

DSS HUMAN SERVICES CENTER

Troy D. Jones, Psy.D.
Hospital Administrator

OVERVIEW OF SERVICES

- ❑ Adult Acute Inpatient Psychiatric
- ❑ Adult Inpatient Psychiatric Rehab
- ❑ Adult Inpatient Chemical Dependency
- ❑ Adolescent Inpatient Psychiatric
- ❑ Geriatric Inpatient Psychiatric/Nursing Home

ADMISSIONS

- ▣ FY 16 - 1,742 Admissions
- ▣ FY 16 Average Daily Census was 223.8

HSC FOCUS

- ❑ CONTINUE WORK FROM PREVIOUS IMPROVEMENT PLAN
- ❑ RECRUITMENT & RETENTION
- ❑ SAFETY/ENVIRONMENT OF CARE
- ❑ REGULATORY COMPLIANCE - QUALITY FOCUS

RECRUITMENT & RETENTION

Vacancy & Staff Turnover

- ▣ Current Vacancies – 57

- ▣ FY 16
 - Direct Care 24%
 - Non-Direct Care 13%
 - Total Turnover 19%

- ▣ FY 15
 - Direct Care 26%
 - Non-Direct Care 13%
 - Total Turnover 20%

- ▣ FY 14
 - Direct Care 21.3%
 - Non-Direct Care 13.7%
 - Total Turnover 18.8%

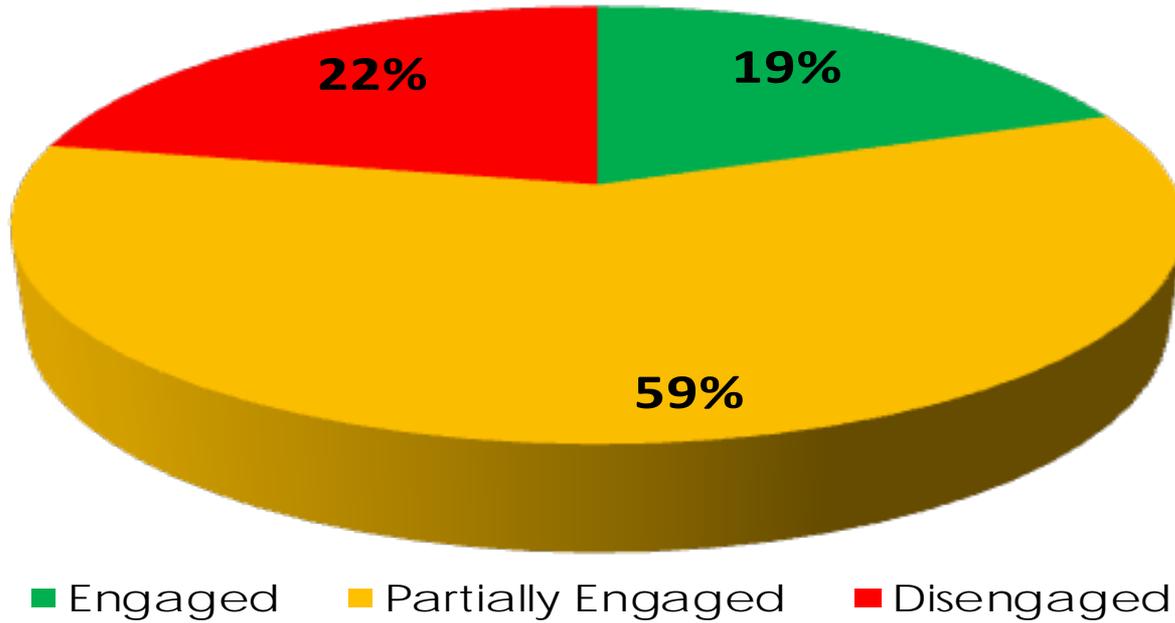
- ▣ FY 13
 - Direct Care 25.3%
 - Non-Direct Care 12.2%
 - Total Turnover 21.4%

RECRUITMENT & RETENTION

- ▣ Challenges
 - National Shortage of Professional Staff
 - South Dakota's Unemployment Rate
- ▣ Ongoing Efforts
 - Attending and Sponsoring Job Fairs
 - Offering Hiring Incentive for Nurses
 - Work with Universities & Colleges for Internships
 - Offering Staff Referral Incentive
 - Classification/Pay Increase Effective FY17
 - Rapid Hire Event Scheduled for October 26th
- ▣ Engagement Survey

2016 HSC STAFF ENGAGEMENT SURVEY

- ▣ A confidential survey was offered to all employees at HSC. A total of 355 out of 589 eligible employees responded, for a 60% response rate.
- ▣ **Survey Purpose 1: To measure the level of employee engagement overall and by work unit and demographic.**
- ▣ **Survey Purpose 2: To identify the work-related factors that are impacting employee engagement and their relative importance.**



Engaged Employees

Passionate about their jobs; regularly exert extra effort; speak positively about the facility; don't plan to leave

Partially Engaged Employees

Productive and occasionally exert extra effort; less likely to actively advocate for the facility; less likely to stay

Disengaged Employees

Typically only put forth the minimum effort needed to get the job done; often vocal about things they are unhappy with; have little desire to stay with the organization

