



SANTA BARBARA COUNTY  
DEPARTMENT OF  
**Behavioral Wellness**  
A System of Care and Recovery

**Psychiatric Health Facility (PHF) Governing Board Meeting**

March 24, 2021

3:00 PM – 4:30 PM

Remote Virtual Participation Only

<https://sbcbswell.zoom.us/j/97333720739?pwd=ZzBiaE1WT0wwZUpZaDdzeVlrbkk0Zz09>

Meeting ID 973 3372 0739

Password 987557

**MEETING MINUTES**

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**Staff:** **Alice Gleghorn**, PHF CEO; **Ole Behrendtsen**, PHF Medical Director; **Lindsay Walter**, Deputy Director of Administration and Operations; **Laura Zeitz**, Division Chief of Housing Placement/PHF; **Jamie Huthsing**, Quality Care Manager; **Jennifer Hidrobo**, PHF Clinical Director; **Stacey Larsen**, Quality Care Management Coordinator; **Shereen Khatapoush**, Research & Evaluation; **Marshall Ramsey**, Division Chief Information Technology; **Karen Campos**, Behavioral Wellness Administration OPS; **Quiana Lopez**, Policies & Procedures Coordinator; and **Teresa Martinez**, Deputy County Counsel.

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

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**Call to Order:** Chair Maus-Nisich called the meeting to order at 3:03 p.m.

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**Roll Call:**

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**Present**

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

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

**Supervisor Joan Hartman**, Santa Barbara County Board of Supervisor, 3<sup>rd</sup> District, Alternate

**Van Do-Reynoso**, Director of Public Health

**Excused**

**Supervisor Nelson**, Santa Barbara County Board of Supervisors, Fourth District

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**Polly Baldwin**, Public Health Medical Director

**Arlene Diaz**, Manager, Public Administrator –  
Guardian

**Janette Pell**, Director of General Services

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**General Public Comment:** No general public comment at this meeting.

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**1. Welcome and Overview:** Chair Maus-Nisich welcomed everyone in attendance.

- Supervisor Joan Hartman, Third District, PGB Alternate was welcomed to her first meeting of the PGB.

**Action:** No action.

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**2. Review and Approve Minutes of the PHF Governing Board (PGB) Meeting listed below:**

- February 24, 2021 (Exhibit 2a)

**Action:** Ms. Baldwin made a motion to approve the February 24, 2021 PGB meeting minutes as presented. Ms. Diaz seconded. Ms. Hartman abstained. No objections. Motion carried.

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**3. Medical Staff Bylaws.** Consider recommendations regarding the Bylaws of the Psychiatric Health Facility Medical Staff & Rules and Regulations (Medical Staff Bylaws) as follows:

- No report at this meeting.

**Action:** No action.

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#### **4. Quality Assessment and Performance Plan and Indicators (QAPI)**

**4(a) Receive and file a report on the following Quality Assessment and Performance Plan and Indicators (QAPI). SEE EXHIBIT 4a POSTED WITH THE AGENDA.** Indicators that are highlighted in grey are reported to the PGB on a quarterly basis, but were not scheduled to be reported on at this meeting.

##### **Complaints and Grievances:**

- Report (monthly) - Ms. Larsen provided the report for the month of March 2021.

##### **Infection Prevention and Control:**

- Report (Quarterly: Jan, Apr, Jul, Oct)

##### **Patient Services, Care and Safety:**

- Report (Quarterly: Feb, May, Aug, Nov)
- Patient Injuries (monthly) – Ms. Larsen provided the report for the month of March 2021.
- Incident Reports (monthly) - Ms. Larsen provided the report for the month of March 2021. Staff clarified that a number of reported incidents were attributed to one client who has since been transferred to a more intensive care program.

##### **Social Work Services:**

- Report (Quarterly: Mar, Jun, Sept, Dec) - Ms. Larsen provided the report for quarter ending December 31, 2020.
- Psychosocial Assessment Completion (Quarterly: Jan, Apr, Jul, Oct)
- Recreation Therapy Assessments (Quarterly: Jan, Apr, Jul, Oct)

##### **Restraint / Seclusion:**

- Report (Quarterly: Mar, Jun, Sept, Dec) - Ms. Larsen provided the report for quarter ending December 31, 2020.

##### **Medication Use/Pharmacy Services:**

- Report (Quarterly: Feb, May, Aug, Nov)
- Medication Error Rates (monthly) – Ms. Larsen provided the report for the month of March 2021.

##### **Significant Adverse Outcomes:**

- Report (monthly) - Ms. Larsen provided the report for the month of March 2021.

