

**BEHAVIORAL HEALTH AND SERVICE
INTEGRATION ADMINISTRATION**
Enhanced Training for Hospital Staff



2015-17 BIENNIAL BUDGET

Request	FY16	FY17	15-17
FTE	20.4	20.4	20.4
GF-State	\$2,012,000	\$1,890,000	\$3,902,000
Total	\$2,012,000	\$1,890,000	\$3,902,000

DECISION PACKAGE SUMMARY

The Behavioral Health and Service Integration Administration (BHSIA) requests funding and 20.4 FTEs in order to backfill staffing on the wards at the state hospitals while staff complete additional annual training hours. By funding this request BHSIA is expected to meet one of the recommendations of the Ad Hoc Safety Committee. The Ad Hoc Safety Committee is made up labor and management staff from the three state hospitals, BHSIA, Service Employees International Union (SEIU) Healthcare 1199NW, and the Washington Federation of State Employees (WFSE).

PROBLEM STATEMENT

Currently, the actual amount of annual training received by employees varies widely based on multiple factors including: staff shortages which will not allow for team members to leave the ward to attend training, variable prioritization of training, and unclear expectations. The Ad Hoc Safety Committee was convened to make recommendations on strategies to decrease violence at the state hospitals and has identified training as one of the key factors in reducing violence. Their recommendations are based on final reports from multiple independent evaluators of safety and violence at the state hospitals generated since 2001.

Targeted training gives staff the greatest resources for prevention of violence and an increase of safety. The intention of this change is to standardize the annual training received statewide across the state hospitals and job classes:

- **16 hours annually** for Psychiatric Security Attendants, Mental Health Technicians and Institutional Psychiatric Child Care Counselors, and Institutional Counselors
- **18 hours annually** for Licensed Practical Nurses
- **24 hours annually** for Registered Nurses

If this request is not funded, recent collaborative efforts by the Department of Social and Health Services (DSHS) and labor organizations to address the problem will be compromised and a key mitigation strategy for reducing patient violence; patient-to-staff assaults; and industrial insurance claims and premiums will not be implemented.



DSHS VISION

People are healthy • People are safe • People are supported • Taxpayer resources are guarded

DSHS MISSION

To transform lives

DSHS VALUES

Honesty and Integrity • Pursuit of Excellence • Open Communication • Diversity and Inclusion • Commitment to Service

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PROPOSED SOLUTION

Funding will provide for a staffing level that allows 24/7 staff to leave the ward and attend critical training offered on campus. This request supports the clear expectation that training is a priority. Additionally, funding will provide for statewide trainers who will be responsible for curriculum development and delivery across the three state hospitals. These peer trainers will be responsible for ensuring consistent curriculum is taught across the hospitals in competency or skills labs; ensuring hands on training is provided to maintain and improve safety of staff and patients. Utilizing a consistent core of skills training will help ensure like data are reported and compared across the hospitals, reinforcing the goal of sustaining a safe environment for staff and patients.

EXPECTED RESULTS

The budget request supports DSHS Goal 1: Health – Each individual and each community will be healthy.

This decision package is essential to implementing the BHSIA Strategic Objective 1.7: Decrease the rate of patient-to-staff assault claims filed at Eastern State Hospital and Western State Hospital.

This request directly supports the goal of decreased patient-to-staff assault claims filed at Eastern State Hospital and Western State Hospital. Desired and expected results are a reduction in the rate of patient-to-staff violence and assaults. This will reduce patient assault related industrial insurance claims and contribute to a reduction in DSHS industrial insurance premiums through the Washington State Department of Labor and Industries.

It is desired and expected that patient care will be improved with the ongoing training given to staff ensuring they have access to the support and material necessary to excel.

Other desired and expected results are improved staff morale and retention at the state hospitals, improved labor relations, and a reduction in citations and investigations by the Washington State Department of Labor and Industries.

STAKEHOLDER IMPACT

SEIU Healthcare 1199NW will actively support this request as it will provide training for nursing staff.

WFSE will actively support this request as it provides ongoing and necessary strategies for getting staff members the training they are requesting.



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