



Riverview Psychiatric Center Accomplishments and Challenges

January 2006

Entering 2005 Challenges

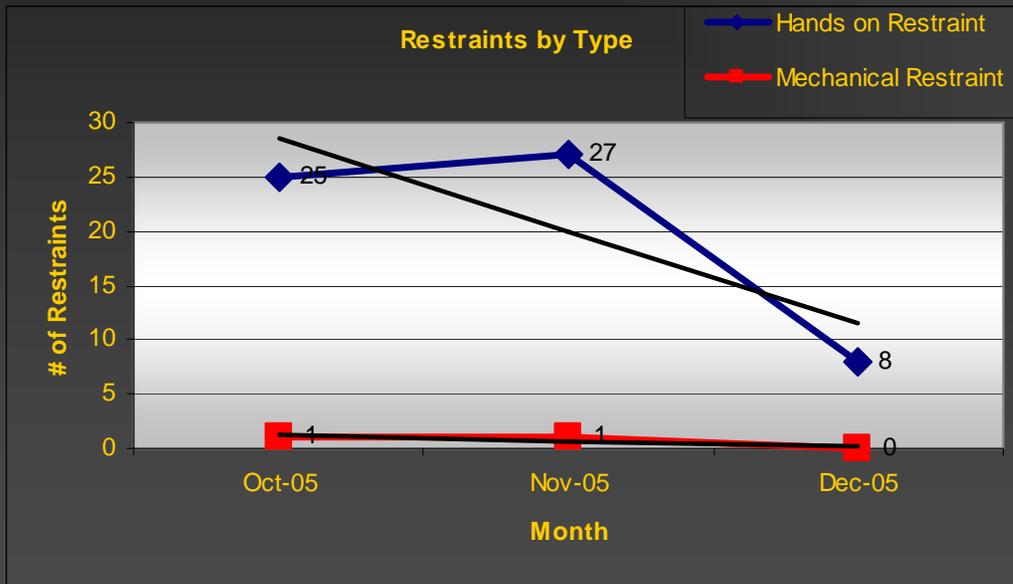
- ✓ Union class action grievances,
 - ✓ Ending of Receivership,
 - ✓ Asserting Executive Branch control,
 - ✓ Orientation of new key leadership positions,
 - ✓ Resolution toward implementation of a recovery philosophy,
 - ✓ Significantly low staff morale,
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Accomplishments of 2005

- **Unparallel reduction in Restraint**
 - **Significant Reduction in Staff Lost time/Medical injuries**
 - **Momentous decline in mandated shift use**
 - **Major decline in use of Overtime**
 - **Enhanced Budget Control**
 - **Exceeding all Third Party Standard Reviews**
 - **Attained Enhancements in Service Delivery**
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Restraint Initiatives

December of 2005 first time in 166 year history of no Mechanical Restraint.



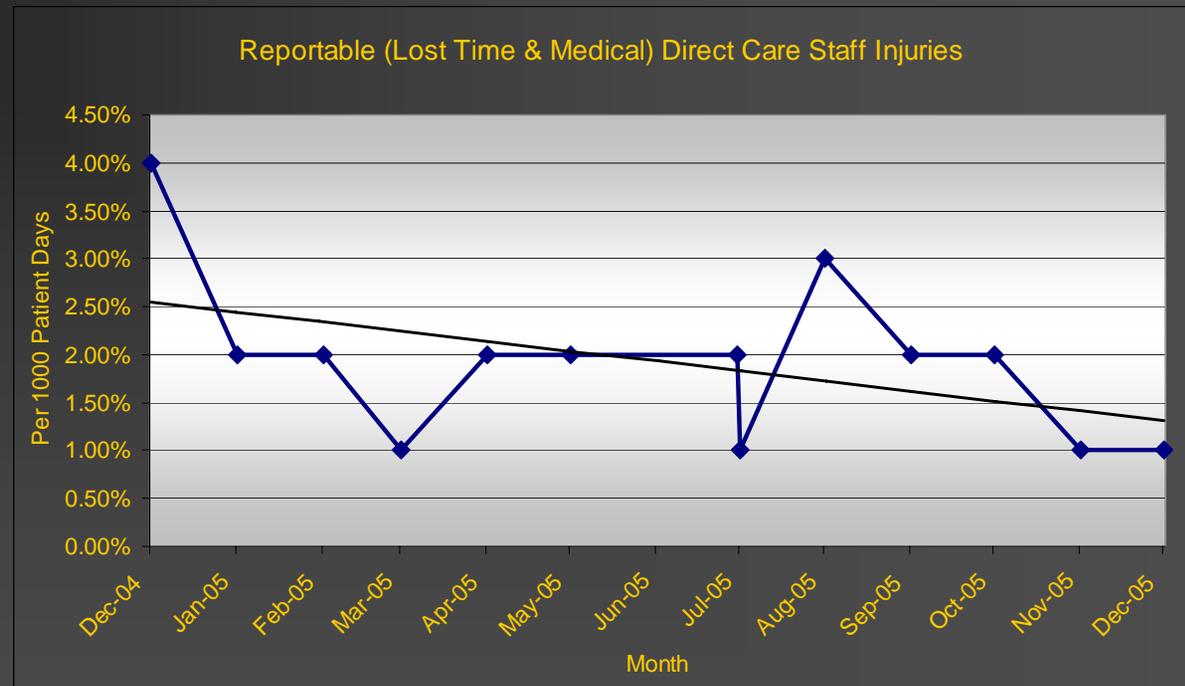
In July of 2005, 31 restraint episodes were recorded. The average mechanical restraint was for over three and a half hours. In December 2005, eight restraints occurred with an average of approximately six minutes.

