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 1: 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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