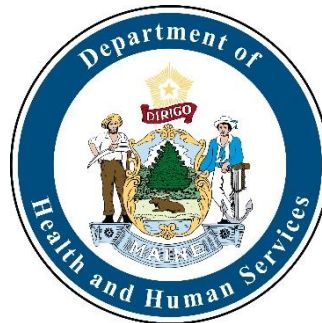


Riverview Psychiatric Center (RPC)

Stephanie George-Roy, LCSW, Acting Superintendent

Matthew Davis, MD, DFAPA, Clinical Director

January 2023



The Hospital

250 Arsenal St, Augusta



Riverview Psychiatric Center

Mission, Vision, and Values

Riverview Psychiatric Center (RPC) is a 92-bed psychiatric hospital organized into major clinical, administrative and support services departments. RPC has four inpatient treatment units which provide acute level of care, treatment and recovery. In addition to the inpatient units RPC includes a state-of-the-art Dental Clinic that serves patients in the hospital and community members with mental health and developmental disabilities. We have an outpatient services clinic in Augusta that currently serves 63 NCR clients who reside in the community under modified release and release status court orders.

Mission

Riverview Psychiatric Center provides state of the art care to individuals with serious and persistent mental illness in Maine.

Vision

The Riverview Psychiatric Center, in collaboration with the community, will be a center for best practice, treatment education and research for individuals with serious and persistent mental illness.

Values

R-Respect P-Patients First C-Caring and Compassion

Riverview Psychiatric Center

Regulatory Compliance

Centers for Medicare and Medicaid Services (CMS)

Active Certification
Last Survey January 2019
No deficiencies cited
RPC is a DEEMED by the
Joint Commission

State Licensure

Active License
Expiration: October 2023

The Joint Commission

Active Accreditation
Deemed Status
Last Survey: August 2022
Expiration Date: 2025

Riverview Psychiatric Center

Facility Accomplishments 2022

Continued Regulatory Compliance

- State licensure
- Joint Commission Accreditation with deemed status from CMS in August 2022.

Facility Safety

- Reduced workers comp cases to **zero** and decreased sentinel events (serious injurious events)

Recruitment & Retention Initiatives:

- ✓ Affiliation with the university of New England to support third year medical students doing core clerkships in psychiatry and faculty appointment for them
- ✓ Despite regional and national shortages of psychiatric providers, we have recruited a nearly full complement of permanent medical staff leading to significantly improved care, continuity of care, more investment in the region by the providers (i.e, people who are going to come work here and stay here as opposed to locums who are here for a short time and leave), and considerable savings.
- ✓ Resumption of nursing clinical rotations with multiple schools taking an interest
- ✓ Since the resumption of clinicals, we have 4 colleges participating at Riverview.
- ✓ Riverview works diligently weekly on a recruitment and retention strategic plan that includes the beginning of a mentorship program for existing MHW and RNs.

Riverview Psychiatric Center Facility Accomplishments 2022

- ✓ We are also in the beginning phase of creating a Residency Program for Graduate nurses.
- ✓ Creation of a Diversity, Equity & Inclusion (DEI) Committee

Continued Mitigation of COVID-19:

