



Nixon Forensic Center (NFC)

FULTON STATE HOSPITAL

How did we get here?

- ▶ **In 2013 the legislature appropriated \$13M for planning and design to replace 300 beds in the maximum and intermediate security units at Fulton State Hospital**
- ▶ **The legislature subsequently approved the sale of bonds to pay for the construction of a new hospital building and the demolition of antiquated buildings, some of which dated back to the 1800's and were no longer functional**
- ▶ **The total value of the project is \$211 Million and is expected to be completed in October 2018**

What does NFC include?

- ▶ **300 high security beds with sufficient space for treatment activities**
- ▶ **A treatment mall that provides a centralized location for recreational and therapeutic activities**
- ▶ **Improved treatment and staff office space located adjacent to living areas**
- ▶ **Dietary production, materials management, information technology, housekeeping, and maintenance facilities are located in the existing environmental control center (ECC)**
- ▶ **Administrative office space**

When completed, what buildings remain?

- ▶ **Both the Guhleman and Hearnnes complexes as well as some outlying storage facilities will remain**
- ▶ **Once NFC opens, the Biggs building will be demolished leaving space for future potential expansion**
- ▶ **Capital Improvement projects totaling \$7,282,599 have been funded for infrastructure improvements to the Guhleman and Hearnnes complexes**
- ▶ **Upon completion, patients and staff in these areas are expected to experience improved environmental controls**



Administrative Services

- ▶ **Hospital administration, human resources, quality management, health information management, and accounting will be located in a three story section which fronts State Street**
- ▶ **The building sits atop the location of previous administration buildings and preserves the traditional entrance to the hospital**
- ▶ **Adjacent to the administrative services area will be space for processing new admissions and for outpatient forensic evaluations**



Reception

- ▶ **Staff and visitors will enter through a spacious reception area**
- ▶ **Located off the reception will be facilities for employee lockers and an employee wellness center**
- ▶ **One goal for construction of the NFC is improved lighting in all areas of the building**



Preserving the hospital's history

- ▶ **Within the lobby there will be space to display items that showcase the 166 years of the hospital's history**
- ▶ **This area will be immediately outside a new auditorium and will be open for public viewing**



FULTON STATE HOSPITAL

1847
1930
2000



Auditorium

- ▶ **A 250-seat auditorium will be used for hospital functions, including training, continuing education, and other hospital events**
- ▶ **The auditorium may also be used to host events involving the Fulton community and DMH functions**
- ▶ **With classroom space located near the auditorium, conferences can be offered which include concurrent educational sessions**



Entering the secure perimeter

- ▶ **The sally port entrance to the secure perimeter for employees and visitors is located immediately off the reception area**
- ▶ **Staff and visitors will continue to be subject to metal detection and x-ray screening of packages and handbags entering the secure perimeter**
- ▶ **Video feed from throughout NFC will be centrally monitored from the control room to alert to potential security issues**



Visitation

- ▶ **Patients will receive visitors in a new visitation area located directly within the secure perimeter**
- ▶ **The visitation area provides non-contact visitation areas and space for visits between attorneys and patients for enhanced privacy**
- ▶ **In addition to space for visitation, a video courtroom will also be located near the sally port to reduce unnecessary transportation of clients**



Patient Living Areas

- ▶ **The living areas provide larger and more comfortable space for patient living**
- ▶ **Dining, group rooms, staff offices, and a private courtyard are included on each living area**
- ▶ **Living unit design allows for direct observation of all hallways and bedroom doors**
- ▶ **In addition to private bedrooms, living areas will have three small areas for conversations and television viewing which will reduce overall noise levels**



Community space

- ▶ **Each program will have its own community space located adjacent to the living areas**
- ▶ **The communities will each have space for staff offices and break rooms**
- ▶ **Patients from each program will have access to group rooms, therapeutic classrooms, a media center, and fitness space in the community**
- ▶ **In addition to classrooms and group rooms, the community space also has outdoor areas for fresh air breaks to help minimize patient movement**



The Hope Center – a treatment mall

- ▶ **The Hope Center, located in the central core of the secure perimeter, provides access to a canteen, gymnasiums, a clothing exchange, patient banking facilities, and other treatment and recreational opportunities**
- ▶ **Patients' pass privileges will determine what activities and with what supervision the Hope Center is accessed by patients**



PLAY.

EAT.

shop

The Hope Center

- ▶ **Religious services and other staff and patient meetings will be held in a large multipurpose room located in the Hope Center**
- ▶ **Stained glass art located currently in the Biggs building will be incorporated into the design of the multipurpose room**
- ▶ **Across from multipurpose room, a patient library will continue to provide opportunities for patients to have access to materials for self-improvement and leisure**





So where are we now?

