

ANNUAL REPORT

July

2014

A Report to the Governor Regarding the Status of Mental Health Facilities and Treatment Programs Inspected by the Board from January 2013 through July 2014.

Mental Disabilities Board
of Visitors

Contents

MENTAL DISABILITIES BOARD OF VISITORS.....	6
SITE INSPECTIONS 2013-2014.....	8
BOV / MONTANA STATE HOSPITAL STATISTICS.....	7
ANNUAL INSPECTION OF THE MONTANA DEVELOPMENTAL CENTER.....	7
MONTANA DEVELOPMENTAL CENTER ADVOCACY	10

The Honorable Steve Bullock
Governor of Montana
State Capitol
Helena Montana

Dear Governor Bullock:

The Board is pleased to submit this report of the status of services provided at mental health facilities and treatment programs the Board has reviewed the past year. This report includes findings from site reviews conducted, services and programs reviewed, and advocacy the Board provided to individuals and families who received services from those programs.

During this reporting period the Board completed site reviews of mental health treatment and services facilities and MDC. Reports of those 10 reviews are attached; site review reports are also posted on the Board's web page at: <http://boardofvisitors.mt.gov/default.mcp.x>. Recommendations offered in site review reports are based on the Standards for Site Reviews adopted by the Board as established by universally accepted treatment and support best practices. The Board reviews and updates the Standards as needed to reflect current best practice principles. Site review teams include Board members, clinical professionals and consumer consultants who have knowledge and experience with mental health services and treatment services at MDC for individuals who have developmental/intellectual disabilities.

The Legislature established the Board as an independent body so it could have the ability to review state facilities, private and public non-profit public mental health providers, hospital inpatient and outpatient programs and residential treatment facilities for children and adolescents without bias. Site review reports are published and provided to the Office of the Governor, the Montana Legislature and the public.

Respectfully submitted,

Alicia Pichette

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SITE INSPECTIONS 2013-2014

Date of Review	Facility	Team Members
March 2013	<p style="text-align: center;">Shodair Children's Hospital Helena</p> <p style="text-align: center;">http://boardofvisitors.mt.gov/content/Docs/Shodair_2013_pdf</p>	<p>Patricia Harant, Board Member Nancy Morton, Board Member Dr. Jack Hornby, MD Pat Frawley, MSW, LCSW BOV Staff</p>
April 2013	<p style="text-align: center;">South Central Regional Mental Health Center Billings</p> <p style="text-align: center;">http://boardofvisitors.mt.gov/content/Docs/SCMRMHC2013.pdf</p>	<p>Connie Frank, Board Member Adele Furby, LCPC Joan Daly, LCPC Mary Chronister, Ph.D. BOV Staff</p>
May 2013	<p style="text-align: center;">Montana Mental Health Nursing Care Center Lewistown</p> <p style="text-align: center;">http://boardofvisitors.mt.gov/content/Docs/2013_MMHNCC</p>	<p>Tracy Perez, Board Member Scott Malloy LCSW Rosemary Miller, RN BOV Staff</p>
June 2013	<p style="text-align: center;">Montana Developmental Center Boulder Annual Inspection</p> <p style="text-align: center;">http://boardofvisitors.mt.gov/content/MDC_Inspection_2013.pdf</p>	<p>Lin Olson, Board Member BOV Staff</p>
September 2013	<p style="text-align: center;">Youth Dynamics Group Homes Boulder/Helena</p> <p style="text-align: center;">http://boardofvisitors.mt.gov/content/Docs/20013ydireport.pdf</p>	<p>Tracy Perez, LCSW Adele Furby, LCPC BOV Staff</p>
November 2013	<p style="text-align: center;">Western Montana Mental Health Center Missoula (Group Homes/Outpatient Services)</p> <p style="text-align: center;">http://boardofvisitors.mt.gov/content/Docs/wmmhcmissoula2014.pdf</p>	<p>Nancy Morton, Board Member Mary Chronister, PhD BOV Staff</p>
January 2014	<p style="text-align: center;">Montana State Hospital Warm Springs</p> <p style="text-align: center;">http://boardofvisitors.mt.gov/content/Docs/2014mshreport.pdf</p>	<p>Graydon Moll, Board Chair Miriam Hertz, Board Member Dr. Jack Hornby, MD Dr. Jennifer Elison, Ed.D., APRN, LCPC Pat Frawley, LCSW, MSW Sarah Hanson, PharmD BOV Staff</p>
April 2014	<p style="text-align: center;">AWARE, Inc. Anaconda Pennsylvania Homes</p> <p style="text-align: center;">http://boardofvisitors.mt.gov/content/Docs/2014awareinreport.pdf</p>	<p>Tracy Perez, Board Member Adele Furby, LCPC BOV Staff</p>

