

ALBERTINA KERR CENTERS
Program & Accreditation Committee Minutes
September 11, 2019
8 to 9:30 a.m.
Kerr Admin Center, 2nd Floor Board Room

Members Present

Catherine Bekooy, Susan Hobbel, Lisa Powell, David Wilson

Members Excused

Teri Barichello, Melissa May, Dennis Warneke

Staff Present

Jeff Carr, Owen Gibson, Dr. Alfredo Soto, Matthew Warner

Convene (David Wilson, Chair)

David convened the meeting at 8:00 a.m.

Approve Minutes of September 11, 2019 Meeting

ACTION: Jeff Carr moved that the minutes be approved. David Wilson seconded. The motion passed via unanimous vote.

Introduce New Medical Director Dr. Alfredo Soto (Jeff Carr)

Jeff introduced Dr. Soto who recently accepted the position of Medical Director at Kerr. Dr. Soto has been an on-call doctor for Kerr since the start-up of subacute. He has worked in several different positions across the State. Dr. Soto shared that since starting full-time work with Kerr, he has been more exposed to hearing that Kerr's reputation across the industry is that of being the premier place to take kids in mental health crisis. Dr. Soto said he is very excited about the integration work happening between IDD and mental health, and he is very impressed with the Kerr team.

Program Updates (Owen Gibson)

- Group home census is holding steady at 82 kids and 104 adults.
- Day services saw a drop in census due to an intended reorganization and right-sizing at Portland Art and Learning Studios.
- Subacute census saw consistent referrals and just slightly missed goal. Census at subacute overall was at its highest level ever in 2018 and 2019.
- Outpatient care is improving in census and productivity. Outpatient referrals are mainly from Kaiser and Healthshare; however, a new contract with Moda was signed. Along with productivity and census, mental health engagement and meeting first and follow-up appointment goals have been a focus item.
- Demographics in all programs have not moved significantly.
- One founded case of abuse was reported this quarter. Jeff Carr shared that DHS has made available a link to all abuse cases in the state. Kerr maintains a very proactive management and documentation process for each report and subsequent response to allegations. Corrective actions, including terminations where appropriate, are documented and all penalties are appealed, providing a clear and consistent paper trail for each allegation.
- There were no grievances reported in the 4th quarter. Compliance is working on changing the threshold within Kerr for complaints to be reviewed internally, even when they do not meet the state level for review.
- Compliance is looking into the increase in self-inflicted injuries in youth group homes to determine if they are due to increased acuity in kids, or if they can be attributed to certain diagnoses.
- The number of ESI incidents are trending fairly even, and one runaway over four hours was reported.

- Medication errors in subacute are minimal, mostly due to Epic implementation where scanning technology is used. Epic implementation is in the pilot stages in DD group homes where improvement in med errors should improve significantly.
- Employment and Day Services are performing very well.
- Program highlights include a coming change to the Autzen group home, which will convert from an adult home to a kids' home to be opened by early January. Portland Art and Learning Studios had a licensing issue previously that was easily passed upon a second visit by the State.
- Discharges back to the community from subacute show continuing positive results for kids treated.
- Target Symptom Rating measurements were reviewed. A 90 day post-treatment survey is planned for the future to measure longer-term efficacy.
- Quality indicators are being developed to gain more real-time information in a dashboard format.

HR Dashboard Review (Matthew Warner)

A Medical Director, Chief Financial Officer and Chief Program Officer have all been hired, which fills core vacancies. DSP Appreciation Week is under way. Kerr upper management have been visiting homes and program, offering small gifts of appreciation. The new DSP onboarding, orientation and training program has started. The training is a three week comprehensive and consistent training model geared toward better preparation of new staff prior to working with people served. The hope is to also stabilize turnover during the first year of employment where it is highest. Pay increases have been implemented, bringing pay of lowest wage staff up to 123% of minimum wage and on track to meet the goal of 125% of minimum wage next year. An increase has occurred in the number of applications submitted to Kerr for frontline positions.

Review Committee Objectives for FY2019-2020

Goal were reviewed and Committee objectives are on track. Legislative activities are deferred for now as the legislature is not in session in 2020. A strategy based on issues will be addressed for the next session in 2021.

Other Discussion (Jeff Carr)

Jeff provided an overview of activities for the new Chief Program Officer once in place and familiar with Kerr. Future projects include standardizing operations within group homes, implementing a centralized access point, analysis of services and changing populations, and how/where/if we grow.

New youth group homes are opening in Washington and Marion County. The State is asking for additional beds for kids. Plans for expanded subacute services at 165th will be finalized soon. Services will be billed at the regular subacute rates although geared toward kids dually diagnosed with IDD and experiencing mental health crises. Jeff is talking with the State and ODDS (Office of Developmental Disabilities Services) about possible grants or other sources of funding. The program is experimental and estimated to run at \$3 million in operating costs. Staffing correctly will be key and will include a psychologist and occupational therapist focusing on a behavioral model.

Adjourn (David Wilson)

David adjourned the meeting at 9:10 a.m.

Recorded by Holly Edgar, Corporate Secretary