



Anoka-Metro Regional Treatment Center: Timeline

2014	
November	<p>Hiring restrictions take effect across Direct Care and Treatment (DCT) programs.</p> <p>Anoka-Metro Regional Treatment Center (AMRTC), part of DCT, has 404 employees. Overtime accounts for 3.45 percent of all hours worked.</p>
2015	
January	<p>Deficit of approximately \$2 million projected for AMRTC.</p> <p>AMRTC leadership and representatives of all AMRTC labor unions begin monthly meetings to improve safety at the facility.</p> <p>Employee count: 403</p>
February	<p>To address the deficiency, DHS lays off AMRTC employees, including administrators, supervisors and lead staff. Positions in other parts of DCT are eliminated, such as regional director and support positions. These layoffs also affect AMRTC.</p> <p>Employee count: 407</p>
March	<p>DHS begins efforts to align patient census with available staffing and efforts to decrease census to 95.</p> <p>AMRTC initiates monthly meetings with Hennepin County work group to discuss Rule 20 process.</p> <p>From January through March 2015, 150 staff trained in verbal de-escalation.</p> <p>Employee count: 394</p>
April	<p>First violation of 48-hour law due to patient census and acuity.</p> <p>Employee count: 389</p>
May	<p>Employee count: 385</p>

<p>July</p>	<p>Increased appropriation takes effect with the intent to restore patient census to 110 (\$4.1 million/year).</p> <p>July 16: Unannounced survey by MDH Office of Health Facility Complaints (OHFC) reviews 20 patients and results in immediate jeopardy status due to concerns about one patient with incidents of self-harm. Patient was quickly treated after each incident and monitoring for that patient was increased. AMRTC submitted a plan immediately and the immediate jeopardy was removed.</p> <p>Immediate jeopardy means noncompliance with standards caused or is likely to cause serious injury, harm, impairment or death to a resident.</p> <p>MDH OHFC conducts surveys on behalf of the federal Centers for Medicare & Medicaid Services (CMS) in Minnesota. CMS oversees compliance with federal health and safety standards for AMRTC.</p> <p>Employee count: 373</p>
<p>August</p>	<p>MDH OHFC formally notifies AMRTC of July 16 survey deficiencies, including failure to meet Conditions of Participation for Patients’ Rights and Quality Assessment Performance & Improvement. CMS removes AMRTC’s deemed status for Joint Commission. CMS will conduct an unannounced full review of all Conditions of Participation at AMRTC. AMRTC will be terminated from billing for Medicare and Medicaid on Nov. 10, 2015.</p> <p>AMRTC submits detailed plan to correct issues identified in July 16 survey. MDH OHFC accepts this plan.</p> <p>AMRTC begins hiring new staffing complement with additional funding appropriated in the 2015 session.</p> <p>Employee count: 366</p>
<p>September</p>	<p>Medical director begins weekly clinical case conferences to review and develop treatment plans for highly complex patients.</p> <p>Sept. 14: MDH OHFC staff conduct second survey, based on a complaint that an unlicensed employee failed to notify nursing when one patient fell and sustained injuries during a shower. No immediate jeopardy found.</p> <p>Employee count: 362</p>

<p>October</p>	<p>Oct. 2: MDH OHFC notifies DHS that Condition of Participation for Nursing Services was not met.</p> <p>Oct. 12: DHS submits correction plan to MDH OHFC. CMS stated on March 10 that the MDH decided not to issue a formal acceptance. CMS also stated that no plan of correction was needed for the September 2015 survey.</p> <p>Oct. 23: Unannounced full survey by MDH and CMS for all Medicare and Medicaid Conditions of Participation finds continued noncompliance with Conditions of Participation for Patients’ Rights, Quality Assessment Performance & Improvement and Nursing Services. Also finds noncompliance with Conditions of Participation for Governing Body and Special Medical Record Requirements for Psychiatric Hospitals. No immediate jeopardy found.</p> <p>Employee count: 365</p>
<p>November</p>	<p>Patient capacity restored to 110.</p> <p>Employee count: 369</p> <p>CMS extends deadline for Medicare termination to Jan. 4, 2016.</p> <p>Nov. 30: DHS submits plan of correction for issues identified in Oct. 23 full survey. (The plan of correction was not reviewed because the department is working on a Systems Improvement Agreement.)</p>
<p>December</p>	<p>DHS and CMS agree to negotiate a Systems Improvement Agreement (SIA).</p> <p>CMS extends deadline for Medicare termination to March 5, 2016.</p> <p>Employee count: 365</p> <p>Overtime peaks as 12.23 percent of all hours worked at AMRTC. Staff mandated to work overtime peaks at 219 employees.</p> <p>OSHA recordable injuries reach 72 for calendar year 2015.</p>

2016	
January	<p>SIA negotiations continue.</p> <p>AMRTC adds unfunded positions:</p> <ul style="list-style-type: none"> • 20 FTEs to create a float pool • 20 FTEs to create part-time/intermittent coverage for weekends <p>DHS signs Memorandums of Understanding with labor for referral and hiring incentives, student loan reimbursement, and changes in contract language for hiring, scheduling and overtime.</p> <p>Employee count: 362</p>
February	<p>SIA negotiations continue.</p> <p>By the pay period ending February 23, overtime drops to 5.77 percent of all hours worked. Staff mandated to work overtime during the month drops to 26 employees.</p> <p>Overtime was reduced through managing census, acuity levels, reduction of 1:1s and 2:1s as well as new protocols for approving overtime.</p> <p>Feb. 17: Hiring fair at AMRTC draws more than 300 applicants and fills more than 50 jobs, including the following vacant positions:</p> <ul style="list-style-type: none"> • 100 percent of Mental Health Program Assistant positions • 73 percent of RN positions • 69 percent of Human Service Technician positions • 67 percent of LPN positions <p>From January through February 2016, OSHA recordable injuries drop to a total of seven; if this trend continues, AMRTC will be on pace for significantly reduced injuries in 2016.</p> <p>Employee count: 362</p>
March	<p>SIA negotiations continue.</p> <p>CMS extends deadline for Medicare termination to April 30, 2016, to allow time for negotiations. We anticipate the SIA process will be completed by this date.</p> <p>Employee count: 409</p>