IHI Expedition

Expedition: Making Mental Health Care Safer in the Hospital Setting

Session 2: Making the Physical Environment Safer

December 16, 2014

These presenters have nothing to disclose

Richard Wohl
James F. O’Dea, PhD, MBA
Kelly McCutcheon Adams, LICSW

Today’s Host

Dorian Burks, Project Coordinator, Institute for Healthcare Improvement, is a current coordinator for web-based Expeditions. He also contributes to the IHI work in the Triple Aim and Improvement Capability focus areas, as well as the Leading Quality Improvement series. Dorian is a member of the Diversity and Inclusion Council at IHI, where he and fellow staff members develop strategies to enhance IHI’s inclusive culture, both internally and externally. Dorian graduated from Massachusetts Institute of Technology in Cambridge, MA where he received his Bachelor of Science degree in Biology and humanities concentration in Anthropology.
Audio Broadcast

You will see a box in the top left hand corner labeled “Audio broadcast.” If you are able to listen to the program using the speakers on your computer, you have connected successfully.

Phone Connection (Preferred)

To join by phone:
1) Click on the “Participants” and “Chat” icon in the top, right hand side of your screen to open the necessary panels
2) Click the button on the right hand side of the screen.
3) A pop-up box will appear with the option “I will call in.” Click that option.
4) Please dial the phone number, the event number and your attendee ID to connect correctly.
Audio Broadcast vs. Phone Connection

- If you using the audio broadcast (through your computer) you will not be able to speak during the WebEx to ask question. All questions will need to come through the chat.

- If you are using the phone connection (through your telephone) you will be able to raise your hand, be unmuted, and ask questions during the session.

- Phone connection is preferred if you have access to a phone.

WebEx Quick Reference

- Please use chat to “All Participants” for questions
- For technology issues only, please chat to “Host”
- WebEx Technical Support: 866-569-3239
- Dial-in Info: Communicate / Audio Conference (in menu)
When Chatting…

Please send your message to All Participants

Expedition Director

Kelly McCutcheon Adams, LICSW has been a Director at the Institute for Healthcare Improvement since 2004. Her primary areas of work with IHI have been in Critical Care and End of Life Care. She is an experienced medical social worker with experience in emergency department, ICU, nursing home, sub-acute rehabilitation, and hospice settings. Ms. McCutcheon Adams served on the faculty of the U.S. Department of Health and Human Services Organ Donation and Transplantation Collaboratives and serves on the faculty of the Gift of Life Institute in Philadelphia. She has a B.A. in Political Science from Wellesley College and an MSW from Boston College.
Today’s Agenda

- Welcome
- Action Period Assignment
- Debrief
- Making the Physical Environment Safer
- Action Period Assignment
- Closing

Expedition Objectives

At the conclusion of this Expedition, participants will be able to:

- Explain the importance of partnering with patients and their families to improve safety for patients with mental health conditions
- Identify different areas to improve mental health care safety
- Describe examples of improvement efforts at other organizations
- Plan tests of change to begin or continue patient safety improvement
Schedule of Calls

Session 1 – Partnering with Patients and Families
Date: Tuesday, December 2, 1:00 - 2:30 PM Eastern Time

Session 2 – Making the Physical Environment Safer
Date: Tuesday, December 16, 1:00 - 2:00 PM Eastern Time

Session 3 – Why Flow Matters
Date: Tuesday, January 13, 1:00 - 2:00 PM Eastern Time

Session 4 – Medication Safety
Date: Tuesday, January 27, 1:00 - 2:00 PM Eastern Time

Session 5 – Ensuring Staff Preparedness
Date: Tuesday, February 10, 1:00 - 2:00 PM Eastern Time

Session 6 – Being Proactive and Avoiding Crises
Date: Tuesday, February 24, 1:00 - 2:00 PM Eastern Time

Action Period Assignment Debrief

- Sharing examples of engaging patients and families to improve mental health safety
Making the Physical Environment Safer