May 2014	Billings Clinic Psychiatric Services Department Billings http://boardofvisitors.mt.gov/content/Docs/2014billingsclinicpsd.pdf	Connie Frank, Board Member Irene Walters, APRN Brooks Baer, LCPC BOV Staff
June 2014	Montana Developmental Center Boulder Annual Inspection http://boardofvisitors.mt.gov/content/Docs/2014mdcreport.pdf	Brodie Moll, Board Chair BOV Staff
Site Reviews Tentatively Scheduled for 2015		
September 2014	Riverfront Counseling & Support - Hamilton	
November 2014	Kalispell Regional Health Center – Pathways- Kalispell	
January 2015	Winds of Change – Missoula	
March 2015	Western Montana Mental Health Center - Bozeman	
April 2015	Eastern Montana Mental Health Center – Miles City	
June 2015	MDC Site Inspection – Boulder (to include an inspection of the facility and treatment services)	

Types of Inspection:

The Board may conduct site inspections at any time, but inspections are primarily:

- (1) routine, scheduled reviews, or
- (2) special reviews prompted by specific issues that come to the Board’s attention.

Other Functions and Duties of the Board

- (1) review and approve all plans for experimental research or hazardous treatment procedures involving people admitted to Montana Development Center or any mental health facility
- (2) annually complete an inspection of the Montana Developmental Center
- (3) review, and if necessary, conduct investigations of allegations of abuse or neglect of people admitted to Montana Development Center or any mental health facility
- (4) review and ensure the existence and implementation of treatment plans
- (5) inquire concerning all use of restraints, isolation, or other behavioral controls
- (6) assist persons admitted to Montana Development Center or any mental health facility to resolve grievances, and
- (7) report to the director of the Department of Public Health and Human Services if the Montana Development Center or any mental health facility is failing to comply with the provisions of state law.

MENTAL DISABILITIES BOARD OF VISITORS

ANNUAL INSPECTION OF THE MONTANA DEVELOPMENTAL CENTER

June 3, 2014

The annual inspection of the Montana Developmental Center (MDC) was conducted on June 3, 2014. The inspection included all living areas (Units 1, 2, 3, 5, and 6), the Assessment and Stabilization Unit (ASU), habilitation and treatment programs, the Treatment Mall Program which offers classes in the Administration Building, the recreation and vocational buildings, and the outdoor therapeutic garden. The inspection also included the main kitchen, the Treatment Mall kitchen, sanitary areas in all living and common areas, and the new walking trail. Overall the Board of Visitors observed positive, therapeutic engagement with the individuals served (individuals).

Living Units 1, 2, 3, 5 and 6:

The campus has 6 living units but only 5 (Units 1, 2, 3, 5 & 6) are currently used as living quarters. Unit 4 is used as a treatment/habilitation area during Treatment Mall hours. The living units range in capacity of 6-12 beds licensed as an Intermediate Care Facility - Intellectual Disability to serve 56 individuals. All living units were clean and well organized. However, the carpet on the East wing of Unit 5 was excessively worn and actually bubbling up presenting a tripping hazard for individuals and staff. The residential units were being cleaned while individuals were at the Treatment Mall. The Board was impressed by the fact that staff had the lights off in areas where there were no people served, which is a good energy saving measure.

Each unit has a large family/living area with shared TV, a dining area, staff room, fully equipped kitchen, private and shared bedrooms, a back patio with picnic table and gas barbecue. There is also a common hand washing area in the hallway with two sinks, soap and sanitary towels to encourage hand washing throughout the day.

The main kitchen assembles meal ingredients and delivers them to the units along with the daily menu. Individuals or staff then prepare the meals with the delivered food items. For example, the cart for June 3 had a dinner menu and food for individuals/staff to prepare the following meal: sliced pork, barbecue sauce, hamburger buns, baked beans carrot sticks, cookies and milk. The main kitchen also accommodates individuals with food allergies or diet restrictions. In each of the units, individuals have access to a full kitchen and often make their own breakfast. Individuals often take turns cooking dinner for their individual units. During the week, lunches are provided for individuals at various locations within the Treatment Mall. When the Treatment Mall is not in session (weekends, holidays, Christmas and in-between semesters) individuals eat lunch at their respective units.

