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Follow Up on Facility Inspection Listening Session

Summary

This information item provides follow-up information on the Facility Inspection Listening Session held on December 9, 2020. BSCC staff presented an analysis of the comments received during the listening session at the February 11, 2021 Board Meeting and have prepared initial response for potential Board action.

Background

At the February 11, 2021 BSCC Board meeting, staff presented an analysis of the feedback received during the December 9, 2020 Facility Inspection Listening Session. While some of the feedback was directed at practices that the BSCC is already conducting, much of the feedback received requires greater attention and further review to determine the best course of action for system improvement.

The comments that were received were grouped into four main categories:

1. Local Facility Inspections
2. Role of the BSCC
3. Facility Conditions During the Coronavirus Pandemic
4. General Facility Conditions

A total of seven (7) subcategories were developed from the main categories:

- A. Inspection Process
- B. Inspection Team
- C. Written Standardized Procedures
- D. Regulations
- E. Agency Culture
- F. Facility Conditions
- G. Health and Medical Care.

In those subcategories, comments were grouped into “codes” that describe the comment’s subject matter in detail. Analyses were based on 34 comments (written and/or verbal) received from unique individuals and/or agencies.

The BSCC carefully reviewed the feedback on the inspection process and has compiled an initial response to the specific code that represented comments and groups of codes where appropriate. This response is contained in Attachment 2.

The initial responses fall into three general themes:

1. Current practice of the BSCC
 - a. How it is implemented
 - b. How it could be improved
2. A proposed practice that is worthy of consideration for implementation
3. Issue is outside of the BSCC's scope of authority

BSCC staff will continue to listen and solicit feedback from members of the community to ensure transparency, accountability, and a meaningful inspection process. We look forward to hearing Board member discussion and suggestions for next steps based on these initial responses.