



BOARD OF SUPERVISORS
AGENDA LETTER

Agenda Number:

Clerk of the Board of Supervisors
105 E. Anapamu Street, Suite 407
Santa Barbara, CA 93101
(805) 568-2240

Department Name: Behavioral Wellness
Department No.: 043
For Agenda Of: March 24, 2020
Placement: Departmental
Estimated Time: 30 Minutes
Continued Item: No
If Yes, date from:
Vote Required: Majority

TO: Board of Supervisors

FROM: Department Alice Gleghorn, Ph.D., Director
Director(s) Behavioral Wellness, 805-681-5220
Contact Info: Laura Zeitz, R.N., Nursing Supervisor
Behavioral Wellness, 808-722-0136

SUBJECT: **Behavioral Wellness – Psychiatric Health Facility (PHF) Update**

County Counsel Concurrence

As to form: Yes

Other Concurrence:

As to form: N/A

Auditor-Controller Concurrence

As to form: N/A

Recommended Actions:

That the Board of Supervisors:

- A. Receive and file a report on the **Psychiatric Health Facility (PHF)**, providing an annual update from the PHF Governing Board regarding operations of the PHF, including quality of care and other program activities; and
- B. Determine that the above actions are exempt from the California Environmental Quality Act (CEQA) pursuant to section 15378(b)(5) of the CEQA guidelines, as organizational or administrative activities of governments that will not result in direct or indirect physical changes in the environment.

Summary Text:

This item is on the agenda pursuant to the Board of Supervisors' (BOS) Resolution establishing a PHF Governing Board and requiring the PHF Governing Board to make annual reports to the BOS, which retains authority to set general policy on fiscal and personnel matters within the County. The PHF Governing Board was originally created by action of the BOS on August 30, 2016, as amended on September 20, 2016 and October 10, 2017, to provide oversight of the County's PHF. The PHF is a 16-bed, locked inpatient psychiatric facility that provides comprehensive services to individuals in need of acute psychiatric care. A PowerPoint presentation will provide information about actions taken by the PHF Governing Board during this reporting period to further its commitment to improving PHF operations and providing quality client care.

Background:

The Santa Barbara County PHF is a 16-bed locked inpatient psychiatric facility that provides 24-hour acute comprehensive care to individuals with severe mental illness who require, per California Welfare and Institutions Code (WIC) Section 5150, psychiatric hospitalization at a Lanterman-Petris-Short (LPS) designated facility. The PHF is licensed by the State Department of Health Care Services (DHCS) as a "psychiatric health facility" and, in addition, is also eligible under Health and Safety Code section 1250.2(d) to participate as a hospital in the federal Medicare program if it meets all the federal conditions of participation. The PHF license only allows for adult clients (ages 18 and over).

Participation in Medicare qualifies the facility for designation as a "Super-PHF," meaning that it can bill both Medicare and Medi-Cal for services provided to qualified client beneficiaries. To maintain its eligibility to participate in the Medicare program, the PHF is subject to inspection approximately every five years by the Federal Centers for Medicare and Medicaid Services (CMS); the most recent prior inspection of this type took place in 2019. This inspection entails a review that the PHF has met the conditions of participation for hospitals pursuant to federal regulations at 42 CFR Part 482. In addition to CMS inspection, the PHF regularly participates in unannounced reviews of specific requirements for DHCS licensure as set forth in California regulations at Title 22 California Code of Regulations (CCR) Division 5, Chapter 9. All these reviews provide important monitoring of PHF services and facilities, identifying both areas of strength and improvement. Both state and federal regulations require an effective governing body that is legally responsible for the oversight of the facility.

In October 2018, DHCS conducted their triennial chart audit review of 567 patient days. Preliminary findings show a 38% disallowance rate, improved over the prior rate of 58 % in 2015.

PHF Governing Board

The PHF Governing Board provides oversight of the PHF to ensure it is in compliance with state and federal regulations.

On August 30, 2016, the BOS authorized the formation of the PHF Governing Board, as modified on September 16, 2016 and October 10, 2017. As of October 10, 2017, the PHF Governing Board consists of seven county officials: Assistant County Executive Officer of Health and Human Services, Director of General Services, Public Health Director, Chief Deputy of Custody Operations for the Sheriff's Department, a Public Guardian Representative, a Public Health Doctor, and one Supervisor from the County of Santa Barbara Board of Supervisors (and alternate). First District Supervisor Das Williams serves on the PHF Governing Board, with Second District Supervisor Gregg Hart as the alternate.