93% below National Mean for hours of restraint use.

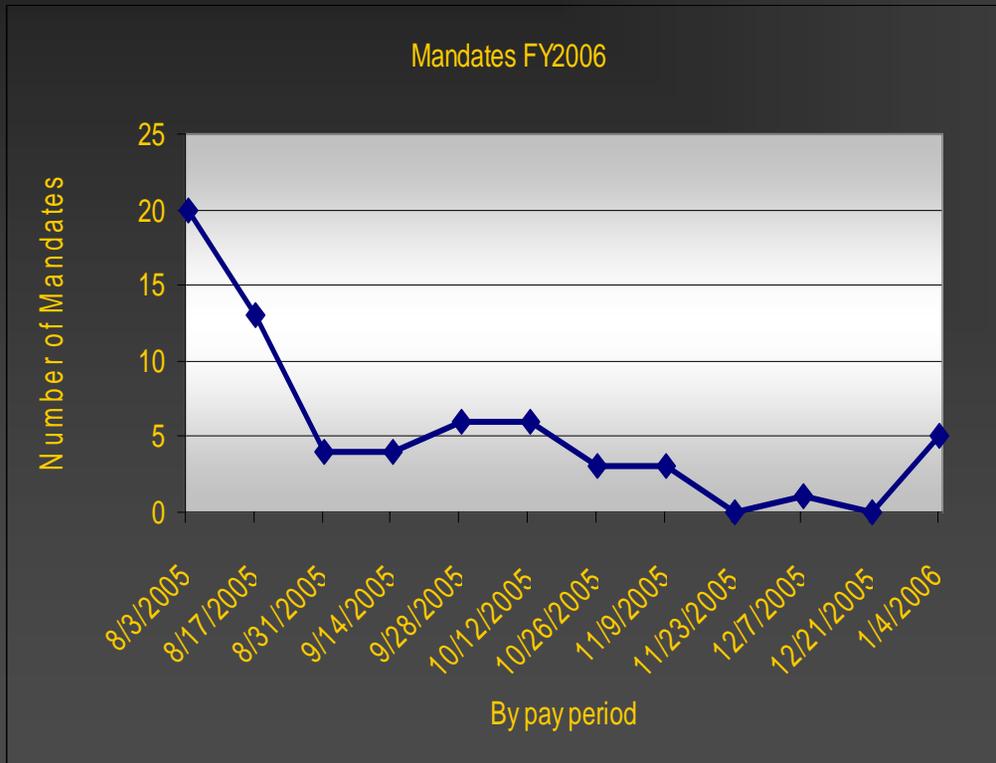
Staff Injuries

A 75% reduction of lost time and Medical Injuries of staff from December 2004 to December 2005.

A reduction in workers medical costs of \$188,435.40 in 2005 as compared to 2004.



