



Psychiatric Health Facility (PHF) Governing Board Meeting
Wednesday, February 27, 2019
3:00 PM – 4:00 PM
PHD Auditorium
300 N San Antonio Rd, Santa Barbara
Minutes

Staff: **Alice Gleghorn**, PHF CEO; **Ole Behrendtsen**, PHF Medical Director; **Sara Sanchez**, Quality Care Management Coordinator; **Susan Soderman**, Quality Care Management Coordinator; **Laura Zeitz**, Division Chief of Housing Placement/PHF; **Yaneriis Muñiz**, Policy Coordinator; **Shereen Khatapoush**; Research & Program Evaluator; **Jennifer Hidrobo**, PHF Clinical Director, **Gregg Hart**, Board of Supervisors, Second District, **Karen Campos**; Behavioral Wellness Administration; **Teresa Martinez**, Deputy County Counsel.

Facilitator: **Terri Maus-Nisich**, Assistant CEO, Health and Human Services (Chair)

Roll Call:

Present

Terri Maus-Nisich, Assistant CEO, Health and Human Services (Chair)

Supervisor Williams, Santa Barbara County Board of Supervisors, First District (excused after Item #5)

Vincent Wasilewski, Chief Deputy for Custody Operations, Sheriff's Department (Vice Chair)

Van Do-Reynoso, Director of Public Health

Polly Baldwin, Public Health Medical Director

Arlene Diaz, Manager, Public Administrator – Guardian

Janette Pell, Director of General Services

Excused

Supervisor Lavagnino, Santa Barbara County Board of Supervisors, Fifth District

General Public Comment: none at this meeting.

1. Welcome and Overview

- **Introduction of New Staff**

- Ms. Maus-Nisich welcomed Supervisor Das Williams who has been newly appointed to this Board as the new BOS Alternate, replacing Supervisor Wolf and introduced Supervisor Gregg Hart.
- Teresa Martinez, Deputy County Counsel, was welcomed to her first official PHF Governing Board Meeting, replacing Aylin Bilir.

Action: No action.

2. Review and Approve Minutes of the PHF Governing Board Meeting listed below:

- **February 4, 2019** (Exhibit 2a)

Action: Chief Wasilewski made a motion to approve the February 4, 2019 meeting minutes as presented. Ms. Do-Reynoso seconded. Ms. Pell & Supervisor Williams abstained. No objections. Motion carried.

3. Medical Staff Bylaws: no update at this meeting.

Action: No action.

4. Staff will report on the following Quality Assessment and Performance Plan and Indicators (QAPI):

- **QAPI February Update (Exhibit 4a)** - Indicators that are highlighted in grey are reported to the PGB on a quarterly basis, but are not scheduled to be reported in the month of February.

Over a few years, the PHF has worked to decrease the hours of restraint usage and the number of seclusion episodes. In FY16/17, the utilization rate has been very low, less than 1% per month for both seclusion and restraints. At this point, the PHF monitors monthly utilization to ensure that the rates do not increase.

Complaints and Grievances:

- Ms. Sanchez provided the report for the month of February 2019. Clinical care/skill-related grievances off target, with corrective action summary at the end of Exhibit 4a.

Infection Prevention and Control:

- Report (Quarterly: January, April, July, October) - no report for the quarter.

Patient Services, Care and Safety:

- Report - Ms. Sanchez provided the report for the quarter ending December 31, 2018. Readmission within 30 days was off target, with corrective action described at the end of Exhibit 4a.
- Patient Injuries - Ms. Sanchez provided the report for the month of January.
- Adverse Outcomes in Patient Care - Ms. Sanchez provided the report for the month of January 2019.
- Suicide Management, Treatment Planning, Consents, Nursing Services - Ms. Sanchez provided the report for the quarter ending December 31, 2018.

Social Work Services:

- Report (Quarterly: Mar, Jun, Sept, Dec) - no report for the quarter.

Restraint/Seclusion:

- Report (Quarterly: Mar, Jun, Sept, Dec) - no report for the quarter.

Medication Use/Pharmacy Services:

- Report (Quarterly: Feb, May, Aug, Nov) - Ms. Sanchez provided the report for the quarter ending December 31, 2018.
- Medication Error Rates/Unavailability (monthly) - Ms. Sanchez provided the report for the month of January 2019.

Significant Adverse Outcomes:

- Ms. Sanchez provided the report for the month of January 2019.

Food and Nutritional Services:

- Report (Quarterly: Mar, Jun, Sept, Dec) - no report for the quarter.

Physician and Allied Health Professionals (AHP) Related Services:

- Ms. Sanchez provided the report for the quarter ending December 31, 2018. Telephone medication orders off target, with corrective actions described at the end of Exhibit 4a.

Environmental Services (EVS):

- Report (Quarterly: Jan, Apr, Jul, Oct) - no report for the quarter.

Environment of Care (Facilities):

- Ms. Sanchez provided the report for the quarter ending December 31, 2018.

- **Process Improvement Projects:**

- Ms. Khatapoush provided the report on Process Improvement Projects. Ms. Khatapoush reviewed the handout she distributed titled, *PHF Medical Care Evaluation Study; January 2018 – Ongoing* which provided an update for the quarter ending December 31, 2018 as to the current trends at the PHF in acute, billable administrative and non-billable administrative days. (Late Addition: Section 4 - Process Improvement Projects).