Richard Wohl and James O'Dea

Faculty

Richard Wohl has devoted his professional career of over 35 years to the field of behavioral health. He is President of Princeton House Behavioral Health and Senior Vice President, Princeton HealthCare System. As a member of the PHCS Administrative team he is responsible for the behavioral health services of Princeton HealthCare System inclusive of Princeton House Behavioral Health, The Center for Eating Disorders Care and the University Medical Center of Princeton at Plainsboro. Princeton House Behavioral Health currently offers one of the most comprehensive continuums of care in New Jersey with services for children, adults and older adults in seven locations through central and southern New Jersey. Earlier in his career, Mr. Wohl was Mental Health Administrator at Atlantic City Medical Center service as Contract Administrator for InterPsych Associates, King of Prussia, Pa. He was also Executive Director of Philadelphia Center for Human Development as a Contract Administrator for the Albert Einstein Healthcare Foundation, Philadelphia. He began his healthcare career as Director of Mental Health and Addictions Services in Warminster General Hospital in Pennsylvania.
Faculty

James F. O’Dea, PhD, MBA is a clinical psychologist and has been employed at Backus Hospital since 1989. He is currently the administrator for the hospital’s Level III trauma program as well as the Regional Director of the Behavioral Health services for the Hartford Healthcare East Region. Dr. O’Dea came to Backus Hospital in 1989 to practice clinical psychology in the Department of Psychiatric Services. He has been active in the development of the hospital’s bariatric surgery program, heart failure program, stroke program, and its new peripheral vascular program. Dr. O’Dea has also been actively involved in patient safety and quality initiatives, heading up the Patient Safety and Quality department for the last 15 months. In 2008, Dr. O’Dea assumed a leadership position in the award-winning Backus Cancer program. He continues in this leadership position and most recently was named the Regional Director for Cancer Services for the Hartford Healthcare East Region. He has worked closely with the Eastern Connecticut Hematology and Oncology practice and multiple physician practices on strategic and operational planning for the cancer service line. He has recently been named to a leadership position in the Hartford Healthcare Cancer Institute (HHCCI), which is currently developing the strategic and operational affiliation with Memorial Sloan-Kettering (MSK), one of the premier cancer programs in the world.

Physical Plant Changes at Princeton Behavioral Health: Richard Wohl
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Making Mental Health Care Safer in Hospital Settings

James F. O’Dea, Ph.D., MBA
Regional Director, Hartford Healthcare Behavioral Health Network

Hartford Healthcare Behavioral Health Network

Largest provider of behavioral healthcare in state of Connecticut

- Institute of Living – IOL
- Rushford Center
- Natchaug Hospital
- William W. Backus Hospital
- The Hospital of Central Connecticut
- MidState Hospital
- Windham Hospital
The three legged stool concept

- **Physical plant** – the “built” environment where our patients and staff spend their time
- **Policies and procedures** – the how, what, why, where of everything we do every day
- **People** – our patients and our staff

Physical plant

- National Association of Psychiatric Health Systems

- www.naphs.org
Policies and procedures

- Level system
- Assessment process
- Re-assessment process
- Safety rounds

People

- Partnership with staff and patients
- Engaged, enthusiastic staff are keys to success
- Affirmation and accountability
- Every meeting starts with recognition of staff – “wins”
The Platform
High Reliability Organizations

- The science of safety
- Learnings from other industries – aviation and nuclear power
- Safety tools – work smarter, not harder
- Near misses, precursor events, safety events
- Open, transparent culture

Questions/Discussion

Raise your hand
Use the chat
Action Period Assignment

- Please think about times when you have made improvements to the physical environment related to safety for patients with mental health issues
  - Share via information about these efforts via the listserv before next session: MentalHealthSafety@ls.ihi.org

Expedition Communications

- Listserv for session communications: MentalHealthSafety@ls.ihi.org
- To add colleagues, email us at info@ihi.org
- Pose questions, share resources, discuss barriers or successes
Session 3 – Why Flow Matters

Tuesday, January 13th, 1:00 – 2:00 EST