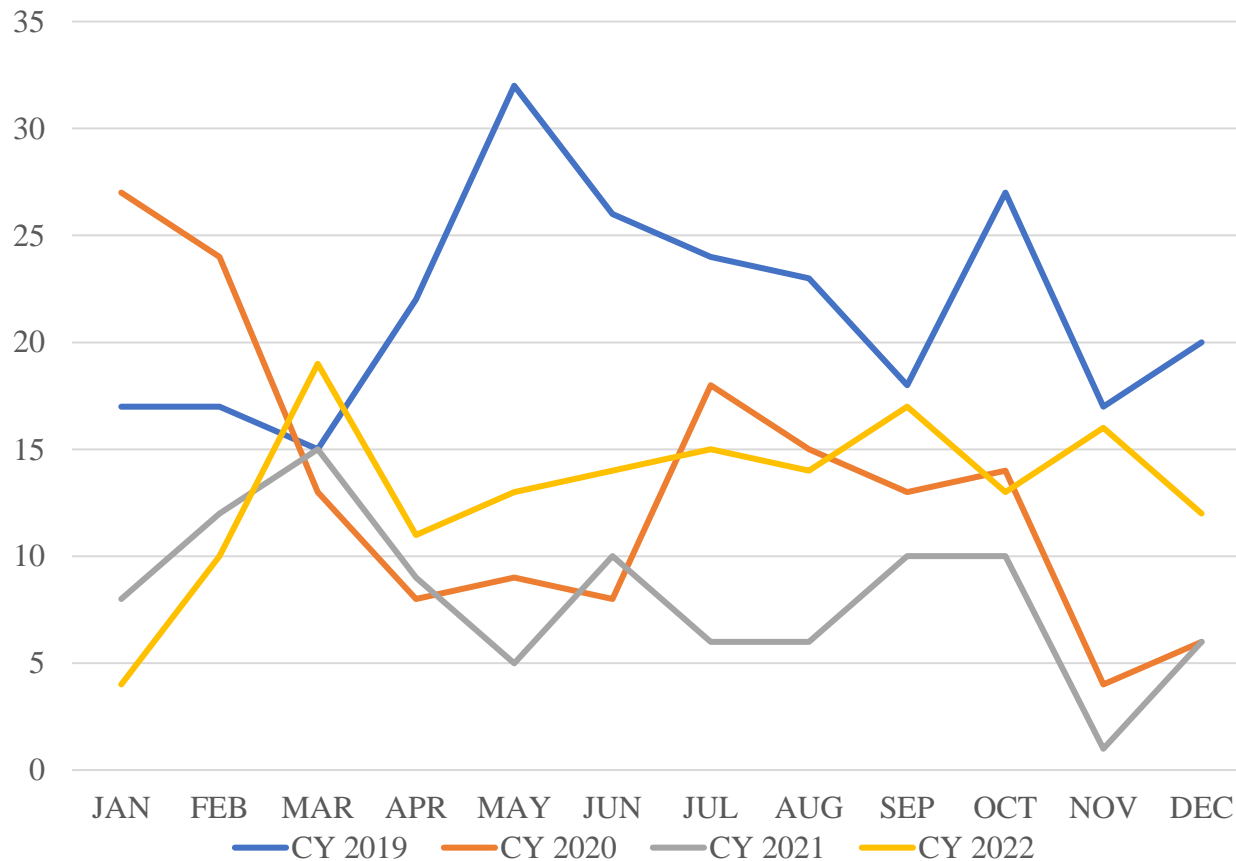
- During the year of 2022 we had **181** staff test positive for COVID-19 and only **8** patients test positive, attesting to the amazing care provided by all staff.
- All staff are required to be vaccinated for COVID-19, **92** staff members (28 %) are also up-to-date with Bivalent boosters

Workplace Violence Initiatives:

- Created the “Riverview Workplace Violence Task Force” to develop a WPV Program
- Arranged a site visit by Maine’s Department of Corrections for the purpose of gathering suggestions to improve safety and security at our site
- Initiated design team meetings and site visits to complete and bring cameras and access control up-to-date
- Ensured safe and therapeutic alternative placements are available for the rare instance where a patient has behaviors that are not possible to manage in the hospital
- Completed a Workplace Violence Worksite Analysis for the hospital and Outpatient Services which identified some vulnerabilities that Leadership aggressively addressed

