



Psychiatric Rehabilitation Services



Annual Quality Review
July 1, 2021 – June 30, 2022

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Service Description

- The mobile psychiatric rehabilitation program at The Guidance Center serves individuals who are 18 years and older. The individuals served will meet the eligibility requirements set forth by the Office of Mental Health and Substance Abuse. Those diagnostic regulations define serving individuals who are diagnosed with Schizophrenia, Schizoaffective Disorder, Major Mood Disorder, Psychotic Disorder, or Borderline Personality Disorder. In addition, possess a moderate to severe functional impairment in the live, work, learn, and social domains of their life. The program follows the agency policies and procedures already established accommodating special populations. The agency maintains specific policies and procedures for providing services to individuals who are hearing and visually impaired. Additionally, The Guidance Center's policies and procedures provide guidance and protocol to address language barriers for individuals being served. Cultural Competency can be defined as an adherence to guiding principles developed to increase the ability of mental health providers, agencies or systems to meet the needs of diverse communities, including racial and ethnic communities.

Mobile Psychiatric Rehabilitation service delivery will be competent in the cultures that are predominant in the area. The Guidance Center acknowledges that individuals residing in the area are family oriented who are rooted deeply in their religious beliefs that live in a rural setting where everyone knows everyone. We acknowledge the difficulty, at times for individuals and families to accept assistance from anyone outside of the family realm. It is the intention of the service to respect those beliefs, however, at the same time break down barriers that exist surrounding the stigma of mental illness. Education will be provided to the individuals and families surrounding the basis of mental illness so recovery of the illness can be achieved. The Guidance Center strives to make programs assessable, appropriate, appealing, and effective for the community that we serve.

The Mobile Psychiatric Program understands that some cultures hold different beliefs about the causes and treatment of mental illness. Agency staff remain mindful and respectful of those in any of the programs the agency offers.

- Psychiatric Rehabilitation is an important and necessary service that assists individuals who have a history or presence of a serious mental health diagnosis to attain or enhance skills to support their recovery. Recovery is a process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential. This service focuses on individuals' strengths and supports to help them build skills they feel are needed to function in their chosen life roles.
- The Guidance Center's Compliance Department continuously evaluates the Psychiatric Rehabilitation Program to ensure the program operates within the descriptive outline.

