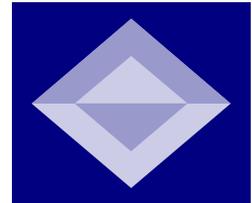


A communication periodical for our clients, staff & the community at large

The Chronicle

A Paterson Counseling Center Newsletter



Technology Update

Uptime for e-mail and website applications remains at 99.9%.

From a staff perspective we continue to experience challenges with password memorization. Password resets for e-mail have occurred for at least 30% of staff.



We encourage the staff to choose a password that is easy to remember but is difficult for someone else to guess in order to ensure that we mitigate unauthorized access to e-mail.

Disaster recovery and hardware upgrades have been successfully implemented to ensure stability of overall architecture from a technology perspective.

Staff continues to be actively engaged in technology issues that impact the center including supporting improved data quality and migration efforts along with assuming responsibility for analytics associated with Excel workbooks and survey tracking data.

Compliance is a PCC Mainstay

During the month of October our center will be audited by the State of New Jersey as part of risk management and mitigation efforts for state licensed treatment facilities.

A full review of a number of processes will be examined to ensure that controls are in place and operating effectively to mitigate against the potential for fraud or mismanagement. PCC welcomes the opportunity to identify potential opportunities to strengthen our existing control environment because it helps ensure that we maximize our capacity to deliver value added services to our clients.

Periodic audits initiated by regulatory agencies in addition to annual reviews provided by our independent auditors provides reasonable assurance to all stakeholders and the community at large that speak to our financial and operating stability as a mainstay in the community for over 25 years.



Moreover, we are committed to going above and beyond in optimizing the way we deliver services to our clients. Our focus on outcome measurements, improved communications and increased analytics are all aimed at become a more efficient and effective organization.

As usual we invite all stakeholders to reach out with suggestions on how we can continue to become a more effective organization by using our website or feedback boxes located throughout the building.

Writers Wanted

We are always searching for contributors to the newsletter so please make sure you submit articles of interest to glgarris@aol.com for publication.



You will receive credit for your contribution which will be viewable over the internet. Articles should be up to one page typed and submitted by the close of the month for publication in the subsequent issue.

Special points of interest:

- E-Mail and internet uptime remains 99.9%
- CARF Survey coming soon
- Staff prepares for Halloween celebration
- CARF readiness assessments continues

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Next Issue: CARF update

Race Bias in Mental Health Admissions?

People from black minority ethnic (BME) groups are three times more likely than average to be admitted as inpatients in mental health units, says a report released today by the Healthcare Commission.

Despite efforts to address the issue, some BME mental health inpatients are more likely to be detained via the criminal justice rather than the health system and are 65% more likely to be secluded once admitted to hospital.

The report showed that more than two-thirds of all mental health inpatients (68%) do not have access to same-sex wards. The figure, the same as last year, will disappoint campaigners calling for reform.



This is the fourth annual Count Me in Census, which logs all the inpatients in mental health and learning disability hospitals on one day, covering all NHS and independent hospitals in England and Wales.

The census is one of the key planks of the government's action plan, 'Delivering Race Equality in Mental Health Care'. It calls for healthcare providers, local authorities and other agencies to work more closely to "better manage" the admittance of BME inpatients and to make "a renewed and strenuous" effort to rectify the problem of mixed wards.

The chief executive of the mental health charity Mind, Paul Farmer, castigated services for failing to deal with what have been ongoing concerns for patient groups: "Ending the plight of patients treated on mixed-sex wards is just as urgent as ever, yet year after year, we seem to be no further on.

"The NHS is allowing some of our most vulnerable patients to be treated in some of its most hostile care environments, and people who are in most need of support are left living in fear. Patients need safety and security before we even start to look at recovery - it's crucial that the government commits themselves to getting this right.

"The research is now showing fixed patterns of racial inequality with no signs of improvement, suggesting that

Race Bias (continued)

racial discrimination is an entrenched problem. Three years into the Delivering Race Equality program, it's unacceptable that the government appears no closer to providing a fair and equal experience of mental health care to people of all races. Concerted action from government and health care professionals is needed to stop people from BME communities getting the raw end of the deal.

"While there have been some advancements in mental health services more broadly, the problem of mixed-sex wards and racial discrimination are persisting and show no signs of improvement. It's vital the government move on these issues in order to deliver good mental health care."

The care services minister, Phil Hope, said he welcomed the report and supported its recommendations. "Mental health services still need to do more to meet the needs of diverse communities and tackle inequalities in mental health.

Our Delivering Race Equality action plan, supported by over 400 new community development workers across the country, has already helped to deliver progress and remains the blueprint for services to follow."

On mixed-sex wards he added: "Mental health trusts must do more to reduce mixed-sex accommodation. About three-quarters of beds in mental health trusts are already in single rooms and in many cases the issue is access to single-sex lounge areas, but we have called on PCTs to agree and publish challenging plans for improvement. Count Me In will help us to monitor progress."

Anna Walker, chief executive of the Healthcare Commission, said: "The census gives us an important snapshot of mental health and learning disability services on one day.

If services are to bring down rates of admission for people from black and ethnic minorities, they must address those factors that can help prevent the illness from becoming so acute that it requires hospitalization."

SOURCE: Mary O'Hara
guardian.co.uk