

MINUTES OF THE
SANTA FE COUNTY
HEALTH POLICY & PLANNING COMMISSION

September 1, 2017

Santa Fe, New Mexico

I. This regular meeting of the Santa Fe County Health Policy & Planning Commission (HPPC) was called to order by Chair Reena Szczepanski at approximately 9:05 a.m. on the above-cited date at the Santa Fe County Community Services Department Conference Room, 2052 Galisteo Street, Santa Fe.

II. The following members were present:

Members Present:

Reena Szczepanski, Chair
 Sophie Andar
 Christa Coggins
 Laurie Glaze
 Vivian Heye
 Bonnie Keene
 Michael Munson
 Carolyn Roberts
 Kim Straus
 Anna Voltura

Member(s) Absent:

Don Reece

County Staff Present:

Patricia Boies, Director, Health Services Division
 Rachel O'Connor, Director, Community Services Department
 Kati Schwartz, Health Services Staff
 Alex Dominguez, Health Services Staff
 Julia Valdez, Constituent Liaison

Others Present:

Kathy Armijo-Etre, CSV
 Kristen Carmichael, Christus Community Health
 Jesse Cirolia, Christus Community Health
 Desiree Valdez, NMDOH, Health Promotion
 Caitlin Rhoades, Southwest Care Center
 Anne Albrink, NAMI

Andres Mercado, SFFD
 Sami Edge, Santa Fe New Mexican
 Monica Leyba, CSV
 Mary Magnusson, CSV
 Melissa Hongkham, Con Alma
 Betty Sisneros Shover, NAMI

Susan Kammerer, CSV
Miguel Chavez, Community Member
Shelley Mann-Lev, SFPA
Korina Lopez, Youth Shelters
Elizabeth Petersen, AHC consultant
Aurora Trujillo, CSV
Jill Martin, American Psychiatric Nurses Assoc.

Mark Boschelli, PMS
Julian Duran, BCBS
Terri Marney, PMS
Sylvia Barela, Santa Fe Recovery Center
Tim Dabbs, NAMI

III. Introductions

Those present introduced themselves.

IV. Approval of Agenda

Commissioner Roberts moved to approve and Commissioner Glaze seconded. The motion to approve the agenda passed without opposition. [Commissioner Heye was not present for this action and arrived immediately thereafter.]

V. Approval of Minutes: August 4, 2017

Corrections were noted and incorporated in the minutes. [See IX. B, page 6.]
Commissioner Glaze moved approval as amended and Commissioner Roberts seconded. The motion carried by unanimous voice vote.

VI. Matters of Public Concern

None were presented.

VII. Presentations

A. Community Concerns about Access to Behavioral Health

Ms. O'Connor introduced Alex Dominguez, who will start next week and will be managing behavioral health service contracts and coordinating preparations for the crisis triage center. She noted there is a great deal of energy around the issue of behavioral health in the county and city.

Betty Sisneros Shover, president of NAMI Santa Fe, stated the National Alliance on Mental Illness is an all-volunteer organization and considers itself the voice and moral authority on mental illness. They are dedicated to education, support and advocacy, and she distributed flyers explaining their mission. As advocates, they work to improve lives by telling their stories, participating in meetings, and working on legislation, such as the Assisted Outpatient Treatment Act. Additionally, they listen to input from community members, including numerous complaints about CHRISTUS St. Vincent's. She spoke of the incident on July 20th when a man was killed. "The system failed him."

Ms. Shover said this incident galvanized the community over the issue of lack of access to optimal behavioral health services. The common note voiced was inadequate admission to the behavioral health unit and lack of substance abuse treatment. She and Tom Starke met with CSV's CEO and the Santa Fe Police Chief to express their feelings. She said that NAMI is eager to meet with the new personnel on board at the hospital and to work toward a coordinated system. She mentioned that NAMI provides no cost programs such as the Family to Family program.

Tim Dabbs, also from NAMI, said his experiences with the hospital's emergency department have been traumatic and frustrating.

Commissioner Voltura commented that her experiences in the emergency department have shown her there is a great deal of burnout in personnel. There is a lack of referrals and more training is needed to deal with these issues.