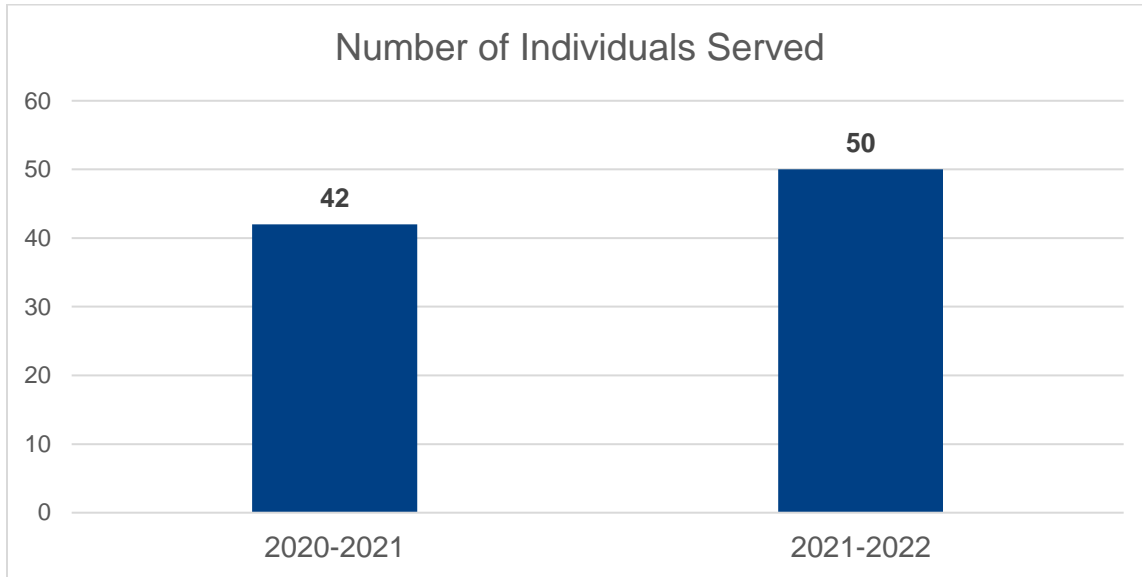
Overview

- The Guidance Center operates under the mission of developing and providing comprehensive, quality mental health and substance use treatment, intellectual disability services, education, prevention, and community outreach services, guided by principles of least restricted care, cost effectiveness, accessibility, and responsiveness to individuals, families and communities served.
- Psychiatric Rehabilitation is an important and necessary service that assists individuals who have a history or presence of a serious mental health diagnosis to attain or enhance skills to support their recovery. Recovery is a process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential. This service focuses on individuals' strengths and supports to help them build skills they feel are needed to function in their chosen life roles. The Guidance Center's Quality & Compliance Department continuously evaluates the Psychiatric Rehabilitation Program to ensure the program operates within the descriptive outline.
- The Guidance Center has continued to provide optimal service delivery within the Psychiatric Rehabilitation Program throughout the ongoing challenging times of the COVID-19 pandemic. As we maneuvered through the pandemic, our nation came to be in a stronger place with the utilization of tools such as vaccinations, boosters, and treatment. With these protective measures, there was reduction in illness severity, hospitalizations, and deaths related to COVID-19. Therefore, our agency provided more in-person sessions to the individuals served during this period of review. Additionally, we saw an increase in the individuals served participating in social activities. The Guidance Center continues to adhere to the CDC and State guidelines and will make accommodations to policies and procedures when necessary.
- Progress Measures are collected on client's responses to goals, strengths, activities, living status, learning status, work status, social goals, wellness activities, and progress made in the Psychiatric Rehabilitation Program.
- Quality Improvement plans are made based upon internal Compliance audit results and client feedback surveys to improve quality outcomes. Client feedback survey results provide necessary data to ensure The Guidance Center is delivering optimal care in the Psychiatric Rehabilitation Services. In October 2022, Psychiatric Rehabilitation clients were offered feedback surveys using a HIPAA compliant platform. Data was extracted and analyzed based on quality performance. Survey results are shared with the Program Director, Senior Management, Executive Director, and the Agency Board of Directors.
- Average Daily Attendance slightly increased from the last review of 8.57 individuals to 8.58 individuals. The average length of stay was 28.47 months.
- Data for this quality report is from July 1, 2021 to June 30, 2022.

Demographics

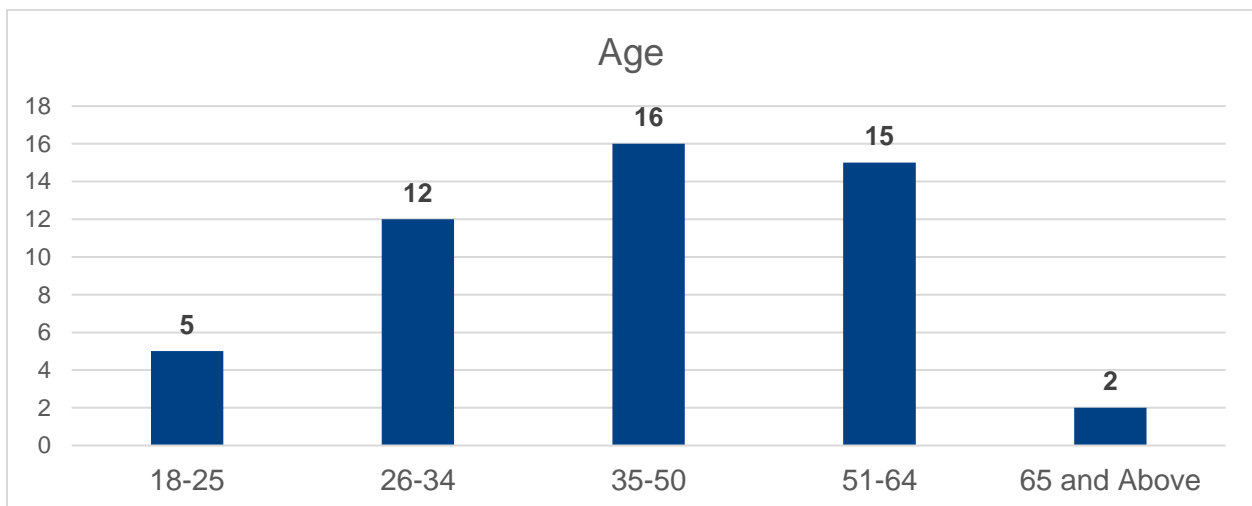
Number of Individuals Served

There was an increase of individuals served in the Psychiatric Rehabilitation Program during this review.



