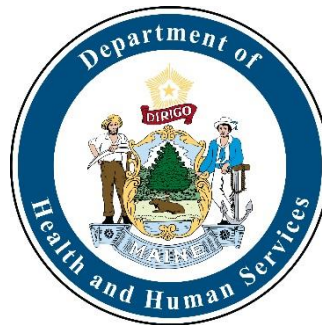


# Dorothea Dix Psychiatric Center (DDPC)

Superintendent Carolyn Dimek, RN, MS

Clinical Director Daniel Potenza, M.D.

January 2023



# Mission and Vision

## **Mission**

As a member of a statewide community of care givers, DDPC collaborates with individuals with severe and persistent mental illness and their community and personal supports to provide recovery oriented, respectful, compassionate, and effective psychiatric care and treatment in the least restrictive, safest, and most therapeutic environment we can create.

## **Vision**

We focus on enhancing symptom management, promoting skill development, increasing knowledge, and challenging people to use their strengths to lead more hopeful and autonomous lives.

We devote ourselves to the timeliest return of those we serve to a more independent, sustainable and hopeful life in the community.

# The Hospital

Main Building • 656 State St, Bangor ME



3 Inpatient  
Units, each  
with 17-bed  
capacity

Outpatient  
Clinic serving  
30 patients

Additional  
patient  
treatment  
areas and  
administrative  
space

# The Hospital

The Annex • 81 State Hospital Dr, Bangor ME



16-bed unit caring for older patients with a primary diagnosis of severe and persistent mental illness

Serves patients who tend to have underlying medical conditions

Patients may have some memory or other cognitive challenges

Patients may have accumulated multiple medications in their treatment

A treatment room, group rooms, dining and common areas including secure outdoor space

Many services, including pharmacy and dietary are provided by the main hospital

# Strategic Goals for Fiscal Year 2023

## **Goal #1 - Serve More People**

### Objectives:

1. Increase Inpatient Census
2. Reduce Length of Stay
3. Increase Outpatient Census

## **Goal #2 - Maintain a Competent and Engaged Staff**

### Objectives:

1. Recruit Identified Skilled Staff
2. Reduce our Staff Turnover Rate and Increase our Internal Promotions

## **Goal #3 - Enhance DDPC's Informatics**

### Objectives:

1. Improve Communication Through Data Sharing
2. Implement Integrated Care Management (ICM) Electronic Health Record (EHR)

# Goal #1: Serve More People

- The most reflective way to measure performance of the hospital, beyond pure census numbers is the **total number of patients served** for a given time period.
- If we were to look at this figure monthly, just focusing on inpatient services, it gives us a sense of the efficiency of hospital operations as this encompasses the ongoing capacity to admit , length of stay to treat the admitting condition, and ability to return someone to the community.
- **Total # of patients served** in a given month = **census** on first day of the month + **# of patients admitted** during that month.

# Goal #1: Serve More People

## Objective: Increase Census Average Daily Census

	Jan.	Feb.	Mar.	Apr.	May	Jun	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Yearly Average
2018	43	41	40	38	40	39	41	42	40	36	34	30	39
2019	32	37	38	37	34	30	28	26	31	32	32	31	32
2020	32	31	33	30	26	26	24	27	30	29	30	29	29
2021	32	35	36	36	40	40	41	40	36	32	27	26	35
2022	26	30	36	41	43	39	45	45	44	46	47	49	41

