

Adult Mental Health Services

During 2014, the State of Nevada, Division of Public and Behavioral Health, Rawson-Neal Psychiatric Hospital located in Las Vegas, Nevada participated in a Center for Medicare and Medicaid Services (CMS) survey that resulted in a number of suggestions for improvement in treatment methods. Since future payment for inpatient facility (IPF) services by CMS would only be made for "active treatment" that can reasonably be expected to improve the patient's condition, a new treatment approach was required.



For services in an IPF to be designated as active treatment, they must be:

- Provided under an individualized treatment or diagnostic plan
- Reasonably expected to improve the patient's condition or for the purpose of diagnosis
- Supervised and evaluated by a physician

Subsequently, the Division of Public and Behavioral Health (DPBH), elected to achieve active treatment and alignment with the Affordable Care Act by implementing the "treatment mall" concept. In this approach, patients are a participant in their own treatment. A holistic approach to treatment sets goals for recovery while closely imitating life in the community. In the treatment mall, staff and patients from multiple residential units come together to provide and receive

mental health services. Patients select from numerous skills-based groups that meet their specific treatment objectives. The groups are designed to teach daily life skills, vocational training, education and social skills that overcome discharge barriers and prepare patients for community placement. Implementation of a treatment mall at Rawson-Neal had the goals of:

- Reducing the average days of a patient stay
- Reducing assaults within the facility
- Improving transition back into the community
- Reducing the number of return visits per patient

QuantumMark was engaged to assist Rawson-Neal to achieve the transition by:

- Developing the Project Plan and providing ongoing project management and issue resolution
- Working with the hospital team and management to create the strategy and approach for implementing a CMS compliant treatment mall.

- Managing the hospital team of psychologists, doctors and staff to develop the materials necessary to transition from the ward-based model (medication therapy) to a treatment mall facility, including:
 - Developing and implementing a comprehensive communication plan
 - Assessing the current hardware/software to determine changes required to support the treatment mall
 - Working with hospital and IT staff to implement needed system and process changes
 - Developing the treatment mall daily / weekly schedule of therapeutic classes and activities for patients
 - Working with professional staff to revise approach to treatment team meetings to support the treatment mall philosophy.
 - Leading a team to develop the treatment mall curriculum, course series, and individual course materials for therapeutic sessions
 - Developing the policies and procedures to support a treatment mall
 - Creating and training a core group to orientate and train the remaining staff
 - Managing the testing, pilot and go live of the treatment mall.
 - Working with hospital and professional staff to make post go live adjustments to the treatment mall.