



# **Intensive Behavioral Health Services**



**Annual Quality Review  
January 1, 2021 – December 31, 2021**

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## Service Description

- On January 18, 2021, Intensive Behavioral Health Services (IBHS) regulations replaced the requirements for Behavioral Health Rehabilitation Services (BHRS) according to Pennsylvania Department of Human Services. IBHS currently provides individual services and evidence-based therapy.
- IBS is provided for children and youth with serious emotional and behavioral support needs. Behavioral Consultants (BC) design and direct implementation of behavior medication plans. Mobile Therapists (MT) provide family and individual therapy. Behavioral Health Technicians (BHT) provide one-to-one interventions to assist children and youth in improving behavior, self-esteem, and social skills.
- IBHS is delivered in the individual's natural environment such as their home, school, or community.

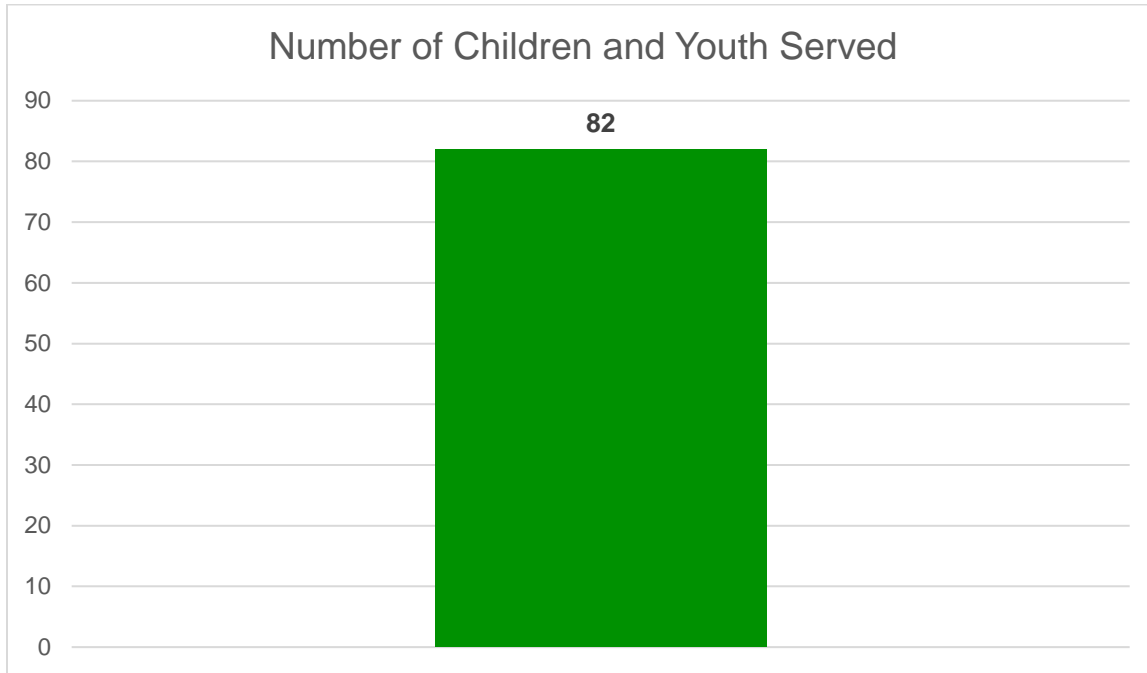
## Overview

- The Guidance Center continues to monitor the COVID-19 pandemic and adhere to CDC guidelines and the Pennsylvania Department of Health guidelines along with the program guidelines and the agency's policies and procedures. As we have endured many changes throughout the pandemic, client safety and their well-being has remained a top priority while serving our clients. Although majority of sessions were delivered via telehealth, some sessions were held face to face in the home, school, or a community setting following CDC guidelines and recommendations.
- In 2017, The Guidance Center was one of eight clinics in Pennsylvania to be designated as a Certified Community Behavioral Health Clinic (CCBHC) due to the agency's commitment to staff credentialing and clinical excellence, use of evidence-based practices, availability and timely access to services, care coordination, behavioral and health service integration, and continuous quality improvement. As Pennsylvania withdrew from this federal pilot program in December 2019, The Guidance Center began providing services as an Integrated Community Wellness Center in January 2020. Also in 2020, The Guidance Center was awarded the Certified Behavioral Health Clinic (CCBHC) Expansion Grant for two years to support the work already started.
- To monitor the effectiveness & satisfaction of the program, individuals were offered feedback surveys. Surveys are completed and returned to the agency's Quality Director. After review, it is reported that clients feel supported and satisfied with their services.
- The Guidance Center is a designated North Central Trauma Informed Care Center through the Behavioral Health Alliance of Rural Pennsylvania (BHARP) for expertise in trauma informed care practices, specific treatment modalities, supervision, and program management.
- Data for this Quality Report is from January 1 through December 31, 2021.

## Demographics

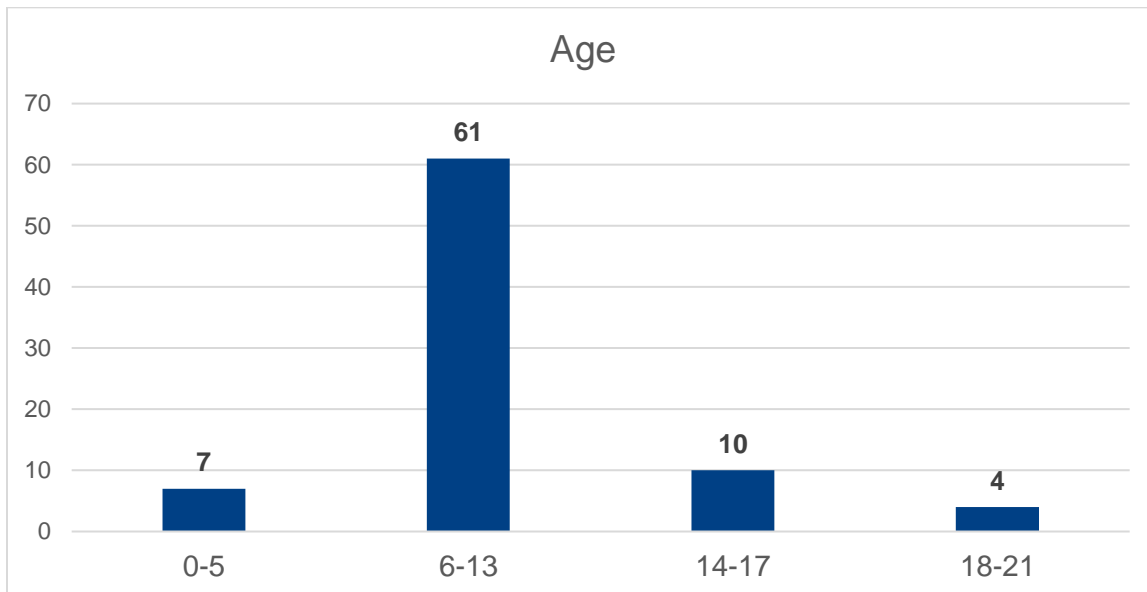
### Number of Children and Youth Served

During this review, there were 82 children and youth served in the IBHS Program.



