

THE SWVMHI NEWS – SPECIAL EDITION

Volume XXX No. 2 Southwestern Virginia Mental Health Institute February 29, 2008
~Health ~Healing ~Hope

FROM THE DIRECTOR

Today you are receiving a special edition of *THE SWVMHI NEWS*. This edition includes a summary of the Department of Mental Health, Mental Retardation and Substance Abuse Services' (DMHMRSAS) Agency Strategic Plan and Service Area Plans.

Each state agency is required to develop and update its Agency Strategic Plan and Service Area Plans each year. I am pleased to inform you that the Department's final Agency Strategic Plan and Service Area Plans for this year have been posted on CODIE and the DMHMRSAS website (www.dmhmrzas.virginia.gov), under the Office of Planning and Development. Although the descriptive information in these plans is largely unchanged from the initial plan which we publicized in 2006, several performance measures affecting state hospitals and training centers have been revised or replaced. Because our progress in reaching the targets established for each performance measure is monitored by the Department of Planning and Budget and posted for public review on the Virginia Results website, this would be a good time for you to review the performance measures that focus on state hospital or training center operations.

The Governor's Scorecard's strategic planning requirement is that each agency communicate its Agency Strategic Plan and Services Area Plans to its managers and staff. We are meeting this requirement in two ways, by this special newsletter and through our facility Intranet.

Our goal is to enhance the Department efforts in meeting this Governor's Scorecard measure by assuring that all staff are aware of these important documents.

Also as a reminder, I am including the SWVMHI Mission, Values and Vision for your review.

- SWVMHI Mission (2006)
We promote mental health in southwestern Virginia by assisting people in their recovery.
- SWVMHI Values (2007)
We best promote mental health in the people we serve by valuing: Communication, Honesty, Trust, Teamwork, Self-initiative, Leadership, and Honoring day-to-day tasks.
- SWVMHI Vision (2008)
Southwestern Virginia Mental Health Institute, in collaboration with the Community Services Boards, will always be the region's center of excellence in the treatment of serious mental illness.

Thank you in advance for reviewing this important information with staff. (**You will note that I have highlighted some sections of special importance to mental health facilities.**) Please send copies of any minutes in which you discuss the Agency Strategic Plan and Service Area Plans to Linda Bonham in the Director's Office.

~Cynthia McClaskey, Ph.D., Director

DEPARTMENT OF MENTAL HEALTH, MENTAL RETARDATION AND SUBSTANCE ABUSE SERVICES (DMHMRSAS) AGENCY STRATEGIC PLAN AND SERVICE AREA PLANS

The DMHMRSAS' updated Agency Strategic Plan and Service Area Plans have been posted on CODIE and the DMHMRSAS website, under the [Office of Planning and Development](#). The DMHMRSAS' strategic planning process is directed by the Department of Planning and Budget, as well as the Council on Virginia's Future.

The Council has established seven long term goals to guide the Commonwealth, with one of these goals being "Inspire and support Virginians toward healthy lives and strong and resilient families." You can find more information about the Council, its goals and the state-wide strategic planning efforts at [Virginia Performs](#).

The DMHMRSAS Agency Strategic Plan identifies seven goals for the Department, two of which have performance measures considered by the Governor to be key to the Commonwealth's overall success. Additionally this plan:

- Contains a wealth of information about the Department, including our mission, vision, and values.
- Includes an agency executive progress report that describes current service performance, productivity enhancements, major initiatives, Virginia rankings and trends, customer trends and coverage, future directions and expectations, and impediments.
- Provides a substantial amount of background information about the Department and services system, including descriptions of the Department's statutory authority, its customers, agency partners, and agency products and services (including anticipated changes and factors influencing service delivery).
- Includes agency financial resources, human resources, information technology, and capital summaries.

The DMHMRSAS also updated 15 Service Area Plans that are aligned to state facility services, community services, central office functions, and Office of the Inspector General responsibilities. Each service area plan describes the service area's responsibilities, its alignment to the agency mission, statutory authority, customer base, partners, and its products and services. It also includes a financial summary, objective(s), performance measure(s), and strategies. These plans are as follows:

- State Facility Services Area Plans: Facility-based Education and Skills Training, Forensic and Behavioral Rehabilitation Security, Aftercare Pharmacy Services, Inpatient Pharmacy Services, Geriatric Care Services; Inpatient Medical Services; State Mental Retardation Training Center Services, State Mental Health Facility Services, and Facility Administrative and Support Services

Some of the Training Center performance measures include:

- the number of consumers who are able to work
- the percent of direct care workers who have completed at least 11 College of Direct Care Support core modules

Some of the Mental Health Hospital performance measures include:

- the number of consumers prescribed 3 or more antipsychotics
- the average length of stay for adult forensic patients, excluding those referred for restoration to competency services and those who are not guilty by reason of insanity
- the percent of pressure ulcers of Hiram Davis Medical Center patients that improve or heal

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- the rate of falls for geriatric patients
 - the percent of consumers whose experience in a facility reflects recovery, self-determination and participation (results of OIG annual survey)
- Community Service Area Plans: Community Substance Abuse Services, Community Mental Health Services, and Community Mental Retardation Services
 - Central Office Service Area Plans: Administrative and Support Services and Regulation of Health Care Service Providers
 - Office of the Inspector General Service Area Plan: Facility and Community Programs Inspection and Monitoring.
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DMHMRSAS AGENCY STRATEGIC PLAN GOALS AND PERFORMANCE MEASURES

- 1. Fully implement self-determination, empowerment, recovery, resilience, and person-centered core values at all levels of the system through policy and practices that reflect the unique circumstances of individuals receiving MH, MR, or SA services.**

Governor's Key Measure of Success:

Increase the proportion of people served in intensive community-based services per occupied state facility bed.

Progress:

FY 05, 3.61 consumers received intensive community-based services per occupied facility bed.

FY 10, 4.16 consumers will receive intensive community-based services per occupied facility bed.

- 2. Expand and sustain services capacity necessary to provide services when and where they are needed, in appropriate amounts, and for appropriate durations.**

Governor's Key Measure of Success:

Reduce the percent of consumers who are readmitted to state facilities by providing community-based services and supports that respond to their individual needs.

Progress:

FY 05, 20% readmitted to state facilities within 365 days of discharge.

FY 10, 17% readmitted to state facilities within 365 days of discharge.

- 3. Align administrative and funding incentives and organizational processes to support and sustain quality consumer-focused care, promote innovation, and assure efficiency and cost-effectiveness.**

4. **Assure that services system infrastructure and technology efficiently and appropriately meet the needs of individuals receiving publicly funded MH, MR, and SA services and supports.**
5. **Obtain sufficient numbers of professional, direct care, administrative, and support staff with appropriate skills and expertise to deliver quality care.**
6. **Enhance service quality, appropriateness, effectiveness, and accountability through performance outcomes measurement and service delivery and utilization review.**
7. **Strengthen the culture of preparedness across state agencies, their employees and customers.**

Measure:

We will be prepared to act in the interest of the citizens of the Commonwealth and its infrastructure during emergency situations by actively planning and training both as an agency and as individuals.

DMHMRSAS PERFORMANCE MEASURES FOR SERVICE AREA PLANS

Facility –Based Education and Skills Training:

Performance Measure:	Number of training center consumers able to work as a result of training or educational programs
Performance Data Are:	Baseline: FY 05: 529 Target: FY 10: 617
Reporting Facilities	All training centers
Data Frequency	Annual

Forensic and Behavioral Rehabilitation Services:

Performance Measure:	Average length of stay for adult forensic patients, excluding those referred for restoration to competency services and those who are not guilty by reason of insanity.
Performance Data Are:	Baseline: FY 07: 42.2 days Target: FY 10: 41.3 days
Reporting Facilities	Central Office – Forensics -- AVATAR
Data Frequency	Annual

Performance Measure:	Percent of Sexually Violent Predator (SVP) residents who make progress in meeting treatment goals.
Performance Data Are:	Baseline: FY 05: 57% Target: FY 10: 60%
Reporting Facilities	Virginia Center for Behavioral Rehabilitation (VCBR)
Data Frequency	Annual

Aftercare Pharmacy Services:

Performance Measure:	Percentage of consumers who have been identified as receiving three or more antipsychotics
Performance Data Are:	Baseline: FY 06: 0.73% Target: FY 10: 0.35%
Reporting Facilities	CSBs – MEDIS
Data Frequency	Annually

Inpatient Pharmacy Services:

Performance Measure:	Percentage of consumers who have been identified as receiving three or more antipsychotics
Performance Data Are:	Baseline: FY 06: 1.28% Target: FY 10: 1.04%
Reporting Facilities	CRP-QS1 report on all facilities
Data Frequency	Annually

Geriatric Care Services:

Performance Measure:	Rate of falls by geriatric care patients
Performance Data Are:	Baseline: FY 07: 5 falls for every 1,000 days of service Target: FY 10: 4.75 falls for every 1,000 patient bed days
Reporting Facilities	Hancock, Piedmont, Catawba, & SWVMHI (geriatric unit only)
Data Frequency	Monthly

Inpatient Medical Services:

Performance Measure:	Percentage of pressure ulcers of Hiram Davis Medical Center patients that improve or heal
Performance Data Are:	Baseline: FY 07: 41.7% Target: FY 10: 50%
Reporting Facilities	HDMC
Data Frequency	Annual

State Mental Retardation Training Center Services:

Performance Measure:	Percentage of training center direct services associates who have completed 11 College of Direct Support core modules
Performance Data Are:	Baseline: FY 07: 10% Target: FY 10: 11%
Reporting Facilities	All training centers
Data Frequency	Annual

State Mental Health Facility Services:

Performance Measure:	Percentage of consumers whose experience reflects recovery, self-determination, and participation
Performance Data Are:	Baseline: FY 07: 4.9% Target: FY 10: 20%
Reporting Facilities	IG survey
Data Frequency	Annual

Community Substance Abuse Services:

Performance Measure:	Number of CSBs that provide integrated MH and SA assessments and services
Performance Data Are:	Baseline: FY 05: 0 CSBs Target: FY 10: 10 CSBs
Reporting Facilities	CO – COSIG grant staff -- # of CSBs implementing CCISC Model
Data Frequency	Annual

Community Mental Health Services:

Performance Measure:	Number of individuals receiving crisis stabilization services
Performance Data Are:	Baseline: FY 07: 949 Target: FY 10: 1,234
Reporting Facilities	CSBs – CCS3
Data Frequency	Annual

Performance Measure:	Number of juvenile detention center residents receiving CSB interventions
Performance Data Are:	Baseline: FY 05: 890 Target: FY 10: 2,670
Reporting Facilities	CSBs – CO – Office of Child and Family Services
Data Frequency	Annual

Community Mental Retardation Services:

Performance Measure:	Number of individuals who are endorsed to provide Positive Behavioral Support consultation
Performance Data Are:	Baseline: FY 07: 16 Target: FY 10: 50
Reporting Facilities	CO – Office of Mental Retardation – Individuals endorsed through the Partnership For People with Disabilities
Data Frequency	Annual

Facility Administrative and Support Services:

Performance Measure:	Prompt Payment Act compliance rate
Performance Data Are:	Baseline: FY 05: 95% Target: FY 10: 95%
Reporting Facilities	All
Data Frequency	Annual

Administrative and Support Services:

Performance Measure:	Percent of Governor’s Management scorecard categories marked as meets expectations for the agency
Performance Data Are:	Baseline: FY 05: 20% Target: FY 10: 100%
Reporting Facilities	CO – Commissioner’s Scorecard Report
Data Frequency	Annual

Regulation of Health Care Service Providers:

Performance Measure:	Number of unannounced inspections and complaint investigations conducted
Performance Data Are:	Baseline: FY 05: 1,275 Target: FY 10: 2,300
Reporting Facilities	CO – Licensing – OLIS
Data Frequency	Annual

Facility and Community Programs Inspection and Monitoring :

Performance Measure:	Percentage of complaints/concerns/requests received by the Office of the Inspector General (OIG) that are responded to within two business days
Performance Data Are:	Baseline: FY 07: 85.1% Target: FY 10: 95% s
Reporting Facilities	OIG
Data Frequency	Annual

COMMONWEALTH OF VIRGINIA
DEPARTMENT OF MENTAL HEALTH, MENTAL RETARDATION
AND SUBSTANCE ABUSE SERVICES WEB SITE:
<http://www.dmhmrsas.virginia.gov/>
 Under the topic What's New,
 Click on:
Agency Strategic Plan and Area Service Plans are Now Available

The *SWVMHI NEWS* is published by and for the employees of:

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Cynthia L. McClaskey, Ph.D., Director

2008 SWVMHI NEWSLETTER SCHEDULE

Deadline for Submission of Articles	Date of Publication/Distribution
March 17, 2008	March 31, 2008
May 19, 2008	May 30, 2008
July 21, 2008	August 1, 2008
September 18, 2008	September 30, 2008
November 17, 2008	December 1, 2008

Please submit UNFORMATTED articles to Linda Bonham, Admin. Assistant, Office of the Director.

As has been done in the past, when a large volume of information is submitted, extra newsletters will be issued during the year.