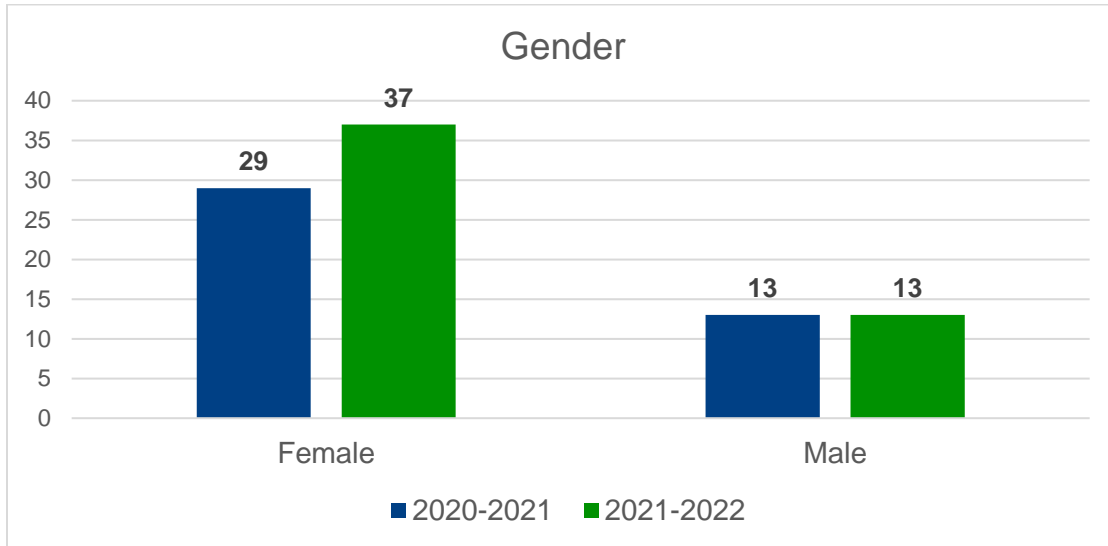
Age

Majority of individuals served in the program are between the ages of 51 and 64. A complete breakdown of individuals' age is captured in the table below.



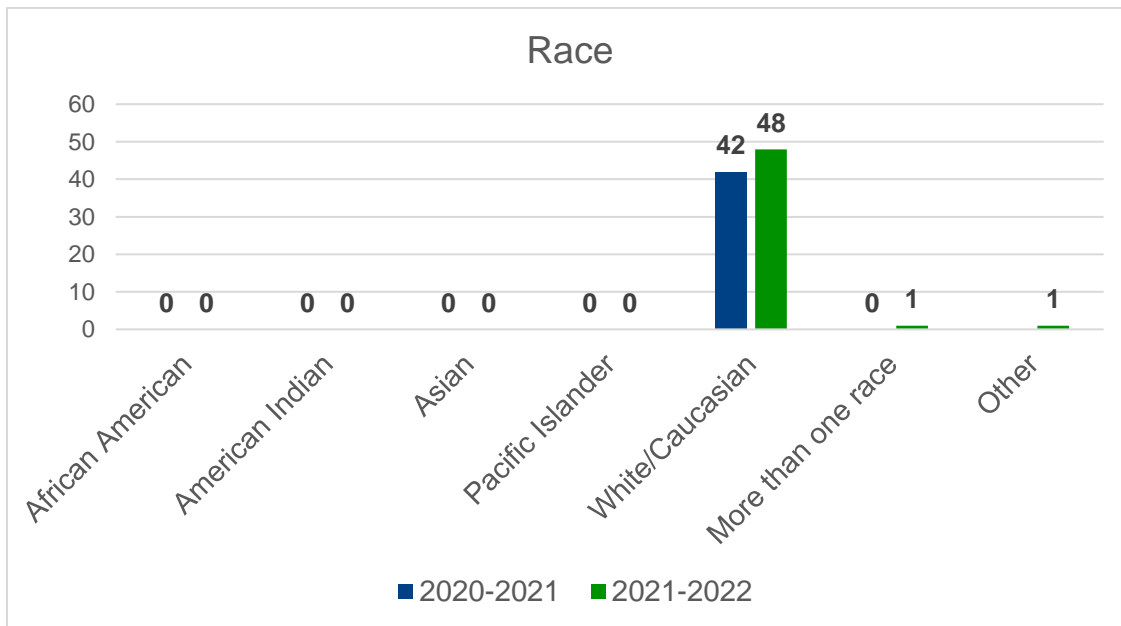
Gender

Consistent with last year, majority of individuals enrolled in the program are female.



