

COUNTY OF MILWAUKEE
Inter-Office Communication

Attachment 1

Date: 5/13/13

To: BHD Staff & Leadership

From: Héctor Colón & Kathleen Eilers

Subject: CMS/State Survey Results

We recognize that the majority of you have chosen to work here due to your desire to carry out our mission, and your strong interest in caring for the people we serve. The vast majority of staff members perform their duties in a manner consistent with the values, professionalism and standards required to operate in an efficient and effective manner, while ensuring high quality and safety. Many of you have worked tirelessly, heroically, and you have demonstrated your competency while serving under the most challenging circumstances. You know who you are and we thank you for the commitment and passion you bring to the job. However, recent CMS/State findings demonstrate that we need to do better to ensure the safety of the people we serve.

In response to the recent findings, we are increasing accountability to ensure quality and safety for the people we serve. We will maintain a zero tolerance policy regarding behaviors that create risk or harm to our patients, and will aggressively correct employee and manager work conduct to address concerns raised by both staff and patients. Moving forward, leadership and staff will be disciplined if they fail to carry out their duties as required by State and Federal standards. Disciplinary action may result in failure to address any of the following:

1. All CMS/State findings need to be displayed in each unit where the findings occurred. All staff will need to sign an acknowledgement that they have read and understand the findings.
2. All incidents that require reporting to the state must be reported in a timely manner.
3. When an incident occurs, the plan of care needs to be updated to eliminate or minimize future incidents.
4. Less restrictive options need to be developed, considered, implemented and documented before the use of restraints is initiated.
5. Clinicians should develop and consider alternatives to drug treatment for dangerous behaviors as appropriate. Each unit must provide ongoing programming of activities designed to address the psychosocial and mental well-being of each person we serve.
6. All incidents need to be communicated to leadership, supervisors, or the appropriate clinical staff to ensure everyone is aware and appropriately educated on the incident.
7. ANY findings that determine willful neglect of care for the people we serve will result in disciplinary action.

We are committed to maintaining a strong partnership with BHD to proactively improve our system, and to analyze and take action on problems that have occurred. We encourage the reporting of adverse events. We want to take initiative to assess and increase our understanding of the complexities of the people we serve. We are committed to providing the resources necessary to ensure we are operating at an optimal level. Thank you for your cooperation and focus on excellent service. You are welcome to contact us with any questions, suggestions or concerns.