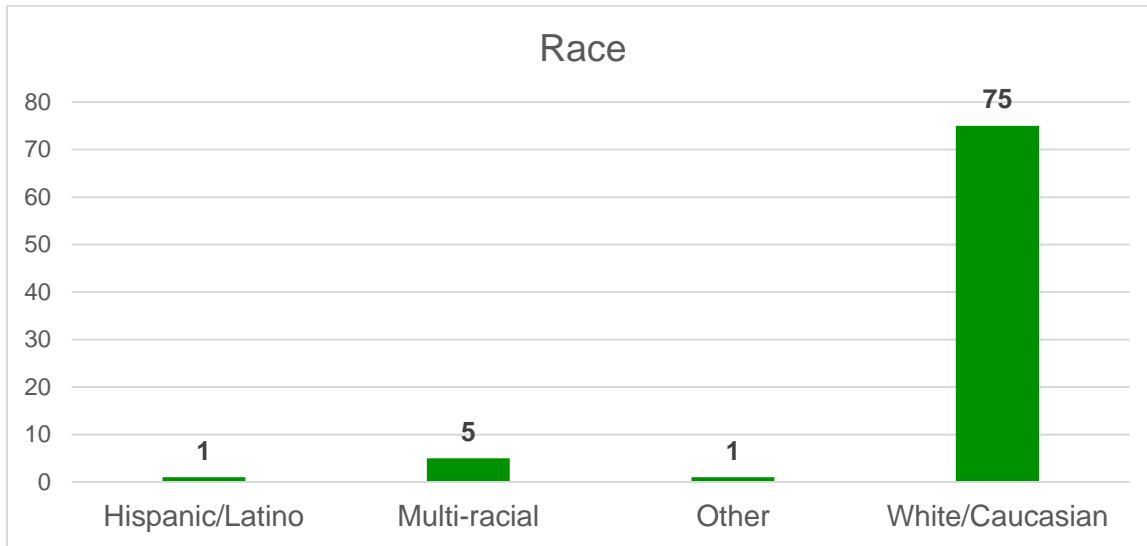
### Age

Majority of individuals in the program are between 6 and 13 years. The following table demonstrates the age breakdown.



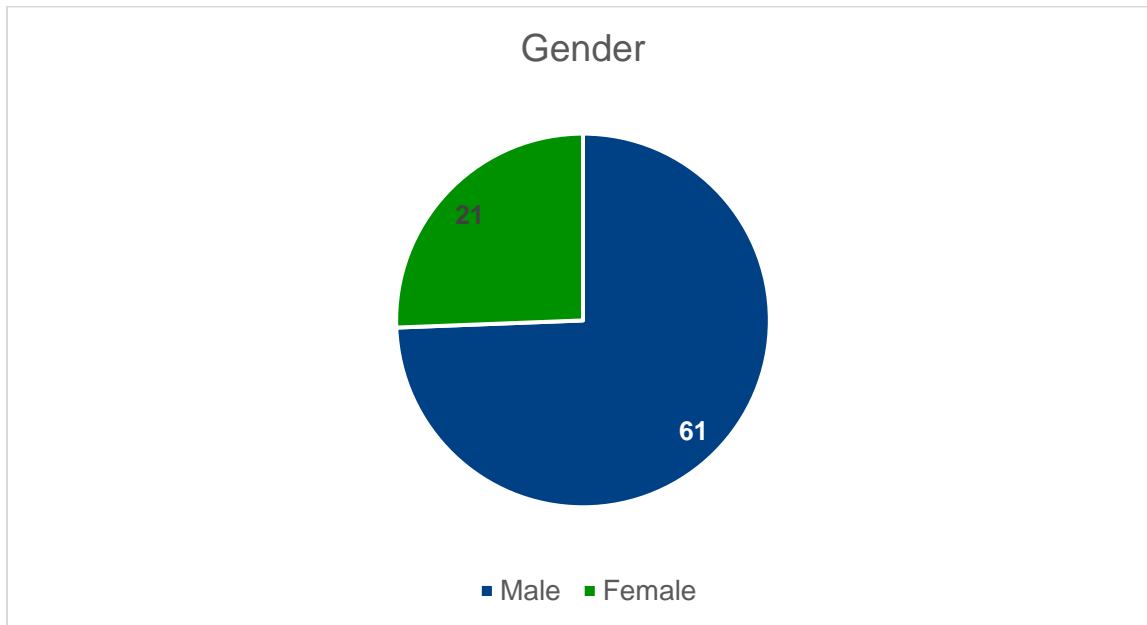
### Race

Majority of children and youth served in the program are White/Caucasian. The graph below indicates the number of children and youth and their race.



