

ALBERTINA KERR CENTERS
Program & Accreditation Committee Minutes
December 2, 2020
8 to 9 a.m.
Via Teams

Members Present

Kim Curry, Susan Hobbel, Heidi Steeves, Dennis Warneke, David Wilson

Members Excused

Teri Barichello, Melissa May, Lisa Powell

Staff Present

Jeff Carr, Owen Gibson, Chuck Haas, Craig Rusch, Dr. Alfredo Soto, Matthew Warner

Convene (David Wilson, Chair)

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

Approve Minutes of the September 2nd, 2020 Meeting

ACTION: Susan Hobbel moved that the minutes be approved. Heidi Steeves seconded. The motion passed via unanimous vote.

Introduce New Children's Mental Health Director

Derrick Perry introduced the new Director of Children's Mental Health Chuck Haas. Chuck has an extensive background in children's mental health services including experience at Kaiser, multiple clinics, juvenile corrections facilities and Trillium. Chuck is familiar with Kerr's work, and we are all very happy to have him join the Kerr team.

Program Updates (Owen Gibson, Derrick Perry, Jeff Carr)

Owen reviewed the 1st quarter report along with commentary from Derrick and Jeff.

- Group home census is good.
- Derrick shared changes made to the screening and admission process into youth group homes. Investigations following an abuse allegation and substantiation revealed the incident that occurred was in part a result of inappropriate placement in a home. Derrick described the new coordinated, cross-disciplinary approach, where program managers and therapists more deeply vet potential residents in order to understand their needs and risks, and then to evaluate placement and care. The team is already finding this approach expedites the access process and finds better fits for kids and homes.
- Employment Services have been negatively impacted by COVID-19. The Employment Services staff is working very hard to be creative and keep people engaged through activities such as creating a career club. The staff team is looking toward engaging more community partners. A suggestion was made to explore pharmacy businesses (Walgreens, Rite Aid) and grocery stores.
- Kerr is enrolled to receive COVID-19 vaccines in 10 homes at this time. The homes have people over 65 years old putting them first in line. More approvals are anticipated.
- PALS officially closed in the 1st quarter.

- Subacute saw improvement and stabilization in referrals during the 1st quarter and beat census projections. Subacute had two outbreaks of COVID-19 and had to reduce census by temporarily halting admissions following the positive tests. Staff is looking at ways to practice social distancing, however, it is challenging in the residential setting.
- Outpatient Mental Health saw a reduction in referrals. Turnover among staff presented challenges. New Director Chuck Haas will be looking deeper into the turnover issue.
- Outpatient Mental Health is needed in Marion County youth homes. Three youths are having significant behaviors and difficulty. Current behavioral therapists are being utilized to stabilize the youth, however, a more permanent expansion is needed. Recruiting and hiring therapists for youth outpatient mental health is challenging, as Kerr is not known for behavioral health services outside the Portland area. Dr. Soto has an extensive network in the Marion and Polk County region and will reach out to his resources. The challenges are Kerr branding needs to grow in the mental health arena and many young graduates start at Kerr and then move on as soon as they accomplish licensing. Internships have been used in the past, however, they have not been successful in stabilizing staffing. Derrick Perry and Matthew Warner are talking with mental health staff to gain more understanding around recruiting, hiring and then retaining longer term employees.
- Engagement was good in both the 4th quarter FY2019-2020 and in the 1st quarter FY2020-2021.
- Five allegations of abuse or neglect were founded in the 1st quarter. One was of particular concern and was referenced earlier with regard to placement screening processes. Due to this incident, ODDS applied conditions to our license that restricts admissions to Kerr DD Youth Residential programs. All new entry or internal transfers of youth must be approved by ODDS. The number of founded allegations has not increased, however, the concern is that the severity has. Youth behaviors and complexity of issues has increased significantly in the past few years and contributed to this trend. Staff turnover also plays a role due to less experience dealing with dis-regulated kids.
- A grievance was filed against staff by a parent who misinterpreted a message the staff had written to the youth when they departed subacute. The practice of writing goodbye messages to kids as they leave has discontinued to avoid misunderstandings.
- Subacute has seen a decrease in the number of restraints and holds. ESI's (emergency safety interventions) are most common among nine to twelve year old kids. ESI's were also lower in the 1st quarter in youth group homes, and remain consistently low in adult homes.
- Medication errors did not result in any adverse reactions.
- Owen reviewed some positive stories happening in Kerr programs, while noting COVID-19 has presented challenges and some escalated psychotic behaviors.
- Kaiser has agreed as a part of our new 3 year contract to a new quality metric that track kids readmitted to subacute from within 90 days to within 30 days, as they believe this is a better marker for quality of care during the first round of treatment.
- Patient and parent surveys about subacute remain positive. A survey for DD services is still being developed.
- ACORN scores are a challenge, largely due to turnover in therapists. Transitions among therapists and new staff to the program contribute to lower scores.
- Three areas of focus have been identified to address escalating behaviors:
 - Enhanced family involvement
 - Multi-disciplinary approach for each individual
 - Training for staff that focuses on identifying how to verbally de-escalate kids
- Food service continues to be a complaint from the kids at subacute. A long term goal is to turn the kitchen at the 165th group home, next door to subacute, into a meal production kitchen for subacute.

HR Updates: Dashboard & Employee Safety (Matthew Warner)

An uptick in staff vacancies was seen in the 1st quarter. New hire orientation and onboarding is a slower process due to COVID-19 restrictions on classroom time. Virtual training is not a great substitute. HR staff are condensing materials and adjusting. Focus is being placed on better initial screening tools to ensure better fits in positions, as well as focusing on creating a positive new hire experience. Safety is a key focus during the current pandemic. Employee injuries are trending downward and more in line with industry averages. A question was asked about conducting employee exit interviews. Kerr does try to obtain exit information, although it is often difficult. A common response is that the job just was not right for the person.

Review & Approve Renewal of Credentials for Dr. Jenny Tsai and Roberta Bentson-Royal, PNP (All)

The credentials were reviewed and there were no questions or concerns.

ACTION: David Wilson moved to approve renewal of credentials for Dr. Jenny Tsai and Roberta Bentson-Royal, PNP. Kim Curry seconded. The motion passed via unanimous vote.

Adjourn (David Wilson)

David adjourned the meeting at 9:00 a.m.

Recorded by Holly Edgar, Corporate Secretary