



## Oregon State Hospital CMS Immediate Jeopardy Response

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: <b>384008</b>	(X2) MULTIPLE CONSTRUCTION A. Building _____ B. WING _____	(X3) DATE SURVEY COMPLETED
NAME OF PROVIDER OR SUPPLIER <b>Oregon State Hospital Distinct Part</b>		STREET ADDRESS, CITY, STATE, ZIP CODE <b>2600 Center Street NE Salem, OR 97301</b>	
<b>Fed - A - 0144 - Patient Rights to Safe Care</b>			

### CORRECTING THE DEFICIENCY

1. **Identify those recipients who have suffered, or are likely to suffer, a serious adverse outcome as a result of the noncompliance.**
  - a. Oregon State Hospital (OSH) is responsible for providing specialized medical care to its patients. Providing this care can mean OSH must transport justice-involved patients/recipients, who require Secure Transport Restraints (STRs) and who require emergency or specialized medical care to another location where they can receive this care. OSH must maintain supervision and control of these justice-involved patients and ensure they can be safely and securely transported to and from OSH without elopement. Without a safe and secure transport process, these justice-involved patients are likely to suffer serious adverse outcomes by eloping from OSH, such as engaging in risky behavior that could lead to serious injury or death to themselves or others and remaining unmonitored in the community. As a result of elopement during a secure transport an OSH patient required medical treatment.
  
2. **Specify the action the entity will take to alter the process or system failure to prevent a serious adverse outcome from occurring or recurring, and when the action will be complete.**
  - a. **OSH will use specialized secure vehicles to provide secure medical transports to all justice-involved patients who require STRs.** These vehicles have a built-in secure protective barrier between the front and rear passenger areas of the vehicle. This secure protective barrier is similar to those used in law enforcement vehicles, which are made of acrylic, metal or other suitable materials. With this barrier in place, a patient will be unable to access the drivers' area of the vehicle from the seats in the rear of the vehicle.

- b. **OSH will use secure vehicle sally ports at both OSH campuses for entry and exit of all secure medical transports for justice-involved patients who require STRs.** A secure vehicle sally port is an enclosed garage that a vehicle can drive into, providing a secure location for patients to enter and exit vehicles. The opening and closing of the garage doors of a secure vehicle sally port is controlled by separate security staff who oversee access into and out of OSH. OSH is updating a protocol for the Security department that details instructions for staff while performing secure medical transports, which includes the use of secure vehicle sally ports for secure medical transports.
- c. **OSH staff will maintain complete control of secure vehicle keys at all times.** OSH Security staff were directed to maintain control of the vehicle keys at all times during a transport, including inside and out of the secure vehicle. OSH is developing a new protocol for the Security department that details instructions for staff on the control of secure transport vehicle keys throughout the entire transport process.
- d. **OSH is providing retraining and staff communication.** OSH is providing refresher training to all Mental Health Security Technician (MHST) and Transporting Mental Health Aide (TMHA) staff. OSH is updating a protocol with detailed instructions on the use of secure vehicle sally ports for secure medical transports, which includes utilization of the departure and arrival checklists (described below). OSH is also developing a new protocol for maintaining control of secure vehicle keys as described above.

### 3. Date of completion for correcting deficiency cited:

- a. **OSH will use specialized secure vehicles to provide secure medical transports to all justice-involved patients who require STRs. (Completed)** As of September 18, 2023, OSH has four secure vehicles and are using those vehicles for all secure medical transports of justice-involved patients who require the use of STRs.
  - i. On September 15, 2023, OSH transferred one of its two secure vehicles (with a protective barrier) to the Salem OSH campus from the Junction City OSH campus.
  - ii. On September 18, 2023, OSH obtained two (2) more secure vehicles (with a protective barrier) from the State of Oregon Motor Pool. These are currently stationed at the Salem campus as most secure medical transports originate at that campus.
- b. **OSH will use secure vehicle sally ports at both OSH campuses for entry and exit of all secure medical transports. (In progress)**
  - i. On August 31, 2023, OSH directed its security staff to only use secure vehicle sally ports for all secure medical transports for justice-involved patients who require STRs.
  - ii. By September 22, 2023, OSH will finalize and publish an updated protocol which details how OSH Security staff are to perform secure medical transports.
    - a) By September 27, 2023, 90% of MHST and TMHA staff (those not out on extended leave) will have read and acknowledged the updated protocol.