The PHF Governing Board is part of the PHF's governance structure that also includes the PHF Medical Practice Committee, and the Quality Assessment and Performance Improvement (QAPI) team. The PHF Governing Board meets monthly. Regular agenda items include:

- **Report on Quality Indicators.** At their monthly meetings, the PHF Governing Board receives a report on the Quality Assessment and Performance Plan and Indicators. Information is provided by staff about the following Indicators: Complaints and Grievances; Infection Prevention and Control; Patient Services, Care and Safety; Restraint/Seclusion; Medication Use/Pharmacy Services; Significant Adverse Outcomes; Food and Nutritional Services; Physician and Allied Health Professionals and Related Services; Environment of Care (Facilities); Laboratory Services; QAPI Indicator List; Process Improvement Projects; PHF Status Report (Patient Status (UR)

Report); Contract Monitoring; and Significant Areas/Key Events occurring at the PHF (e.g., patient care). If there are areas that are not in compliance, corrective action is taken.

- **Policies and Procedures.** The PHF Governing Board considers all new and revised policies and procedures. The PHF Governing Board recently considered new and revised policies such as Admissions Criteria and Conditions; Care of Suicidal Patients; Medication Wasting and Destruction; Credentialing, Appointment, Reappointment, and Appraisal of Medical Staff; Pain Management; and various policies regarding infection prevention and control.
- **Medical Staff Bylaws.** The PHF Governing Board reviews any revisions to the Medical Staff Bylaws.
- **Staff Credentialing/Privileging.** The PHF Governing Board reviews any requests to approve credentialing of candidates and recredentialing of medical staff and to approve requests for medical staff privileges.

2019 Highlights

Highlights at the PHF this reporting period include:

- **422 Hospitalizations (7/1/2018 to 6/30/2019)**
- **Department of Health Care Services (DHCS) audit completed (Biennial)**

Treatment Plans were recognized as being exceptional in their multidisciplinary approach and high level of patient involvement.

Facilities updates were received positively and mentioned several times by the surveyors during the review.

Audit based improvements resulted in:

- Creation of Peer Review Committee to review medical staff performance and provide technical assistance.
- Hiring of a permanent PHF Director of Social Services and a Health Records Administrator.
- Expanded 48-hour in-service education to include all PHF staff.

- **Centers for Medicare and Medicaid (CMS) Audit Completed (Triennial)**

Cleanliness of the unit was remarkably improved from 2016.

Pharmacy excellence was highlighted throughout the survey.

Audit based improvements resulted in:

- Installation of SafeHinge Primera en-suite doors to increase patient safety.
- PHF Leadership and Santa Barbara Sheriff collaborated to update MOU to maintain safety and protect Patient's Rights.
- PHF contracted a National Healthcare Consultant who provided training to all treatment plan staff across disciplines to ensure comprehensive, individualized, multidisciplinary goals and interventions are specific to patient needs.

- Improved the processes and procedures for all PHF Medical Staff selection, credentialing, privileging and performance reviews to engage PHF Governing Board oversight.

Facility Upgrades

Facilities upgrades included installation of non-ligature doors in designated areas. The safety features of these new doors provide for: load-release at 8kg, but stay attached during day-to-day use; staff-only reset minimizes ligature learning; and partial observation.

Inpatient Pharmacy Improvements

The PHF was spending on average \$50,000 per month on the previous pharmacy services. The PHF is now spending on average \$9,904 per month.

Improvements include:

- Increased monitoring of medication room and nursing practices.
- A 99% compliance rate with the established Formulary.
- Reduced polypharmacy (the use of multiple psychotropic medications) upon discharge. Polypharmacy increases risk of adverse effects, drug interactions, and poor adherence.
 - Rate of polypharmacy before the pharmacy opened: 7% on average
 - Rate of polypharmacy after the pharmacy opened: <1% on average

Successful Recruitments for Hard to Fill PHF Positions

Several hard to fill PHF positions were filled this reporting period. New hires include: a Director of Social Services, two Nutritionists, two Psychiatric Technician 1, and four Psychiatric Nurses 1.

PHF Staff Selected as Employee of the Month

This month, PHF was selected as the Employee of the Month and honored at the March 10, 2020 BOS meeting. The dedicated staff of the PHF offer care to those in our community with grace, kindness and dedication in the face of adversity. The PHF staff embody the true spirit of county service demonstrating resilience and teamwork while providing patient centered care.

Fiscal and Facilities Impacts:

Budgeted: This agenda item is for information and administrative purposes only. There are no current budget impacts

Special Instructions:

Please send one (1) minute order to: mejohanson@co.santa-barbara.ca.us and the BWell Contracts Division at bwellcontractsstaff@co.santa-barbara.ca.us

Attachments:

Attachment A: 2019 PHF Update PowerPoint

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