Assessment and Stabilization Unit (ASU):

The Assessment and Stabilization Unit (ASU) is a program designed to serve 12 individuals in a secure setting of three, 4-bed units. Individual and group treatment is provided to individuals inside locked and fenced-in areas. Treatment plans are individualized and tailored to meet each person's individual needs with measurable treatment goals. Each person's treatment goals are consistently implemented on ASU by staff from all treatment areas that include: communications, recreation, vocational rehabilitation, health and safety, boundaries, special education, and occupational therapy/physical therapy. All units at ASU were clean and spacious with lots of natural light. The furniture is current and clean. The outdoor area has a small cement pad area with basketball hoop, benches, and grassy areas. There is a hobby room with board and electronic games, crafts, and computers without internet access.

After a general intake process upon admission, individuals go directly to ASU-A to be assessed, stabilized and closely monitored. ASU-A is a secure, controlled living unit with all services, programs, and meals brought into the Unit as well as opportunities for family/guardian visits, bible study and church services. Individuals on ASU-A are not allowed to leave the unit to attend regular Treatment Mall classes, however, many Treatment Mall classes are provided to them at the ASU Administrative building classroom. Individuals on ASU-A have phone access, arts and crafts, and can use the outdoor areas inside the secure ASU area with supervision.

Individuals residing in ASU-B have more freedoms and can attend Treatment Mall classes, engage in vocational training and recreational activities, with supervision, both on and off campus outside of the secure areas at ASU.

Individuals residing in the ASU-C have the freedoms of movement extended to those who reside on ASU-B plus they're able to participate in off campus activities such as rodeos, dances, Special Olympics, camp outs, hikes, swimming at the Boulder Municipal Pool, and for special occasions, eating at a restaurant accompanied by staff. Individuals who are successful on ASU-C may transfer to one of the other units (1, 2, 3, 5 or 6) or return to community-based services.

Recreation Areas:

The Recreation Building is very large and clean with open and enclosed areas for various gatherings and activities. Numerous large windows allow for a cheerful atmosphere with natural lighting, healthy plants and walls showcasing individuals' artwork. The Recreation Building houses a multitude of recreational activities designed to meet individual and objective treatment goals and offers a heated pool for Basic Swimming, Aquatic Therapy, Fun day Friday at the Gym, Yoga, Cardio, Bowling, Weight Lifting, Physical fitness, Sewing basics, Recreation quiet area, Clay & Hand Building, Rug making, Print Making, Introduction to Card/Board Games, Activity Center, and more.

A large heated pool is used for aquatic therapy and open swimming, locker rooms for men and women include bathrooms, changing areas, lockers, sinks and clothes racks for individuals to hang their swim suits and towels. A laundry room and public rest rooms are near the pool area. A large gymnasium is used for basketball, bicycle riding, sports, games, gatherings and theatrical productions. The exercise room has a staff trainer who works with individuals to develop a physical fitness program to assist individuals with their individual treatment goals.

Individuals participate in, or attend, a variety of recreational activities such as swimming, Special Olympics, rodeos, pow wows, dances, nature walks, day hikes, camp outs, fishing trips, skiing, snow-boarding, basketball games, and other sporting events. During the summer, MDC's indoor heated pool is used less often, individuals swim 3-5 days a week in the Boulder Municipal Pool.

Bicycles used by individuals on campus were all repaired or tuned up recently and the individuals are excited to ride. Some individuals are ordering 3 wheel bikes. Individuals who don't own a bike can check one out from the Recreation Department, each person is required to wear a helmet when riding bikes. Individuals play Frisbee, baseball, football, soccer, basketball. The addition of a golf course is being discussed.

Client Newsletter:

Some individuals served approached leadership staff and expressed their ideas and desires for classes and events they would like to see offered at MDC. This client-staff interaction manifested into a Positive Client Interactions class offered at the Treatment Mall program taught by the Superintendent. Through the Positive Client Interactions class, individuals came up with the idea to create their own client newsletter as a vehicle to express their voice. The client newsletter is printed and delivered monthly and is written, produced and delivered by individuals served. The editorial staff consists of a photographer, typist, reporter and two delivery people. Individuals served by MDC take turns expressing their views, writing stories, shooting photos, and typing. The newsletter welcomes participation from all individuals and many individuals have contributed ideas, drawings, photographs, and stories.

Some topics discussed in the newsletter include things like descriptions of upcoming classes, changes in the Treatment Mall schedule, recreational opportunities, updates on the garden, and a "New Ideas" section. The new ideas section came from a survey written and distributed by the editorial staff. Individuals served came up with the idea of placing suggestion boxes around the treatment mall where people could offer suggestions about classes or changes they would like to see implemented at the Treatment Mall.

