

EXECUTIVE SUMMARY

In 2014, Rawson-Neal Psychiatric Hospital (Las Vegas, NV), along with the State of Nevada Division of Public and Behavior Health, took part in a CMS (Center for Medicare Services) survey on how to improve adult mental health treatments. The goal: come up with new solutions to combat the upcoming changes to their inpatient facility and address new reimbursement requirements, all while improving the patient success rate. The solution was a “treatment mall” concept, which took a holistic approach to treatment.



CHALLENGES

Successfully transitioning to the “treatment mall” concept while making sure the needed goals were met, namely: reducing the average stay duration and returning visits per patient, reducing assaults within the facility, and improving post treatment community transitions. Restructuring needed to occur on time, on budget, and with minimal disruptions.

SOLUTIONS

Develop an actionable project plan focused on issue resolution throughout the transition, as well as an integrated strategy with hospital staff and management to ensure CMS compliance. A key success factor was working closely with staff to develop relevant materials for the new treatment methods tailored to achieve maximum patient benefit.

RESULTS

Rawson-Neal Psychiatric Hospital successfully transitioned from a war-based model to the treatment mall model, with everything being CMS compliant so their patients received the maximum benefits possible, as well as the best care. Additionally, we insured the staff was well-trained so they can maintain the new model’s success for years to come. We also focused on implementing better software and technology to improve the patients’ treatment and lower their time in the facility, created engaging course work and curriculums, successfully developed policies for patient and staff safety. Lastly, we made sure there’s a constant core of individuals who are highly trained on the entire process, so they can continue to adequately train new employees.