Healthcare Organization Commitment

Contact Details

Name
WILLIAM WILSON

Phone
714-456-6844

Email
wcw@uci.edu

Position
Chief Medical Officer

Organization Name
UCI Health

Organization Address
101 The City Drive
Orange, CA 92868
US

Commitment Details

Commitment Name
Challenge 13B: Optimizing Collaborative Care Planning in Mental Health

What Patient Safety Challenge does your Commitment address?
Challenge 13B - Collaborative care planning in mental health

Commitment Start Date
01/01/2018

How Many Hospitals Will This Commitment Represent
Action Plan

• Provide low barrier ways for staff and patients to collaborate on care planning.
  o Collaborative care planning begins on admission with nursing
  Unit orientation
  o Community
  o Group therapy schedules
  o Goals completion / follow up group daily
  o Collaborative care planning continues on admission day with
  nursing/ SW/CM and MD in rounds
  o Improvement opportunity: staff should be in the milieu at all times, only one person at the nurse’s desk.
  • Improves group attendance, observable patient status and communication on interventions or needs for discharge
  • Promote patients to take more of an active role in identification and management of symptoms.
  • In California patients have the right of refusal, which gives choice and active participation it can result in the need for Reise hearings for appropriate treatment
  • Improvement opportunity: with staff constantly and consistently in the milieu, there is a quicker response to potential escalation where de-escalation can be successful and prn medications given to reduce violent episodes.
  • Increased awareness and insight on appropriate discharge placement to be communicated to and discussed with interdisciplinary team
  • Potential decrease LOS
  • Reduce restraint
  • Reduce seclusion
  • Increase patient safety by increasing awareness of and interventions for strong negative emotional states which may precede harm of self or others.
  • First and foremost the EOC is essential
  • Ongoing and consistent treatment team meetings and daily team rounds
  • Initiation of constant observation if warranted or 1:1 if actively suicidal
  • 15 min safety checks consistently 24/7 with room checks for safety
  • Thorough room checks when warranted
  • Improvement opportunity: Staff in the milieu heightens awareness, increases patient interaction, improves overall trust and communication
  • Potential decreased LOS
  • Decrease violent episodes
  • Improve patient satisfaction
  • Be evaluated with metrics such as Client Satisfaction Surveys, patient lengths of stay, patient readmission rates, Code White frequency, and seclusion room use.
  • Press Ganey patient satisfaction surveys
  • HBIPs which include:
    • SA (Drugs Alcohol Tobacco)
    • Seclusion and Restraint data

Commitment Timeline

These actions are underway and will continue through December 2018

Impact Details

Lives Lost in Last Calendar Year
0

How many lives do you expect to spare from harm in the next calendar year?
0

How many lives do you expect to save in the next calendar year?
0
Methodology for Determining Lives Saved
This calculation will be included in APSS #1