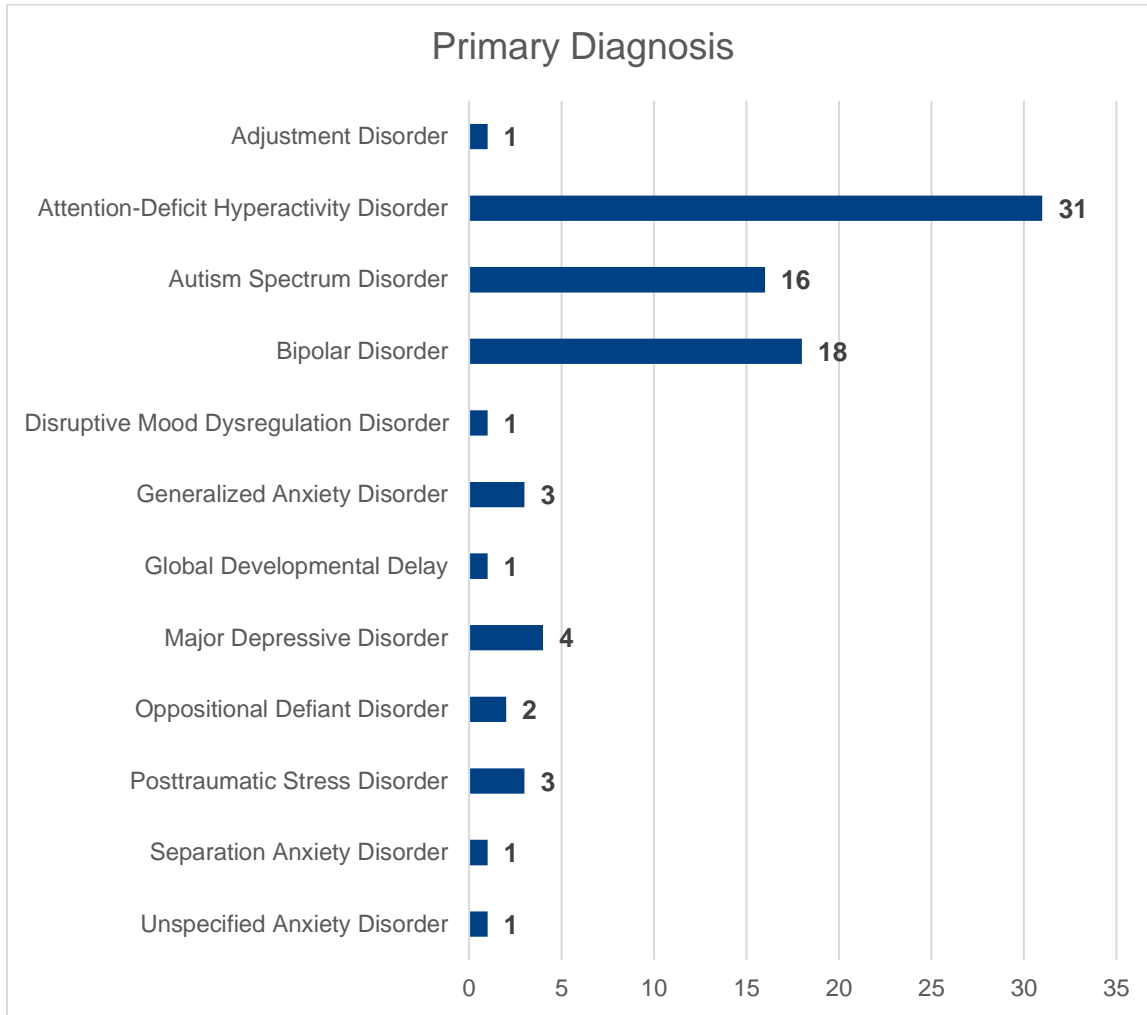
### Gender

A greater number of males have been served in IBHS. There were 21 females and 61 males during the period of review.



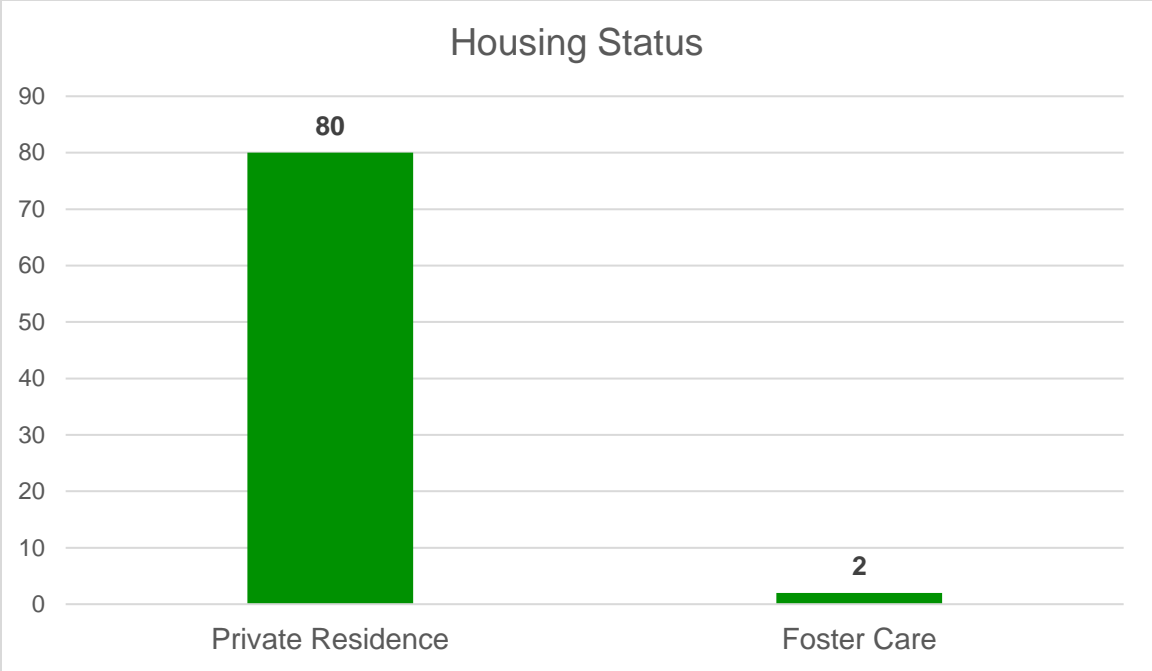
### Primary Diagnosis

The primary diagnosis of individuals enrolled in IBHS is Attention Deficit/Hyperactivity Disorder with 31 children and youth. Bipolar Disorder was next with 18 children and youth. A complete breakdown of the primary diagnoses is found below.



### Current Housing Status

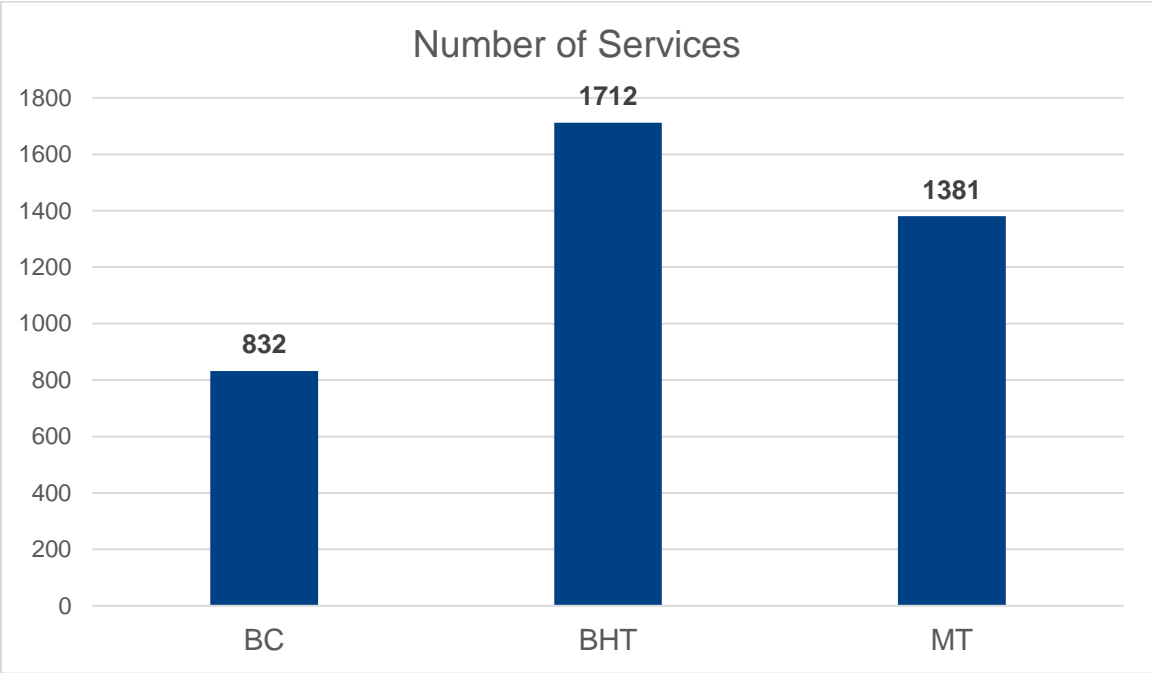
Majority of the children and youth served in the program live in a private residence. In addition, there were 2 children and youth served in the program who live in Foster Care.



