

Inpatient Survey Questionnaire - All Stakeholders

This survey is for all stakeholders. The questionnaire provides an opportunity for you to provide input into regulatory development for inpatient psychiatric services in Psychiatric Units of General Hospitals, Private Psychiatric Hospitals, and Extended Acute Care services located within those inpatient settings. The Pennsylvania Department of Human Services (DHS)-Office of Mental Health and Substance Abuse Services (OMHSAS) will review and analyze the responses as part of the process of developing a proposed regulation.

If you choose not to answer a particular question, please enter N/A for no answer. This survey is intended to be anonymous. All responses are voluntary. Please do not include any personally identifiable information or any demographic or contact information anywhere on the form.

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Context

1. To help us understand the context of your responses, please tell us who you represent.

- Provider
- Behavioral Health Managed Care Organization (MCO)
- Primary Contractor
- Consumer or Provider Advocacy or Rights organization
- Individual
- Family Member
- County Mental Health/Intellectual Developmental Disabilities Program
- Other

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Recovery and Resiliency Orientation

2. Are you in favor of a requirement for inpatient staff to collaborate with natural supports, such as family members, with the individual's consent?

- Yes
- No
- N/A

3. Are you in favor of a requirement for the inpatient facility to provide individual access to advocacy services?

- Yes
- No
- N/A

4. Do you think the inpatient facility should be required to appoint an independent advocate to assist with the management of complaints?

- Yes
- No
- N/A

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Accreditation

5. Are you in favor of maintaining the requirement for accreditation by the Joint Commission (JC) or another nationally recognized accreditation organization, such as CARF or Council on Accreditation (COA)?

- Yes
- No
- N/A

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Coordination of Services

6. Are you in favor of a requirement for letters of agreement with community mental health and physical health providers?

- Yes
- No
- N/A

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Quality Improvement

7. Are you in favor of a requirement for the facility to develop and implement a quality improvement plan?

- Yes
- No
- N/A

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Individual Rights

Patient rights are assured under 55 Pa. Code Chapter 5100 (relating to mental health procedures), which provides the Bill of Rights and requirements for complaints, non-discrimination and confidentiality for all individuals in inpatient treatment. These requirements apply to all inpatient facilities.

8. Are you in favor of an additional requirement for visitation rights that addresses visiting spaces and visiting times?

- Yes
- No
- N/A

9. Are you in favor of an additional requirement to allow individual access to privately owned cell phones?

- Yes
- No
- N/A

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Facility

Basic requirements for the facility physical environment are established under 42 CFR § 482.41 (relating to condition of participation: physical environment). The following questions provide an opportunity for you to note your preference on areas where the regulation under development could be more specific.

10. Are you in favor of a requirement that defines the use of cameras and the storage and disposal of recorded material?

- Yes
- No
- N/A

11. When the facility dining room is in a separate building from the treatment area, are you in favor of a requirement for the facility to also have an appropriate dining area within the treatment area for use by individuals who are restricted to the treatment area?

- Yes
- No
- N/A

12. Are you in favor of a requirement that limits the number of individuals that can be assigned to one bedroom to 2 individuals?

- Yes
- No
- N/A

13. Are you in favor of an option for an exception for older facilities to continue to have bedroom areas that house more than 2 individuals?

- Yes
- No
- N/A

14. Are you in favor of a prohibition on the use of bunk beds for all age groups? (choose one)

- Yes
- No
- N/A

15. Smoking is permitted under Act 27 of 2008, known as the Clean Indoor Act (P.L. 182 No. 27) What are your thoughts regarding allowing smoking?

- In favor of an option for facilities to permit smoking in designated areas.
- In favor of a regulation that specifically prohibits smoking anywhere on the facility property.

16. Ligature-resistant fixtures are designed to resist any looping, wedging, or tying of strings, sheets, or laces (ligatures) to prevent patients from doing harm to themselves. Thinking about individual safety, do you think it is important for the regulation to include a requirement for the physical environment to be ligature-free?

- Yes
- No
- N/A

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Staffing

Thinking about the quality of care provided:

17. How important is it to have regulatory requirements for the availability of nurses, therapists, social workers, or psychiatrists to provide individual and/or group therapy?

- Not important
- Somewhat important
- Very important

18. How important is it to have regulatory requirements for the availability of physical health care?

- Not important
- Somewhat important
- Very important

19. How important is it to have regulatory requirements for the availability of therapeutic activity programs?

- Not important
- Somewhat important
- Very important

20. How important is it to have regulatory requirements for the minimum number of staff available in each treatment unit at any given time of day?

- Not important
- Somewhat important
- Very important

21. Do you think that each facility should be allowed to determine their own minimum staffing levels or should regulatory requirements set minimum staffing levels for all facilities?

- Facilities should be allowed to set their own minimum staffing levels
- The regulations should set minimum staffing level requirements for all facilities.
- N/A

22. How important is it for the regulation to require the availability of Peer Services within the Inpatient Unit or Private Psychiatric Hospital?

- Not important
- Somewhat important
- Very important

23. If a requirement for peer services is included in the regulation, how many hours per week of peer services provided by a certified peer specialist should be required?

- I think every person in an acute care inpatient facility should have access to 1 hour of peer services per week (example: capacity 10 would require 10 hours of peer/week, capacity 100 would require 100 hours of peer/week).
- I think every acute care inpatient facility should have at least one full-time peer available for a total of 40 hours per week, regardless of capacity (example: capacity 10 would require 40 hours of peer/week, capacity 100 would require 40 hours of peer/week).
- I think that the regulations should require peer services in all inpatient facilities but should not mandate the number of hours.
- I do not think the regulation should mandate peer support in acute care inpatient facilities.
- N/A

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Admissions and Treatment

24. Thinking about treatment planning, do you think all individuals admitted should be provided with individual therapy by a master's level therapist?

