

Quality Concern

Joan RICE <joan.m.rice@multco.us>
to aibaker

Wed, May 2, 2018 at 2:56 PM

Your message, protected by Virtru

No expiration date

Hi Amy

Thank you so much for your time discussing this quality concern and providing me with the additional information needed. I spoke first with Patty Danielson, who that [REDACTED] had not provided her with this information. She was kind enough to give me your contact information.

I am copying you the email sent to me by our ICP investigator. See narrative in blue below.
Unity.

11:07 AM (3 hours ago)

to, Joan,

Not sure what the protocol is for reporting, or whether the County provides any oversight, but was at Unity this morning and saw security place a female patient in a brief choke hold.
2 or 3 security and about 3 other staff were escorting the patient from the PES down the hallway to the triage area. A security staff was on each wrist and the patient pulled free from one. A much larger security guard then put his arm around her neck from behind and tightened, causing her back to arch. He let go after a few seconds.

I also informed Patty Danielson at Unity.

About 9:45-10 am? In the hallway between the PES and the Triage area. Another Unity staff and I were about 15-20 feet away and the patient and the group escorting her were coming toward us so we backed up behind a lockable door leading to 1West to get out of the way. We watched through the window in the door.

Thank you

Joan Rice RN

Quality Manager

Multnomah County Mental Health and Addiction Services

421 SW Oak St., Suite 520, Portland, OR 97204

Work:503-988-8298, Cell: 503-969-5133, Fax: 503-988-4015

Multnomah MH Provider List

Contracted Provider Resources

Youth Care Coordination Wraparound Resources

HSO Website Provider Resources <http://www.healthshareoregon.org/for-providers/behavioral-health-services/authorization-guides-for-residential-a-d-and-mh-residential>

For Behavioral Health Consumers

Multnomah County Workforce Equity Resolution: Institutional and structural barriers to equal employment opportunity exist and must be eliminated, and that employees of color and employees from other historically and currently underrepresented groups should be retained, supported and provided opportunities for advancement.

THIS ELECTRONIC MAIL MAY CONTAIN CONFIDENTIAL INFORMATION THAT IS ONLY BEING TRANSMITTED TO THE RECIPIENT'S NAMED ABOVE. IT IS STRICTLY PROHIBITED FOR ANYONE OTHER THAN THE INTENDED RECIPIENTS OR THEIR EMPLOYEES/AGENTS TO READ, DISCLOSE, OR DISTRIBUTE THIS

About 9:45-10 am? In the hallway between the PES and the Triage area. Another Unity staff and I were about 15-20 feet away and the patient and the group escorting her were coming toward us so we backed up behind a lockable door leading to 1West to get out of the way. We watched through the window in the door.

Thank you

Joan Rice RN
Quality Manager
Multnomah County Mental Health and Addiction Services
421 SW Oak St., Suite 520, Portland, OR 97204
Work: 503-988-8298, Cell: 503-969-5133, Fax: 503-988-4015
Multnomah MH Provider List

Contracted Provider Resources
Youth Care Coordination Wraparound Resources
HSO Website Provider Resources <http://www.healthshareoregon.org/for-providers/behavioral-health-services/authorization-guides-for-residential-a-d-and-mh-residential>
For Behavioral Health Consumers


Multnomah County Workforce Equity Resolution: Institutional and structural barriers to equal employment opportunity exist and must be eliminated, and that employees of color and employees from other historically and currently underrepresented groups should be retained, supported and provided opportunities for advancement.

THIS ELECTRONIC MAIL MAY CONTAIN CONFIDENTIAL INFORMATION THAT IS ONLY BEING TRANSMITTED TO THE RECIPIENTS NAMED ABOVE. IT IS STRICTLY PROHIBITED FOR ANYONE OTHER THAN THE INTENDED RECIPIENTS OR THEIR EMPLOYEES/AGENTS TO READ, DISCLOSE, OR DISTRIBUTE THIS INFORMATION. IF YOU HAVE RECEIVED THIS E-MAIL IN ERROR, PLEASE IMMEDIATELY DESTROY IT AND CONTACT ME THE PHONE NUMBER ABOVE.

Secured by Virtru

Joan RICE <joan.m.rice@multco.us>
to Aimee

Wed, May 2, 2018 at 3:41 PM

Your message, protected by Virtru 

No expiration date

Ah, now I see why your email address starts with ai.
Thank you Aimee.

Joan Rice RN
Quality Manager
Multnomah County Mental Health and Addiction Services
421 SW Oak St., Suite 520, Portland, OR 97204



Secured by Vitru