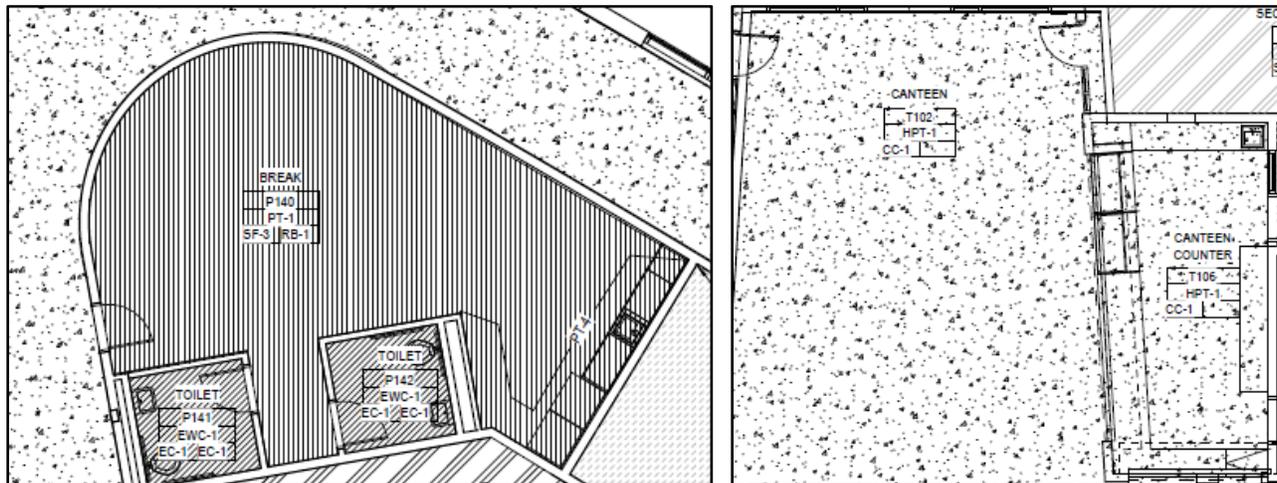


Message from the COO – Andy Atkinson

On behalf of the Communication Strategic Planning Team, I am pleased to announce the development of a Frequently Asked Questions (FAQ) page related to our new high security hospital. We are hoping that this resource will provide the answers to questions asked by employees and the general public as we progress toward completion of the Nixon Forensic Center. Below is a sample of questions and answers that we hope to post on a regular basis in an effort to provide information and clarify rumors and/or misinformation. If you have questions that you would like answered, please forward them to Rickie Gohring at rickie.gohring@dmh.mo.gov or (573) 592-2328. We will plan to post new questions and answers in the forum regularly but the comprehensive and updated FAQ page will be located at <https://dmh.mo.gov/fulton/>

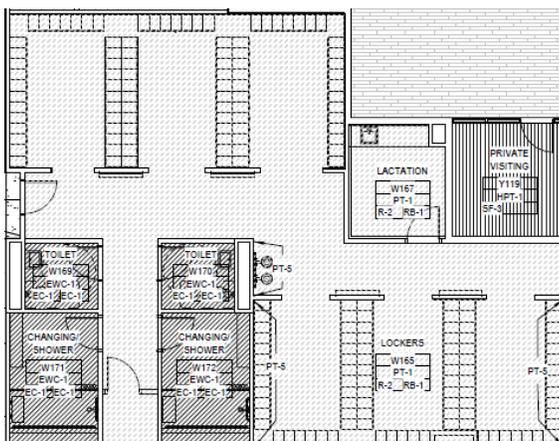
What accommodations will be on the wards for staff to be able to eat on the ward if they're unable to leave the ward?

Staff should have the opportunity to leave the ward for meals, snacks/breaks. There will be large break rooms on either side of NFC fully equipped with microwaves, refrigerators, etc. In addition, there will be café style seating and availability to purchase sandwiches and other snack items in the Treatment Mall.



The office/bathroom doesn't offer much space for staff to hang their coats/bags and store their drinks; is there going to be more space on the ward for staff to store their belongings?

All employees will be assigned a locker in the locker room in the front of NFC



In Biggs, we currently have a client that is in a space created for him because of various reasons, is there a space for clients such as this in the new building?

As you can see from the blue print, each ward will have three day rooms plus a community room and living areas. We're hopeful that this extra space will allow us some flexibility in managing more acute patients that may have to be segregated from the milieu.



Where is the scheduling office going to be located in the new building?

There will be an office suite just inside the front sally port, which is where the scheduling office will be located.

Can the SA/PA staff be informed on some of the changes that have been implemented to make this a more positive place to work (such as, using staff support video's for teaching tools instead of logging staff)?

We've been trying to get the word out on all of the initiatives underway but yes, we can always do better at communication. My hope was that Listening Sessions and FAQs would help with this. We're also trying to communicate through Program Leadership such as SALL meetings, SALLI meetings, Program Director Meetings, and the Treatment, Organization, and Development (TOD) Committee.

The initiative you are referring to, which just recently started, provides Leadership of each Program a chance to meet with the Risk Manager every month to review any video cases of seclusion/restraint and/or assaults toward staff, regardless of injury. The purpose of this review is to determine risks and identify opportunities to coach and mentor staff on areas for needed improvement as well as to identify patient predictive behaviors in an effort to reduce future events. We also take advantage of this time to demonstrate events that were effectively resolved safely and therapeutically.