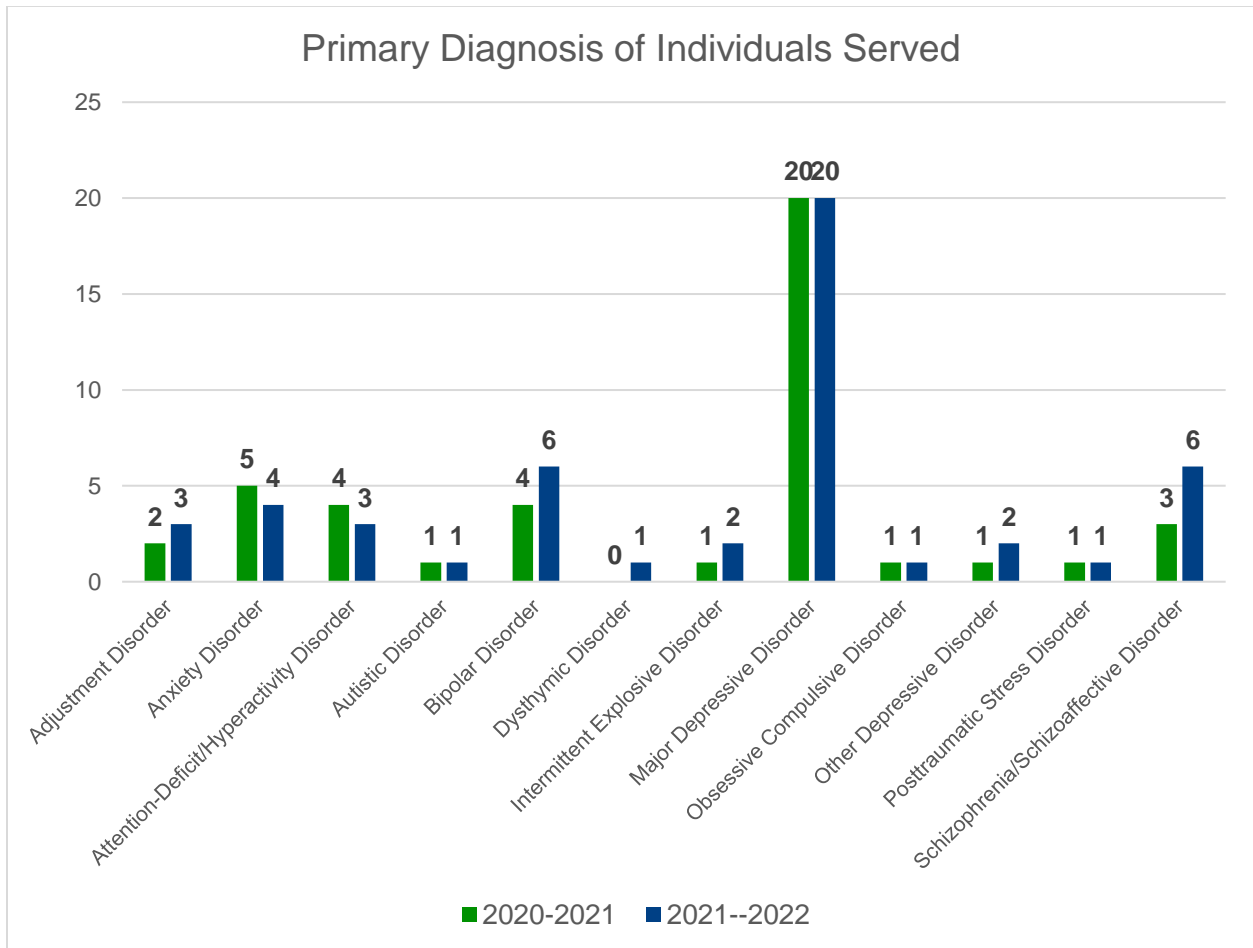
Race

Last year, all participants in the program were white/Caucasian. This year, we had two individuals identify as more than one race and as another race not listed. Below is a complete breakdown of individuals' race.



Primary Diagnosis

Consistent with the last review, the primary diagnosis of individuals served remains as Major Depressive Disorder.



Service Data

Admissions & Discharges

The Psychiatric Rehabilitation Program serves individuals who are 18 years and older who are diagnosed with a severe persistent mental illness and voluntarily wants to receive services. The Health Choices approved diagnosis is as follows:

- Schizophrenia
- Schizoaffective
- Psychotic Disorder
- Major Mood Disorder
- Borderline Personality Disorder

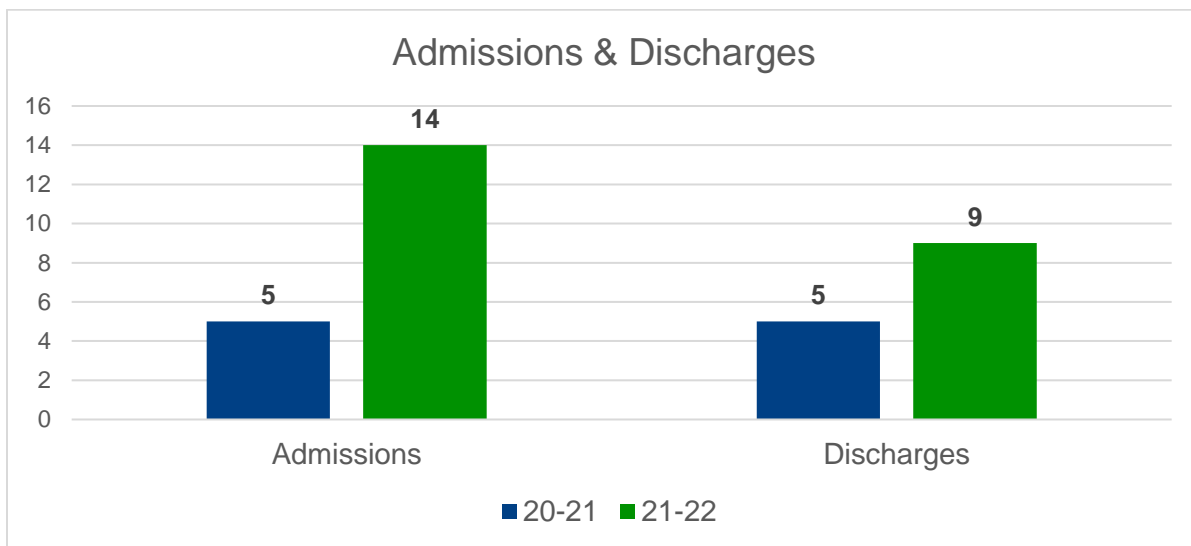
The individuals served will also have an identified moderate to severe functional impairment that interferes with their personal role performance in living, working, learning, and socializing