Anne Albrink, a member of NAMI and an attorney, said the definition of "danger to self and others" should be expanded.

Commissioner Heye commended NAMI and indicated the medical model needs to get away from the dichotomy of patient and doctor, and indeed, the whole disease diagnosis concept.

Ms. Shover said family members need to be fully integrated into the system.

Andres Mercado agreed that burnout is a real problem due to structural issues.

Mr. Dabbs stated the police and EMTs do a good job, whereas people at the ER can be dismissive.

Former County Commissioner Chavez spoke of improving the situation at the jail, since it is the de facto mental health facility.

Ms. O'Connor noted that a third re-entry specialist has been hired at the detention center. A new psychiatrist has been brought on board and Narcan is being distributed. Re-entry specialists may be co-located at the new crisis triage center.

Terri Marney spoke of the need for coordination in order to avoid siloing.

Chair Szczepanski said a team approach is called for, along with community feedback.

VII. B. Behavioral Health Service Line at Christus St. Vincent

Kathy Armijo-Etre said behavioral health issues are close to her heart. She recognized the burnout situation and gave an update on what the hospital is doing. The needs assessment outlined three super-priorities: behavioral health, senior care, and violence intervention.

She introduced the new members of the CHRISTUS St. Vincent team. Monica Leyba, the new chief nurse executive, described her 36-year experience with the hospital. She said, "A nurse can touch hundreds of thousands of patients."

Mary Magnusson, the new clinical manager of behavioral health said she was new to Santa Fe and gave highlights of her background. She has been very involved in crisis intervention training (CIT). Her initial contact with the staff at CSV was positive and she lauded the esprit de corps.

Aurora Trujillo will be working to establish a free clinic for people with no access to healthcare, and Jessie Cirolia is the new manager of community health. Additionally, Susan Kammerer, the previous clinical director of behavioral health, will be staying on in a consultant capacity.

Ms. Armijo-Etre stated that along with the needs assessment an implementation plan is in place that includes training at all levels, Narcan dispensing, an outpatient behavioral health clinic, and a Suboxone clinic. An external consultant will be developing recommendations on behavioral health services. She said they are funding the Santa Fe Recovery Detox Center, enhancing the model, with \$487,500. Additionally, \$276,000 is going towards community benefits through local non-profits.

Ms. Armijo-Etre described the HUGS program that focuses on the most frequent emergency room users. They plan to expand this and continue intense patient navigation.

Commissioner Andar asked for details on the violence intervention priority, and Ms. Armijo-Etre said that encompasses child abuse, and violence against women and seniors. She said she would be happy to give a presentation on that at some point in the future.

Mr. Dabbs asked if CSV got public funding for behavioral health services. Ms. Armijo-Etre said they receive funds through Medicaid, but there are no special grants. Mr. Dabbs spoke of the mentally ill visiting the hospital and then being besieged by debt collectors. Ms. Armijo-Etre provided information on the patient billing advocate.

In response to questions from Mr. Chavez, Ms. Armijo-Etre said Santa Fe Recovery Center has taken over the sobering center. Ms. O'Connor mentioned that if the 1/16 GRT passes it could fund augmenting the current enhanced social detox model with a medical detox.

Commissioner Roberts asked about providing Suboxone over weekends. Sylvia Barela explained how the current system works, saying there is an alternative protocol that is used on weekends. If medical detox is established, it would increase the availability of Suboxone-certified physicians. A discussion ensued regarding why more doctors do not have licenses that would enable them to prescribe Suboxone.

Korina Lopez from Youth Shelters asked about the planned behavioral health room, and stressed how addicts in need of help detoxing regard their situations as urgent, even if the staff does not. Ms. Armijo-Etre said the nine-bed room is now open and staffed. Ms. Magnusson commented that suicide prevention training is essential for staff.

Mr. Dabbs asked if staff was acting under any constraints and Ms. Armijo-Etre said they have full support from their board.

Shelley Mann-Lev commended the good faith efforts and noted Narcan was in effect the “low hanging fruit” as far as possible steps.