- **QAPI Indicator List:**

- Propose Changes to the current QAPI indicator list (Exhibit 4c):

Ms. Sanchez referenced exhibit 4b proposing the following amendments:

Add the following two new QAPI Pharmacy Indicators under Medication Use/Pharmacy Services:

- #59: Controlled Substance Discrepancy
- #60: Medication Errors

Remove the following indicators from the existing QAPI Indicator List:

- #20: Rate of Proper Laboratory Value Review and Documentation
- #22: Mislabeled/Unlabeled Specimens
- #23: Mislabeled/Unlabeled Specimens resulting in harm to patient or delay of service
- #40: Medication Error Rate as a Result of Med Unavailability
- #41: Medication Error Rate
- #41: Adverse Drug Reaction Rate

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- #42: Appropriateness of Poly-Pharmacy
 - #44: Timeliness of Medication Availability (medication turn-around-time)
 - #46: Controlled Substance Destruction
 - #47: Dual Licensed Signatures for Controlled Substance Content Assessment and Upon Delivery
 - #48: E-Kit Usage
 - #49: Content and Security of E-Kits

After board discussion, the board made the following recommendations:

- The two new proposed indicators #59 and #60 were approved to be added.
- #20 will be brought back to the next meeting for a report by Dr. Behrendtsen.
- #23, #44, #48 and #49 were approved to be removed.
- #22, #40, #41, #41, and #42 were not approved to be removed and will remain on the indicator list.
- #42 will be amended to include antipsychotic therapy language.
- #46 & #47 will be combined and kept on the indicator list.

- **PHF Status Report**

- Patient Status (UR) Report (Exhibit 4d) – Ms. Sanchez provided a report on the data for January 2019. Administrative days have dropped. A training was provided in January for all medical doctors by Dr. Lundt. A recommendation was made to account for the number of patients conserved who are admitted to the PHF for one night.

- **Contract Monitoring Report** (Quarterly: Feb, May, Aug, Nov)

Ms. Hidrobo reports the following:

- Psychiatric Services, Edwin Feliciano, MD Contract - in compliance.
- Pharmacy Services, Federal Drug Contract - in compliance.
- South Coast Janitorial Contract - in compliance.
- Food Auditing & Monitoring, Valle Verde Contract - in compliance.
- Medical Staffing, Maxim HealthCare Services Contract - in compliance.
- Infection Control, Andra Dillard Contract - in compliance.
- Greeley Contract – in compliance.

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- Aramark Contract - not in compliance with stocking and deliveries. Staff will bring an updated report next month.
 - **Significant Areas/Key Events occurring at the Psychiatric Health Facility (PHF) such as patient care** (monthly).

Ms. Zeitz reports the following:

- The Board approved the appointment of Jennifer Hidrobo as the new PHF Clinical Director.
- PHF Infection Control Nurse, Andra Dillard has resigned effective June 30, 2019.
- DHCS bi-annual preliminary audit results.

Action: Ms. Diaz made a motion to acknowledge the following: the QAPI February Report was received; Process Improvement Project Update for quarter ending December 31, 2018 was received; QAPI Indicators presented under exhibit 4b to be approved, denied and amended as indicated above with direction to Dr. Behrendtsen to do further review on #20 and report back at the following meeting and Ms. Sanchez to provide an updated *Complete List of QAPI Indicators* (exhibit 4c) with approved changes as listed above under QAPI Indicator List; PHF Status Report was received with direction to Ms. Sanchez to account for the number of patients conserved who are admitted to the PHF for one night; Contract Monitoring report for quarter ending December 31, 2018 received with direction for staff to provide a status update on the Aramark contract at the next meeting; Approve appointment of Jennifer Hidrobo as PHF Clinical Director; Accept resignation of Infection Control Nurse, Andra Dillard. Motion seconded by Ms. Pell. No objections. No abstentions. Motion carried.

5. Staff will provide a report on the following Compliance:

- **Staff Credentialing/Privileging**
 - The PHF's Medical Practice Committee (MPC) has reviewed the credentials of the staff members identified below, and recommends that the PHF Governing Board accept the MPC's recommendation to credential and approve the medical staff's privileges at the PHF:
 - o Matt Fogarty, M.D (Exhibit 5a)

Action: Chief Wasilewski made a motion to approve the credentialing and privileges of the candidate listed above. Ms. Van Do-Reynoso seconded. No objections. No abstentions. Motion carried.

6. Budget Development - no report at this meeting.

Action: No action.

7. Policies and Procedures – Ms. Muñiz provided an overview of the new policy listed below.

- **New**
 - Pharmacist Duties at the PHF (Exhibit 7a)
 - a. Att. A – PHF Inspection Report for Medication Control in Patient Care Areas

- **Revised** - none at this meeting.

- **Rescinded** - none at this meeting.

Action: Chief Wasilewski made a motion to approve the new policy and procedure listed above as presented. Ms. Baldwin seconded. No oppositions. No abstention. Supervisor Williams absent. Motion carried.

8. PHF Governing Board Administrative Items

- None at this meeting.

Action: No action

9. Review of Future Meeting Agenda Items

- Aramark Contract Update
- Update on QAPI Indicator #20 under exhibit 4b

10. Adjournment – Meeting adjourned at 4:03 pm. Next Meeting Date, March 27, 2019