domains of their lives. These domains can also be interpreted as vocational, educational, and/or self-maintenance domains.

A written recommendation will be required for Psychiatric Rehabilitation Services from a Licensed Practitioner in the Healing arts. A LPHA will be defined as a Psychiatrist Licensed Psychiatric Registered Nurse or a Licensed Psychologist.

Individuals who do not meet the above outlined admission criteria may be considered for the program if, a Licensed Practitioner includes a diagnosis of mental illness that is listed in the DSM-V and has a written recommendation further outlining and describing the functional impairments of the individual being referred.

There was an increase in admissions and discharges in the Psychiatric Rehabilitation Program during this review. There were 14 admissions and 9 discharges during this review.



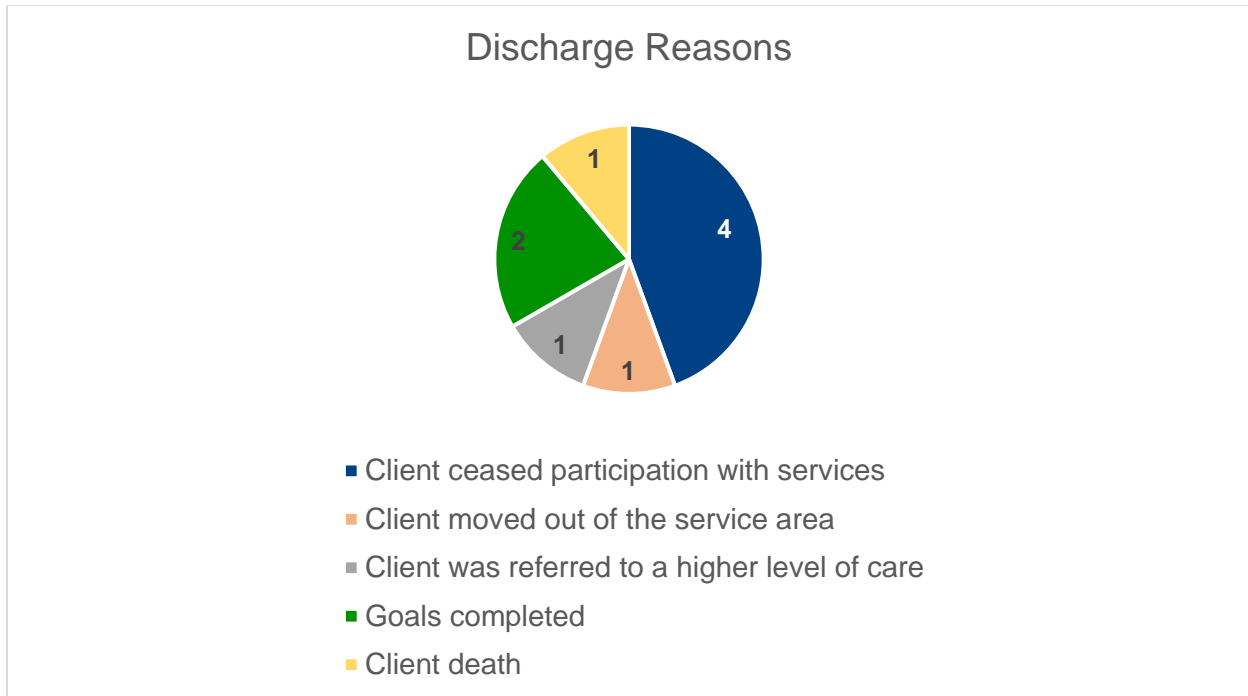
For exceptions to admission and continued stay requirements, there were two exceptions during this review. Each Psychiatric Rehabilitation Plan is reviewed every 90 days to ensure continued stay requirements were met.

Discharges

As individuals meet their objectives, improve their functional impairments, and develop a new skill set, discharge planning will occur. When individuals are discharged from the program, they are made aware of their rights and information regarding program referral if a future referral is necessary. Discharged cases are reviewed with the county program through the Base Service Unit process. Additionally, the collaborative team working with the individual will be aware of the discharge plan.

