

**NORTH DAKOTA STATE HOSPITAL  
GOVERNING BODY  
Monday, March 9, 2020 - 9:00 AM  
4th Quarter 2019 Meeting  
LRC – Admin Conference Room**

**AGENDA**

- |   |                          |
|---|--------------------------|
| A) Welcome and Introductions                | Pam Sagness, Chairperson |
| B) Approval of the December 9, 2019 Minutes | Pam Sagness, Chairperson |

**OLD BUSINESS**

- 1.
- 2.

**NEW BUSINESS**

- 1.
- 2.

**STANDING REPORTS**

- |   |   |
|---|---|
| C) Superintendent's Report<br>- EPC/Wellness Committee Report       | Rosalie Etherington, Superintendent<br>EPC Representative |
| D) Financial Report   | Donna Aukland, Fiscal                                     |
| E) Quality Management Update/Report                                 | Deb Eissinger, QM Director                                |
| F) Medical Director's Report  | Dr. Yabut, Medical Director                               |
| G) Department of Human Services Report                              | Chris Jones, Executive Director, DHS                      |
| H) NDSH Staff & Public Comment Period<br>(Approximately 10:00 a.m.) | Open to Staff & Public Comments                           |
| I) Other Business   |   |

**Upcoming Meeting Dates**

June 8, 2020

September 28, 2020

December 14, 2020

March 8, 2021

NORTH DAKOTA STATE HOSPITAL  
Governing Body Meeting  
Monday, December 9, 2019  
NDSH – LRC 2nd Floor Conference Room

**PRESENT:** Pam Sagness, Behavioral Health Services Director, Chairperson  
Rosalie Etherington, Superintendent  
Donna Aukland, Fiscal Administration  
Deborah Jendro, Consumer-at-Large  
Chris Jones, Exec. Director, DHS  
Tara Brander, Attorney General's Office  
Carlotta McCleery, Exec. Director, Mental Health America of ND

**EXCUSED:** Dr. Shelly Peltier, Tribal Representative  
Representative Karen Rohr  
Jeff Stenseth, Regional HSC Director  
Eduardo Yabut, Medical Director

**CALL TO ORDER:** Meeting was called to order at 9:06 am

**WELCOME:** Dr. Rosalie Etherington, Superintendent welcomed the members of the Governing Body and guests to the meeting.

**MINUTES:** The August 6, 2019 Governing Body minutes were reviewed.

*Moved by Superintendent Etherington and seconded by Pam Sagness to approve the previous meeting minutes of the Governing Body as Distributed. Minutes approved.*

**OLD BUSINESS:**  
No Old Business

**NEW BUSINESS:**  
No New Business

**STANDING REPORTS:**

**Superintendent's Report:**

Dr Etherington presented the Superintendent's Report to the Governing Body.

**Anti-Ligature Work Complete:**

- On November 22, 2019 a Joint Commission Engineer surveyor completed review.
- The survey was successful and eliminated any outstanding accreditation deficiencies.

## Dr. Field and Associates Consultation

- In October 2019 Dr. Fields and his team surveyed NDSH motivated by two patient-to-staff assaults that followed soon after the hospital's triennial Joint Commission survey.
- Dr. Etherington reviewed the strengths of the organization the team observed.
  - Leadership adoption of Zero Harm Initiative
  - Staff caring and professional attitudes
  - Clean and well-maintained facility
  - Treatment Mall environment and offsite locations for patient active treatment
  - Previous violence reduction efforts that resulted in decreased total incidents and injuries
  - Interest and openness to learning best practices to reduce violence in the workplace
- The team identified priority improvements
  - Adopt additional best practice medication algorithms for violence management
  - Adopt defined screening triggers for safety actions and detailed risk assessment
  - Ensure well defined multidisciplinary treatment goals to manage/prevent violence
  - Revise training to include additional violence prevention best practices
  - Enhance performance improvement and data management
  - Intensify development of safety culture
  - Increase recruitment efforts for nursing and psychiatry
- Governing body requested a set of data to review from last meeting. Deb Eissinger presented data.
  - Seclusion/Restraint data was presented and showed a decrease of these events.
  - Assaults and injuries are down.
  - It was pointed out by Superintendent Etherington, a small percentage of NDSH clients are restrained and of that percentage even fewer are secluded. More often seclusion is used.
  - For clarification the NRI compares NDSH to other hospitals which do not use seclusion/restraints.
  - Public psychiatric hospitals exist to take on patients other psychiatric hospitals cannot manage without the seclusion/restraints or do not utilize seclusion/restraints.
  - Combined client and employee incident reports are down from 2018.
- Staffing
  - Dr. Fields identified as part of NDSH improvement plan, recruitment and retention of good nursing and psychiatry staff. This plagues the hospital, region and state. Efforts made to improve recruitment and retention of qualified staff include:

- Psychiatrist and psychologist locum tenens contract
- Shift differential and recruitment bonus increases
- Overtime incentive pay
- Mentorship education and incentive pay restructuring
- Social media marketing
- School loan repayment
- Tuition reimbursement
- University partnerships 200-300 students come to NDSH each year in various disciplines.

### **Employee Promotion Committee Report**

Deb Eissinger, on behalf of Jim Cofield gave an update on EPC Activities

- State Employee Recognition week in September
- Employee and outside vendor/book fair and EPC baked potato event held early November
- Thanksgiving Turkey Bingo finished early December. \$50 gift cards awarded to the blackout winner and one worst card winner.
- December 4<sup>th</sup> started the Holiday festive attire/ugly sweater days. Staff who wear holiday attire M, W, F in December can enter their names for one of 10 gift cards.
- Dr. Yabut will host a movie for staff and family in January.
- Planning for the annual Service Award/Winter Social event for February has started.

### **Wellness Committee Report**

Deb Eissinger gave an update on Wellness sponsored activities.

- Currently working on encouraging employees to sign up for the Wellness benefit through NDPERS portal
- Currently a maintain don't gain challenge is taking place.

### **Financial Report:**

Donna Aukland presented the Fiscal Report as of 9/30/19 for 19-21 Biennium

- Fiscal Report document was distributed for review
- This report is just a gage.
- 11% of the budget has been spent and 13% has lapsed. Some expenses may not be totally accounted for until the end of 2019.
- Revenue is starting to generate from AVATAR released in March 2019.
- Pam requested information on billing of residential services. Donna reported reaching out to local providers and they have specialized contracts with insurance carriers. Donna will investigate this further and see if some contracts can be created for some of NDSH residential clients.

## **Quality Management Annual Report**

Deb Eissinger presented Quality Management Annual Report on behalf of Cindy Lund, QM

- Seclusion/restraints information provided in the report
- Client grievances reviewed; no rights violation occurred.

### **Requested Reports:**

The following reports were requested by the Governing Body at the previous session.

- Length of stay, broken down by unit not program
  - Discharges from the Secure unit that were not sex offenders drove the length of stay differently. This is due to the average length of stay for these residents being 5 ½ years.
- Code Systems. Code Blue is a medical response. Code A is an immediate need for help. Code B is a slow walking emergency. Code A and B are psychiatric codes.
  - Code B is utilized more.
  - Staff training is focused on identifying the psychiatric needs before they escalate to a Code A need.
- Utilization Management Review-Insurance/Medicare/Medicaid
  - Tracking data for individuals admitted to NDSH from July 2018 through February 2019 insurance/Medicare/Medicaid presented and reviewed in report.

### **QAPI (Quality Assurance Performance Improvement) PLAN:**

- NDSH is committed to a proactive approach to performance management and improvement. QAPI ensures a systematic, comprehensive, data-driven approach to care with results that prevent adverse events, promote safety and quality, and reduce risks to clients and staff.
- The 9 guiding principles provided in the report were reviewed.
- Executive Council, Management Council and QAPI Committees work on behalf of Governing Body.

Motion made by Dr. Etherington to approve QAPI Plan as presented. Roll call vote taken. Plan approved.

