



SANTA BARBARA COUNTY  
DEPARTMENT OF  
**Behavioral Wellness**  
A System of Care and Recovery

Psychiatric Health Facility (PHF) Governing Board Meeting  
Wednesday, May 22, 2019  
3:00 PM – 4:00 PM  
PHD Auditorium  
300 N San Antonio Rd, Santa Barbara  
**Minutes**

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**Staff:** **Alice Gleghorn**, PHF CEO; **Ole Behrendtsen**, PHF Medical Director; **Laura Zeitz**, Division Chief of Housing Placement/PHF; **Jennifer Hidrobo**, PHF Clinical Director; **Sara Sanchez**, Quality Care Management Coordinator; **Jaime Huthsing**, Quality Care Management Manager; **Yaneris Muñiz**, Policy & Program Coordinator; **Shereen Khatapoush**, Research and Program Evaluator; **Karen Campos**; Behavioral Wellness Administration; **Teresa Martinez**, Deputy County Counsel; and Lisa Valencia, 1<sup>st</sup> District Representative.

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**Facilitator:** **Terri Maus-Nisich**, Assistant CEO, Health and Human Services (Chair)

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**Roll Call:**

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<b>Present</b>	<b>Excused</b>
<b>Terri Maus-Nisich</b> , Assistant CEO, Health and Human Services (Chair)	<b>Vincent Wasilewski</b> , Chief Deputy for Custody Operations, Sheriff's Department (Vice Chair)
<b>Supervisor Williams</b> , Santa Barbara County Board of Supervisors, First District	
<b>Supervisor Hart</b> , Santa Barbara County Board of Supervisors, Second District.	
<b>Van Do-Reynoso</b> , Director of Public Health	
<b>Janette Pell</b> , Director of General Services	
<b>Polly Baldwin</b> , Public Health Medical Director	
<b>Arlene Diaz</b> , Manager, Public Administrator – Guardian	

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**General Public Comment:** none at this meeting.

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### 1. Welcome and Overview:

- Ms. Muñiz, Policy and Program Coordinator announced that her last day with the Department is June 17th as she has accepted a Manager position with the Emergency Operations Center.
- Supervisor Williams introduced his staff Lisa Valencia, who will be listening in.

**Action:** No action.

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### 2. Review and Approve Minutes of the PHF Governing Board Meeting listed below:

- April 24, 2019 (Exhibit 2a)

**Action:** Ms. Do-Reynoso made a motion to approve the April 24, 2019 meeting minutes as presented. Ms. Pell seconded. No abstentions. No objections. Motion carried.

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### 3. Medical Staff Bylaws: no update at this meeting.

**Action:** No action.

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### 4. Assessment and Performance Plan and Indicators (QAPI):

**4(a) Staff reported on the following Quality Assessment and Performance Plan and Indicators (QAPI). (EXHIBIT 4A.) Indicators that are highlighted in grey are reported to the PGB on a quarterly basis, but were not scheduled to be reported in the month of May.**

**Complaints and Grievances:**

- Ms. Sanchez provided the report for the month of April 2019.

**Infection Prevention and Control:**

- Report (Quarterly: January, April, July, October)
  - Hand Hygiene Summary (Exhibit 4a.1) – Ms. Sanchez presented hand hygiene summary data for the month of April 2019.
  - Hand Hygiene Data Summary (Exhibit 4a.2) – Ms. Sanchez presented PHF percentage overall hand hygiene compliance data for August 2018 – April 2019; Hand Rub vs. Handwashing August 2018 – April 2019; by discipline August 2018 – April 2019; and by moment October 2018 – April 2019.

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After board discussion, staff was directed to come up with creative options to increase hand washing percentages and present at the following meeting.

**Patient Services, Care and Safety:**

- Report (Quarterly: Feb, May, Aug, Nov) – Ms. Sanchez provided the report for quarter ending April 30, 2019.
- Patient Injuries - Ms. Sanchez provided the report for the month of April 2019.
- Adverse Outcomes in Patient Care - Ms. Sanchez provided the report for the month of April 2019.

**Social Work Services:**

- Report (Quarterly: Mar, Jun, Sept, Dec) - no report for the quarter.

**Restraint/Seclusion:**

- Report (Quarterly: Mar, Jun, Sept, Dec) - no report for the quarter.

**Medication Use/Pharmacy Services:**

- Report (Quarterly: Feb, May, Aug, Nov) - Ms. Sanchez provided the report for quarter ending April 30, 2019.
- Medication Error Rates/Unavailability (monthly) - Ms. Sanchez provided the report for the month of April 2019.
- Medication Error Rates – (monthly) – Ms. Sanchez provided the report for the month of April 2019.

**Significant Adverse Outcomes:**

- Ms. Sanchez provided the report for the month of April 2019.

**Food and Nutritional Services:**

- Report (Quarterly: Mar, Jun, Sept, Dec) - no report for the quarter.