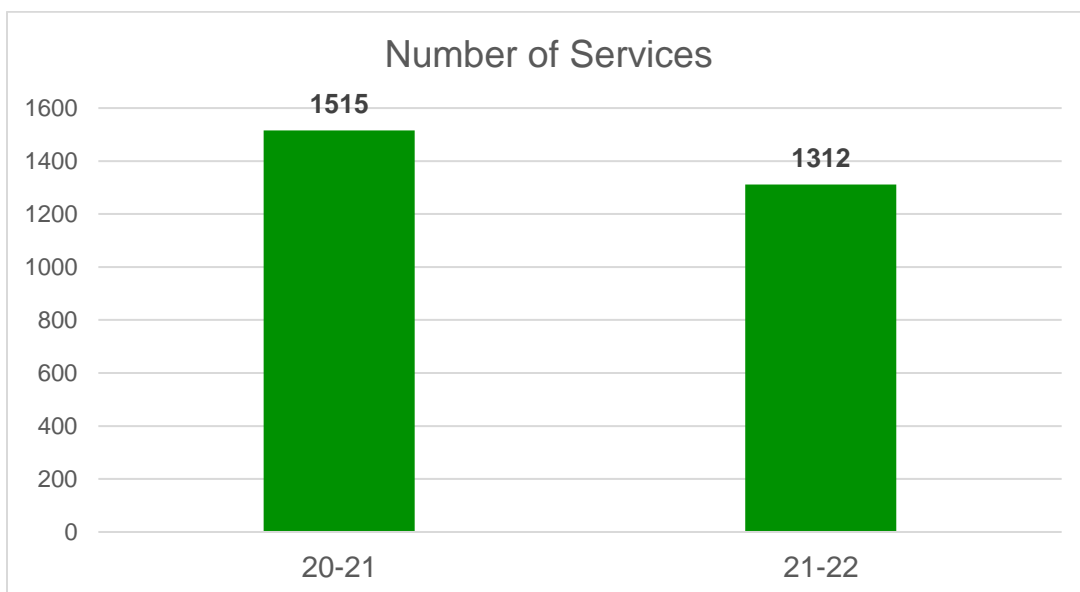
Discharge Reasons

Majority of clients ceased participation with services during this review. However, two individuals were discharged because they met their goals.



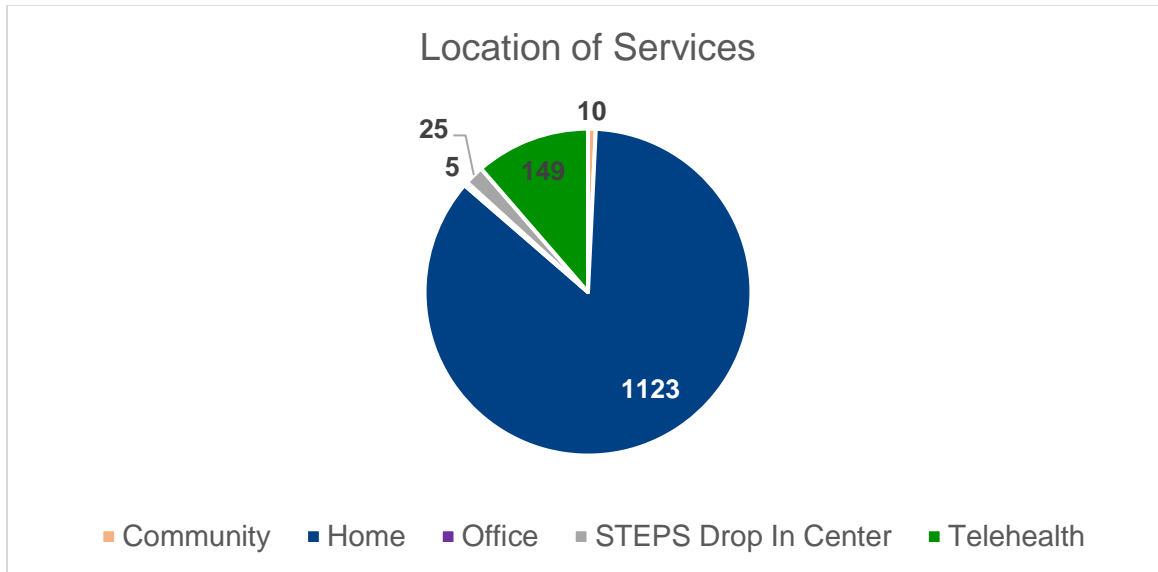
Number of Services

The number of services decreased during this period of review.



Location of Services

Last year, majority of services were delivered via telehealth. During this review, majority of services were delivered in the home.