### **Zero Harm Initiative:**

Tonya Perkins, Administrator presented the Zero Harm Initiative.

- The document provided sets NDSH on the path toward Zero Harm.
- Set by Joint Commission to create an environment where people are safe both clients and staff.
- Implementing Clinical Best Practices were outlined.
- Superintendent Etherington pointed out this is in line with Dr. Field's and associates reports and is also aligned with QUAPI plan.
- Discussion was held on how this initiative would be communicated. Dr. Etherington responded by email, leadership, intranet site, publication of the reports, and creation of an e-mail list serve for nursing, DCA and LPNs.

- Further discussion was held on feedback, planning and evaluation of the data from these plans.

### **Environment of Care Quarterly Report**

Tonya Perkins, Administrator presented the quarterly report for Environment of Care

- Quarterly Report was reviewed
- Safety Management highlights
  - NDSH received a 15% discount for Risk Management and Safety programs from Workplace Safety Insurance.
  - NDSH passed annual Fire Marshal Inspection for 2019
- Security Management highlights
  - APSA (L100) updated camera monitors inside viewing area.
  - Interviewed and hired three Temp Security officers to help cover shifts when needed due to training, vacations or sick leave to ensure full security presence on campus.
- Emergency Management highlights
  - Emergency Management Committee formed in July 2019. Six critical planning areas have been identified for NDSH. Presented in the report.
  - Emergency Management Committee purchased six red emergency surplus duffle bags for a Code A or 'Man Down' situation.

### **Anti-Ligature Construction Update**

Tonya Perkins, Administrator presented the completion of final assessment of Joint Commission Anti-Ligature Construction projects.

- Items noted by Joint Commission need to be complete by January 2020.

### **Medical Director's Report**

Superintendent Etherington presented the Medical Director's report on behalf of Dr. Eduardo Yabut to the Governing Body

### **Recruitment:**

- Recruitment of psychiatrists continues.

### **Medical Students & Medical Residents:**

- NDSH continues to be a rotation site for the medical students and residents
- NDSH currently has Dr. Troxclair completing his rotation until the end of December.

### **Credentialing File:**

- The following credentialing file was reviewed and approved by the Executive Committee of the Medical Staff and presented to the Governing Body for review and approval:
  - Dr. Jonathan Olivas, Psychiatrist.

-Credential signature page was electronically submitted to Chairperson Pam Sagness for final approval.

### **Department of Human Services Report**

Chris Jones presented the DHS report

- Mr. Jones shared that DHS is returning to previous structuring after Tom Eide's departure.
- A Chief Operating Officer was hired, Sara Stolt
- Social Service redesign process is still transitioning full-time employees from county to state. There is also a need of specialization in these functions; Long Term Care Eligibility, Childcare Licensing, QA/QC and HCBS.
- The nineteen zones will be consolidated by January 1, 2020.
- State plan amendment on track.

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### **NDSH Staff & Public Comment Period**

There was no NDSH staff or public comment

### **Other Business:**

No Other Business

### **Adjournment:**

With no further business to present to the Governing Body, the meeting was adjourned at 10:10 am.

*Minutes recorded and transcribed by:  
Kristie Cagle, Administrative Assistant*

## **Superintendent Report to the Governing Body March 9, 2020**

### **Safety Culture Development**

75% of all workplace violence occurs in healthcare settings, particularly emergency rooms and psychiatric hospitals. It is for this reason our staff are expertly trained and skilled at assessment and management of violence. Violence, as a product of psychosis or situational agitation, is predictable and therefore best managed through rapid tranquilization or environmental and interpersonal accommodation. Instrumental violence, however, requires security measures and rapid emergency response to contain and reduce harm.