These percentage distributions are comparable to other state employee groups

WORK RELATED FACTORS

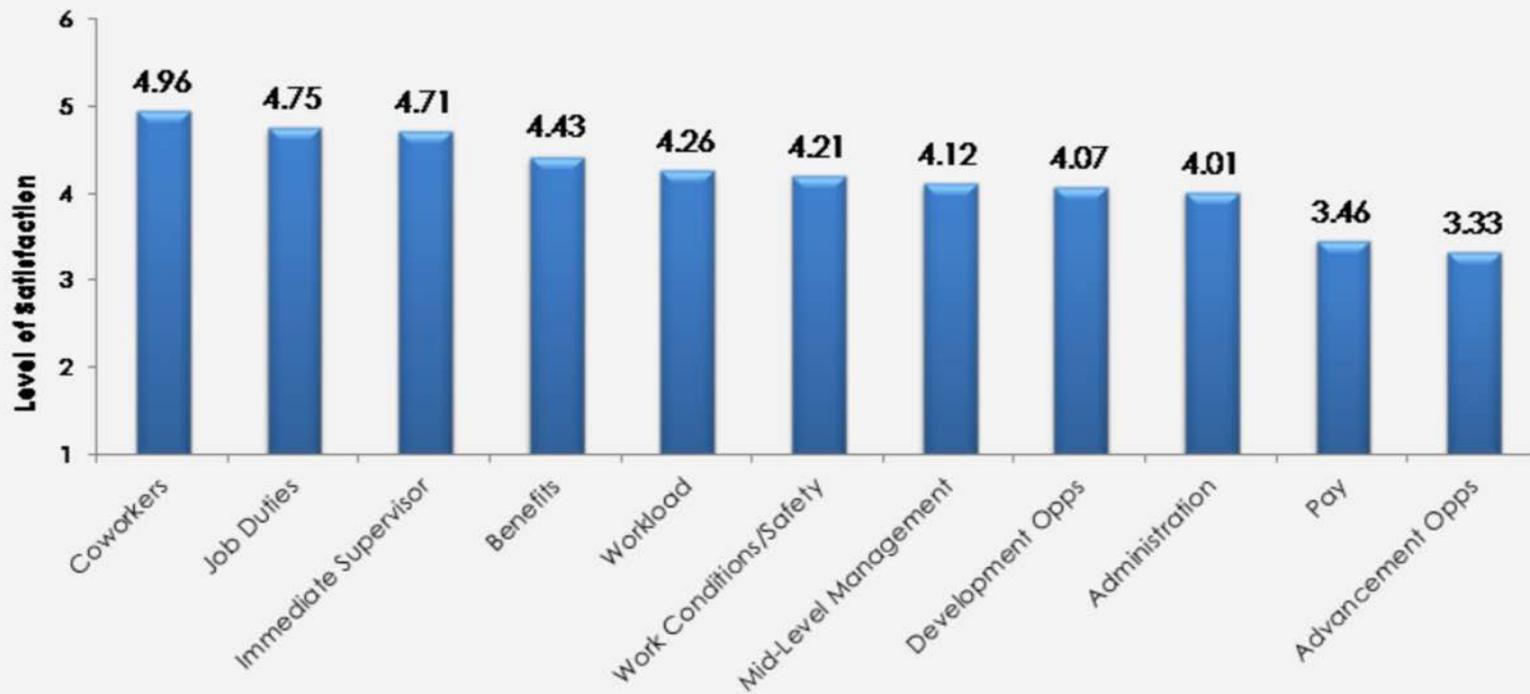
FAVORABLE

- ▣ Coworkers
- ▣ Job Duties
- ▣ Immediate Supervisor
- ▣ Benefits
- ▣ Workload

UNFAVORABLE

- ▣ Advancement Opportunities
- ▣ Pay
- ▣ Administration
- ▣ Development Opportunities
- ▣ Mid-Level Management
- ▣ Working Conditions/Safety

HSC's Driver Satisfaction



SAFETY/ENVIRONMENT OF CARE

- ❑ Culture of Safety
- ❑ Utilize thorough EOC assessment
- ❑ Phasing in Furniture Replacement
- ❑ Installing Cameras
- ❑ Improving Signage for Visitors
- ❑ Providing Staff with Best Practice Treatment Approaches

SAFETY/ENVIRONMENT OF CARE

HSC Staff Injuries Due to Combative Patients

- ▣ FY 16 181
- ▣ FY 15 181
- ▣ FY 14 222

REGULATORY COMPLIANCE/QUALITY FOCUS

- ❑ Established CMS Certification Team
- ❑ Implement Mock Surveys
- ❑ Identify Meaningful Performance Indicators and Quality Measures
- ❑ Utilize Data to Make Decisions
- ❑ Develop Methods for Staff to Receive Timely Feedback
- ❑ Continue to utilize WPSHA & NRI for Benchmarking of Priority Indicators

Western Psychiatric State Hospital Association



FY16 WPSHA COMPARISONS

- ▣ Restraint Incidents per 1000 patient days
 - Mean 9.85
 - SD 7.51
 - N=24
- ▣ Restraint Hours per 1000 patient days
 - Mean 16.31
 - SD 7.88
 - N=24
- ▣ Seclusion Incidents per 1000 patient days
 - Mean 7.21
 - SD 4.0
 - N=24
- ▣ Seclusion Hours per 1000 patient days
 - Mean 55.46
 - SD 9.83
 - N=24
- ▣ Top 5% of patients accounted for 99.78% of Restraints and 97.66% of Seclusion for SD

SUMMARY

- ▣ HSC is NOT Unique in Ongoing Challenges
- ▣ Significant Work HAS been done to address these challenges and Will Continue
- ▣ HSC is doing well as compared to other State Psychiatric Hospitals
- ▣ Continue to review Benchmarks/Outcomes for Patients and Conduct a follow-up Engagement Survey with Staff