



STAKEHOLDER SURVEY
September 2007

The following information has been compiled from concerns raised in stakeholder meetings and categorized in an effort to prioritize local needs and actions to be taken by the LME, the provider network, and community stakeholders.

Under each category, please indicate with the numbers 1-5 (1 being the highest priority), the top 5 issues that require immediate action and/or consideration. *Please review the attached update of recent actions taken by the LME and our provider network to address specific concerns for italicized items in the event the actions taken have adequately addressed and/or changed the priority of your concern.*

Please indicate your County of representation: _____

Education/Training

Please prioritize the following:

<i>Law Enforcement Meetings/Training</i>	
<i>QP Training and Experience</i>	
<i>Increased Training/Supervision to providers at all levels</i>	
<i>Consumer Education on Provider Choice</i>	
Staff Recruitment/Retention/Job Fairs	
Training for non-MH agencies that may provide services to MH/DD/SA consumers	
Education on process and procedures of group home placement	
Cultural Competency Training for all staff	

Service Needs:

Please prioritize the following:

Lack of Substance Abuse Services	
<i>Streamlined Access to Services</i>	
Fast-Track for Psych. Consult for Special Needs Groups (i.e. pregnant/nursing mothers)	
<i>Community Crisis Services</i>	
Joblink in RC	
<i>After hours LME staff to provide guidance and direction for emergencies</i>	
Access to medication	
<i>Hospital Step-Down Placements</i>	
Transportation	
On-going follow-up care coordination	
<i>Assistance with insurance issues/system navigation</i>	
<i>Crisis services in Rockingham County</i>	
<i>Service Visibility</i>	
Fast track option for crisis/psych consult	
Services for Pregnant/Breastfeeding Women	
<i>NO WRONG DOOR to Accessing Services</i>	
<i>Increased # of providers in Rockingham County</i>	

Communication/Information Sharing:

Please prioritize the following:

<i>Regular follow-up with issues/concerns raised</i>	
<i>Communication with State hospitals</i>	
Increased representation from stakeholders/equal from all 3 counties	
Sharing of Clinical Information between providers	
<i>Timely communication</i>	
<i>Ask Local representative to attend stakeholder meetings</i>	
Clearer Communication-no acronyms	
Increased communication between providers for those stepping down from hospital level settings	
<i>Update LME Website</i>	
<i>Increased public relations</i>	
Education on Mobile Crisis	
Communication of new and available programs	
Publicize provider report card	
After hours communication between providers	
<i>Increased involvement of and communication with law enforcement</i>	
Physician collaboration and communication	
<i>Marketing of behavioral health reform to the public</i>	
Eliminate duplication of efforts by increasing overall communication	
Provider information-more than just contact information	
<i>Send letters/minutes to stakeholders not in attendance</i>	



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Sam Isley
Chair, Area Board

September 17, 2007
Stakeholder Survey

LME UPDATES:

Education/Training:

The LME has begun to provide monthly training to providers. These trainings target staff at all levels (direct care to management) and vary in topics according to needs identified by the Division, providers, stakeholders, and information gathered during monitoring visits. Trainers include LME staff, external consultants, and representatives from the Division. Trainings will be provided in various locations throughout the tri-county region. A list of upcoming trainings will be provided on the LME's website.

The LME has recently interviewed for two additional QI staff. The addition of these two staff will allow more frequent monitoring of programs/providers and increased oversight of incident reports, complaints, and various reporting requirements (i.e. NC-TOPPS, Human Rights)

Service Needs:

The LME's QI and Access Departments have partnered and are in the process of meeting with individual stakeholders to share information about Mental Health Reform and Accessing Services. This process has begun in Rockingham County and will be repeated in Caswell and Alamance Counties. Additionally, the LME has distributed material re: accessing services to local stakeholders and has advertised in the Caswell Messenger, Reidsville Review, Eden Daily News, Madison Messenger, News Record, and Times News to publicize information on accessing MH/DD/SA services.

The LME's Access Department offers streamlined access to all Mental Health, Developmental Disability and Substance Abuse services in the tri-county region 24 hours per day/7 days a week. Access staff utilize the state's screening, triage, and referral tool for all calls to assess the consumer's level of need, resources (insurance and/or need for state funding services), and initiates contact with a provider for an

appointment. Licensed clinical staff is available 24/7 to handle urgent calls for individuals in crisis.

As of November 1, 2007 each county will have walk-in crisis services. The LME is currently working with Advanced Health Resources of Rockingham County to ensure the availability of local crisis services. The following are the addresses for each of these sites:

ALAMANCE COUNTY

319 N. Graham-Hopedale Road
Suite A
Burlington, NC 27217

CASWELL COUNTY

339 Wall Street
Yanceyville, NC 27379

ROCKINGHAM COUNTY (as of November 1, 2007)

730 S. Scales Street
Suite B
Reidsville, NC 27230

Kent Smith, of the LME, collaborates with state and regional psychiatric facilities to ensure timely and appropriate step-downs from these facilities. Kent meets regularly with these facilities to ensure necessary services are in place in the consumer's community of origin prior to discharge.

Information Sharing:

The LME hosts Quarterly Stakeholder Forums and is currently meeting with Rockingham Stakeholders on a monthly basis. The purpose of these meetings is to provide State and Local updates regarding Mental Health, Developmental Disability, and Substance Abuse services, to collaborate and share information on local and regional needs and how to best meet these needs, and to respond to questions and concerns raised by the stakeholder community.

The LME has recently updated its website and will continue to update information on an on-going basis to ensure timely and effective communication between the LME and the community at large.

The LME will continue to send invitations for attendance to community stakeholders, including local state Representatives.