#### **Food and Nutritional Services:**

- Report (Quarterly: Mar, Jun, Sept, Dec) - Ms. Larsen provided the report for quarter ~~ending December~~ending December 31, 2020.
- Ice Policy (Quarterly: Jan, Apr, Jul, Oct)
- Handwashing (Quarterly: Jan, Apr, Jul, Oct)
- Request for Additional Food (Quarterly: Jan, Apr, Jul, Oct)

#### **Physician and Allied Health Professionals (AHP) Related Services:**

- Report (Quarterly: Feb, May, Aug, Nov)
- Cranial Nerve Exams (Quarterly: Jan, Apr, Jul, Oct)
- Informed Consent (Quarterly: Jan, Apr, Jul, Oct)

#### **Environmental Services (EVS):**

- Report (Quarterly: Jan, Apr, Jul, Oct)

#### **Environment of Care (Facilities):**

- Report (Quarterly: Feb, May, Aug, Nov)

#### **Nursing Services**

- Report (Quarterly: Jan, Apr, Jul, Oct)

#### **Treatment Plans**

- Report (Quarterly: Jan, Apr, Jul, Oct)

**4(b) QAPI Indicator List.** Receive and file a report on proposed changes to the QAPI Indicator List. Provide direction to Staff to amend or delete QAPI Indicators as proposed.

- Report (as needed)

**4(c) PHF Status Report.** Receive and file a report on the data for the number of acute and administrative days of patients at the PHF. SEE EXHIBIT 4c POSTED WITH AGENDA.

- Patient Status (UR) Report (monthly) - Ms. Larsen provided the report for the month of March 2021.

**4(d) Contract Monitoring:** Receive and file a report, as applicable, on vendors who contract with the PHF. Provide direction to Staff as appropriate.

- Report (Quarterly: Feb, May, Aug, Nov)
- PHF Contracts up for Renewal for Fiscal Year 2021-2022. SEE EXHIBIT 4d POSTED with the AGENDA. – Ms. Hidrobo and Dr. Behrendtsen gave the report.

Staff reported no concerns with any of the providers listed below whose contracts are up for renewal and recommended that the PHF Governing Board direct Staff to move forward with renewing the contracts for FY 21-22 through either the Purchasing Agent or the County of Santa Barbara Board of Supervisors, as applicable.

- Dr. Edwin Feliciano, PHF Psychiatrist
  - Mary Pat Sweeney, Psychiatric Nurse
  - CareFusion, Information Technology
  - PipelineRX Integration, Information Technology
  - TDS Operating, Information Technology
  - Pacific Diagnostic Laboratory, Laboratory Services
  - Mission Linen, Linen Service
  - Berger Drug Co. Amerisources, Pharmaceuticals and Medical Supplies
  - Federal Drug, Pharmaceuticals and Medical Supplies
  - Barton Associates, Recruitment and Staffing
  - Crossroads Staffing Services Countywide, Recruitment and Staffing; staff was directed to change *monitored by name* from *Dr. Ole Behrendtsen* to *Jennifer Hidrobo*
  - Jackson and Coker, Recruitment and Staffing
  - Maxim Healthcare Services, Recruitment and Staffing
  - Robert Half Countywide, Recruitment and Staffing
  - Tri-active, Equipment
  - Network Tech/RXNT, ITT
  - Homeland, Translation Services
  - Mixteco Indigena Community Organizational Project (MICOP), Translation Services – staff was directed to correct the name of the provider on the provided handout from *Mixteco* to *Mixteco Indigena Community Organizational Project (MICOP)*.
  - Ortiz-Schneider Interpreting & Translation Services – staff reported that this provider is in the RFP process
- PHF Electronic Health Records (EHR) Request for Proposals (RFP) Update – Ms. Walter reported that the Intent to Award letter is soon to be issued as the Protest period closes March 24, 2021 at 5:00 p.m. Staff will work with County Counsel if a protest is filed.

**4(e) Significant Areas/Key Events occurring at the PHF (monthly)**

- COVID 19 Related Impacts on PHF - Ms. Hidrobo provided the update on the current Health Officer Orders affects at the PHF. It was highlighted that this reporting period the COVID-19 pre-admission screening tool was revised which now requires that a negative COVID-19 test must be within 72 hours of admission or if the patient had an active infection, all criteria must have been met to no longer need isolation.