How are we going to be able to combine both the maximum and intermediate security buildings when there are going to be fewer beds over all?

The Nixon Forensic Center will have 300 beds. GFC currently has 95 patients and BFC currently has 198 patients. If we combined today, we would be moving a total of 293 patients into the new NFC, leaving us 7 vacant beds. That being said, as our move date approaches, our programs will be working hard to ensure that we maintain a certain number of vacant beds so as to accommodate any emergent admissions since we will no longer have the capacity to go over census once we move into NFC.

What incentive do the clients have? As of right now, if they are in Biggs they are trying to maintain their level and be aggression free for so long so that way they can get to go across the street to intermediate and continue to work there long term program and try and get out.

There will continue to be incentives. However, rather than being transferred to Intermediate Security, patients may work toward transfer to one of several minimum security state operated psychiatric hospitals across Missouri. (NOTE: DMH operates five other adult minimum security hospitals across Missouri so the plan will be to transition clients to one of these from NFC should they continue to require inpatient treatment but in a less secure setting: St. Louis Psychiatric Rehabilitation Center (St. Louis); Metropolitan St. Louis Psychiatric Center (St. Louis); Southeast Missouri Mental Health Center (Farmington); Northwest Missouri Psychiatric Rehabilitation Center (St. Joseph); and Center for Behavioral Medicine (Kansas City).

Additionally, within the new facility there will be a progression of increasing privileges that will include access to a wonderful outside recreation area, a mindfulness garden, and the Hope Center, which is a treatment mall with all kinds of enjoyable things to do.

Why is the new facility needed?

The current maximum security forensic center was completed in 1937 and is the only facility of its kind in the state for psychiatric patients. It provides poor sight lines for supervision of patients who are dangerous and require constant monitoring resulting in high overtime for staff, has inadequate space for treatment which interferes with patient privacy, and has physical conditions which are noisy and difficult and costly to maintain.

Why is now a good time to rebuild?

This project benefitted from the State's AAA credit rating so that bonds could be issued at low cost and tremendous bipartisan support from the Governor's office and legislature. The existing structures had nearly \$20M in deferred maintenance and faced increasing maintenance and capital improvement costs due to deteriorating condition of the buildings.

Can you share a few thoughts regarding the new hospital -- how many beds, features, square feet?

The project provides for 300 new high security hospital beds and new space for facility maintenance, dietary production, housekeeping, warehousing, IT, and administrative services. Demolition of twenty antiquated buildings was also included. Overall, the new construction will create 487,000 SF of new space.

Are employees looking forward to the opening of the new hospital? What's been the reaction?

There's been considerable support, excitement and interest from employees, patients, advocates, and the Fulton community about building a new structure. Several support departments have already moved into our new services building completed last year. These staff have commented on the improved working conditions and increased sense of valuing employees that comes from working in a

new building. Last year marked the first time in the 165 year history of the hospital that food was produced in an air-conditioned environment.

What are some of the chief concerns when building a mental health facility of this nature?

In designing a high security hospital, the treatment and recovery needs of the patients had to be considered in the context of the safety of the public and the safety of patients and staff who live and work there. Nearly every component of the building had address safety, from floors to roofs. The other major consideration was developing a construction schedule that allowed for building of the new hospital while providing support and other services to the 400+ patients at the hospital.

I understand Fulton has Missouri's only maximum and intermediate-security units. How does this affect construction?

Most of the buildings demolished in the project provided support services to the 400+ patients now in the various hospital units which included our maximum and intermediate security patients. The construction had to be phased to build a new support services structure first to supply steam, warehousing, dietary and other such necessities before the older structures could be taken down.

What features/changes do you feel will be most appreciated by patients and staff?

The new building will provide improved lighting and higher ceilings and wider halls, will be quieter and less crowded, and will include additional treatment areas for group and work therapy. It is also expected that staff recruitment and retention will improve when staff can work in a new, modern building.

I read that old concrete blocks had been an issue, as far as noise issues? There's been a need for more natural light, etc.?

The current building has low ceilings, long narrow hallways, cramped living spaces, and very limited natural lighting. There are a few sound deadening features to the existing building which results in an environment that is frequently overstimulating for persons with serious mental illness.

How rewarding is it to see work progressing?

Construction of a new hospital like this may happen only once in every three to four generations. Staff are continuously monitoring the progress on the construction site and imagining how work will change for them. For many of our senior staff, hoping for and thinking about a new hospital has been a part of their entire career with the State.

What will the transition involve, as far as moving patients, relocating staff, equipment, etc.?

A transition team has been formed that has identified many challenges facing staff and patients in the next two years. These challenges include consolidating staff from two distinct buildings into one, creating a new culture that combines the values practices of staff from these two buildings, re-analyzing staffing patterns, and writing new policies and procedures.

What else would you like readers to know about this project?

This project benefitted from knowledge gained from construction of other high security psychiatric hospitals in the United States. The hospital staff and design team appreciated other states sharing their experience and opening their facilities for tours. As a result of their cooperation, we believe this project

represents the best of others' and our own experience with high security hospital environments and will result in a safe, modern facility in which to provide treatment to those who require placement in a high security setting.