**Physician and Allied Health Professionals (AHP) Related Services:**

- Report (Quarterly: Feb, May, Aug, Nov) - Ms. Sanchez provided the report for quarter ending April 30, 2019.

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**Environmental Services (EVS):**

- Report (Quarterly: Jan, Apr, Jul, Oct) - no report for the quarter.

**Environment of Care (Facilities):**

- Report (Quarterly: Feb, May, Aug, Nov) - Ms. Sanchez provided the report for quarter ending April 30, 2019.

**4(b) QAPI Indicator List. Staff reported on proposed changes to the QAPI Indicator List. PGB provided direction to Staff to amend or delete QAPI Indicators indicated below. (EXHIBIT 4b.)**

(Supervisor Williams stepped out during item 4b)

Ms. Sanchez referenced exhibit 4b proposing the following amendments to the QAPI Complete List:

**Proposed removal of the following QAPI Indicators:**

- #50 Room Cleanliness – as it has been on target since October 2017.

After board discussion, the PGB recommended that indicator #50 remain on the list.

**4(c) PHF Status Report. Staff reported on the data for the number of acute and administrative days of patients at the PHF.**

(Supervisor Williams stepped back in during item 4c)

- Patient Status (UR) Report (Exhibit 4c) – Ms. Sanchez provided a report on the data for the month of April 2019.

Ms. Maus-Nisich directed staff to break down data into 1. Patients who should not have been admitted into the PHF to begin with 2. Patients who are waiting for placement. Also, would like to see year to date average data.

**4(d) Contract Monitoring Report:**

- Report (Quarterly: Feb, May, Aug, Nov) – Ms. Hidrobo reported all contracts listed below under compliance.
  - o Psychiatric Services, Edwin Feliciano, MD Contract
  - o Pharmacy Services, Federal Drug Contract

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- South Coast Janitorial Contract
  - Food Auditing & Monitoring, Valle Verde Contract
  - Medical Staffing, Maxim Health Care Services Contract
  - Infection Control, Andra Dillard Contract
  - Laundry Service, Aramark Contract

**4(e) Significant Areas/Key Events occurring at the PHF (monthly). Staff reported on the following significant areas and key events occurring at the PHF:**

- Director of Social Services Position Update – no report provided.
- Staff on Leave Update – no report provided.
- DHCS Plan of Correction Updated – no report provided.

**4(f) Process Improvement Projects (PIP)**

- Report (Quarterly: Jan, Apr, Jul, Oct)
  - Ms. Khatapoush reported on the Medical Care Evaluation PIP for last quarter.

**4(g) PHF Patient Survey**

- Report (as needed)
  - Ms. Khatapoush reported on PHF Patient Survey Results (Exhibit 4g).

**Action:** Ms. Baldwin made a motion to receive and file reports with direction to staff to come up with creative options to increase hand washing percentages and present at the following meeting; keep indicator #50 on the complete QAPI list; break down data on PHF Status (UR) report to reflect 1. Patients who should not have been admitted into the PHF to begin with 2. Patients who are waiting for placement. Also provide year to date average data. Ms. Do-Reynoso seconded. No objections. No abstentions. Motion carried.

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**5. Staff will provide a report on the following Compliance:**

- **Staff Credentialing/Privileging** – none at this meeting.

**Action:** No action.

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**6. Budget Development** - no report at this meeting.

**Action:** No action.

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**7. Policies and Procedures** – Ms. Muñiz provided an overview of the new policy listed below.

- **New Policies**
  - Discharge Planning for Homeless Patients (Exhibit 7a)  
Att. A – Homeless Patient Discharge Planning Worksheet
- **Revised Policies** - none at this meeting.
- **Rescinded** - none at this meeting.
- **Other**
  - **Emergency Response Plan (ERP) (Exhibit 7b)** - Ms. Hidrobo provided an overview of the highlighted amendments made to the Emergency Response Plan. Staff was directed to make the following corrections; Page 14, under Shelter in Place, reference the Shelter in Place Policy & Procedure; Page 15, under Security Responses, between #4 & #5, add to alert Public Health Department Security Officer and Director as well as list a call chain; Page 17, under Emergency Medical Protocol, under #1, add a 9- in front of 9-1-1. ERP to be brought back for review and approval at the June meeting.

**Action:** Ms. Diaz made a motion to approve the new policy listed above as presented. Staff was directed to make noted amendments above to the ERP and bring back for review and approval. Ms. Do-Reynoso seconded. No oppositions. No abstention. Supervisor Williams not present. Motion carried.

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**8. PHF Governing Board Administrative Items:**

- None at this meeting.

**Action:** No action

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**9. Review of Future Meeting Agenda Items**

**Action:** No Action.

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**10. Adjournment** – Meeting adjourned at 4:32 pm. Next Meeting Date, June 26, 2019