## Service Data

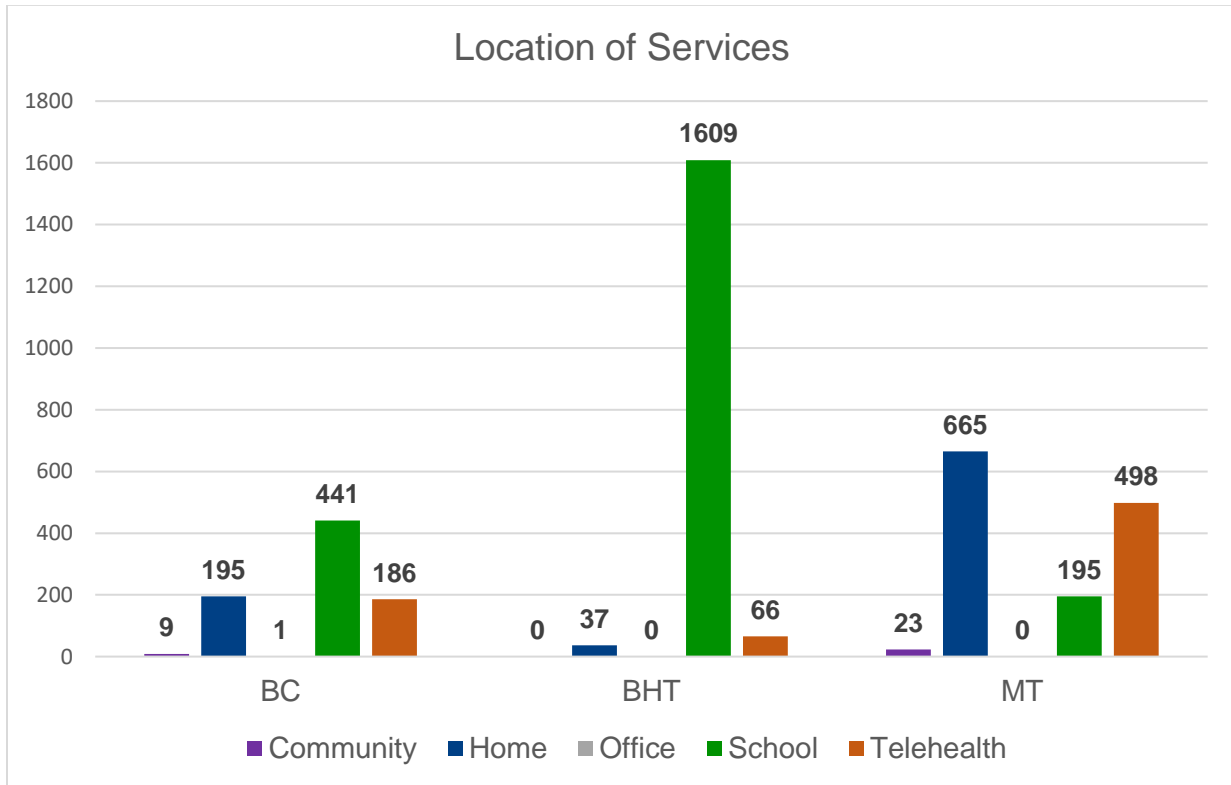
### Number of Services

There were 3,925 services delivered during this period of review. Services are delivered by a Behavior Consultant (BC), a Mobile Therapist (MT), or a Behavioral Health Technician (BHT). The graph below represents the number of services broken down by the three categories.



## Location of Services

Majority of services were delivered in schools by BC's and BHT's. However, majority of services were delivered in the home by MT's.



Below indicates the number of services held in each location.

