

Staying in Touch

June 2008

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**Compliance Hot Line
Goes Live on June 2!
call
1.800. 345.5564**

Message from the Director



Dear DMH Employee,

This month, we are implementing certain internal requirements that help us stay accountable and deliver quality services. I am very proud that our new compliance hotline goes live on June 2. This is

tool to hold each other accountable and to help maintain the Department's high ethical standards. Much appreciation to **Anne Weiss** and **our Office of Accountability** for putting this in place as well as the comprehensive training they provided on compliance.

DMH career service employees this month will be evaluated using a revised performance evaluation system. In addition, former career services employees who are now covered by MSS will be developing performance standards under the performance management program. Evaluation tools have been updated to link the evaluation more clearly to performance and future expectations. In addition this is an opportunity for pay for performance as merit increases are tied to performance evaluations and for active employee participation in the performance review process.

This month we are conducting our annual adult Community Service Reviews to evaluate our delivery of services. I want to thank those employees who will be taking time from their regular duties to participate. This process is critical to our ability to determine whether we are making the difference that we all want to make in the lives and recovery efforts of DMH consumers. And, it's part of our compliance with certain *Dixon* exit criteria.

Finally, take a moment to look at the changes on our website described on page 4. We want the website to be an important resource for the public and employees.

And, as always, send me your comments and ideas about how to make the Department even better at steve.baron@dc.gov.

Steve

Getting to Know CPEP

- **How do people come to CPEP?** CPEP provides emergency mental health services to approximately 300 people each month. More than 60% are brought in by MPD (or some other law enforcement agency e.g., Secret Service) as Involuntary (FD12) because they are determined to be a danger to themselves or others.
- **What does CPEP do?** The staff assesses the individual's condition, medicates if necessary, takes vitals, and stabilizes them. The treatment team keeps the person under observation, researches whether there have been other mental health admissions; talks to the case manager (if the person is already linked to services), and contacts family members /significant others. The treatment team works together to develop a plan for treatment, discharge, and follow up.
- **How long does someone stay at CPEP?** CPEP is an emergency resource for treatment until the person is stabilized so the average stay is 13 hours, but could be up to 72 hours. An individual then will be discharged to self-care (which includes group/nursing home, CRF), hospitalized (involuntarily) or transferred to a crisis bed (voluntarily).

Compliance Hotline Goes Live! Call 1.800.345.5564.

The Office of Accountability has set up a compliance hotline to report suspected fraud and abuse affecting DMH. The call is anonymous and will be handled by an outside party.

"Compliance belongs to all of us," said **Anne Weiss**, Deputy Director of Office of Accountability. "We each have a duty to do the right thing." She pointed out, however, that the hotline should be used judiciously.

The Office of Accountability will investigate and resolve each report and, if necessary, make a referral to the Office of the Inspector General.

Big Changes Coming to CPEP!

Cynthia Holloway, Director, Crisis and Emergency Services, is excited about the changes coming to the Comprehensive Psychiatric Evaluation Program (CPEP). Within the next few months, CPEP will make physical and administrative changes that will increase the program's ability to provide quality emergency mental health services.

The CPEP facility on the grounds of the old DC General Hospital will get a badly needed facelift—adding a new triage room closer to the entry, urgent care waiting area, space for extended observation beds, and other improvements.

Plus, new staff is on board. **Claudia Marquez** joined CPEP recently as the Performance Improvement Advisor, and **Luis Vasquez** will become the Director of the new mobile crisis services on June 2. A new Medical Director is expected to join the staff shortly.

CPEP looks forward to sharing more of its accomplishments in upcoming newsletters...and to inviting you to the grand opening of a newly renovated facility.

Congratulations!

Dr. Anthony Ng was elected President of the American Association for Emergency Psychiatry. AAEP is a national organization that serves as the voice of emergency mental health. Membership includes directors of psychiatric emergency services, psychiatrists, nurses, social workers, psychologists, physician assistants, educators and other professionals involved in emergency psychiatry.

Anne Weiss, Deputy Director, Office of Accountability, recently was sworn in by Mayor Fenty to the Child Fatality Review Committee. The Child Fatality Review Committee was established to review and analyze every death of a child in the District from a multiagency perspective. The Committee then makes recommendations for systemic changes if required.

Jacqueline Lipscomb, Health Systems Specialist in the Office of Accountability, is now a licensed independent clinical social worker after passing the LICSW exam on May 3. She has a master in social work from Virginia Commonwealth University.

