

VPCH Advisory Committee

3/27/2023

Attendees: Ann Donahue, Michael Sabourin, Greg Tomasulo, Stephanie Shaw, Dr. Sam Evenson, Julie Vose

CEO Update: (Stephanie Shaw)

We have hired Wendy Shapiro, her expected timeline is June arrival, having a hard time finding housing. Wendy has been the CEO of the current facility she is in for the last decade. Started her career as a Psych Tech before moving on to Social Work roles, and then joined a leadership development program, after which she moved into an administrative role.

The Physician RFP was out for bid and a bidder has been selected, the RFP had four prongs for VPCH and this vendor bid on all four. The vendor was asked for their best and final offer which has come back, and the Business Office is embarking on the contract negotiation and drafting. The Columbus Organization is who we have selected from the RFP which is different than a locum psychiatry vendor, they are similar to a headhunter in that they recruit physicians and place them in the locations. Their average length of tenure for such a placement is eight years, but as with any position no length of time can be guaranteed. We would help Columbus in the selection and hiring process, but they are the ones who recruit. VPCH is still under contract with CVMC for medical consultants, labs, etc. and that won't go away. Queried our on-call pool and many of our physicians would like to stay on board and they will work with Columbus. Hopeful for an overlap of a few weeks between UVMC and Columbus to help ensure a smooth transition for those receiving services, VPCH personnel, and the new providers.

Talk of retention bonuses and additional dollars for those in preceptor roles are something we are hopeful to get from negotiations. We have begun to drop our traveling rates, we have assessed and worked closely with the travel companies CEOs and the first drop was \$25. After the first price drop we didn't lose a single nurse, and we are set to have another price drop in April. Seeing applications for our permanent positions really pick up – had 12 nursing applicants in February which is more than we have had cumulatively in the last few years.

The target date for River Valley Therapeutic Residence is now May 8th, they had hired staff for April 9th but due to a construction delay the opening was pushed out. There will be six residents that will move into the new facility, the care and philosophy will remain the same. The Program Director, Troy Parah, will be leading the facility.

Ann Donahue shared that she reached out to Joint Commission with an inquiry regarding the prioritization and balance of emotional and physical safety for those receiving services. Ann said she would share their response with the group.

April orientation group looks to be a larger group. We had about 12 applicants for the month of February.

Recently had our PSSIS (Patient Safety Surveillance and Improvement System) survey completed, this survey occurs every three years and had not been done because of COVID. The surveyors spent a day here looking over our event reporting for the past four years. VPCH received no citations, and the surveyors offered many accolades of VPCH staff and event reporting systems. They did offer a few recommendations and suggestions including standardization of our forms and a move from paper to electronic processes. They took particular interest in our Broset tool and were surprised to see it, they asked us to possibly present at a conference later in the year. They offered to help us with Root Cause Analysis and Performance Improvement, would have a tabletop with their input. We will be providing our response to them in the next 60 days for their recommendations.

There was a question about when VPCH was due for the next Joint Commission Survey – VPCH has 2 ½ years before the next routine Joint Commission survey. We still have not yet filled our vacant Quality Director position, however we have two applicants and hoping to interview one of them this week.

Medical Director Update: (Dr. Sam Evenson)

We are preparing for transitions, as two new locum psychiatrists join us in April, these locum psychiatrists help keep the census up. The quality of care has continued to be high even with new locums coming in. Working with the Columbus Organization will be a collaborative effort, we can give them names of people we would like to see stay and they will also find candidates for us. Hoping for as much overlap time as possible to help with the transition.

Psychology and Recovery Services Update: (Greg Tomasulo)

We continue our work with open dialog and will invite new doctors to open dialog meeting. Several of our staff are in the training currently for open dialog. Rhett Williams, our Nurse Educator does a good job letting new staff know about open dialog.

We continue to work on the library renovation project and now have 10 huge boxes of new books, a lot of reorganizing and reshelving is taking place to find spots for them. Mark Holderbach is looking into the possibilities of E-books for interlibrary loan. Happy to say that we are already seeing the new release section books go flying off the shelves!

Sensory room is still under construction but we are near the finish line, BGS just hired new maintenance person which will help free up Adam so that he can finish the room. Remain fully staffed and have noticed group attendance has gone up more than Greg has ever seen.

Performance Dashboard: (Jeremy Smith)The increase numbers for the month of December have since gone down and returned to what we usually see.

Updated Committee Charter:

Emily found the VPCH Advisory Committee Charter, and the committee reviewed it together and approved. This will be uploaded to our new website!

VPCH Website Suggestions:

Working to update and modernize our website, Stephanie asked the committee if they felt anything was missing from the website currently. Anne said that policies that were being worked on used to come to this meeting and they no longer do, will the policies be on the website? Yes as the policies are updated they will be put on the website, we have a policy committee that meets every other week. Members felt the current website has outdated information and is hard to find things. Stephanie explained that the main page will have widgets that will bring users to a different webpage, for example there will be a careers and visitor widget. In the next week or two the new website will go live; Stephanie meets with our liaison later this week. One of our widgets will be resources, would be curious from participants what some good resources would be.