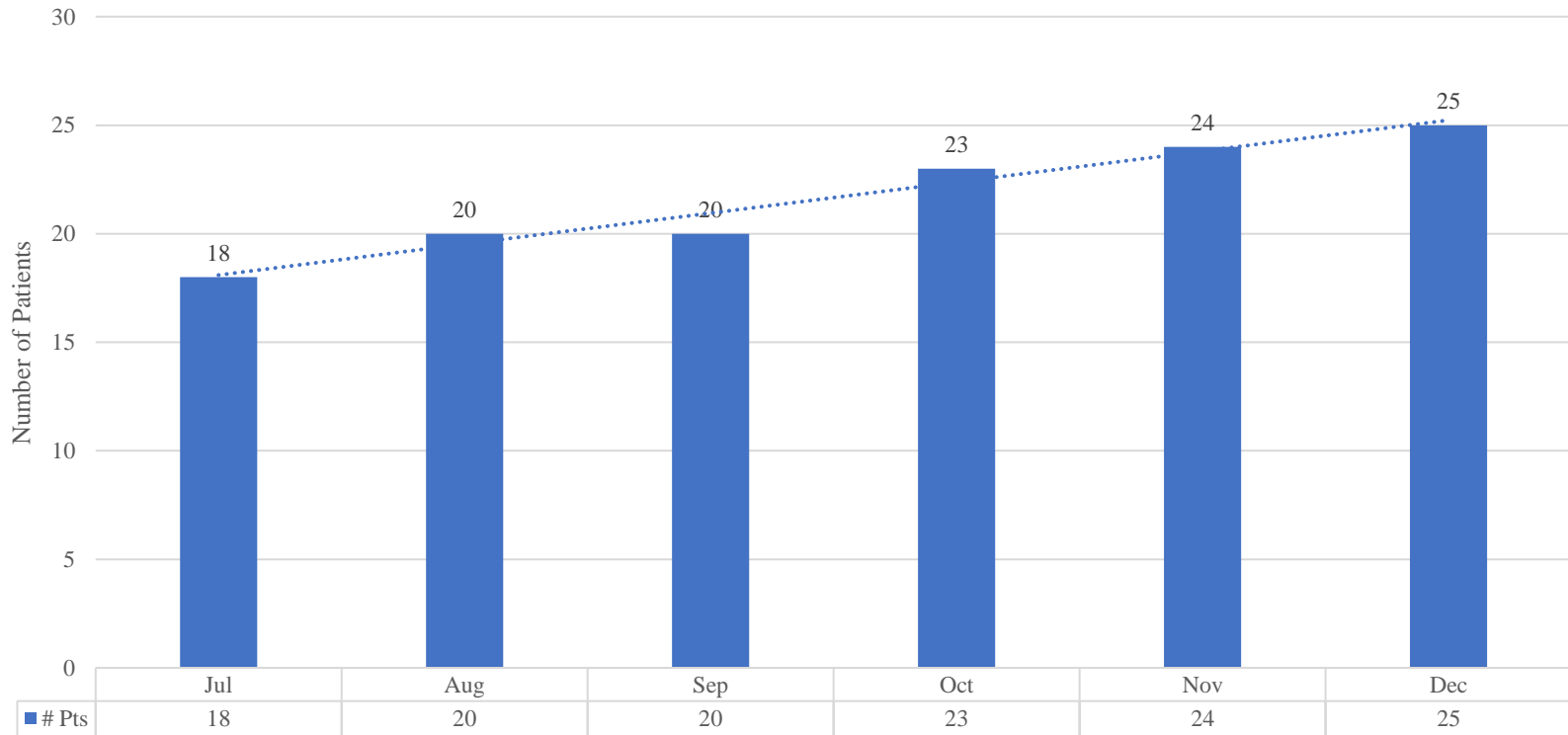
## Objective: Reduce Length of Stay

	2019	2020	2021	2022
Average Length of Stay	143 Days	93 Days	102 Days	118 Days

# Goal #1: Serve More People

## Objective: Increase Outpatient Census

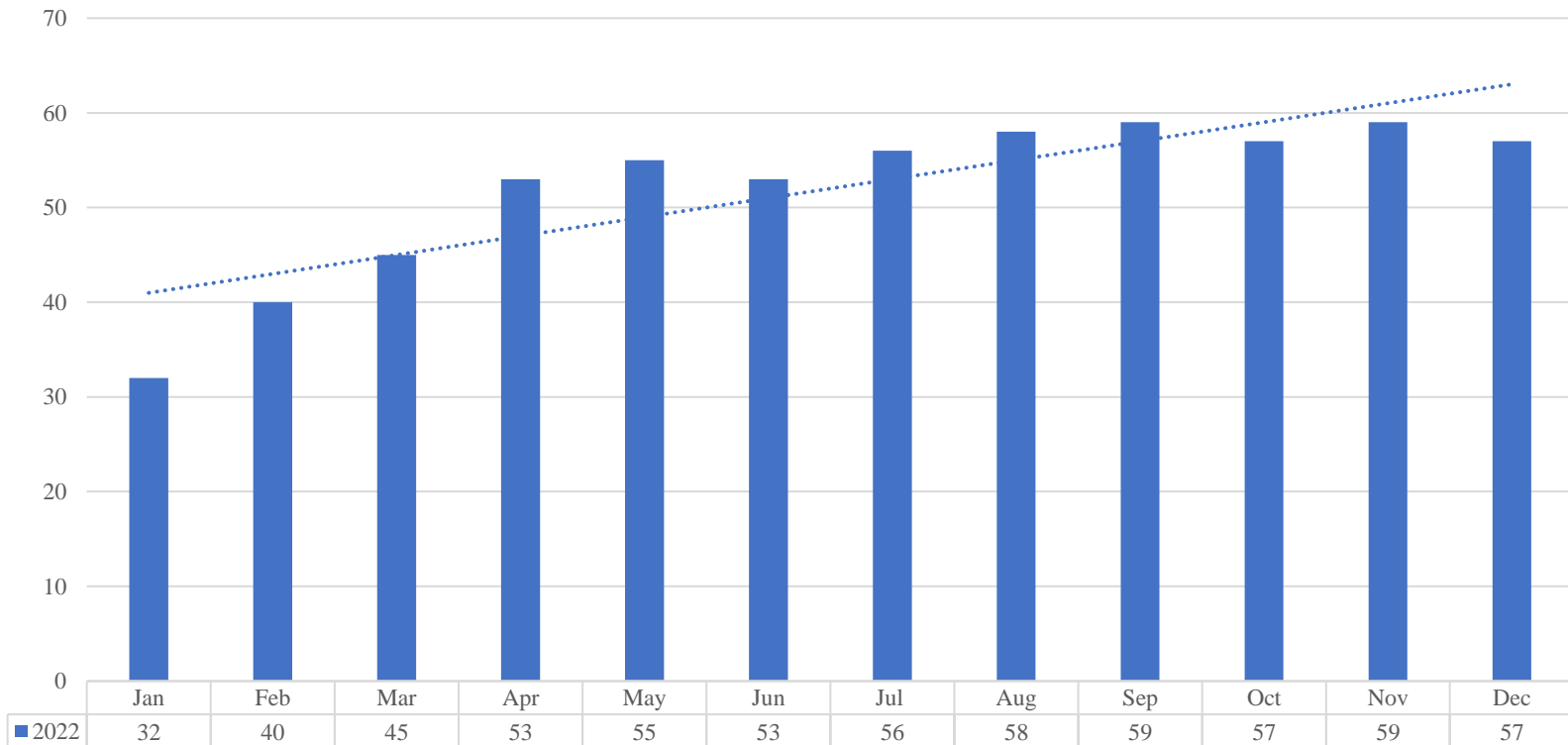
Average Outpatient Clinic Census by Month July – December 2022





# Goal #1: Serve More People

## Dorothea Dix Patients Served, 2022



DDPC's number of people served has gradually increased from 32 served in January 2022 to 57 served in December 2022.

