

VPCH Performance Improvements – 2016 Report Card

Department	Title	Result
Clinical and Administrative teams	Six Core Strategies to Reduce Violence and Prevent Seclusion and Restraint	Reduced the frequency and length of emergency procedures as compared with VSH.
CEO	Enhance communications between Administration and VPCH staff	CEO, Medical Director, and Director of Nursing implemented regular open meetings with all shifts, all employees every month. CEO initiated regular emails to all employees to provide updates on hospital activities and projects.
Psychology	Multidisciplinary Reviews of Emergency Involuntary Procedures	100% completion rate of next-day treatment team reviews of emergency involuntary procedures. Ensure recommendations identified during the team review are updated in the patient's treatment plan.
Social Work	Refining the feedback process post-discharge from patients and community providers.	Developed process for gathering information from patients and community providers one month following discharge. Analysis of information collected to refine discharge planning process during patient's course of stay at VPCH.
Nursing/ Pharmacy	Controlled Substance Monitoring	Analyzed process of monitoring controlled substances. Developed review process including pharmacy director and nursing leadership to ensure medication security and patient safety. Education provided to all nursing staff about medication management of controlled substances.
Custodial Services - BGS	Custodial Improvement Initiative	Analysis of feedback from unit staff about cleanliness and sanitation on the patient care units. Development of standardized cleaning checklists utilized by the custodial supervisor during reviews of the facility. Resulted in an improvement in nursing staff approval of custodial services provided on the units and consistency in custodial services provided.

Facilities	Monitoring of Keys and Badges	Developed process to track and record staff keys at time of issue to ensure appropriate collection at time of staff departure.
Medical Staff	Documentation of Treatment Plan Objectives	Treatment plans will contain long term and short term objectives that are written in measurable and behavioral terms and include time frames. 100% of treatment plans met this stated goal.
Dietary/ Nutrition	Therapeutic diet adherence	Ensure consistency on the patient care units with specific diet requests and therapeutic diets as ordered by physicians. Developed process to update and inform staff of patient's specific dietary restrictions. Education and training modules developed and implemented by VPCH dietician.