- c. **OSH staff will maintain complete control of secure vehicle keys at all times. (In progress)**
- i. On September 15, 2023, OSH Security staff were provided with a directive that all Security staff are required to maintain control of the vehicle's keys at all times during a secure medical transport.
  - ii. On September 18, 2023, OSH ordered a new key securement clip which will be attached to the secure vehicle keys. These items should be delivered to OSH on September 22, 2023, and be implemented by September 23, 2023.
  - iii. By September 22, 2023, OSH will finalize and publish a new protocol which details how OSH Security staff are to maintain control of vehicle keys at all times during a secure medical transport.
    - a) By September 27, 2023, 90% of MHST and TMHA staff (those not out on extended leave) will have read and acknowledged the new protocol.
- d. **OSH is providing retraining and staff communication. (In progress)**
- i. On September 14, 2023, OSH Salem Security began refresher training on off grounds transports and STRs use and placement. This training is mandatory for all MHST and TMHA staff. By September 22, 2023, 90% of MHST and TMHA staff (those not out on extended leave) will have received the training.
  - ii. MHST and TMHA staff will be required to read and acknowledge the two protocols referenced above, related to the use of secure vehicle sally ports during secure medical transports and maintaining control of secure vehicle keys. By September 27, 2023, 90% of MHST and TMHA staff (those not out on extended leave) will have read and acknowledged the two protocols referenced above.
  - iii. Upon return from extended leave, a security staff member who has not yet received the refresher training and completed the protocol acknowledgement will be given no transport assignments until a supervisor meets with them to ensure that required training and protocol acknowledgement has been completed.
- e. **Verification procedures (In progress)**
- i. A departure trip checklist will be utilized for all trips with justice-involved patients requiring STRs. This process will start 9/27/23. The departure trip checklist will be completed by Security staff in the Access Control area of OSH in consultation with transporting staff. Staff working in Access Control monitor cameras, communicate with staff requesting to enter or exit the secure perimeter, and are responsible for unlocking secure sally ports once verifying that individuals moving through the sally port are authorized to do so.
    - a) This checklist will verify that the following safety mechanisms are in place before the patient and security staff exit the sally port. This applies to all transports of justice-involved patients requiring STRs.
    - b) The departure checklist includes:
      - STRs have been applied appropriately per department training by a security staff member. Appropriate STR application will be verified visually via live

video and verbal from security staff who applied the STRs.

- The presence of the securement clip on the vehicle keys is verified visually.
- Security staff and patient are exiting through Sally Port 8 in Salem, or Sally Port 2A in Junction City.
- Verbally verify vehicle license plate (to ensure it is one of the four secure vehicles with barrier installed)
- Verification of training records for security staff providing transport.

\*For emergency transport in an ambulance, this checklist will still be used, but items securement clip verification and the vehicle license plate verification will be marked not applicable (NA).

- ii. When preparing to return to OSH with a justice-involved patient requiring STRs, the Security Department Staff conducting the transport will contact Access Control before leaving the medical provider location. Security Staff will verbally confirm with Access Control that the items on the arrival checklist have been completed. Access Control staff will document this on the arrival checklist.
  - a) The arrival checklist includes:
    - STRs are still applied appropriately per department training and are being monitored by a security staff member.
    - The presence of the securement clip on the vehicle keys is verbally verified.
    - Security staff and patient are entering through Sally Port 8 in Salem, or Sally Port 2A in Junction City.
    - Verbally verify vehicle license plate (to ensure it is one of the four secure vehicles with barrier installed).
    - Verification of training records for security staff providing transport.
  - b) Once arrived at OSH the following information will be documented on the checklist:
    - Entry through the secure vehicle Sally Port will be confirmed by live video when entering Sally Port 8 in Salem, or Sally Port 2A in Junction City.
    - Patient exited the vehicle in the secure sally port and entered the secure perimeter safely.
- iii. Documentation of the departure and arrival trip checklists will be saved and routed to the Director of Security or designee for audit and retention purposes.
- iv. If any of the departure or arrival safety-measures are not in place, the secure medical transport will not proceed until this issue is addressed, or the return transport will be halted until addressed.

f. **All Immediate Jeopardy removal actions will be completed by September 27, 2023.**