Riverview Psychiatric Center Admissions 2019-2022

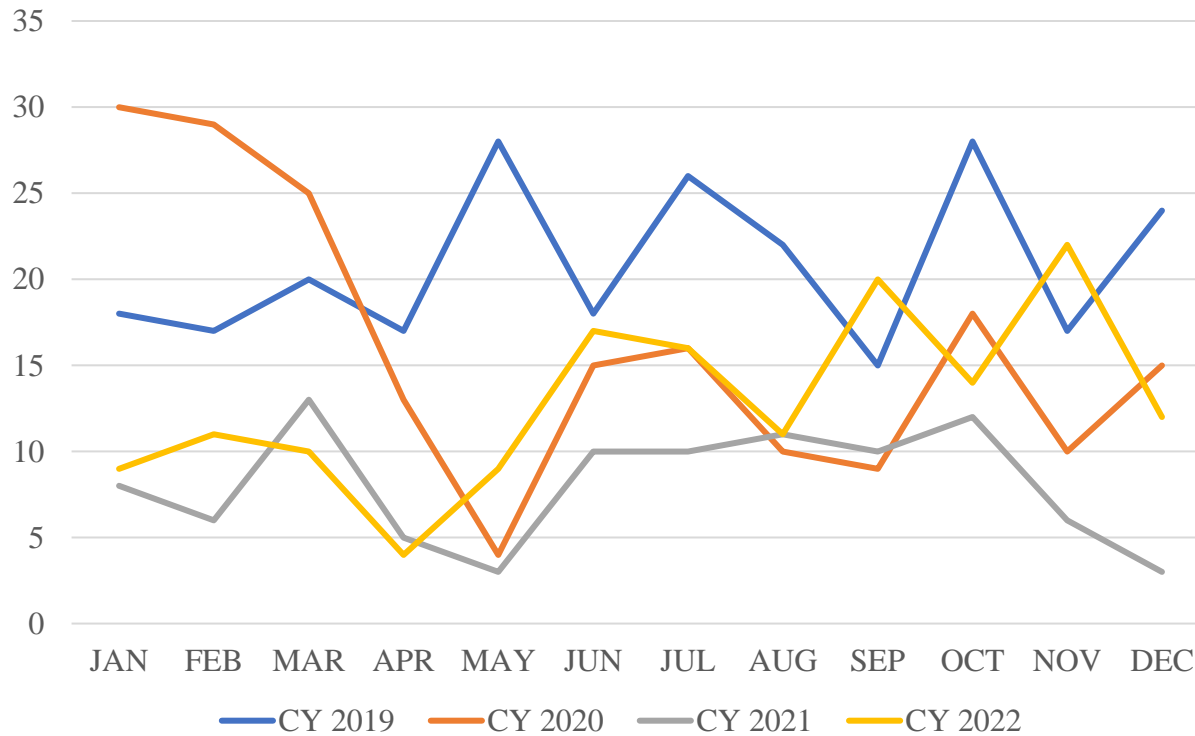
Admissions



Admissions	2019	2020	2021	2022
ANNUAL	258	159	98	158
Jan	17	27	8	4
Feb	17	24	12	10
Mar	15	13	15	19
Apr	22	8	9	11
May	32	9	5	13
Jun	26	8	10	14
Jul	24	18	6	15
Aug	23	15	6	14
Sep	18	13	10	17
Oct	27	14	10	13
Nov	17	4	1	16
Dec	20	6	6	12

