



MEETING NOTES
Franklin County Mental Health Crisis Center
Steering Committee

April 25, 2019 3:00 PM – 5:00 PM
Columbus Police Academy

Attendees:

Kenton Beachy, Chris Carson, Ann Gallagher, Dr. Pablo Hernandez, Shawn Holt, Mark Hunter, Lt. Dennis Jeffrey, Katrina Kerns, Jeff Klingler, Gary Krafthefer, Michael Krouse, Amanda Lucas, Sergeant Jennifer Mancini, Rachelle Martin, Jennifer Martinez, Joseph Niedzwiedski, Elizabeth Oliva, Lt. Matt Parrish, Brian Pierson, Kathy Podlasiak, Bob Shook, Major James K. Simmons, Chief Earl Smith, Chief Deputy Geoff Stobart, Dr. Brian Stroh, King Stumpp, Jonathan Wyly

Welcome

Jonathan Wyly, Project Lead and CFO, ADAMH Board of Franklin County, kicked off the meeting and thanked Steering Committee members for their attendance and commitment to the effort. Attendees made self-introductions.

Project update / Arizona site visit

Wyly shared a brief update on activities since the last meeting on February 27, 2019. He said that the Harmon Avenue site has been finalized and that project leaders continue to meet with key stakeholders about the efforts. Jeff Klingler, co-chair and CEO, Central Ohio Hospital Council, reported that they met with leaders of the Columbus Partnership. The Partnership is comprised of the top business leaders in the region and its mission is to develop, advocate, and support high-impact strategies to ensure that the Columbus Region continues to thrive as one of the most vibrant, innovative, and globally competitive regions in the world. Klingler said that the Alex Fisher, CEO, Columbus Partnership expressed support for the new crisis center and the initiative. He also requested a progress report from the Steering Committee in August, 2019.

Wyly said that since the February meeting, they engaged Annie Gallagher, Gallagher Consulting Group, to help facilitate the Committee meetings and coordinate efforts. He acknowledged that Gallagher worked with most of the group previously when she facilitated the Psychiatric Crisis Emergency System (PCES) Task Force. He also noted that Gallagher sent pre-work assignments to the group in preparation of the April meeting.

Wyly said that the Steering Committee will continue to work closely with its expert partner, CXNS, to help develop the new service delivery model and the building plan. He acknowledged Chris Carson, CEO CXNS and Elizabeth Oliva, Business Program Manager, CXNS, who will attend the Steering Committee meetings and provide technical expertise. Wyly reminded the group that CXNS will be hosting a site visit at the Crisis Response Center in Tuscon and the Urgent

Psychiatric Center in Phoenix on May 20th. Several Steering Committee members will be attending.

Wylly then handed the meeting over to the facilitator.

Finalize charter and governance agreement

Gallagher commended the group for the progress it had made since she had facilitated the PCES Task Force. She outlined the objectives of the meeting, i.e., to finalize the Committee charter and governance agreement and to begin designing and scope and topics for potential workgroups.

Gallagher sent the draft Steering Committee charter and governance agreement to the group on April 16th and solicited feedback. She asked attendees to share any additional modifications. The Committee requested the following edits to the charter document:

- ✓ Specifically name hospitals/health systems
- ✓ Add “probate”
- ✓ Incorporate patient and families
- ✓ Reframe the items in the Purpose section to reflect a more positive tone / desired states
- ✓ Changed “secured” to “locked” facility under #5
- ✓ Add “Staffing Plans” in Deliverables section

Gallagher asked participants for comments /proposed changes to the governance agreement. The Committee asked to use the same language in the revised charter, i.e., name hospitals/health systems, add “probate.”

Design workgroups

Gallagher explained that much of the work for the effort will take place in smaller workgroups. She explained that Klingler and/or Wylly will participate on workgroups and serve as liaisons between workgroups and the Steering Committee. Gallagher also asked the Committee to be mindful of people who can bring their subject matter expertise to the effort and potentially participate on a workgroup.

Next, Gallagher referenced a pre-meeting exercise that she asked each member to complete. It included defining proposed workgroups and provide a description of topics and assignments for each. The team began to share and brainstorm about the tasks needed.

Phase One: Retreat define the “what”

As the discussion progressed, it quickly became apparent that certain, major decisions about the facility need to be made before the workgroups can be developed. They also suggested taking a design theory approach that maps the experience for the user to better define the needs. Chris Carson, CXNS, advised the group that they first must define the “what” for the center. He began posing questions to the Committee about the facility and the potential services that it will offer, e.g., defining values, define “crisis” and/or “crisis activity”, what scope

of services will be offered (medical, pharmacy, other), etc. The group felt that it is important to have a daylong retreat with Carson leading the conversation to answer the “what” for the crisis center.

Committee members agreed that the retreat needs to be scheduled ASAP and that all must clear their calendars to attend and/or send a representative to ensure that their perspective is shared. Gallagher said she will work with the project leaders and CXNS to find a date for the session and will communicate it with the group.

Potential workgroup topics and tasks

The Committee brainstormed the following ideas about potential tasks and workgroups:

- ✓ Regulation and legislation
 - Licensure
 - EMS linkage / transfer allowance
 - Zoning
 - Occupancy
- ✓ Financial sustainability / funding
 - Billing / reimbursement
 - Operational budget
- ✓ Staffing / workforce
 - New configuration
 - Peer support
 - Hiring and training pre-opening
 - Lock unit expertise / experience working with probate
- ✓ Access
 - Need patient perspective and input
- ✓ Community involvement
 - Communications and outreach
 - Strategic partners
 - Identify other community partners / involvement
- ✓ Building design
- ✓ Technology and data
 - Community needs assessment
 - Information sharing
 - Mobile tracking
 - EHR

- Inner office communication
- Security

Wrap up and next steps

- ✓ The project team will schedule a full day retreat ASAP to define Phase I. which includes the “what” and scope. It will facilitated by Chris Carson, CXNS. Steering Committee members committed to the tight time frame and to clearing their schedules and/or sending proper representation to the session. The results of the retreat will inform workgroup development.
- ✓ Gallagher will incorporate edits from the charter and governance agreement and distribute to the Steering Committee.
- ✓ Steering Committee members will contemplate other people/subject matter experts who should be involved in the workgroups.

Housekeeping notes

- ✓ Gallagher said that they are developing website to serve as a clearinghouse to store Steering Committee and workgroup materials.
- ✓ Site visit to AZ is May 20th
- ✓ Next Steering Committee meeting: Thursday, May 23rd 3:00 pm – 5:00 pm Location: Netcare Access 199 S. Central Avenue, Columbus, OH 43223