### BC Services

- Community: 9
- Schools: 441
- Home: 195
- Office: 1
- Telehealth: 186

### BHT Services

- Schools: 1609
- Home: 37
- Telehealth: 66

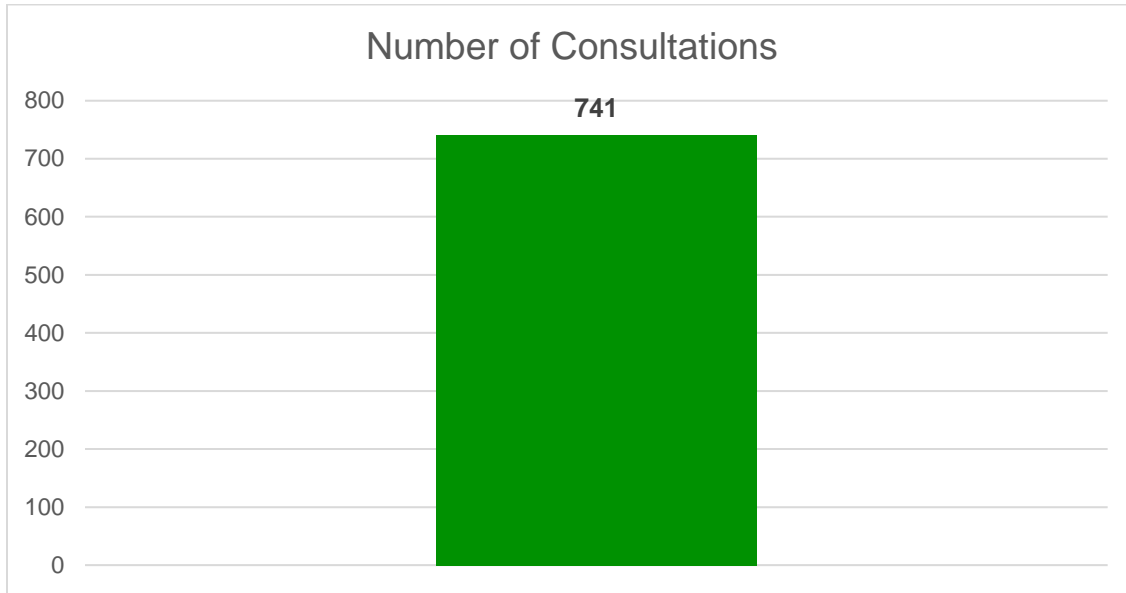
### MT Services

- Community: 23
- Schools: 195
- Home: 665
- Telehealth: 498



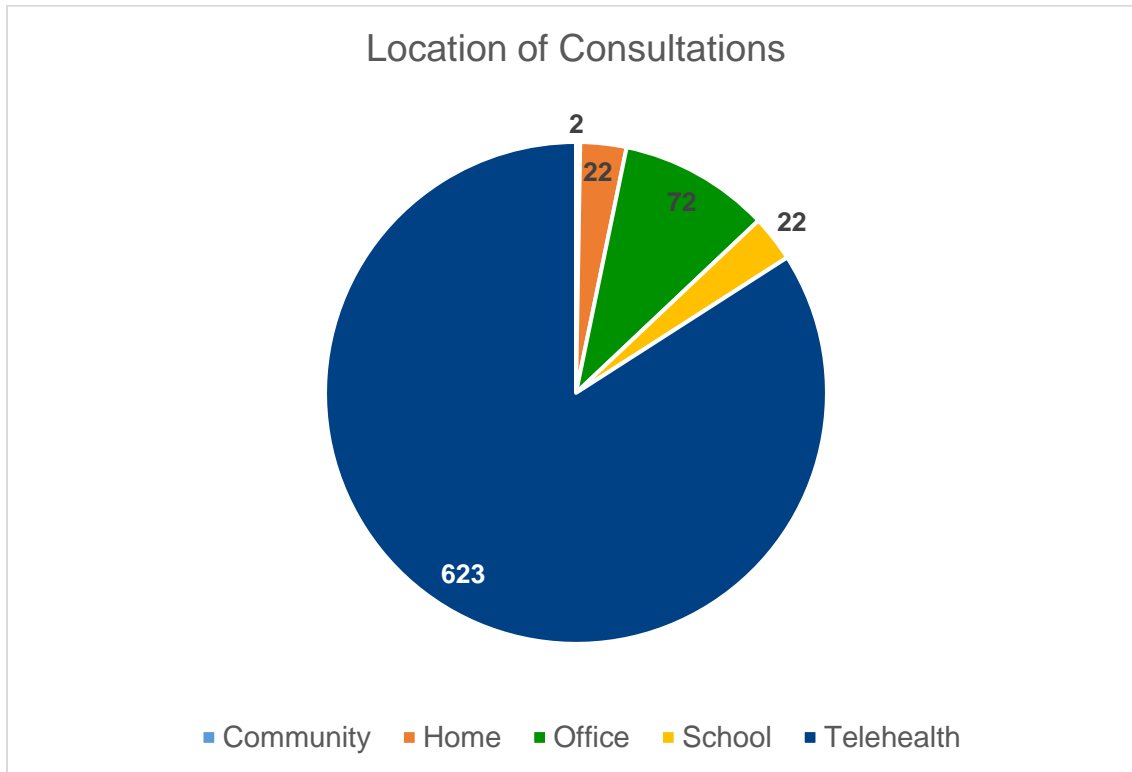
### Number of Collaborations

There were 741 consultations during this period of review.



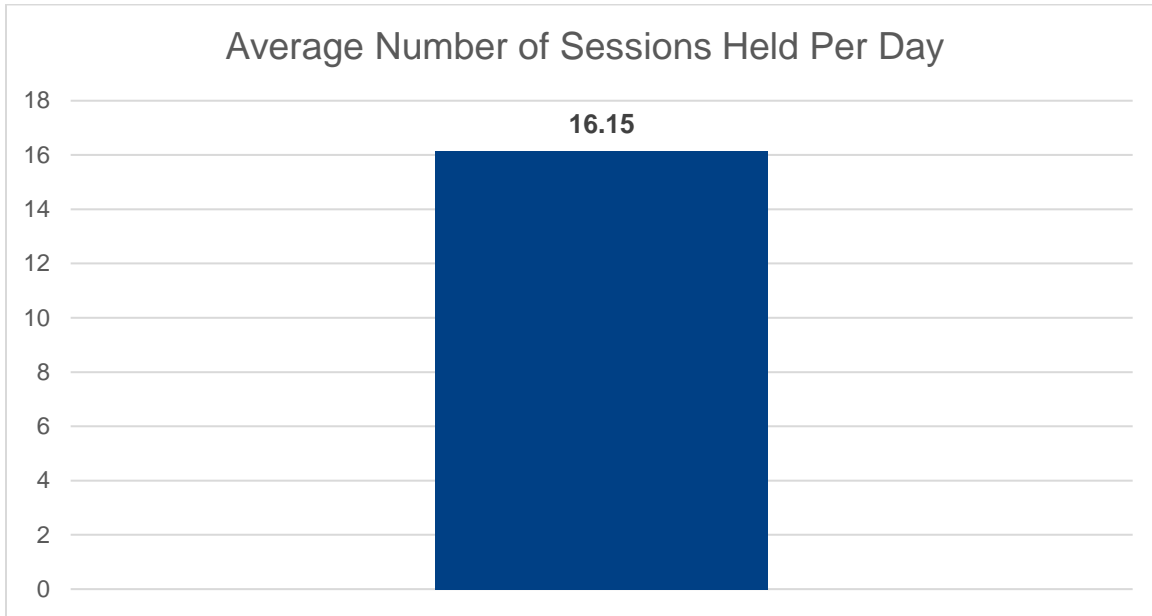
### Location of Collaborations

The location of consultations is indicated in the graph below.



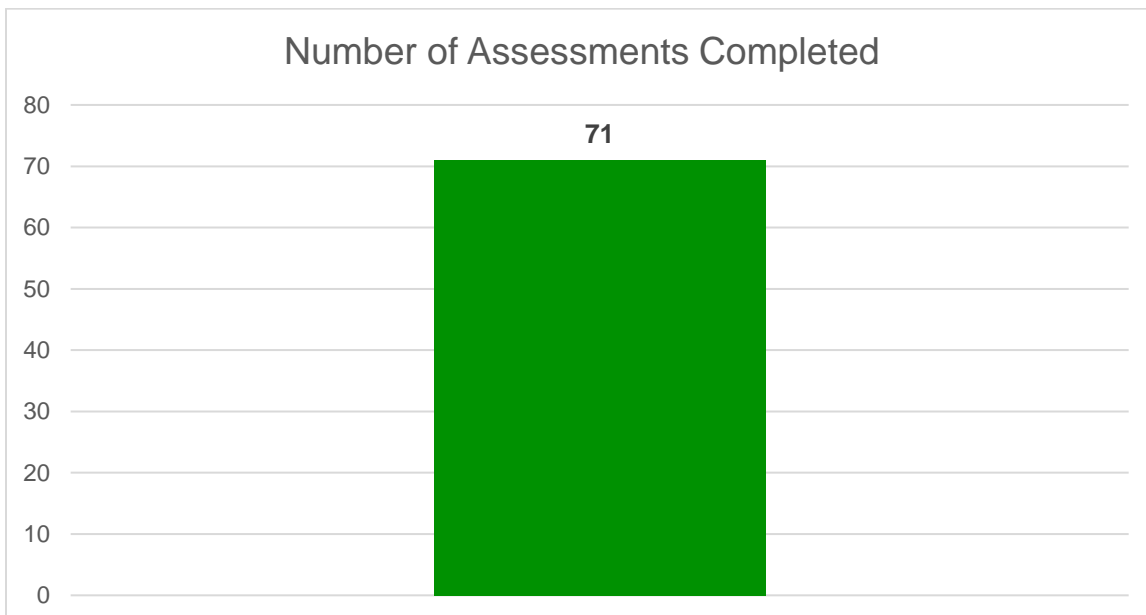
### Sessions Per Day

The average number of sessions per day is 16.15.