Ideas reported in a past newsletter included topics such as getting pets for the units, having therapy dogs visit individuals (this has been implemented and individuals reported time with the therapy dogs as their favorite event), free time in the gym during lunch hour, setting up information tables in the treatment mall to include individuals' schedules and maps (this has been implemented and is very helpful to individuals and visitors at MDC), and putting up an information/news board for individuals (this has been implemented).

Treatment and Habilitation Areas:

The BOV inspection team appreciates the range in choices in classes available in the treatment mall and that the Superintendent, Clinical Director, and Quality Assurance Director are also engaged in teaching classes, as are other staff. This is an example of walking the talk as management staff are involved in the active treatment within the Treatment Mall.

Classes are scheduled Monday through Friday, 9:00 a.m.-3:00 p.m. and include: Basic Communications, Relaxation Techniques, Mindfulness in Music and Movement, Anatomy, French class, Book study, Exploring the World of Work, , Everyday Communication, Functional Communication, Positive Pragmatics, Writing, Safety in the Workplace, Intro to Physics, Figurative Language and Relationship Building, Continuing Skills for Community Success; Illness and Injuries, Listening and Conversation Skills, Grooming Essentials, Basic Nutrition, Introduction to Art, Supersize Me, Social Relationships and Development, Positive Quotations, Exploring the World of Work, Brain Teasers, Disco, Cardio, and more.

Unit 4 is part of the Treatment Mall offering day treatment and habilitation classes as well as providing individuals the opportunity to rest, nap, or just get away. It's important for certain individuals to be able to find a respite in Unit 4 while remaining involved in active treatment within the Treatment Mall. Some of the classes offered in Unit 4 this session are Everyday Math Skills for Independent Living, Money Management, Language Skills, Reading, Health and Safety, Arts and Crafts, Recitation of the Success Pledge (posted on wall) and Therapeutic Games. This Unit has Nap Rooms for men and women, a Cooling Down Room with pillow chairs, a Sensory Motor Skills Room, an Observation Room for individuals needing 1:1 staff supervision, a Family Room with TV, several bathrooms, a Nurses Station, a hand washing station in hallway with two sinks, and staff office. During the site inspection, individuals on Unit 4 were observed actively participating in great class involving safety issues.

Fresh Start:

Individuals in ASU-C and Units 1, 2, 3, 5 and 6 may qualify for the Fresh Start Program. This program is put together as a rewards program when an individual meets a short or long term goal. Individuals actively participate in writing the goals and determining what the rewards will be.

Kitchen:

MDC has a large, up to date kitchen with stainless steel fixtures, pots and pans, full service dishwasher, walk in freezer with meats, some baked goods, three walk in coolers (for produce, dairy, and other perishables.) Monday through Friday, the kitchen prepares sack lunches for all the individuals at the Treatment Mall as well as for individuals at ASU. On weekends, breaks and holidays, the kitchen prepares a hot lunch for all individuals.

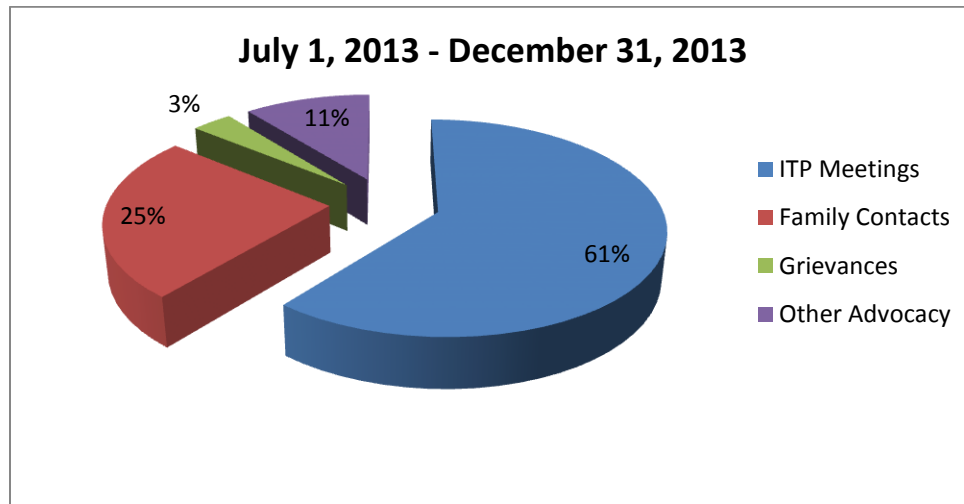
Treatment Mall Kitchen:

The Treatment Mall kitchen offers classes for individuals on a number of topics:

- **Healthy Snacking** (a hands on class where individuals learn to prepare and enjoy healthy snacks, complete a work sheet, and participate in games or projects related to healthy snacking)
- **Food Safety and Sanitation** (covers hand washing, preventing food borne illnesses, cooling and heating foods, cutting board use, using a thermometer and preventing cross contamination)
- **Basic Nutrition** (individuals learn about the food groups, portion sizes, healthy snack choices and preparing healthy snacks)
- **Super-Size Me** (a look at the convenience food industry and how advertisements affect our purchases. Individuals learn about the relation between fast food and obesity in America, and the importance of making informed food choices)
- **Tools Used In the Kitchen** (individuals become familiar with kitchen tools, spices, cooking methods, measuring, abbreviations, and gain cooking experience)
- **TED Talks** (individuals learn the benefits of gratitude and make cards for family/friends and generally learn about giving back), and
- **Food As Art** (offered next session—individuals will have hands on experience with making artistic food.)

MDC Site Inspection: A facility site inspection is proposed for 2015.

MONTANA DEVELOPMENTAL CENTER ADVOCACY



I. The Graph: The large slice reflects 145 Individual Treatment Plan meetings (ITP's) which the Advocacy Specialist at the Mental Disabilities Board of Visitors (BOV) attended, July 31, 2013 through December 31, 2013. The primary responsibility of the BOV at Montana Developmental Center is to attend ITP meetings and advocate on behalf of clients served at those meetings. The smaller slices represent the number of contacts received by the BOV from MDC clients, families/guardians of clients, and persons receiving mental health services in the community. Individuals contact the BOV primarily to seek assistance during the grievance process, to receive help sorting through confusing or difficult situations, to request information about mental health service system, and to register complaints about services/service providers.

II. Restraints & Seclusions: A total of 4 clients were placed in seclusion from July 1, 2012-June 30, 2013. Seclusion is used in the secure unit known as the Assessment and Stabilization Unit (ASU) pursuant to MDC policy. Seclusion is used only when clinically indicated and for the express therapeutic purpose of protection from harm when less restrictive interventions have been ineffective. Seclusion is never used for coercion, punishment, or threat. Section 53-20-146(3), MCA, regulates seclusion and ARM's 37.106.2140 & 2144 provide MDC guidance on its implementation.

A total of 169 clients were placed in restraints from July 2012 through June 2013. (105 clients placed in restraints for "other" reasons and 64 in restraints related to behavior.) "Other" reasons are generally for medical/ safety reasons requiring a physician's order.

III. Census/Referral as of January 30, 2014: Census is 50. (11 clients are located in the Intermediate Care Facility for the Developmentally Disabled (ICFDD) and 39 clients are located in the Intermediate Care Facility for Individual Intellectual Disability (ICFIID). ICFIID was formerly called "Intermediate Care Facility for the Mentally Retarded (ICFMR)."

IV. Transfers July 1, 2013 – January 30, 2014: Nine clients transferred to the community-based services and one more will move back into the community in February. Two clients transferred to Warm Springs 1 remains and the other transferred to the community.

**MONTANA DEVELOPMENTAL CENTER
2014-2015**

RECOMMENDATIONS

BOV / MONTANA STATE HOSPITAL STATISTICS

July 2014

Fiscal Year (July 1 – June 30)	2013	2012	2011	2010	2009	2008	2007	2006
Admissions to MSH	339	604	739	762	739	723	683	690
Discharges from MSH	318	594	714	775	736	736	680	667
LEGAL REPRESENTATION								
Petitions for recommitment (total number)	95	167	162	179	194	186	202	218
Court hearings	13	25	23	39	60		60	
Recommitment	12	23	21	33	53			
Transfer to MMHNCC	1	1	0	1	4			
Guardianship	0	1	2	5	3			
Forensic Review Board Hearings (FRB)	4	15	21	24	27	35	17	
GRIEVANCES								
Grievances (total number)	472	749	380*	591	390	519	390	337
Solved by program manager	330	+50%	268	280	265	276		245
Addressed by Committee	142		73	311	125	243		92
Grievances by two patients not included in total			336					
Abuse/Neglect investigations	15	32	33	13	26	43	30	39
Treatment Plan Reviews	226	370	424	358	327	295		
Call Log Database. .			51	47	41	38	37	
<i>(average weekly entries of contacts over 10 minutes)</i>								
Craig			35	29	23	19	16	
LuWaana			16	18	18	19	19	
Seclusion/Restraint reports (total number)	345	842	740	843	482	379	142	
Seclusion	181	536	376	450	195	201	86	
Restraint	164	306	364	393	287	178	56	
Hours of seclusion *Pre Intensive treatment unit	4137	29,929*	814	1867	1431		302	
Hours of restraint **one patient in walking restraints	388	574	3,518**	756	700		151	