Employee Spotlight: Vivi Smith

While traveling recently to a development site in ward 7 for new housing set aside for consumers, **Vivi Smith** pointed out the elementary school she attended. A resident of the District since the age of two, the new Director of the Office of Consumer Affairs was educated in the DC public schools—from elementary through high school. And, she didn't stop there. She graduated from the University of the District of Columbia and has a law degree from the District of Columbia School of Law.

When she came on board, Vivi's first priority was to support the opening of the community-based, consumer-run Wellness and Recover Center now scheduled for June 25. As a family member of a DMH consumer, she knows firsthand that it is essential that consumers know their rights and take a lead in their own recovery efforts

Prior to joining DMH, Vivi was a long time advocate of disability rights for children and adults. She worked for the Maryland Protection and Advocacy Agency and University Legal Services. She also worked for Catholic Charities, coordinating outreach to homeless individuals with mental illness.

Vivi has lots of ideas for strengthening

Dr. Kanhouwa Presents History of Saint Elizabeths Hospital

Dr. Suryabala Kanhouwa is widely recognized as a historian of Saint Elizabeths Hospital. Though she manages laboratory services, she is often called upon by the media and others to answer questions about the Hospital and to conduct tours of the Blackburn Lab.

You can take advantage of an opportunity to hear her on Tuesday, July 8, at 10:30 a.m. at a program organized by the Anacostia Community Museum as part of its Community History Series.

Dr. Kanhouwa can talk in great detail about the evolution of treatment at the Hospital, and she has many interesting stories to tell about some of the Hospital's more famous patients. For reservations, call (202) 633-4844.



Vivi Smith

the office and support to consumers. She plans to establish an Advisory Committee and to sponsor an Olmstead Conference for consumers later this year.

Before attending law school, Vivi worked in the publishing industry with McGraw-Hill and several other publications.

Vivi lives in the Brookland neighborhood. She likes to travel and ski and often combines the two. Her favorite place in the world is Nassau, Bahamas.



Building CT8 - Treatment Mall
Photo by Jogues Prandoni

It's the Law: Protect Health Information

DMH learned recently that a contractor violated the law regarding protected health information. **Mary Campbell**, Risk Manager, provided the following information to remind us of the legal requirements and that serious legal problems can result from failure to protect health information.

The Health Insurance Portability and Accountability Act (HIPAA) requires healthcare providers and hospitals to protect the privacy of patients and to ensure the security of patient/client health data. This process is known as HIPAA Compliance.

What is Protected Health Information (PHI)?

PHI is individually identifiable health information related to a person's past, present, or future physical or mental condition. In addition, PHI is related to any provision of health care or payment for health care. Individually identifiable health information is any medical record that contains the identity of the patient—ranging from the obvious such as name and address to less obvious information, including email address or names of relatives.

Releasing any of this health information for any other reason than permissible purposes is a violation of the HIPAA privacy regulation. If you have any doubt about whether information is protected, don't release it. And, you can email Mary at mary.campbell@dc.gov for help.

Upcoming Events

To let me know about your upcoming event or for more information about an event, contact phyllis.jones@dc.gov

Adult CSRs	June 2-6, 9-13
Lens, Pens, Brushes and Friends Project Performance at Saint Elizabeths	June 4
Dixon Court Monitor Visits	June 5-6, 12-13
Veterans Health Education & Wellness Conference	June 10
HR Benefits Seminar 5 th floor training room	June 18
Mental Health Needs of Lesbian Gay, Bisexual, Transgendered and Questioning (LGBTQ) Youth Training by DMH Training Institute	June 25

Take Another Look at www.dmh.dc.gov!

The DMH website is taking on a new look thanks to the IT Webservices team—**Mark Jones** who was recently joined by **Nayada Cowherd**—and staff who helped identify outdated information and/or add new material—**Leatrice Worsley, Charneta Scott, Michele May, Venida Hamilton, Anne Sturtz, Janet Maher, Barbara J. Parks, Lois Calhoun, Deon Merene, James Jackson** and **Richard Warsh**.

We're making it easier to find the information you need. Plus, we are adding new features. **Erika Van Buren**, Director of the Training Institute, has added on line registration for training classes. And, you can watch the new hospital take shape with monthly pictorial construction updates.

You'll see:

- ▶ Dixon documents (including the Exit Criteria and more)
- ▶ Saint Elizabeths/Department of Justice Agreement documents
- ▶ Crisis Emergency Services Planning Workgroup's final report and quarterly meetings minutes
- ▶ List of public schools in the School Mental Health Program
- ▶ Organizational Chart

And, you can find an updated list of providers and a monthly calendar of provider meetings. We'll soon add a listing of procurement opportunities.

To keep the site current, please take a moment and look at the information about your program and send me any corrections or updates at phyllis.jones@dc.gov. Thank you!