### Assessments

There were 71 assessments completed during this time of review.



## Assessment of the Outcomes of Services Delivered

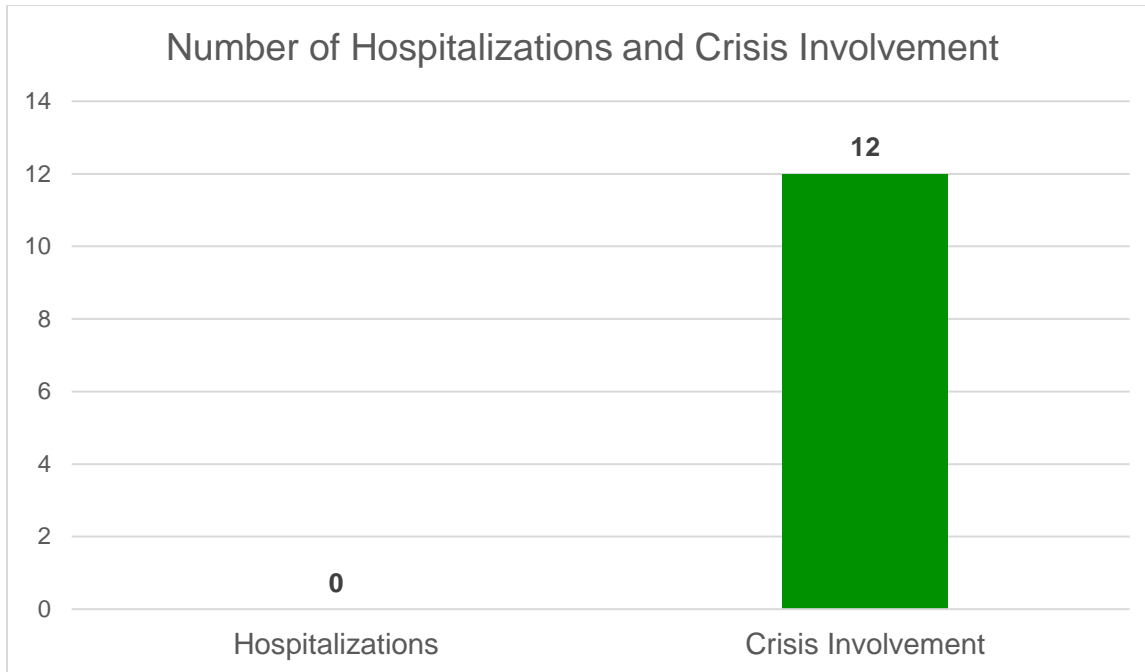
A discharge summary is completed on individuals who exit the program. IBHS staff complete a summary that includes the last date of service, summary of service outcomes, and the reason for discharge. The graph below depicts the number of individuals and their discharge reasons.

Discharge Reason	Number of Individuals
1. The child, youth or young adult failed to attend scheduled IBHS for 45 consecutive days without any notification from the youth, young adult or the parent, legal guardian or caregiver of the child or youth.	8
2. The child, youth or young adult completed the goals and objectives in the ITP and no new goals or objectives have been identified.	15
3. The child, youth or young adult is not progressing towards the goals identified in the ITP within 180 days from the initiation of service and other clinical services are in place.	3
4. The child, youth or young adult requires a more restrictive service to meet the child's, youth's or young adult's needs and other clinical services are in place.	6
5. The parent or legal guardian who provided consent to receive services agrees services should be discontinued.	8
6. The youth or young adult agrees services should be discontinued.	2

Majority of individuals discharged from IBHS is because the child, youth or young adult completed the goals and objectives in the ITP and no new goals or objectives have been identified.

## Number of hospitalizations and crisis contacts

During this review, 0 children and youth were hospitalized. However, there were 12 youth and children who had crisis involvement.



## Program Adherence

To ensure that the IBHS Program is adhering to the program requirements, routine record audits as well as intensive supervision is utilized. Additionally, a quality review is conducted by the Quality Director to evaluate that the program is complying with the service description. Program goals are determined when quality improvement areas are identified during a quality review.

Moreover, the agency formed a Quality Advisory Committee in 2020. Clients of the agency are offered to join the committee to provide feedback for quality initiatives. Quality Director reviews the quality initiatives at the monthly agency Quality Meetings with the Executive Director and Senior Management.

## Audits

Regular internal chart audits are completed by the Program Director weekly.

Compliance Coordinator audits IBHS charts on a biannual basis. Compliance Coordinator conducts internal audits in all programs at the agency. Compliance Coordinator obtained a BS in Business Management in 2019 and a Master of Legal Studies in 2020.

CCBH completes quality audits annually.

## Methodology

Charts are selected by a random sample to be audited internally by the Compliance Coordinator on a biannual basis. In addition, Program Director reviews all charts on a weekly basis.

Results from the two internal audits completed by the Compliance Coordinator during this time of review are below:

## Internal Quality Review

### IBHS Result

On February 24, 2021, 13 IBHS Charts were reviewed for 27 CCBH Quality Indicators and 5 Program Specific Indicators.

### Results for 43 Charts:

Category	Score	Goal
Intake and Assessment	63%	80%
Treatment Planning	99%	80%
Care Coordination	100%	80%
Physical Health	100%	80%
Discharge Planning	N/A	80%
Smoking Cessation	0%	80%
Key Indicators	96%	80%

## Internal Quality Review

### IBHS Result

On September 7, 2021, 20 IBHS Charts were reviewed for 27 of The Guidance Center Quality and Compliance Indicators and 5 Program Specific Indicators.

### Results for 20 Charts:

Category	Score	Goal
Intake and Assessment	82%	80%
Treatment Planning	98%	80%
Care Coordination	100%	80%

Physical Health	94%	80%
Discharge Planning	100%	80%
Smoking Cessation	31%	80%
Key Indicators	86%	80%

### Key Indicators

Does the Treatment Plan contain specific short-term objectives? **100%**

Is the Treatment Plan updated every 6 months? **67%**

Is the Initial Assessment done within 14 days of the first service? **65%**

Are clients getting the services they are authorized to receive with BCs and MTs? **100%**

Is 80% of the BHTs interventions utilized each month? **100%**

### Indicators that fell below the 80% Goal

Completion of Risk Assessment **35%**

Waist Circumference **70%**

Although smoking cessation education was at a 31% at the most recent audit during this review, it is a major increase since the first internal audit.