Hospital safety and security requires interventions for all types of possible violence. Additional safety improvements, adopted from the recommendations of our consultant and identified at the last governing body, are as follows:

- Continued adopting Joint Commission Zero Harm Initiative
- Improved data segregation, critical analysis, and process improvement
- Additional best practice medication algorithms for rapid tranquilization
- Adopted the Dynamic Appraisal of Situational Aggression assessment instrument
- Additional training procedures for rapid emergency response
- Increased employee emergency response drills
- Adopting robust staff and patient de-briefing post-seclusion and restraint
- Added security positions for coverage of staff absences
- Improved staff observation through redesigned Zone Staffing
- Nursing leadership training
- Communication and team building training
- Facility upgrades to reduce ligature and other safety risks
- Improved treatment interventions for clients identified at high risk for violence
- Financing staff education for two year and four year nursing degrees

### **Employee Promotion Committee**

Jim Cofield, the EPC representative, shall give an update on EPC activities.

Submitted by,

Rosalie Etherington, PhD  
Superintendent



# Employee Promotion Committee Update

Presented March 9, 2020

to

The Governing Board

by

EPC Representative

The Employee Promotion Committee has held the following events since the last report in December. We continue to look forward to future events and ways to recognize our employees.

- On December 4<sup>th</sup> we kicked off holiday festive attire/ ugly sweater days that will take place in December on Monday – Wednesday and Friday. Staff who wear a holiday attire on those days will enter their name for a drawing that will take place in early January. We awarded 10 lucky winners with a gift card.
- In January, Dr. Yabut once again hosted a movie for staff and their family. EPC offered snack packs for the attendees. This event was a big hit as it is a great time out for staff and their families.
- Our annual Winter Social and Service Awards program was held in February. The committee chose a Great Gatsby/Roaring 20's theme. This theme was huge hit and we had so many staff and their guests that dressed for the theme. We recognized and congratulated 85 staff for their combined total of 828 years of service to the ND State Hospital clients and also congratulated our retirees for their years of service.

As always, we continue to brainstorm future events for our employees and always welcome any ideas or suggestions.

I would be happy to answer any questions you might have.

Submitted by:

EPC Representative

**Department of Human Service  
State Hospital  
March 2020 Governing Board  
Fiscal Report as of 12/31/2019 for 19-21 Biennium**

	State Hospital	SOTEP	Total
Budget as of 9/12/31/2019	\$ 70,572,332	\$ 12,239,969	\$ 82,812,301
Expenditures as of 12/31/2019	\$ 18,327,755	\$ 2,506,028	\$ 20,833,783
Remaining	\$ 52,244,577	\$ 9,733,941	\$ 61,978,518
 Projected Expenditures	 \$ 72,444,812	 \$ 10,640,806	 \$ 83,085,618
General	\$ 53,013,692	\$ 10,640,806	\$ 63,654,498
Federal/Other	\$ 19,431,120	\$ -	\$ 19,431,120
 Percent of Expenditures	 26%	 20%	 25%
Percentage of Biennium lapsed	25%		

Revenues to date	\$ 1,935,852
Projected Revenues	\$ 19,431,120
Budgeted	\$ 22,358,948
Difference	(2,927,828)

# REPORT FROM THE MEDICAL DIRECTOR

Presented  
March 9, 2020  
To  
THE GOVERNING BODY  
North Dakota State Hospital

## **I. Recruitment:**

Recruitment of permanent psychiatrists continues.

We are happy to share that Dr. Leah Thompson who graduates in the summer of 2021 has signed a letter of intent to join NDSH staff. Dr. Thompson was here as a 4<sup>th</sup> year resident, felt very welcomed by all, enjoyed the clients we see here and is very excited to come back as a permanent psychiatrist.

## **II. Medical Students & Medical Residents:**

NDSH continues to be a rotation site for the medical students and residents. We have also had requests from medical students who are now in their 4<sup>th</sup> year to return to NDSH for an extended period of time.

## **III. New Lab Staff Member:**

Jodi Ronningen, Lab Director has announced the addition of a new laboratory staff member. Curt Speidel has joined Jodi in providing laboratory services at NDSH. Curt comes with a lot of previous experience and Jodi is very happy to have him here.

Respectfully Submitted by:

Eduardo Yabut, M.D.  
NDSH Medical Director