

**Providence Saint Patrick Hospital Psychiatric Services  
Montana Board of Visitor Corrective Action Report  
Submitted January 24, 2024**

<b>BOV Suggestion/Recommendation</b>	<b>Action Plan</b>	<b>Outcomes</b>
<p>Providence St. Patrick Hospital will contract with an individual to create a cultural effectiveness plan and provide historical cultural effectiveness training.</p>	<p><b>Providence will be engaging Ann Douglas, Ph.D. to discuss and implement the creation of a cultural effectiveness plan by the end of Q2 of 2024, to include historical cultural effectiveness training. The leadership team will work with Ann Franklin, Providence System Executive Director of Diversity, Equity, and Inclusion to review current education, available education for diversity, equity, and inclusion (DEI), as well as, identifying need for expanded DEI training. These findings will be included in the cultural effectiveness plan. Trainings will begin by end of Q3 of 2024 and completed by Q4 of 2024.</b></p>	
<p>Providence St. Patrick Hospital will continue with the development of the proposed outdoor spaces for both the adult and adolescent units.</p>	<p><b>Providence St. Patrick Hospital will continue Roof Terrace “outdoor space” project planning for both the adult and adolescent units. Anticipated start for this project to break ground is tentatively Q3 of 2024.</b></p>	
<p>Providence St. Patrick Hospital will explore the potential development of an Occupational Therapy space for living skills development.</p>	<p><b>Providence St. Patrick Hospital will engage the Occupational Therapy team to discuss possible living skills development space needs. Leadership will engage Providence Montana Facilities and design teams to review the possibility of space, space allowances, and availability by end of Q2 of 2024. Furthermore, the Leadership Team will create a workgroup with Occupational Therapists to discuss options for implementing living skills development groups. Needed supplies and space to be evaluated at this time. Taskforce to meet and develop a plan by end of Q1 of 2024 and implement plan by end of Q2 of 2024.</b></p>	
<p>Providence St. Patrick Hospital explore the expansion of an integrated health program sharing opportunities for expansion with other Hospital Providers.</p>	<p><b>As of 1/1/24 we have IBH support for all Specialty clinics and primary clinics for Providence Medical Group.</b></p>	
<p>Providence St. Patrick Hospital will add the following independent advocacy agencies as resources available to assist patients in the</p>	<p><b>Leadership team to work with Forms Committee to add the identified independent advocacy agencies by end of Q1 of 2024.</b></p>	

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<p>individual patient handbook. The Mental Health Disabilities Board of Visitors, the Mental Health Ombudsman, and Disability Rights.</p>		
<p>Providence St. Patrick Hospital will explore the ability to paint the units to a more warm and therapeutic color versus the current sterile, and hospital feel.</p>	<p><b>Providence St. Patrick Hospital Leadership has received an initial bid for painting the NBMI unit areas and rooms. A request for an assessment on all doors was requested in December of 2023 and awaiting response. The official request for capital funding to paint the unit area will be submitted when the finalized bid is returned. Estimated time of returned bid is by the end of Q1 of 2024.</b></p>	
<p>Providence St. Patrick Hospital will explore and provide more comfortable safety furniture on the units for patient rooms.</p>	<p><b>Currently the leadership team is evaluating mattress options through the vendor to explore more comfortable bed mattresses to include “wedge” options. Director of Psychiatric Services has reached out to Norix to explore new available options for safety furniture to establish replacement plan of existing furniture. Estimated time to receive finalized pricing is by the end of Q1 of 2024, and at that time a capital request will be submitted to begin replacement of current furniture beginning with dayroom and group room areas.</b></p>	

Respectfully Submitted by the Psychiatric Services Administrative Team:

- Rachel Clark, Clinical Nurse Manager
- Sierra Geiger, Assistant Clinical Nurse Manager
- Kate Wiltfong, Clinical Manager of Social Work
- Dr. Robert Munjal, Associate Medical Director
- Dr. Kary Aytes, Adolescent Medical Director
- Dr. Laura Salyers, Psychiatric Services Section Chief and Chair of the Department of Psychiatry
- Jennifer Mahler Providence Psychiatric Outpatient Services Manager
- Jeremy Williams, Director of Psychiatric Services