### Program Goals

Program goals are identified from internal audits. The following areas are identified as goals for IBHS.

1. Smoking cessation education is discussed with clients when a concern is identified.
2. The Treatment Plan is updated every 6 months.
3. A Risk Assessment is completed on each client.
4. Waist circumference is taken and documented for each client.

### Supervision

IBHS meets and exceeds supervision requirements. The supervision requirements are as follows:

- **BHT (Behavioral Health Technician)** working 37.5 hours a week or less
  - 1 hour of individual supervision per month
  - 1 hour of group supervision per month
- **BC & MT (Behavioral Consultant & Mobile Therapist)**
  - 1 hour of individual supervision per month for every service provided

In addition to individual supervision, BC & MT staff also receive 2 hours of group supervision bimonthly.

### Staff Training

Training requirements for BHT, BC, & MT are described below.

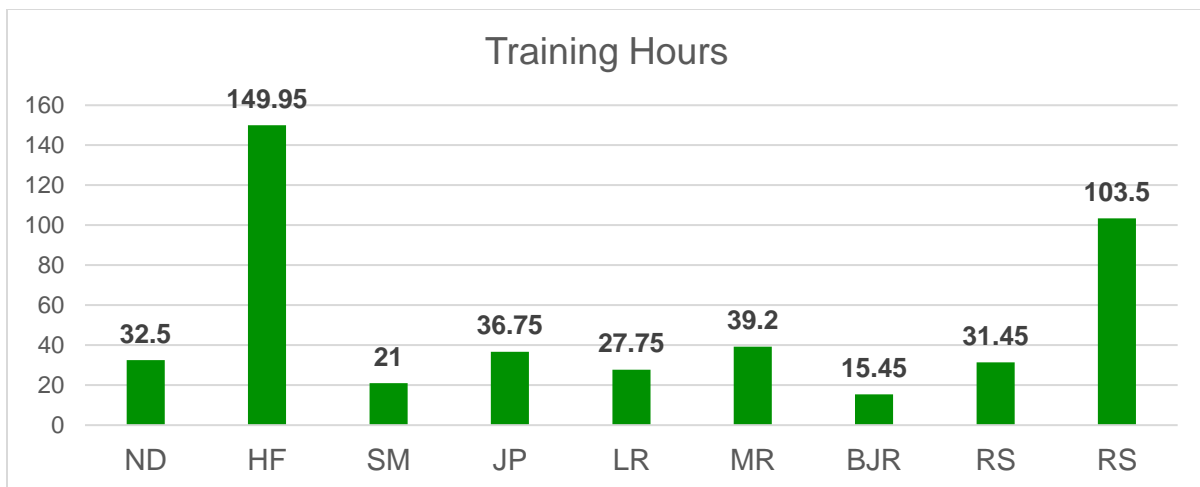
#### BHT

- Complete 30 hours of department approved training prior to providing services independently.
- At least 20 hours of department approved training annually.

#### BC & MT

- Complete at least 16 hours of department approved training annually.

Staff complete regulatory required training hours in addition to completing agency required trainings. IBHS staff training hours are captured in the table below.



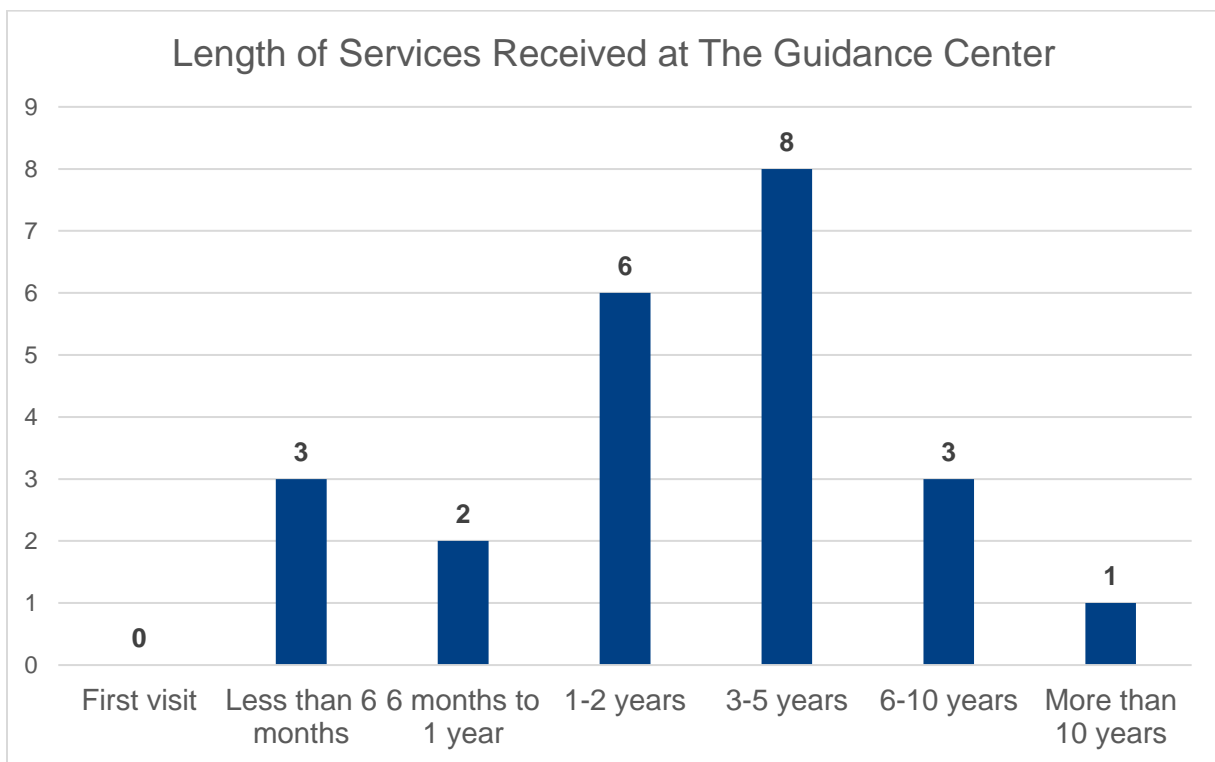
A complete list of training hours for each staff member is maintained by the Program Director.

## Satisfaction Surveys

Surveys were administered to IBHS clients using a survey link or a fillable form. There were 23 surveys completed during this review. Nine individuals completed the survey using a link and 14 individuals completed the survey using paper format. Complete survey results can be found in the Quality Binder.

Demographic information is collected regarding age, gender and race. Additionally, clients reported the number of years they have been receiving services at the agency.

The table below represents the number of years surveyed individuals have received services at the agency.



