

**DMH Act 200 Listening Tour
Visioning Timeline Table - QUALITY
2019**

Send follow-up comments/questions to: Jennifer.rowell@vermont.gov

Short-Term	Mid-Term	Long-Term	End State
<p>Strategy: Memorandum of understanding between impacted organizations. Outlines needs, roles, expectations should a major system bed need suddenly arise.</p> <p>Population impact <input checked="" type="checkbox"/>Children <input checked="" type="checkbox"/>Adults <input checked="" type="checkbox"/>Seniors/Elders <input type="checkbox"/>Other: _____</p> <p>1. Steps to accomplish this</p>	<p>Strategy: Data model developed that can test a surge capacity plan.</p> <p>Population impact <input checked="" type="checkbox"/>Children <input checked="" type="checkbox"/>Adults <input checked="" type="checkbox"/>Seniors/Elders <input type="checkbox"/>Other: _____</p> <p>1. Steps to accomplish this 2.</p>	<p>Strategy: Infrastructure changes to meet capacity plan from the data model are implemented.</p> <p>Population impact <input checked="" type="checkbox"/>Children <input checked="" type="checkbox"/>Adults <input checked="" type="checkbox"/>Seniors/Elders <input type="checkbox"/>Other: _____</p> <p>.. Steps to accomplish this</p>	<p>End State: Create a coordinated, data driven, multi-organizational statewide surge capacity plan</p> <p>Population impact <input checked="" type="checkbox"/>Children <input checked="" type="checkbox"/>Adults <input checked="" type="checkbox"/>Seniors/Elders <input type="checkbox"/>Other: _____</p> <p>1. Steps to accomplish this 2.</p>
<p>Strategy: Review EBPs that may already exist and assess what is in place now.</p> <p>Population impact <input checked="" type="checkbox"/>Children <input checked="" type="checkbox"/>Adults <input checked="" type="checkbox"/>Seniors/Elders <input type="checkbox"/>Other: _____</p>	<p>Strategy: Build a sustainability plan</p> <p>Population impact <input type="checkbox"/>Children <input type="checkbox"/>Adults <input type="checkbox"/>Seniors/Elders <input type="checkbox"/>Other: _____</p>	<p>Strategy: Evaluate and reflect</p> <p>Population impact <input type="checkbox"/>Children <input type="checkbox"/>Adults <input type="checkbox"/>Seniors/Elders <input type="checkbox"/>Other: _____</p> <p>Steps:</p>	<p>End State: A fully developed and sustainable peer support network integrated into the Continuum of Care,</p> <p>Population impact <input type="checkbox"/>Children <input type="checkbox"/>Adults <input type="checkbox"/>Seniors/Elders <input type="checkbox"/>Other: _____</p>

