

# VPCH Advisory Committee

07/29/2024

Attendees: Laurie Emerson, Jaceé Sutton, Nicole Garcia, Wendy Shapiro, Stephanie Shaw, Missy McGibney, Amy Richardson, Katherine Johnson, Dr. Sam Evenson

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

Recruitment and retention continue to be a priority for nursing, this fiscal year has been off to a good start with large orientation groups and not relying on travel staff so heavily.

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

Health Equity is a big topic with the Joint Commission during their upcoming survey. To prepare for this Social Work has been collecting health equity information for the last 7 months (gender, transportation, food, shelter, etc.) to see where individuals need the most help prior to discharge. Will be working on a Performance Improvement Plan for pronoun use with hospitalized individuals. Will be working to add a spot in the EHR for pronouns, integrating it into some of our forms, making sure it is addressed in the initial meet and greet, and will have a training for staff led by folks at DMH Central Office.

One of our Social Workers has completed her licensure exam and by August will have all her hours and will become a licensed Social Worker.

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

Project in activity yard is starting today, they will be tearing up the current sidewalks and replacing them with heated sidewalks. This should increase safety for winter when hospitalized individuals are using the yard. The construction should only last a few weeks and until finished the patients will be using the courtyard.

## **Quality Update: (Jaceé Sutton)**

We are looking at our EHR and how to utilize it to its fullest potential, our Electronic Medical Record vendor TruBridge will be here in the fall to work with us to make this happen.

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

A new psychiatrist will be starting on August 1<sup>st</sup>, Daniel Lecours, he has been here before. We now have a full contingent of psychiatrists; one is per diem but still exciting!

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

Late last week we secured a partnership with Vermont Pet Partners who are certified in pet therapy and will work with us to get volunteers. We have been working to make this happen for a while but it's finally moving forward, and we already have two folks who have expressed interest in coming to VPCH.

**VPCH Dashboard-**

See the attached document.

Q: There are many grievances, is it from one person and are they formal grievances?

A: in June there was a process change regarding the 2:30PM snack and that was some of the grievances. Hospitalized individuals can grieve anything in accordance with our grievance policy, the grievances are discussed at Executive Leadership and with the Commissioner.

**CEO Update: (Wendy Shapiro)**

Working on a contract with an agency to provide Joint Commission support, they would come and do mock surveys and be a resource if we have questions. We are looking at a 5-year contract with the vendor.

**Other Business:**

We will be presenting the satisfaction survey to this committee.

Q:When discharged, how do you address the patients who don't have a place to go back to?

A: Our social work team diligently searches on where to send folks, a person discharged to homelessness rarely happens, could count it on one hand. The Social Work team starts looking for shelter, even if it's a temporary shelter or an assistance shelter immediately upon Admission. The goal is to never discharge to the streets but unfortunately it does happen on rare occasions.