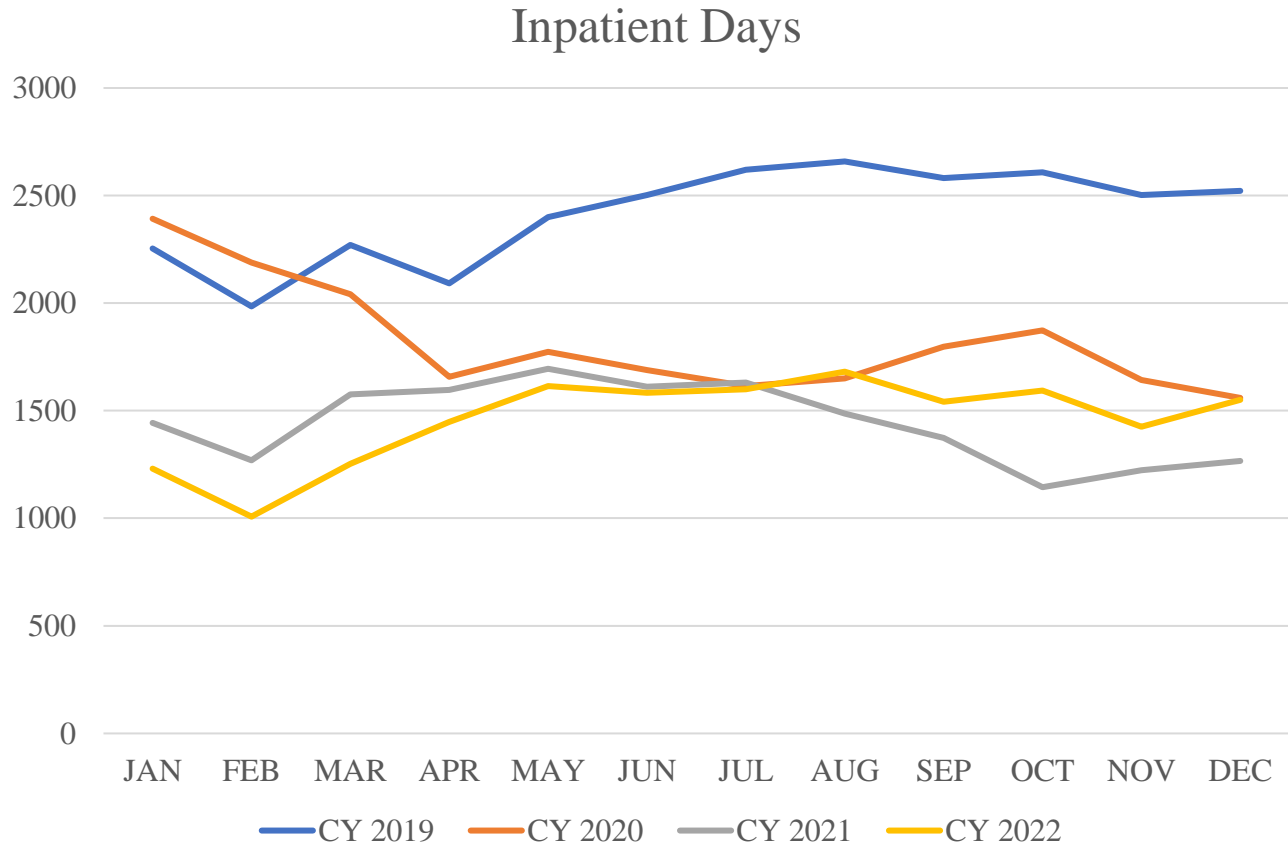
Riverview Psychiatric Center Discharges 2019-2022

Discharges



Discharges	2019	2020	2021	2022
ANNUAL	250	194	97	155
Jan	18	30	8	9
Feb	17	29	6	11
Mar	20	25	13	10
Apr	17	13	5	4
May	28	4	3	9
Jun	18	15	10	17
Jul	26	16	10	16
Aug	22	10	11	11
Sep	15	9	10	20
Oct	28	18	12	14
Nov	17	10	6	22
Dec	24	15	3	12