- ▶ **Construction of NCF remains on time and on budget**
- ▶ **Efforts to prepare for the transition to a new hospital are ongoing**
- ▶ **Strategic advanced planning will lead to a smoother transition for staff and patients**



Strategic Planning

- ▶ **Eight major domains to provide direction moving forward**
 - ▶ **Human Resources**
 - ▶ **Treatment**
 - ▶ **Communication**
 - ▶ **Client Involvement**
 - ▶ **Security**
 - ▶ **Physical Environment**
 - ▶ **SORTS/HFC**
 - ▶ **Leadership**

Human Resources

- ▶ **Recruitment and Retention: Hire RRO, A/B Schedule, Mentor Interviews, Social Media**
- ▶ **Pay Structure**
- ▶ **Uniform/Dress Code**
- ▶ **Supervisor Training Curriculum Development**
- ▶ **Labor Distribution Profile**
- ▶ **Staffing Analysis**
- ▶ **Improve Staff Morale: “Applause” Employee recognition and “Good Catch” Program, Nurses Appreciating Nurses, shift change process, Blameworthy Action vs. Blameless Error**
- ▶ **Human Resources Onboarding**
- ▶ **Program-Based Scheduling**

Treatment

- ▶ **Consolidating Programs**
 - ▶ **NFC--Four programs each with 3 living areas of 25 beds each**
 - ▶ **CRAFT—Competency Restoration and Acute Forensic Treatment**
 - ▶ **NOP—New Outlook Program**
 - ▶ **SLP—Social Learning Program**
 - ▶ **RSM—Recovery and Self-Motivation Program**
- ▶ **SORTS—Gains access to entire GFC complex**

Treatment

- ▶ **Safety and security of new building enables high quality treatment spaces**
- ▶ **Merging cultures, developing consistent practices, building larger teams**
- ▶ **Thinking outside of the box, being creative and innovative with new treatment spaces and technology**
- ▶ **Revise internal pass system**
- ▶ **Expand array of treatment and rehabilitation services**
- ▶ **Increased focus on trauma informed care**

Communication

- ▶ **Listening Sessions**
- ▶ **FAQs**
- ▶ **Monthly Construction Updates**
- ▶ **Drone Pictures**
- ▶ **Strategic Planning Kickoff Event (9/12/17)**
- ▶ **Virtual Tour**
- ▶ <https://dmh.mo.gov/fulton>
- ▶ <http://fultonrebuild.mo.gov>
- ▶ <https://www.facebook.com/DMHFSH>

Client Involvement

- ▶ Post Blue prints, artistic renderings and FAQs in hallways and common areas
- ▶ Listening Sessions by Program
- ▶ Strategic Planning Kick-off event for clients
- ▶ Virtual Tour of space and more opportunities for treatment, activity and work
- ▶ Plan events for getting to know clients and staff from both BFC and GFC
- ▶ Provide communication and support to clients who may be anxious about moving to a new environment
- ▶ Give clients an opportunity to say goodbye
- ▶ Develop a process for “the move”

Security

- ▶ **Security Consolidation – Combining Intermediate and Maximum Security into “High Security”**
- ▶ **Security Technology**
- ▶ **Law Enforcement Enhancement**
- ▶ **Technology and Treatment**
- ▶ **Escorting, Transportation, and Staffing**
- ▶ **Policies and Procedures**

Physical Environment

- ▶ **Development of policies and procedures for movement of support department activities and initiatives hospital wide.**
- ▶ **Development of leisure events, scheduling, and other rehabilitation activities within Nixon, SORTS, and Hearn's Forensic Center.**
- ▶ **Development of vocational training program and new client jobs within the Nixon facility.**
- ▶ **Personalize and beautify program and activity spaces with client art.**
- ▶ **Design work stations in client living areas for consistency.**
- ▶ **Assist with the selection and purchasing of furniture and equipment within the facility.**

SORTS/HFC

- ▶ **Hire Associate Nursing Director to improve nursing care and accountability**
- ▶ **Plan for use of space: SORTS Transitional Group Home, SORTS expansion and ward movement, Treatment Spaces, Staff Offices**
- ▶ **Physical Environment Enhancements: Landscaping, tuck-pointing, sidewalk between GFC and HFC, HFC external sally port, roofing, basketball court, new furnishings and artwork, crosswalk at Wood/Route O intersection**
- ▶ **Security support for HFC**
- ▶ **Retention strategies for staff**

Leadership

- ▶ **Trauma Informed Care: ASAP, Resiliency Training**
- ▶ **Decrease assault related injuries with the use of technology and involvement of Program Leadership, Intensive Psychiatric Care Unit**
- ▶ **Technology: Improved availability of modern health care technology such as automated dispensing cabinets**
- ▶ **High Reliability: Blameworthy Action vs. Blameless Error, Robust Process Improvement Training**
- ▶ **Partner with William Woods University to support Nursing Education Program**
- ▶ **Training Priorities: Diversity and Inclusion, Supervision**
- ▶ **Zero Suicide**