- COVID 19 Testing and Vaccines - Ms. Hidrobo provided an update on the PHF's current COVID-19 testing protocol and overview of COVID -19 vaccines received by staff. It was highlighted that 91% of PHF staff have been fully vaccinated and as a result, the County Health Officer lifted the weekly testing requirement. Masking and self-evaluation continues. PHF is awaiting response from County Public Health Disease Control regarding whether outpatient staff may enter the PHF and how PHF patients can receive in person visitors.
- Staff Updates –Ms. Hidrobo announced that the new Pharmacist in Charge Matthew Nguyen will be introduced at an upcoming PGB meeting and reported no COVID-19 related staff shortages.

**4(f) PHF Medical Care Evaluation Study** Receive and file a report on the following study results. SEE EXHIBIT 4f POSTED WITH AGENDA.

- Report (Quarterly: Mar, Jun, Sept, Dec) – Ms. Khatapoush provided a brief overview of the PHF Medical Care Evaluation Study, January 2017 through December 2020. The PGB directed staff to add as a *Recommendation for the Future*: Continue Utilization Review on a monthly basis.

**4(g) PHF Patient Survey** Receive and file a report on the following survey results and approve proposed changes/deletions made to the PHF Patient Survey. SEE EXHIBIT 4g.1 and 4g.2 POSTED WITH THE AGENDA.

- Report (as needed) – Ms. Khatapoush provided a brief overview of the PHF Patient Survey Results Q1 & Q2 2020-2021 (Exhibit 4g.1) and proposed the following changes be made to the PHF Patient Survey as highlighted in Exhibit 4g.2:
  - Change survey title to *PHF Satisfaction Patient Survey*
  - Delete question No. 1: *Who decided your discharge today?*
  - Delete statement No. 6: *Staff encouraged me to take responsibility for how I live my life.*
  - Amend statement No. 8: ~~As a direct result of the services I received,~~ I am now better able to take care of myself and do things I need to do.
  - Add question No. 12: *What did you like about your PHF stay?*
  - Add question No. 13: *What didn't you like about your PHF stay? What can we do better?*
  - Revise question No. 15, option c. from *Transgender* to *Other*

Ms. Khatapoush stated the survey will be presented to clients when they move from acute to administrative status as opposed to discharge day to hopefully increase participation. Also, the survey will now be available in a paper option starting April 1, 2021.

**Action:** Ms. Do-Reynoso made a motion to receive and file the reports presented above with direction to staff as noted above; and approve the proposed changes/deletions made to the PHF Patient Survey as presented. Ms. Pell seconded. No objections. No abstentions. Motion carried.

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**5. Budget Development.** Receive and file a report on Budget Development. Provide direction to Staff as appropriate.

- None at this meeting.

**Action:** No action.

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**6. Policies and Procedures** – Ms. Lopez provided an overview of the revised policies listed below.

- **New Policies**

- None at this meeting.

- **Revised Policies**

- COVID 19 Preparedness and Response Plan (Exhibit 6a)
- Medical Waste Management – Biohazardous and Sharps Waste (Exhibit 6b)
- Reportable Diseases, Conditions, and Occurrences (Exhibit 6c) Ms. Lopez reported that the Medical Practice Committee (MPC) made the following change to this policy that was not reflected in the handout provided in the meeting packet:

Section 3.3 - The IP will report patient with:

1. Newly diagnosed/acute Human Immunodeficiency Virus (HIV) cases by immediately calling the Santa Barbara Public Health Department's Disease Control Department at 805-681-5280 or 805-681-4750.
  2. HIV cases of any stage other than acute in the same manner detailed in Section 3.1.2 but within 7 calendar days.
    - Attachment A – List of Reportable Diseases and Conditions
    - Attachment B – Confidential Morbidity Report – Communicable Diseases
    - Attachment C – Confidential Morbidity Report – Tuberculosis
    - Attachment D – Confidential Morbidity Report – Conditions for Unsafe Driving
- Comfort Room (Exhibit 6d)
  - Admission of Patients with Eating Disorders (Exhibit 6e)

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

- **Other** – none at this meeting.

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**Action:** Ms. Baldwin made a motion to review and approve the Policies and Procedures listed above as presented. Ms. Do-Reynoso seconded. No abstentions. No objections. Motion carried.

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**7. Discuss PHF Governing Board Administrative Items.** Provide direction to Staff as appropriate.

- No discussion on this item.

**Action:** No action.

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**8. Review of Future Meeting Agenda Items:** Provide direction to Staff regarding items to add for the next PHF Governing Board meeting:

- Budget Development Update
- PGB Annual Report will go to the BOS on April 6, 2021

**Action:** No action.

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**9. Closed Session:** The meeting was recessed to Closed Session.

- **Staff Credentialing/Privileging** - none at this meeting.

**Action:** No action.

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**10. Adjournment** – Meeting adjourned at 4:13 p.m. Next Meeting Date, April 28, 2021.

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