Majority of individuals have been enrolled in services for 3-5 years.

Additionally, individuals were asked to rate their satisfaction of services using the scale:

- 4 - Very Satisfied
- 3 – Satisfied
- 2 – Somewhat Satisfied
- 1 – Not Satisfied

The following tables list the survey questions asked regarding the individual's satisfaction in various areas and the results of client's responses.

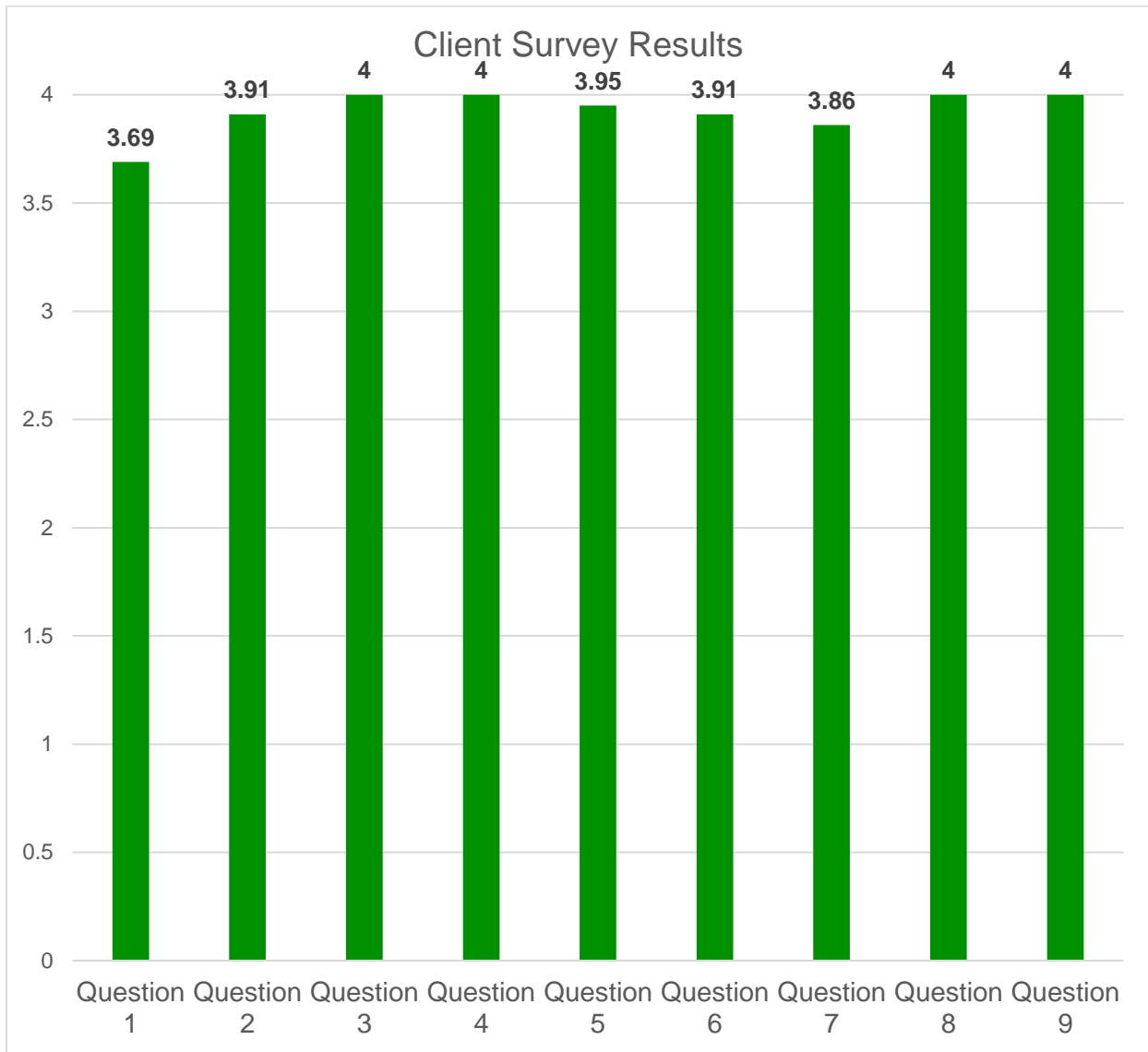


## Survey Results

Questions:

<b>Survey Questions</b>	
<b>Survey Question</b>	<b>Result</b>
1. Timeliness of our response to your initial request for this service?	<b>3.69</b>
2. The setting where services are provided?	<b>3.91</b>
3. The courtesy and respect shown by our staff?	<b>4</b>
4. The level of confidentiality?	<b>4</b>
5. Your participation in the development of a treatment plan that met your needs?	<b>3.95</b>
6. Your provider's ability to help you and your family?	<b>3.91</b>
7. Your ability to handle your situation as a result of receiving services?	<b>3.86</b>
8. The frequency and convenience of contacts.	<b>4</b>
9. Did services provided address your specific cultural background in a respectful manner?	<b>4</b>

*Results:*



Overall, the results indicate that individuals are satisfied with the services and care received. Clients will be continuously surveyed on satisfaction with services.

**Comments**

Individuals in the program were asked to offer comments regarding service. The following table captures the comments provided by the 23 surveyed individuals.

What has been the most helpful thing about the services you have received in the last 6 months?	Additional Comments
The frequency	None
Nothing at this time, except for IBHS Home Visits/Sessions	None
Communication with talking through Chase's behaviors and interventions. Mother was satisfied with BC, BHT, and MT Services	Mother was somewhat less than satisfied with Psychiatric Services of Late.
The meetings (initial ISPT and school IEP) have helped. Father would have liked to have had the meetings earlier (to discuss and present problems and to resolve them [school behaviors])	None.
Support for our family	
MT explaining the father's thought, expectations, etc. with Jacob around his behaviors, issues, etc.	Just appreciate that the time and assistance to work with Jacob in addressing behaviors.
Got him to take his meds. My son is being more helpful.	None
In-home services	None
Behavior Modification Techniques	
Parent feels school information given by BC is most helpful.	Parent would like improved communication from the school directly.
Communication between home and school.	None
Helping Dominic work through step-father's death in November	None
Training in how to use coping skills to work through problems	
In home therapy, social skill building work, assisting with education plans to meet her needs through meetings with the school, medication changes to address issues, and assisting with coordination of lab work and testing	
the help they have done to work with my son on his anger	
learning coping skills	
As per the father, "the child is learning to be more respectful." As per the child, "I am learning about feelings and how to count to 10." As per the mother, "we are learning how to co-parent better."	
The family felt the new behavior chart and interventions to prepare for the client's transition to the middle school the following year have been the most helpful thing about services within the last 6 months.	
The services received in the school to support Brantley and his communication skills and ability to join his peers.	Parent requested a communication chart to be made for school to home communication regarding skills being taught and behaviors.