

Select Committee on Quality Improvement of State Hospitals

WESTERN STATE HOSPITAL

STAFFING MODEL UPDATE

June 30, 2016

OTB ENGAGEMENT TO PERFORM CLINICAL MODEL ANALYSIS AT STATE HOSPITALS

The Department of Social and Health Services intends to contract with OTB Solutions Group to provide consulting services to examine the clinical role of staffing within the two adult state psychiatric hospitals. This study is being undertaken pursuant to Engrossed Substitute Senate Bill 6656.

OTB will perform the following tasks:

- review data regarding patient types and numbers and staff types and roles
- engage with internal and external stakeholders
- tour and review state hospital facilities
- perform research into clinical staffing at other psychiatric hospitals
- analyze the staffing model currently used at the State Hospitals
- recommend changes to the clinical staffing model at the State Hospitals to achieve a standardized acuity based staffing model for the State Hospitals

Deliverables: OTB will provide:

- a report of its recommendations
- a presentation to the Select Committee on Quality Improvement in the State Hospitals

Issues and Goals. In gathering information, performing its analysis and making its recommendations, OTB will consider issues and goals such as:

- barriers to recruitment and retention of staff
- creating a sustainable culture of wellness and recovery
- increasing responsiveness to patient needs
- achieving optimal treatment outcomes
- the appropriate size of wards, consistent with the realities/constraints of the facilities as they presently exist at the State Hospitals
- the use of interdisciplinary health care teams
- allowing professionals to exercise the full scope of services they are licensed to provide
- increasing safety for staff and patients

A small team consisting of executive and project leads will coordinate with OTB as part of the State Hospitals Coordinated Quality Improvement Program (CQIP).

OTB's recommendations are due in late September and will be provided to this Committee on October 1, 2016. OTB will present its recommendations to the Committee in October 2016.