

Washington State Department of Social and Health Services Western State Hospital

Select Committee on Quality Improvement of State Hospitals

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Root Causes

- Significant budget cuts
- Elimination of direct care positions
- Severe physical plant neglect
- Unmanageable set of responsibilities
- Autocratic, micromanagement leadership
- Lack of accountability at ward level



Washington State Department of Social and Health Services

Western State Hospital

Transforming
Western



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Three Phases

264
Recommendations

7 Conditions of
Participation

16 Workgroups



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Recommendations	Condition of Participation	# of Workgroups Related to That Topic
50	Environment of Care	2
50	Governing Body	3
7	Infection Control	2
57	Nursing	3
15	Patient Rights	2
19	Quality Assessment & Performance Improvement	2
66	Special Medical Requirements	2
TOTAL	7	16



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Governing Body

Strategic Operations
Leadership & Organizational
Communication

Patient Rights

Safety
Confidentiality & Privacy

Environment of Care

Responsiveness
Preventative, Preparedness & Proactive
Document, Communicate, & Coordinate

Quality Assessment and Performance

Improvement

Utilization of Resources & Structure
Data Processing

Special Medical Records Requirements for Psychiatric Hospitals

Treatment Planning:

Process & Involvement, Training, Quality, Form

Active Treatment: Enhancement, Quality, and Documentation

Nursing Services

Training
Practice
Leadership

Infection Control

Practices
Hospital Wide Program



Three Phases

1. Inform Corrective Action Plan
2. Implementation
3. Monitor and Sustain



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SMALL WINS:

- CMS & DOH Monitoring Visit (Oct 10-11)
 - Excellent Prevention of Assault, Seclusion and Restraint
 - Revised Training in NEO and Mentor program
 - Staff knew their patients
 - Engaged and hopeful staff



Staying the course:

- Finalize Phase 1: Complete draft Corrective Action Plan (by November 4)
- Get CAP approved by CMS (TBD)
- Continue efforts to improve physical plant, safety and active treatment
- Roll out Ward Administrators and other positions.