- Yes
- No
- N/A

25. Thinking about treatment planning, how important is it to include the family in the treatment planning process?

- Not important
- Somewhat important
- Very important

26. Thinking about discharge planning, how important is it to include the family in the discharge planning process?

- Not important
- Somewhat important
- Very important

27. In addition to psychiatry, nursing, social work, individual therapy, group therapy, medication education, discharge planning, pharmacy, dietary, therapeutic activities, and physical health care services, should any of the following other services be required by regulation in an inpatient setting? (Choose all that apply)

- Certified Peer Support
- Patient Advocate Services
- Psychological Testing services

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Nutrition

28. How important is it to post the meal menus in the facility?

- Not important
- Somewhat important
- Very important

29. How important is it to provide a choice of food options at each meal?

- Not important
- Somewhat important
- Very important

30. How important is it to provide snacks or late meals for those admitted after mealtime?

- Not important
- Somewhat important
- Very important

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Medication

31. Are you in favor of allowing the physician, Certified Registered Nurse Practitioner (CRNP), or Physician's Assistant (PA-C) to prescribe PRN (as needed) medication for an individual as part of the treatment plan?

- Yes
- No
- N/A

32. Do you think the facility should be required to contact the parents or legal guardians of a minor (under age 18) before prescribing or changing medications?

- Yes
- No
- N/A

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Restrictive Procedures

Restrictive procedures, such as seclusion and restraints, are permitted under 42 CFR § 482.13 (e-h) (relating to condition of participation: Patient’s rights) and under 42 CFR § 483. 350-376 (relating to condition of participation for the use of Restraint or Seclusion in Psychiatric Residential Treatment Facilities Providing Inpatient Psychiatric Services for Individuals Under Age 21). DHS has the option to make the minimum requirements for licensure stronger than the federal regulations to further protect individuals and to promote recovery and resiliency principles in service delivery.

33. How important is it to require that the facility use the least restrictive care necessary?

- Not important
- Somewhat important
- Very important

34. How important is it for the regulation to require that the facility use restrictive procedures only in emergency situations?

- Not important
- Somewhat important
- Very important

35. How important is it for the regulation to require that the facility use de-escalation techniques, reduction of triggering stimuli, and identification of behavioral skills for self-control before resorting to the use of seclusion or restraints?

- Not important
- Somewhat important
- Very important

36. Do you think the regulation should prohibit the use of seclusion for individuals who are younger than 14 years of age?

- Yes
- No
- N/A

37. Do you think the regulation should prohibit the use of prone personal restraints for all individuals, regardless of age?

- Yes
- No
- N/A

38. Do you think the regulation should prohibit the simultaneous use of seclusion and mechanical restraints?

- Yes
- No
- N/A

39. Do you think the facility should be required to train all staff in the safe use of restrictive procedures at the time of hire and annually?

- Yes
- No
- N/A

40. Do you think the restrictive procedures training should be done by hospital staff or by an outside training professional?

- Hospital staff
- Outside training professional

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Extended Acute Care Services

An extended acute care (EAC) program is a modality of sub-acute inpatient hospital-based care that is characterized by longer lengths of stay than acute care and that offers inpatient services designed to help individuals aged 18 and older return to community living or divert individuals from transfer to a higher level of care, such as long-term services in a state mental hospital. EAC services are being proposed as an optional additional service that an inpatient provider may offer, since some inpatient facilities already offer this service.

41. Do you think that an individual should be admitted to the EAC only upon transfer from an acute inpatient setting?

- Yes
- No
- N/A

42. How important is it for the EAC to provide self-medication teaching programs?

- Not important
- Somewhat important
- Very important

43. Do you think that an individual should be admitted to the EAC only to avert the need for admission to a state hospital?

- Yes
- No
- N/A

44. Do you think that a facility should be required to have the Utilization Review Committee conduct a medical necessity determination for admission and length of stay in the EAC?

- Yes
- No
- N/A

45. How important is it for the regulation to require the availability of Peer Services within the EAC?

- Not important
- Somewhat important
- Very important

46. If a requirement for Peer Services is included in the regulation, how many hours per week of peer services should be provided?

- I think every person in an inpatient EAC facility should have access to 1 hour of peer services per week (example: capacity 10 would require 10 hours of peer /week, capacity 20 would require 20 hours of peer /week).
- I think every inpatient EAC facility should have at least one full-time peer available for a total of 40 hours per week, regardless of capacity (example: capacity 10 would require 40 hours of peer/week, capacity 100 would require 40 hours of peer/week).
- I think that the regulations should require peer services in all EAC inpatient facilities but should not mandate the number of hours.
- I do not think the regulation should mandate peer support in inpatient EAC facilities.
- N/A

47. How important is it for the regulation to require the EAC to provide community integration activities to individuals in the EAC?

- Not important
- Somewhat important
- Very important

48. How important is it for the regulation to permit temporary leave as a part of discharge preparation for individuals in the EAC?

- Not important
- Somewhat important
- Very important

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Other thoughts

If you have further feedback on inpatient services that you were not able to share through this survey, please reach out to OMHSAS at: RA-PWINPATIENTREGS@pa.gov

49. Is there anything else that you think would be helpful for DHS to know about regulating inpatient services? This survey is intended to be anonymous. All responses are voluntary. Please do not include any personally identifiable information or any demographic or contact information anywhere on the form.