5) are still living independently, with two (2) of them in our PACT program. An additional, two (2) have secured housing vouchers with our assistance and are currently awaiting placement.

We feel we are appropriately and continually reviewing clients in all levels of services and our residential care is no different. It is recognized that our community can at times be a difficult place to secure safe and affordable housing and we utilize the full extent of our treatment teams to include case management and recovery home specialists to support our clients in living in the least restrictive level of care to meet their individualized needs while supporting stable residences. As part of a new initiative we will be tracking this more intently across all programs within the Center to increase our diligence on clinical review, client services and active participation from clients in all Center services.

3) **SUGGESTION:** Consider joining with local hospitals to provide more continuing education opportunities for staff, including Project ECHO.

- a. Our Response: Thank you for this suggestion, it will be something explored, discussed and reviewed by the Helena management team in connection with other key Center administration.

4) **SUGGESTION:** Utilize students (i.e. nursing, pharmacy, medical) from surrounding colleges to help provide more medication education groups on a regular basis.

- a. Our Response: Currently have implemented nursing students that work with us two times per year from Carroll College. They provide support to the clients, but not necessarily medication education groups. These could be helpful in the future and we may consider as we are developing our community partnership with Carroll College Nursing Department.

Michelle Marshal 10-22-18
Michelle Marshal, LCPC, CMHP Date
Director of Southern Services

Sydney Blair, LCSW, CMHP
Sydney Blair, LCSW, CMHP Date
Chief Executive Officer