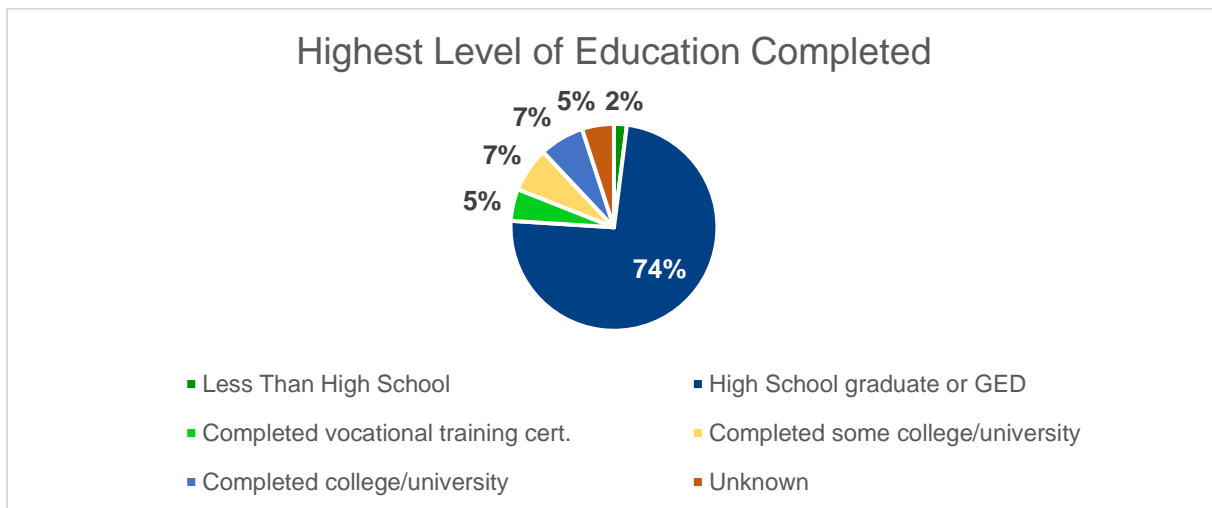


Progress Measure Responses

Progress Measures are completed on a quarterly basis. There were a total of 172 Progress Measures completed during this review. Data from Progress Measures are pulled from the most recent response completed for each individual.

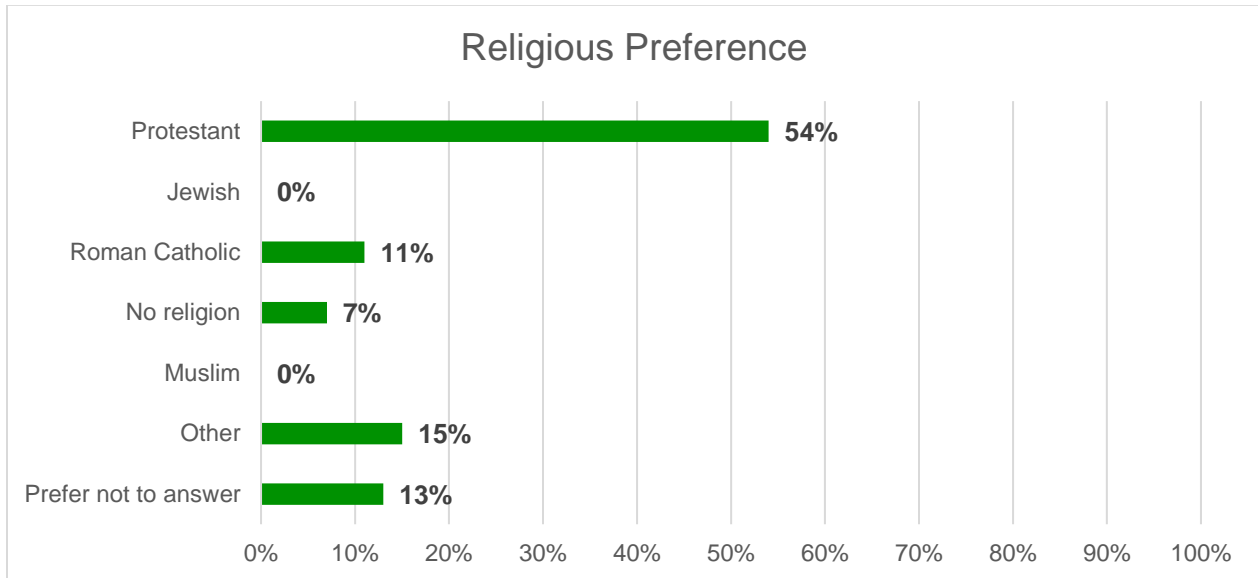
Education

Most of the individuals are a high school graduate or have a GED. A complete breakdown of individuals' education is represented in the next chart.



Religious Preference

In terms of religion preferences, most individuals reported Protestant. Zero participants reported Muslim or Jewish religion preferences.