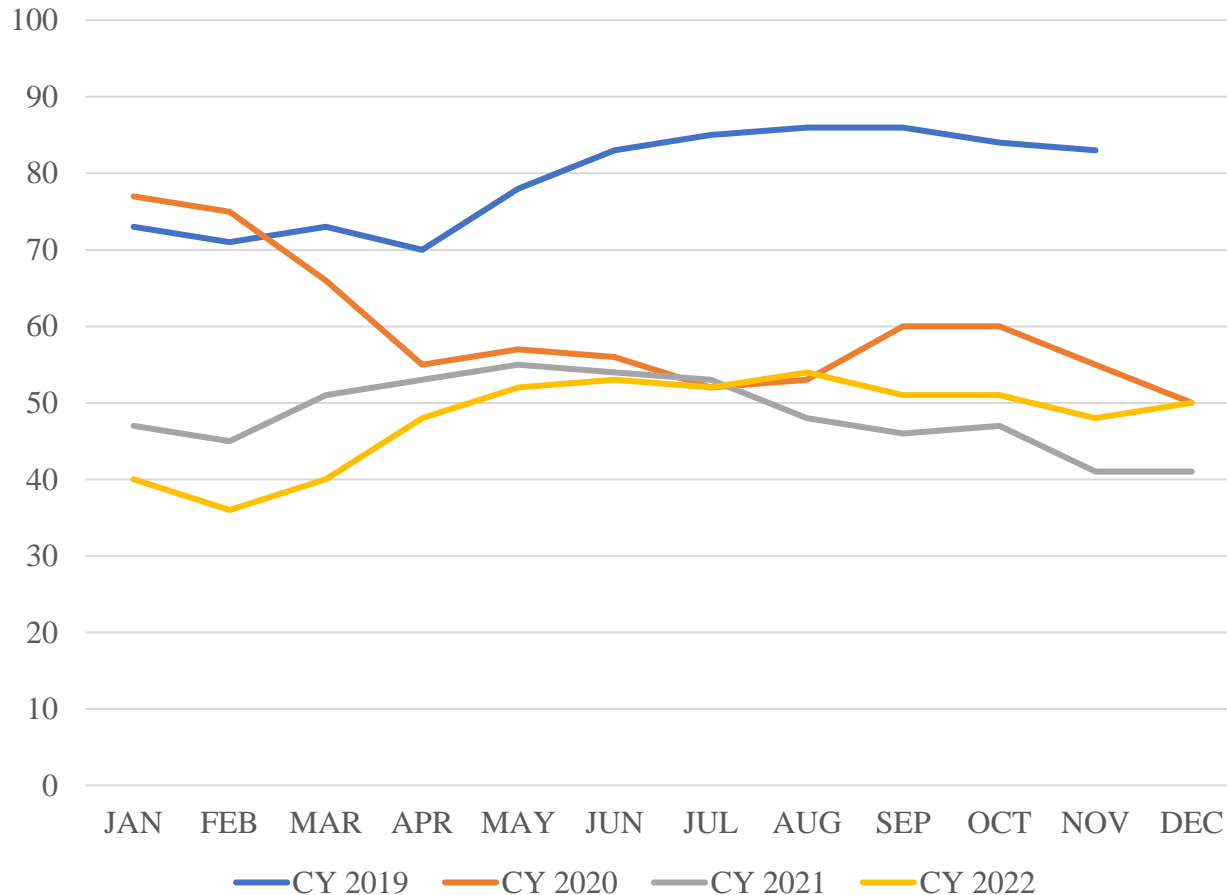
Riverview Psychiatric Center Inpatient Days 2019-2022



Total Days	2019	2020	2021	2022
Jan	2254	2393	1443	1231
Feb	1984	2189	1269	1007
Mar	2271	2041	1576	1253
Apr	2092	1658	1596	1448
May	2399	1773	1694	1614
Jun	2502	1688	1612	1583
Jul	2620	1614	1630	1599
Aug	2658	1650	1487	1682
Sep	2581	1798	1373	1542
Oct	2608	1873	1145	1593
Nov	2502	1642	1223	1425
Dec	2521	1560	1267	1551

Riverview Psychiatric Center Average Daily Census

Average Daily Census



Average Daily Census	2019	2020	2021	2022
Jan	73	77	47	40
Feb	71	75	45	36
Mar	73	66	51	40
Apr	70	55	53	48
May	78	57	55	52
Jun	83	56	54	53
Jul	85	52	53	52
Aug	86	53	48	54
Sep	86	60	46	51
Oct	84	60	47	51
Nov	83	55	41	48
Dec	81	50	41	50

Riverview Psychiatric Center

Goals for 2023

- Increase census to pre-pandemic levels, increase admissions, and decrease patient length of stay to keep the mental health system moving.
- Transition facility operations, including the delivery of care and treatment, from pandemic to endemic
- Continue with several facility maintenance projects including replacing the flooring on all patient care units, total roof membrane replacement, access control total upgrade, transfer/generator switch replacement, replace domestic waterline feed to the hospital by Augusta utilities district.
- Key technologic advances to aid in the safe delivery of care.
 - Netsmart – New Electronic Health Record
 - Dentrix- New dental clinic electronic health record
 - Pyxis upgrade –medication management
- Continue with Quality Improvement and data management to capture improvement and challenging areas for focus.
- Continue our commitment to being a community teaching hospital supporting interns in various clinical disciplines.

Questions?

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