

## OUR MISSION

The Vermont Psychiatric Care Hospital provides excellent care and treatment in a recovery-oriented, safe, respectful environment that promotes empowerment, hope and quality of life for the individuals it serves.

## OUR VISION

The Vermont Psychiatric Care Hospital will be a center for excellence in the provision of mental health treatment and recovery and a site for education in collaboration with the community and the people it serves.

## OUR VALUES

VPCH respects individuals and their life goals and empathizes with the challenges of achieving empowerment even in an involuntary setting. VPCH encourages individual rights and responsibilities toward the attainment of personal goals and actively partners in their achievements. We believe in the individual's ability to recover from life crises.

## COMMITMENT

VPCH is committed to the concepts of safety and recovery for our patients in our active participation in a high functioning Vermont mental health system of care. We track legal issues, national and regional trends, and stay aware of current clinical and operational best practices. VPCH is transparent and actively seeks public input. This strategy is based on a commitment to our long term vision, and is reflected in our ongoing commitment to quality initiatives. VPCH is committed to professional staff development through education and training.

### RECOVERY FOCUS

**GOAL:** Patients and employees at VPCH respect, identify with, and behave in accordance to SAMSHA'S 2011 working definition of recovery: "A process of change through which individuals improve their health and wellness, are enabled to live a self-directed life, and strive to reach their full potential."

### RECOVERY/STAFF TRAINING

**GOAL:** The hospital provides excellent Recovery Focused patient care. All actions performed in the hospital: clinical, administrative, and support are performed with the principles of Recovery as foundations.

### SAFETY TRAINING

**GOAL:** All actions performed in the hospital: clinical, administrative, and support are performed with the principles of Safety as foundations. Hospital staff and managers are well trained in safety procedures, remain attentive to risk, and respond immediately and effectively to all real and potential threats to safety.

### MANAGEMENT COLLABORATION

**GOAL:** The hospital leadership and hospital line staff communicate often and freely in a shared endeavor to improve the hospital.

### QUALITY IMPROVEMENT/QUALITY ASSURANCE

**GOAL:** Hospital leaders and other employees recognize that every dimension of the inpatient care process: medical, clinical, environmental, and support services can always be improved.

### MH COMMUNITY SYSTEM AND VPCH

**GOAL:** VPCH will be connected in formal and informal ways with all parts of the mental health system and the health care system in general.

- VPCH staff will implement specific programs and processes to facilitate a personal recovery plan for each patient.
- Social Worker will actively involve each patient in their treatment planning and discharge planning process.
- The Psychiatrist Leader will assure that the patients' preferences are expressed in the Treatment planning process.
- Social Worker will ensure that, with appropriate permission, significant people in the patient's life will have opportunity to participate in the Treatment Planning process.

- On a monthly basis, The Director of Staff Training will report to Leadership to confirm that the principles of recovery are an integrative theme in orientation and staff training.
- Charge Nurses will report on a monthly basis as an example of an interaction between staff and patient that enhances the principles of recovery.
- Treatment planning with patient present will always conclude with a discussion of the process of community integration.

- Semi-annually, the Staff Training Director will review the curriculum of staff orientation and training to assure that skills taught will help to reduce conflict on the unit.
- On a monthly basis, the Director of Nursing will review with the Director of Staff Training any unique challenges presented by patients to be incorporated in staff training process.

- Leadership will meet monthly with all staff to exchange information and identify areas for improvement.
- Leadership will begin all major meetings with a review of the vision and mission of the VPCH.
- On a monthly basis, Leadership will share with management, data points indicating the hospital's movement toward achieving its goals.

- Each dept./section of hospital will have a monthly improvement process to report to the Leadership Group.
- Reduction of EIPs is a hospital wide goal. These events will be reviewed according to P&P within 24 hours of the incident. Results of this review will be reported to Nursing Management for staff retraining.

- VPCH leadership will review monthly the discharge process and the responsiveness of the community system to provide community care for the discharged patients of VPCH. The results of these reviews will be sent to the Commissioner of Mental Health.