# COVID Pandemic: Lessons Learned

## *Supporting Capacity to Admit and Active Treatment*

- There will be ongoing variations in the level of transmission of Covid in the community
- Maintaining DDPC's ongoing operations depends on controlling the internal hospital level of transmission

### Components:

- Prevention of entry of infection
- Containment of infection if detected
- Active Treatment: Hospital level of transmission **is not linked** to external environment level of transmission. Appropriate PPE recommended by the CDC and worn by staff and visitors allows patients to co-mingle, have visits, and attend active treatment offerings

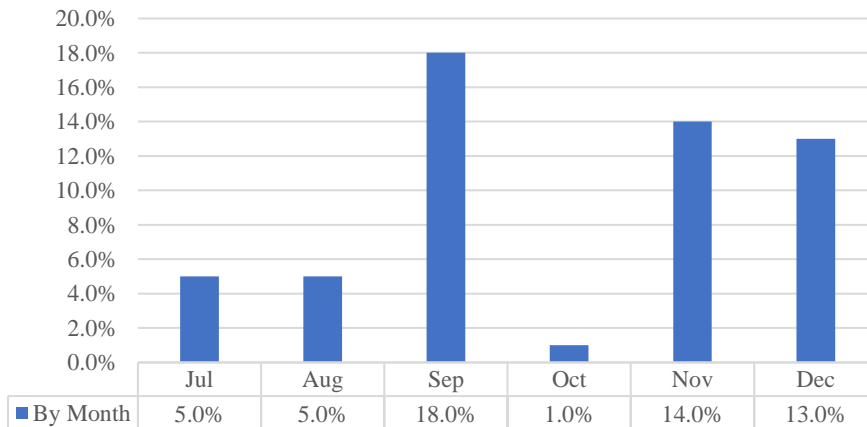
# Goal #2: Maintain a Competent and Engaged Staff

## Objective: Identify Skilled Staff

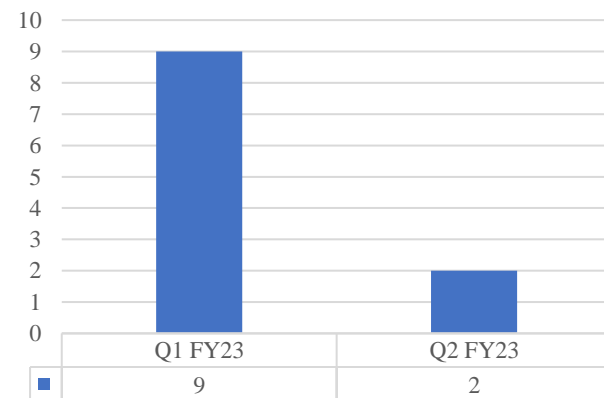
- DDPC continues to compete with other entities for healthcare workers.
- Budgeted positions – 253
- Vacancies – currently DDPC has 33 (12% vacancy rate), 21 of these vacancies consist of nurses and mental health workers

## Objective: Reduce Staff Turnover and Increase Internal Promotions

DDPC Turnover % by Month\*



Internal Promotions



\*National healthcare turnover rate for behavioral health facilities averaged 31.3% in 2022

# Goal #3: Enhance DDPC's Informatics

**Objective: Improve Communication Through Data Sharing**

**Objective: Implement Integrated Care Management (ICM) Electronic Health Record (EHR)**

**DDPC's Electronic Health Record (EHR) is outdated, slow, and a hybrid utilizing electronic and paper documentation. Netsmart Technologies has been awarded the contract for our new EHR.**

The contract is completed for Netsmart's MyAvatar platform. We have a project implementation kickoff meeting with both DDPC and RPC on January 31<sup>st</sup>. We expect to go-live in fall 2024.

Our medication dispensing system, known as Pyxis, will require replacement as this older technology will no longer be supported. We are currently nearing contract completion with an expected go-live in fall 2023.

# Questions?

Superintendent Carolyn Dimek, RN, MS

Daniel Potenza, M.D., Clinical Director

