

County of Santa Clara
Santa Clara Valley Health & Hospital System
Custody Health Services



90248

DATE: March 20, 2018
TO: Board of Supervisors
FROM: Matthew Gerior, Director, Custody Health Services
SUBJECT: Main Jail North Intake Booking

RECOMMENDED ACTION

Under advisement from January 26, 2017 (Item No. 8): Receive report from Custody Health Services relating to the Main Jail North Intake Booking Area. (Behavioral Health Department)

FISCAL IMPLICATIONS

There are no fiscal implications associated with the recommended action.

REASONS FOR RECOMMENDATION

On January 26, 2017 the Finance and Government Operations Committee (FGOC) directed Custody Health Services (CHS) to provide an update on the changes made in Intake Booking.

CHILD IMPACT

The recommended action will have no/neutral impact on children and youth.

SENIOR IMPACT

The recommended action will have no/neutral impact on seniors.

SUSTAINABILITY IMPLICATIONS

The recommended action will have no/neutral sustainability implications.

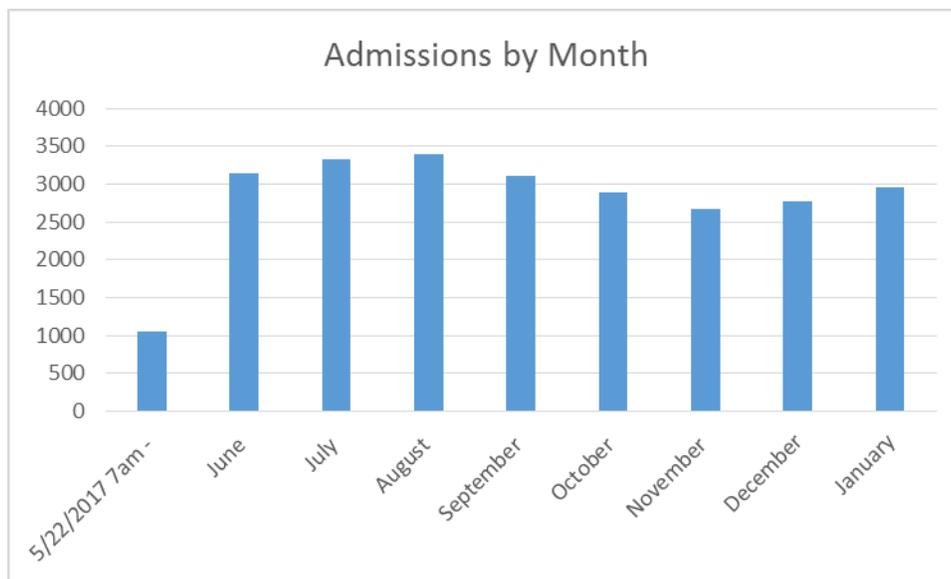
BACKGROUND

The Jail Reform recommendations specified various operational and structural changes at Intake Booking to improve the intake process. In response, CHS enhanced services and worked with the Department of Correction (DOC) and Facilities and Fleet (FAF) to improve workflow and provide more privacy.

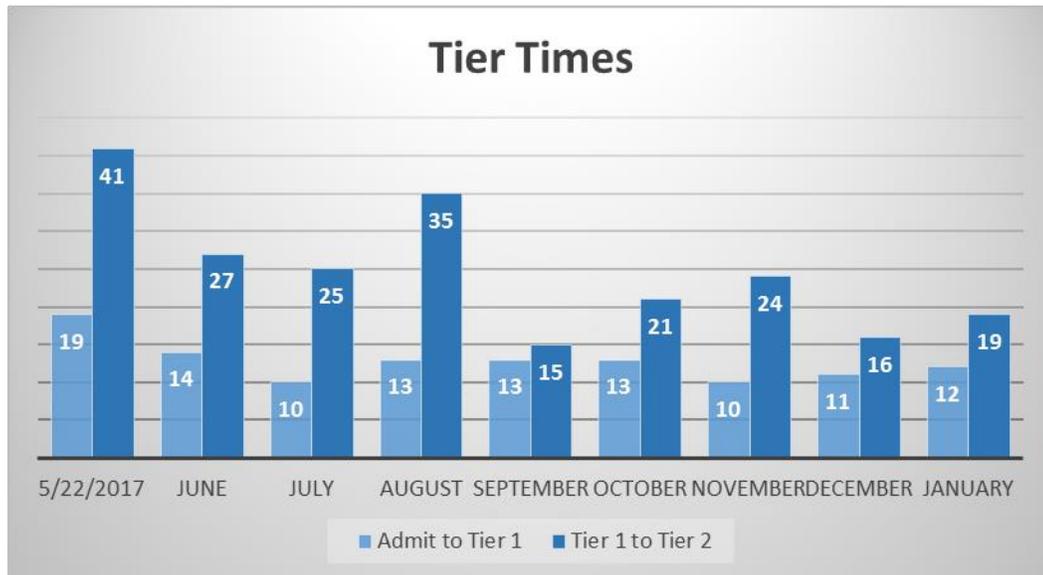
Operations

- Both mental health and medical staff are now available at Intake Booking twenty-four (24) hours a day, seven (7) days per week. Staff includes registered nurses, mental health clinicians, and psychiatrists. The registered nurses and mental health clinicians are available 24/7, while the psychiatrists are available sixteen (16) hours a day, seven (7) days per week.
- CHS implemented a two-tier triage screening at Intake Booking. The initial screening is conducted by a registered nurse who takes individuals through a series of standardized intake admission and screening questions while obtaining baseline vital signs. Those assessed with a severe medical condition are sent to the hospital. Those assessed to likely need medical or behavioral health services are referred to a medical or mental health physician or a mental health clinician for further evaluation.
- With the implementation of HealthLink, productivity and other relevant information are tracked and measured to develop a clearer picture of CHS operations, pinpoint areas that may require service or staffing level adjustments, and identify areas of need.

CHS currently tracks the number of admissions at Intake Booking each month to establish baseline data and gain a better understanding of the resources needed for the provision of services. The average number of admissions from June 2017 to January 2018 is 3,032 per month.



CHS also continues to monitor and focus on improving workflow in the critical areas of booking, movement to housing, and provision of medical and/or behavioral health services. The chart below indicates the amount of time (in minutes) from admission to Tier 1 assessment (initial nursing assessment at Intake Booking) and Tier 1 to Tier 2 (detailed nursing assessment, including mental health screening).



Structural Changes

- The men’s and women’s Intake Counters were re-designed to install partitions to provide privacy during the initial screening process and ensure compliance with the Americans with Disabilities Act.
- Construction of an interview room with three separate booths is currently in progress and is projected to be completed in Summer 2018. The interview room will provide better workflow and help expedite the booking process.
- The area adjacent to the new interview room is being re-designed to accommodate additional workstations and provide access to a secured interview room. Construction is projected to be completed in Winter 2018.

CONSEQUENCES OF NEGATIVE ACTION

The Board will not receive this informational report.

STEPS FOLLOWING APPROVAL

None needed.