

# VPCH Advisory Committee

**6/3/24**

Attendees: Wendy Shapiro, Missy McGibney, Nicole Garcia, Stephanie Shaw, Jackie Leman, Dr. Sam Evenson, Greg Tomasulo, Amy Richardson

## • Member Introductions

Wendy introduced Nicole Garcia, our new Operations Director, she has been working with DMH for 15 years.

## • Member Updates

### **CEO Update: (Wendy Shapiro)**

Joanna Stevens, our Quality Director, resigned in April and we have since hired a new person for the role and they are starting on 6/17 and will be here for the next advisory committee.

### **Physician Update: (Dr. Sam Evenson)**

We currently have 3 of the 4 full-time physician positions filled by psychiatrists, we have Dr. Dudek in the last vacant position and she has filled in very admirably. Dr. Lecours is starting in August, and this will help get us back to 21 beds.

### **Nursing Update: (Stephanie Shaw)**

Recruitment continues to be a large focus for nursing, but we have had a steady flow of RN and MHS applicants. We went from having travel staff comprising 60%-70% of our staff to now only 50%.

We have started hosting sophomore and senior nursing students again, but were unable for a while due to COVID, this has proven to be a good recruitment pipeline.

### **Operations Update: (Nicole Garcia)**

There is a new supervisor in our Admissions department, Blake Hutchins, he started as an MHS before being promoted to AMHS and then transitioned to Admissions Specialist.

### **Social Services Update: (Missy McGibney)**

Recently submitted a proposal to present at the VT NASW conference and will find out soon if our presentation was accepted. The presentation is about Mandated Clients. The Social Work department is fully staffed with four employees that make up the team.

### **Psychology & Recovery Services Update: (Greg Tomasulo)**

Recovery Clinician, Danielle Morris, was able to get solar eclipse glasses and we had a viewing party for individuals hospitalized and staff. There was another social last week to celebrate Memorial Day, the kitchen served a delicious meal outside, and it was great for everyone to get together. The socials are always so well attended by everyone.

Our first Recovery Services intern just finished her time with us. She is a senior at UVM and helped us make resource pamphlets for everyone who is being discharged. She also studied the effects of cannabis use by hospitalized individuals here. We hope to have another Recovery Services intern starting in the fall and we officially accepted a Psychology intern to start in August.

### **Quality Update: (Wendy Shapiro)**

The dashboard was reviewed by the committee and is on the website.

Q: Seeking clarification on the length of stay portion of the dashboard.

A: We found that hospitalized individuals who have been at VPCH for over 6 months were skewing the data. The data point is the average length of stay for hospitalized individuals who have been here for less than 6 months.

Q: Are the February and March EIPs related to a few specific people? This has been the case in the past and the number seemed high.

A: The total number of EIPs for February and March are skewed due to a couple hospitalized individuals, April are more on point to our typical hours.

### **• Additional Comments/Questions**

Q: Wondering about the grievance process, how are staff educated? When inquiring about the grievance process staff seem to be unaware of what the process is, and they lean into Social Work.

A: Anyone can write a grievance; a form should be given to them by staff. Staff might be asked to help fill it out. Once filled out to goes to the Quality department, they are reviewed and responded to within 7 days, then Wendy gets a copy of it. The hospitalized individual gets a written and verbal response by Quality. If necessary, Quality will talk to the staff involved, and get all perspectives. If the individual doesn't like the response, they are welcome to respond.

Q: When hospitalized individuals need to go before a judge, does this happen at VPCH or do individuals get transported to their hearings?

A: Pre-pandemic we had court on site once a week, then during COVID we switched to remote (using Webex) and have not returned to in person hearings since. We still have the capability to have court at VPCH but that hasn't occurred yet. We provide a quiet, private space for individuals attending their hearing.