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<p>Steps:</p> <ul style="list-style-type: none"> • Engage peers in development about what has/would work. • Form peer support advisory committee for DMH, time limited and goal focused • Coordinate with SU and recovery community for integration and lessons learned • Use LEAN tools or SWOT framework (quality informed process) • Discover what resources and current systems/peer networks exist • Determine definition of peer, competencies, pay, ethical challenges, philosophical differences • Establish needed trainings and budget • Identify a pilot site or expand on an 	<p>Steps:</p> <ul style="list-style-type: none"> • Identify and grow stakeholders • What other entities could buy-in • Education and outreach about the value of peers • Pilot sites operating? 	<ul style="list-style-type: none"> • Solicit customer satisfaction • Examine success markers • Have we fulfilled the mandate we intended to? • Evaluate selves or ask for an outside evaluator 	<p>Steps:</p>
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<p>existing network to have peers in hospitals (how to fund?)</p>			
<p>Strategy: Define Success and identify wait times across health care system for parity</p> <p>Population impact</p> <p><input type="checkbox"/> Children</p> <p><input type="checkbox"/> Adults</p> <p><input type="checkbox"/> Seniors/Elders</p> <p><input type="checkbox"/> Other: _____</p> <p>Steps:</p> <ul style="list-style-type: none"> • Identify data needed • Identify relationships (MOUs) needed • Review data already available • Form an advisory group • Review EBPs • PDSA framework • Define what 'reduce' means • Expand access to transportation • Expand capacity of mobile crisis to 	<p>Strategy: Fully fund activities or entities that could aid in de-escalation or altered and extreme states</p> <p>Population impact</p> <p><input type="checkbox"/> Children</p> <p><input type="checkbox"/> Adults</p> <p><input type="checkbox"/> Seniors/Elders</p> <p><input type="checkbox"/> Other: _____</p> <p>Steps:</p> <ul style="list-style-type: none"> • Educate how/where to access MH services and supports • Expand more community supports (like warm lines, Soteria, Assist etc.) • Reduce criteria or need for diagnosis to get specific supports • Co-locate community-based services run by peers with respite beds • Stable, supportive housing available to all 	<p>Strategy: Improve system flow, expand available places for people to discharge to at the level of care they need when they need it</p> <p>Population impact</p> <p><input type="checkbox"/> Children</p> <p><input type="checkbox"/> Adults</p> <p><input type="checkbox"/> Seniors/Elders</p> <p><input type="checkbox"/> Other: _____</p> <p>Steps:</p> <ul style="list-style-type: none"> • Test the model for improved system flow (currently being drafted with VAAS/VCP?) • Ensure reduction in LOS is because they are receiving the right services for the appropriate amount of time (UR) • 	<p>End State: Reduce number of visits and length of stay for those presenting at the ER for MH issues, to align with physical health care system for parity</p> <p>Population impact</p> <p><input type="checkbox"/> Children</p> <p><input type="checkbox"/> Adults</p> <p><input type="checkbox"/> Seniors/Elders</p> <p><input type="checkbox"/> Other: _____</p> <p>Steps:</p>

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<p>respond in community</p> <ul style="list-style-type: none"> Examine the policy/practice for needing medical clearance to access inpatient level of care. Partner with FQHCs to meet people where they are to medically clear and avoid ER. Screen in community and then admit to hospital if they need it. 	<ul style="list-style-type: none"> Employment supports available Community education, hopefully breaking down stigma and reduce isolation, more community trainings on how to respond (mental health first aid or other identified peer trainings) Evaluate trainings available Use technology (Biometric feedback etc.) to help engage people waiting in the ER and help stabilize or reduce need for admission or LOS SWOT/look at drivers, use quality process to identify pressures on the system (housing need, Social determinates of health). 		
<p>Strategy: Ensure voice of people with lived experience</p>	<p>Strategy:</p>	<p>Strategy:</p>	<p>End State: A community of care that promotes and implements a culture of dignity and respect</p>

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<p>is at the forefront of all conversations</p> <p>Population impact <input type="checkbox"/> Children <input type="checkbox"/> Adults <input type="checkbox"/> Seniors/Elders <input type="checkbox"/> Other: _____</p> <p>Steps:</p> <ul style="list-style-type: none"> • Structures in place to make sure people have a voice and influence • Stipends/supports for participants • Assessments of attitude and burn out • Provide education and supports to staff, service providers, and care givers etc. (front line staff) to maintain their own wellness and avoid compassion fatigue • Promote a trauma informed workplace, reconnect with sense of empathy, help supervisors learn about how to 	<p>Population impact <input type="checkbox"/> Children <input type="checkbox"/> Adults <input type="checkbox"/> Seniors/Elders <input type="checkbox"/> Other: _____</p> <p>Steps:</p>	<p>Population impact <input type="checkbox"/> Children <input type="checkbox"/> Adults <input type="checkbox"/> Seniors/Elders <input type="checkbox"/> Other: _____</p> <p>Steps:</p>	<p>Population impact <input type="checkbox"/> Children <input type="checkbox"/> Adults <input type="checkbox"/> Seniors/Elders <input type="checkbox"/> Other: _____</p> <p>Steps:</p>
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<p>support staff and assess wellbeing</p> <ul style="list-style-type: none">• Align with healthcare world and their approach• Identify wellness programs that exist now• Strengthen provider relationships, move toward stronger, more collaborative partnerships• Formal information sharing amongst providers• Look at UVMHC's patient advisory group, known to be very empowering			
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