VII. C. Training of Law Enforcement in Behavioral Health Crisis Response

Mark Boschelli gave an update on the mobile crisis response team:

- There have been 39 presentations to first responder organizations, encompassing 250 participants
- There was a training seminar for the Santa Fe Police Department with 76 participants
- A MIHO (Mobile Integrated Health Office) training on motivational interviewing was held with five participants.

Mr. Boschelli spoke about “teachable moments” whereby first responders become acquainted with crisis situations on the job. This is a valuable training tool in the field. He pointed out that deinstitutionalization trends have emphasized the need for this type of intervention. He commended the County for funding the Mobile Crisis Response Team (MCRT). He noted that the hospital at one point funded CIT training; the problem is keeping the program staffed. He stressed how complicated and “messy” the issues surrounding behavioral health are.

In response to questions, Mr. Boschelli provided the following information:

- With time, first responders gain trust and start calling on the MCRT regularly
- There is additional non-crisis contact with NAMI families
- He outlined the various programs that are currently in place all over the County
- Most of the experience with the Police Department has been positive, but whether there have been any changes in use of force policies and procedures, the evidence is mostly anecdotal
- They are called in to situations of potential homicide and suicide, as well as domestic violence
- Peers are involved in the treatment modality
- One method of preventing burnout is to remove negative people as staff and consider future measures for improvement, as well as combining efforts. Family member involvement is important
- “Verbal judo”, i.e., confrontation, is not encouraged. They encourage the antithesis of that in order to de-escalate -- to wit, listening.

VIII. Matters from the Commission and Staff

A. Director’s Report

Ms. Boies said the next HPPC meeting will concentrate on the results of the gap analysis project conducted by Pam Hyde, who provided preliminary presentation at a recent HPPC meeting. The October 6th meeting will take place at the Southside Library, 6559 Jaguar Drive.

Ms. O’Connor reported on the following items:

- Work on the crisis center continues with the hiring of Mr. Dominguez, the completion of the scope of work and the provider RFP will be going out. She envisions two phases in modifying the building with the participation of the chosen provider
- A fact sheet for the September 19th 1/16 GRT election has been developed. Among the possibilities for funding are medical detox, long-term continuation of the MCRT. She urged everyone to encourage voter participation

There was a discussion about submitting a letter to the editor or op-ed piece closer to the time of the election.

VIII. B. Other Matters from the Commission

Chair Szczepanski asked the Commission members to think about updating the priorities outlined in the *Health Action Plan*. The gap analysis will be useful in informing that effort.

The next meeting will be at an alternate location (the Southside Library). There have been problems in designating other venues during the regular HPPC meeting time. Ms. Boies noted that several County community centers, including in Eldorado and Edgewood, are used by seniors during that time. Community centers including Nambe, La Cienega, and Nancy Rodriguez could be used, as well as the Stanley Cyclone Center.

Commissioner Andar called attention to the August meeting minutes' mention of a "schizophrenic" and various alternatives were raised.

Commissioner Andar moved to amend the minutes to read "person diagnosed with schizophrenia" Commissioner Roberts seconded and the motion carried unanimously.

IX. Announcements

- A. Next HPPC meeting Friday, October 6, 2017, 9 a.m., Southside Library, 6599 Jaguar Drive, Santa Fe, 87507

X. Adjournment

This meeting was declared adjourned at approximately 11:30 a.m.

Approved by:



Reena Szczepanski (ph)
Reena Szczepanski, Chair,
Health Policy & Planning Commission

Respectfully submitted by:
Debbie Doyle (ph)
Debbie Doyle, Wordswork

COUNTY OF SANTA FE)
STATE OF NEW MEXICO) ss

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I Hereby Certify That This Instrument Was Filed for
Record On The 12TH Day Of October, 2017 at 09:23:07 AM
And Was Duly Recorded as Instrument # 1838567
Of The Records Of Santa Fe County

Witness My Hand And Seal Of Office
Geraldine Salazar
Deputy *A. Laura Hernandez* County Clerk, Santa Fe, NM