

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

December 3, 2003

MEMORANDUM FOR ALL EXECUTIVE STAFF, CIRCUIT MANAGERS, AND
CHILDREN'S DIVISION STAFF

FROM: Jim Harrison
Assistant Deputy Director

SUBJECT: Great Plains Hospital, Inc., dba Heartland Behavioral Health Services, Inc.
1500 West Ashland
Nevada, MO 64772
Department Vendor Number: [REDACTED]
Telephone Number: (417) 667-2666 or 800-654-9605

Great Plains Hospital, Inc., dba Heartland Behavioral Health Services, Inc.
Heartland House West
Rt. 1 NW Box 256 A
Nevada, MO 64772
Department Vendor Number: [REDACTED]
Telephone Number: (417) 667-2666 or 800-654-9605

The purpose of this E-mail memorandum is to notify staff that, effective immediately, intake may resume at Great Plains Hospital, Inc., dba Heartland Behavioral Health Services, Inc. (HBHS). Intake was suspended for HBHS on July 11, 2003, following an extended period of numerous incidents occurring at HBHS and the need for HBHS to address resident safety and supervision concerns.

Throughout the intake suspension, HBHS has worked to revise policy, implement an improved program and provide training for staff at all levels. There have also been numerous changes within administrative, professional and direct care personnel, including structural changes focused on enhancing supervision for direct care staff. These changes, combined with renewed efforts to strengthen community relationships and an excellent collaborative effort with the Nevada R-V School, will assist HBHS as the agency continues to work to provide quality services for children and youth placed with HBHS, in a safe, nurturing environment.

Please feel free to contact Fred Proebsting, State Supervisor, Residential Program Unit (RPU), at (573) 751-4954 if you have any questions or comments regarding this matter.

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