

January 27th, 2023

Office of the Governor

Mental Health Board of Visitors

Dear Jeremy,

Thank you again for a collaborative site visit and for giving us the opportunity to review our programs and seek ways to improve.

Response to Recommendations: December 13th, 2022

- 1) Develop and implement into policy the reporting to the Board of any Abuse and Neglect report as per MCA 53-21-107

While we do currently have a policy in place to address this issue for patients receiving Behavioral Health services, ensuring prompt reporting could be improved with developing awareness of such policy for persons served and staff members. We will provide education to staff and persons served in various ways. This will include information in our intake process, displaying this policy in our waiting and common areas, and review of education in the staff huddles and meetings. Please see the policy attached.

- 2) Develop and implement Peer Support Services and Military Peer Support that would be exceptional additions to continuing care for patients.

We have begun researching this program and have attempted implementation in the past. We will take steps and discuss as a leadership team as to how we can re-attempt to implement. We meet regularly with members of the Malmstrom Airforce Base and will also be sure to ask their advice in driving this program forward.

- 3) Look to hire, or contract with a Culturally competent/tribally enrolled clinician who can assist with the treatment planning for Native American Patients.

The leadership team plans to offer more educational opportunities to address this at a staff level. We do have clinicians in the community that are tribally enrolled and will be reaching out to them to meet and build relationships for our patients. We will continue to offer our services from the Native American Welcoming Center to allow daily rounding including smudging prayer ceremonies as needed.

- 4) Develop a designated outdoor space for patient treatment. Currently, there is no designated outdoor space for patients to use.

Thank you for the recommendations for the outdoor space for patient treatment. Outpatients do have access to the Therapy Garden space which is located on the ground floor. Typically, outpatient groups can be held in this area in the warmer months. Inpatients admitted to the acute side are not typically allowed to leave the unit due to safety reasons. We would love a garden just for Behavioral Health patients with any future remodel!

BENEFIS HEALTH SYSTEM

1101 26th Street South, Great Falls, MT 59405 | www.benefis.org

Benefis Hospitals, Inc. | Benefis Medical Group, Inc. | Benefis Community Hospitals, Inc.

Benefis Spectrum Medical, Inc. | Benefis Senior Services, Inc. | Benefis Health System Foundation, Inc.

- 5) Work with the Benefis Health System Leadership to develop a plan to house all services in one location.

Our future vision is to have all our service lines in one area. We appreciate this recommendation and feel support from leadership to begin planning. We are hoping to be a part of the Foundation Fundraising campaigns in the future.

Sincerely,



Nicole Dresch, M.Ed.
Benefis Health System
Manager of Behavioral Health Services

BENEFIS HEALTH SYSTEM

1101 26th Street South, Great Falls, MT 59405 | www.benefis.org

Benefis Hospitals, Inc. | Benefis Medical Group, Inc. | Benefis Community Hospitals, Inc.
Benefis Spectrum Medical, Inc. | Benefis Senior Services, Inc. | Benefis Health System Foundation, Inc.