



PSRB

Correspondence:
Serious Incidents
Best Practices

April 16, 2021

Today's Refresher

ROLES

- Overview of roles & responsibilities.

COMMUNICATION

- Understand the importance of correspondence and how it is used in PSRB's decision making.

STRATEGIZE

- Provide a strategy for managing the administrative burden related to serious incidents.



PSRB Roles & Responsibilities

*Oversee the supervision
of persons placed on
conditional release in the
community*

Immediate consultation with case managers during crises;

Access to LEDS terminal;

Monthly Progress Reports/ Incident Reports;

Review and approve all modifications to conditional release plans;

Revocation Authority—to local and state hospital;

Discharge



CM Roles & Responsibilities

Expert Eyes & Ears

A case monitor (a.k.a case manager) is the individual who has been designated in a Board order to provide the monitoring and supervision necessary to ensure a client is in compliance with a conditional release order and is able to be safely managed in the community setting. The Board relies on the case monitor to speak on behalf of the treatment and residential staff working with a client and to represent the team's recommendations for modifications to or a revocation of a client's conditional release order.



GOAL of CORRESPONDENCE

Get the necessary facts on
the record while managing
the administrative burden.



Methods of Correspondence to the Board



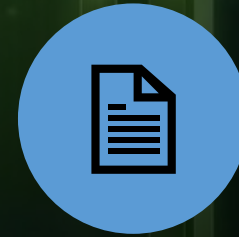
MONTHLY
REPORTS



PHONE CALLS



EMAILS



INCIDENT
REPORTS



LETTERS

What is a Serious Incident?

Abscond

Arrest

Report of relapse or positive UDS

Refusal of psychotropic medications

Psychiatric or medical hospitalization

Violent or dangerous behaviors

Other circumstances deemed to be serious

Three Phases of Incident Reporting





Initial Report of Serious Incident

- Phone call to:
 - Jeff Hanson or Matt Berndt
 - Main PSRB Line (Back-Up)
 - Alison Bort (After Hours)
- Email to all 4 (Attach incident report)
- Information includes the nature of the incident and initial impressions.
- Alerts Board staff know that more information is coming and/or that assistance may be necessary in the near future.



Information Gathering



What were the precipitating factors?



What was the client's mental status at the time of the incident?



May require brief updates to the Board.

Precipitating Factors = Destabilizers

Medication changes

Fear, anxiety, stress

Needs not being met (for example, physical needs such as needing to go to the bathroom, or emotional needs for love, affection, recognition, understanding, etc.)

Traumatic experiences

Pain

Impaired cognitive ability (for example, as a result of intellectual disabilities, mental illness, or dementia)

Impaired communication skills

Frustration

Lack or loss of choice or personal power

Lack of dignity; not feeling respected

Coping mechanisms (for example, displaced anger, projection, learned helplessness)

Attitudes and behaviors of others (staff, family members, peers, etc.)

Physical environment (people, space, cleanliness, noise, temperature, etc.)

Planning Phase *Follow-Up Letter*

Summarizes the information that was gathered.

Provides a mini-conditional release plan/safety plan that recommends how to mitigate future, similar serious incidents.

Explains whether the plan is permanent (requires a new order) OR temporary.

If temporary, explains what goals would be achieved before returning to the Board's current conditional release plan.

Synthesize/incorporate/integrate information that was verbally discussed or submitted through email/incident reports.

Timelines

Initial report should be provided immediately.

Information necessary to make immediate decisions should be communicated timely.

Follow-up letter can be more flexible dependent on the nature of the incident and what the Board is expected to do. If the crisis has passed, a working timeline would be 2 weeks.

Questions?



THANK YOU!