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Release Date: April 8, 2009
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NEVADA STATE HEALTH DIVISION NEWS RELEASE

BUREAU OF HEALTH CARE QUALITY and COMPLIANCE IMPOSES SANCTIONS on RENO PSYCHIATRIC HOSPITAL

Carson City – The Nevada State Health Division’s Bureau of Health Care Quality and Compliance has rejected a plan submitted by a Reno psychiatric hospital to correct problems identified at the facility following the attempted suicides of two patients late last year.

BHC West Hills Hospital, a 95-bed facility located at 1240 E. Ninth Street in Reno, submitted a quality plan of correction on time, but Bureau officials said it was inadequate to resolve all of the problems identified during a survey of the facility initiated February 3, 2009 and completed March 9, 2009. A directed plan of correction with additional criteria required by the Bureau has been submitted to West Hills, who must now provide an appropriate and satisfactory response.

West Hills officials have been working with the Bureau to resolve the concerns identified in the survey.

“We all recognize the seriousness of this action, but we’re encouraged by their response to address the issues,” said Marla McDade Williams, chief of the Bureau of Health Care Quality and Compliance. “The ban is intended to give the hospital time to make needed changes.”

The survey disclosed a number of concerns, including quality of care and staffing issues, inadequate emergency preparedness, inadequate nurse staffing levels and a failure to provide proper treatment and care to patients. The survey was initiated after the facility self-reported the attempted suicides to the Health Division.

As a result of these deficiencies, the Bureau imposed a ban on admissions through April 10 at 7 a.m. The facility must comply with all the conditions imposed by the Bureau for the ban to be lifted. Other sanctions include compliance with the conditions in the directed plan of correction, monitoring visits by Bureau surveyors and a monetary penalty of \$5,800. The facility has the right to appeal the sanctions.

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During the ban, there is a plan in place to provide care to those with immediate crisis needs. West Hills has also agreed to continue to provide assessment and referral of patients who voluntarily seek care from the facility. West Hills is coordinating with other local resources to ensure these patients obtain the care they need.

The Bureau issues press releases about the facilities it regulates in limited circumstances: where major public health concerns are identified in licensed facilities; in significant cases of repeat violations in licensed facilities; in cases of the suspension or revocation of a license; in cases where patient harm has occurred; and in cases where unlicensed facilities are operating.

The Bureau of Health Care Quality and Compliance protects the safety and welfare of the public through the promotion and advocacy of quality health care through licensing, regulation, enforcement and education. This mission is accomplished through the Bureau's two sections: Licensure and Certification, which regulates facilities such as nursing homes, assisted living facilities, group homes, hospitals, ambulatory surgery centers and laboratories; and Radiological Health, which evaluates and responds to hazards from sources of ionizing radiation such as X-ray machines, sources of radiation to treat cancer and mammography units.

For health facilities, more than 900 surveys are conducted each year of Nevada's licensees. More information about the Bureau, including a list of unlicensed facilities, may be found at health.nv.gov.

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