

VERMONT PSYCHIATRIC CARE HOSPITAL: INPATIENT UNIT

PERFORMANCE IMPROVEMENT INITIATIVES

In 2014, the Vermont Psychiatric Care Hospital implemented two organization wide performance improvement initiatives.

Six Core Strategies

In collaboration with the Vermont Department of Mental Health, VPCH is participating in a year-long initiative aimed at eliminating violence and reducing the use of seclusion and restraint. Six committees, which include VPCH staff and community partners, are implementing each of the six core strategies. Specific activities include data collection related to monitoring trends in emergency involuntary procedures. Workforce development is being addressed by evaluation of training needs, hiring, and recruitment of VPCH staff. Dr. Huckshorn, author of the program, is providing consultation across all strategies of the initiative.

Discharge Planning initiative

VPCH is currently assessing the complexities around the discharge planning process, especially with individuals requiring more complex individualized plans in the community. VPCH actively involves DMH Central Office staff and community providers at Designated Agencies to develop appropriate discharge plans. VPCH treatment team staff members are evaluating and implementing interventions to improve discharge planning efficiency and effectiveness.

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2014 Performance Improvement Initiatives by department

Hospital Department	Title of Initiative	Description
Psychology	Group Supervision	Implementation and evaluation of clinical group supervision provided to registered nurses and mental health specialists at VPCH.
Nursing/ Pharmacy	Controlled Substance Monitoring	Pyxis reports of all controlled substances are compared to nursing documentation of dispensed medication on the Medication Administration Record is monitored on a daily basis.
Medical Staff	Documentation of Treatment Plan Objectives	Treatment plans will include long term and short term objectives that are written in behavioral and measurable terms, with time frames.
Recovery Support	Implementation of Sensory Room and Comfort Room use.	Incorporation of evidence based strategies into our patient care environment using therapeutic tools to support patients in emotional and behavioral regulation.
Operations	Improve the purchase and return process	Process improvement to ensure the delivery of items to the right person, and return items in an efficient manner from VPCH.
Facilities	Issuing keys and badges	Process improvement for issuing keys and badges to new employees, while making the process easier for Facilities and Operations managers.
Pharmacy	To ensure a safe process for medication verification	Process improvement to ensure registered nurses can effectively sign off on new medication orders while visualizing the Pharmacy department's recording of new medication orders.
Pharmacy	Consistency for remote	Promotion of an effective medication entry system for patients' orders at

	pharmacy	VPCH, while informing all pharmacy personnel of the necessary lab values required to safely deliver medication.
Custodial Services	Custodial cleaning improvement initiative	Ensure accurate assessment of cleaning needs by custodial staff on the nursing units, ultimately reducing the number of complaints issued from unit staff.
Operations	Institutional Maintenance Mechanic	Paint and finish all mechanical spaces in the building.