Mandated Shift Use



- *A 90% reduction of Mandated shift work from December 2004 to December 2005.*
- *Successful alliance with unions to develop improved efficiency of scheduling staff.*

Overtime Utilization

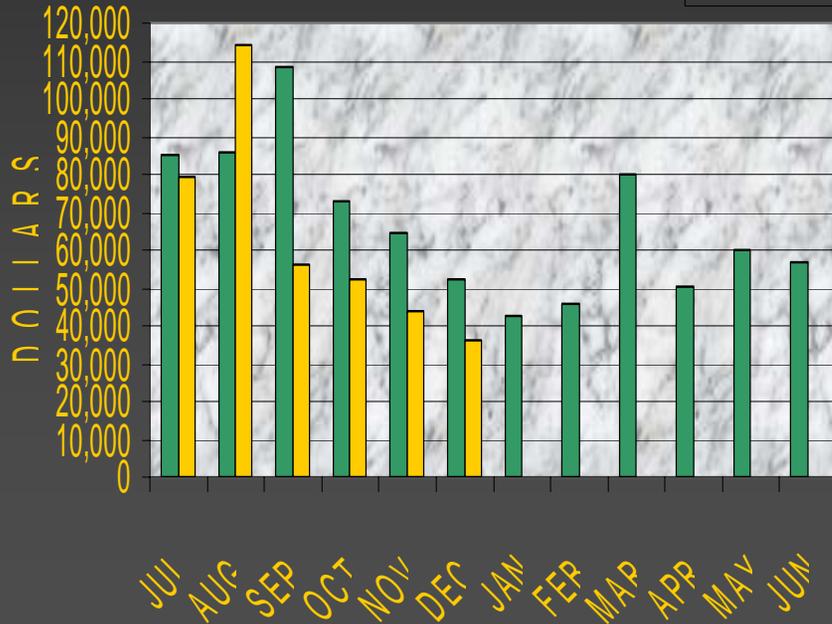
RPC is showing a Reduction of 19% to date compared to the same time frame last fiscal year (7/01/04 to 12/21/05).

FY 2005 1st time in 15 years Hospital did not exceed Personnel Budget.

Over \$175,000.00 Saved

RIVERVIEW PSYCHIATRIC CENTER
OVERTIME COMPARISON BY MONTH
FY05 VS FY06

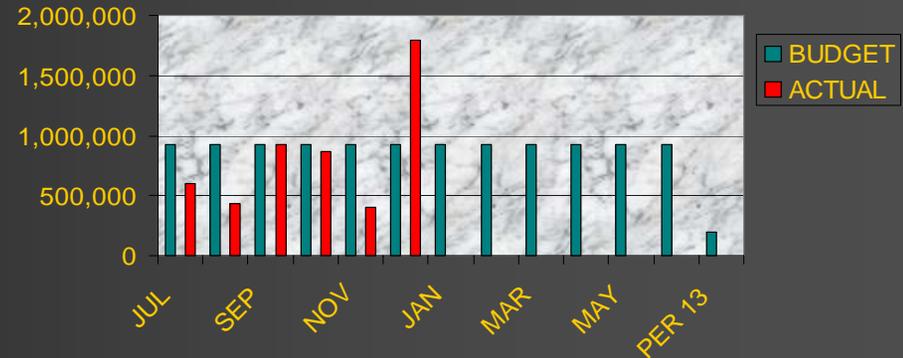
FY2005
OVERTIME
FY2006
OVERTIME



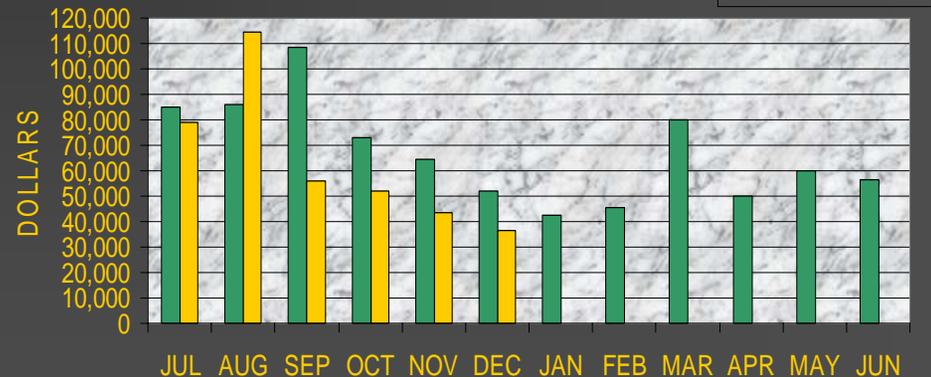
Budget

- Budget controls implemented to manage hospital budget and self fund (1) Meditech computer system and (2) community forensic services.

