

HSC STRATEGIC GOALS

DEPARTMENT OF SOCIAL SERVICES BOARD
MEETING- APRIL 2022

BACKGROUND

- Spring 2021 Consultation with WICHE- Behavioral Health Program
- Focused on Programming/ Service Delivery and Staffing
- Virtual and in-person meetings with key staff
- Results- Recommendations in 5 key areas

STRATEGIC GOALS

Workforce

- Goal 1: Strengthen and support a qualified workforce

Treatment

- Goal 2: Establish distinct Units with targeted services for patients needing inpatient psychiatric hospitalization

Safety

- Goal 3: Ensure a safe, therapeutic environment for all patients and employees

Leadership

- Goal 4: Create an organizational culture dedicated to trust transparency

Data

- Goal 5: Define and measure success through data and outcomes

WORKFORCE

GOAL I: STRENGTHEN AND SUPPORT A QUALIFIED WORKFORCE

- Closed Staffing Model
 - Work in area hired
 - Focused training
 - Relationship/ Rapport building
 - Team building
 - Balanced staffing

TREATMENT

GOAL 2: ESTABLISH DISTINCT UNITS WITH TARGETED SERVICES FOR PATIENTS NEEDING INPATIENT PSYCHIATRIC HOSPITALIZATION

- Restoration To Competency
- Geriatric Psychiatric Admissions

SAFETY

GOAL 3: ENSURE A SAFE, THERAPEUTIC ENVIRONMENT FOR ALL PATIENTS AND EMPLOYEES

- *Expanded Security Team*
 - *Added Mental Health Security Positions*
- *Emergency Code Notification System*
 - *Staff led workgroup*
 - *Increased notification and response time*

LEADERSHIP

GOAL 4: CREATE AN ORGANIZATIONAL CULTURE DEDICATED TO TRUST TRANSPARENCY

- Coffee with Senior Leadership
 - Held quarterly
 - Shift crossover times
 - 2022- Including outreach to units
 - (and cookies)
- Virtual Town Halls
 - Monthly
 - Staff questions
 - Incorporate staff across disciplines

DATA

GOAL 5: DEFINE AND MEASURE SUCCESS THROUGH DATA AND OUTCOMES

- HSC increase focus on quality and compliance
 - Reclassification of medical records staff to Compliance and Quality Improvement Specialist to assist in managing, documenting and tracking the data points throughout the hospital.
 - First Quality Improvement Forum is planned for this Spring.
 - Programs will develop performance improvement plan (PIP) supporting topic of increasing patient treatment and increasing patient participation in treatment.
 - Plan Do Study Act process for performance improvement will be utilized with supporting data to measure outcomes.
 - Ongoing plan for QI Forums to be presented twice a year to showcase performance improvement projects utilizing data to measure successful interventions.

NEXT STEPS

- Ongoing Consultation Spring 2022
- Implementation Teams
- Regular updates and communication to staff



Thank You

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