

Montana State Hospital Response to 2019 Site Inspection Recommendations

Board of Visitors Recommendation:

1. Update electronic medical records. Explore options to use a more efficient electronic medical and mental health record keeping system to create more cohesive communication/care regarding patients and reduce the time spent documenting so patient care can be increased.

Montana State Hospital Response:

The MSH has been working with other agency resources to improve our existing electronic medical records system. These system improvements include the ability to enhance internal communications related to patient care and treatment. This process is on-going, and multiple facets for improved programming are underway.

Board of Visitors Recommendation:

2. The Board of Visitors recognizes the expense of implementing a full electronic health records at Montana State Hospital. Taking this into consideration, it is recommended to initially utilize the current TIER system to implement computerized provider order entry (CPOE) which has consistently shown in the literature to decrease medication prescribing errors. Implementing CPOE at Montana State Hospital also aligns with the 2009 federal HITECH Act and the accompanying Meaningful Use program supported by the Centers for Medicare & Medicaid Services.

Montana State Hospital Response:

In discussion with DPHHS leadership, the need for the installation of a comprehensive electronic medical records program at the hospital is recognized and under review. With this understanding, the MSH has been collaborating with our agency partnerships to improve the existing system (TIER) to enhance services. One of these system upgrades involves the development and implementation of an aspect of TIER which allows for direct provider submissions of pharmacy orders.

Board of Visitors Recommendation:

3. Make cultural competency training a priority and a requirement as far as on-going training for staff. It is offered at orientation however beyond this point it does not appear that on-going training on this subject and required for staff.

Montana State Hospital Response:

The MSH shall add an additional component of cultural competency training into required annual refresher courses, and monthly staff review modules.

Board of Visitors Recommendation:

4. Continue to expand clinical pharmacy services at Montana State Hospital. Decentralized pharmacy services are considered the preferred model of care in a hospital system and has been shown to improve both morbidity-and-mortality-related outcomes for patients. Consider expanding clinical pharmacy services at Montana State Hospital by adopting a decentralized pharmacist model, integrating clinical pharmacists into the daily treatment team and allowing for more direct patient care activities.

Montana State Hospital Response:

In discussion with our contract pharmacy service, the MSH shall increase direct pharmacy presence at the hospital by doubling the weekly rounding of pharmacists in each housing area. Pharmacy staff will also add educational programs for patients in addition to the current classes provided. The MSH shall also add additional information into the information provided to patients during their admission and orientation.