RIVERVIEW PSYCHIATRIC CENTER
ALL OTHER EXPENDITURES
FY2006



RIVERVIEW PSYCHIATRIC CENTER
OVERTIME COMPARISON BY MONTH
FY05 VS FY06



Third Party Review

- Full Three Year License Awarded November 1, 2005
 - CMS Certified July 12, 2005
 - Three Year Joint Commission Accreditation, Unannounced Survey November 25, 2005.
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Service Enhancements

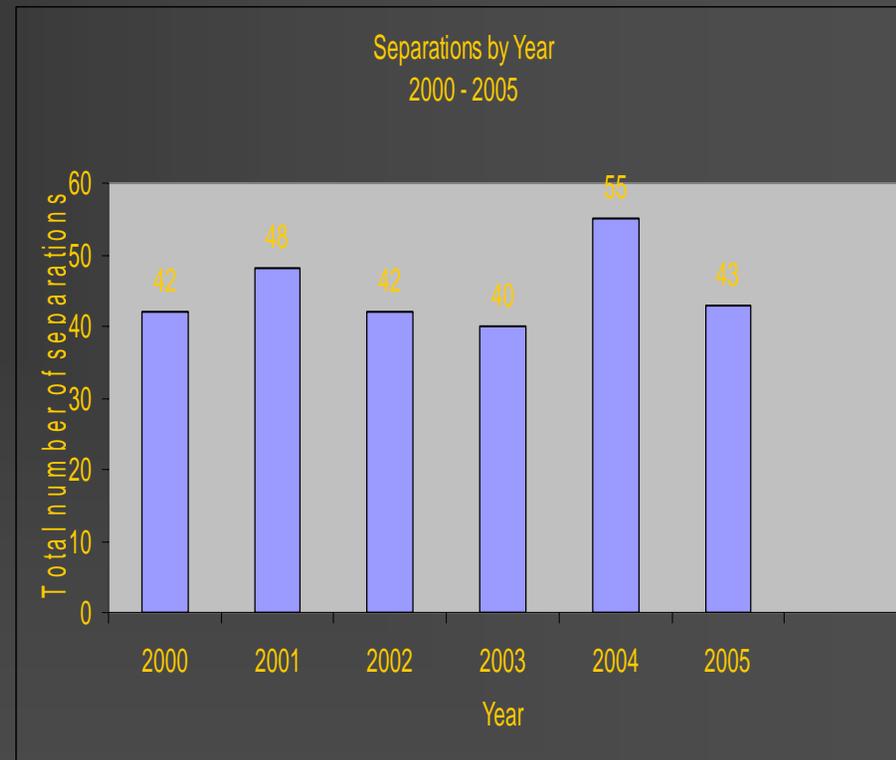
- Increasing Vocational Service Provisions
 - Increasing Delivery of Psycho-Educational Services
 - Initiating a Forensic 72 Hour Stabilization Service
 - Standardizing Forensic Procedures with DOC
 - Increasing Peer Specialist Provisions
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Current Improvement Initiatives

- Enhance Bed Utilization
 - Average Length of Stay to be reduced
 - Timeliness of discharges to improve
 - Reduce use of Seclusion
 - ✓ Provide each unit with defined alternatives
 - ✓ Increase clinical review
 - Increase Community Educational Experiences
 - Provide a community training event each quarter
 - Increase provider participation in routine training at Riverview
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Employee Morale Measures

- ★ *Reduced rate of Separations from Employment as compared to five year average.*
- ★ *Improved Retention Rate from 2004 to 2005 moving from 85.71% to 87.21%.*
- ★ *Average turnover rate for the Department of Health & Human Services for 2005 was 14.02%. Riverview's turnover rate from 2005 was 12.79%. This is down from 14.29% in 2004.*



Closing Comments

Riverview Psychiatric Center has been through major changes during 2005. Moving from Receivership to Executive Branch control, provisional license to full, from class action grievances by the unions to shared leadership initiatives. Moving from a medical model to a modern recovery oriented model.

Riverview Staff have been there when difficult decisions have had to be made, when difficult assessments had to be made, and when action was required. Fidelity to the principles of client dignity, quality service, respect and accountability have been upheld.

The accomplishments over this 12 month period have been striking. All of Maine, and especially the staff at Riverview should look back with a sense of pride and forward with a sense of optimism.

Leadership Contacts

- If you have questions concerning Riverview Psychiatric Center, please consider the below contacts;
 - ✦ David S. Proffitt, Superintendent 624-4656
 - ✦ William Nelson, MD, Medical Director 624-4658
 - ✦ Jamie Morrill, Deputy Superintendent 624-4675
 - ✦ Brian Daskivich, Deputy Superintendent 624-4613
 - ✦ Lucia Nadeau, Human Resources 624-4660
 - ✦ Visit RPC on the Web at <http://www.maine.gov/dhhs/riverview/index.shtml>
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