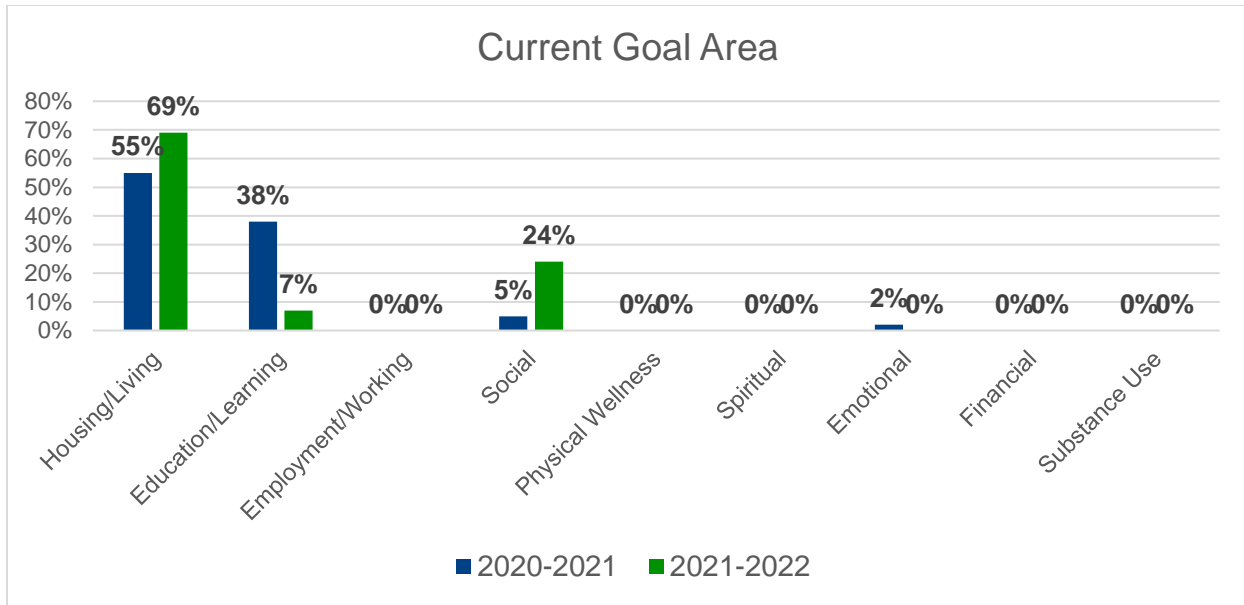


Goals

Of the most recent goal, most common reported goal area is housing/living. Some individual's rehabilitation plans include goal areas in education/learning and social. Goal area options include the following:

- Housing/Living
- Education/Learning
- Employment/Working
- Social
- Physical Wellness
- Spiritual
- Emotional
- Financial
- Substance Use

The current goal area for individuals enrolled in the Psychiatric Rehabilitation Program is consistent with last year being in the housing/living area. However, more individuals this review identified their current goal area in social.



Strengths

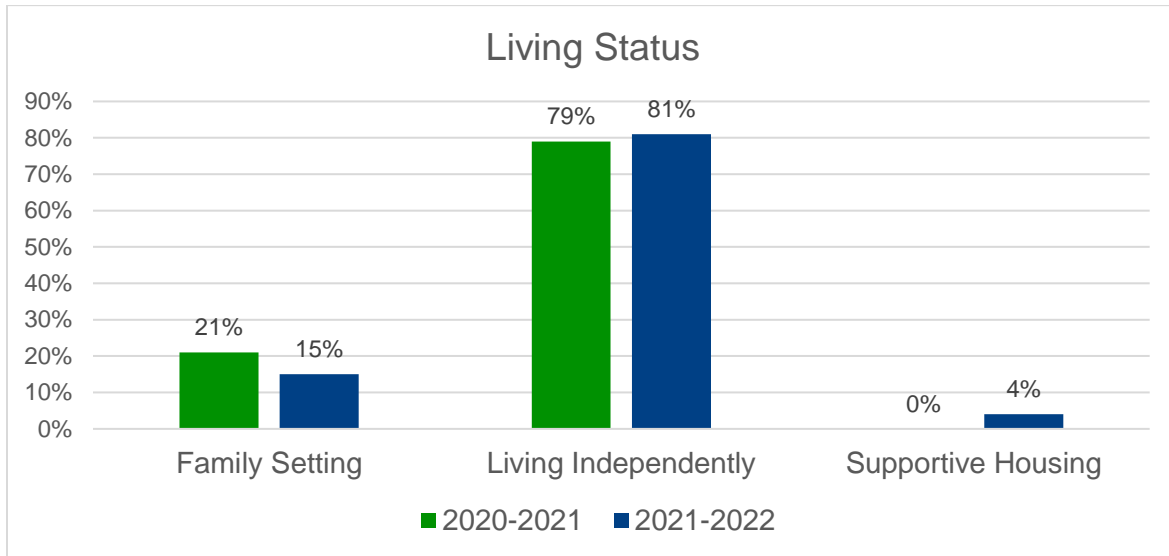
When completing their reviews, individuals are asked to identify strengths. The following word cloud is a representation of the strengths identified.



Activities

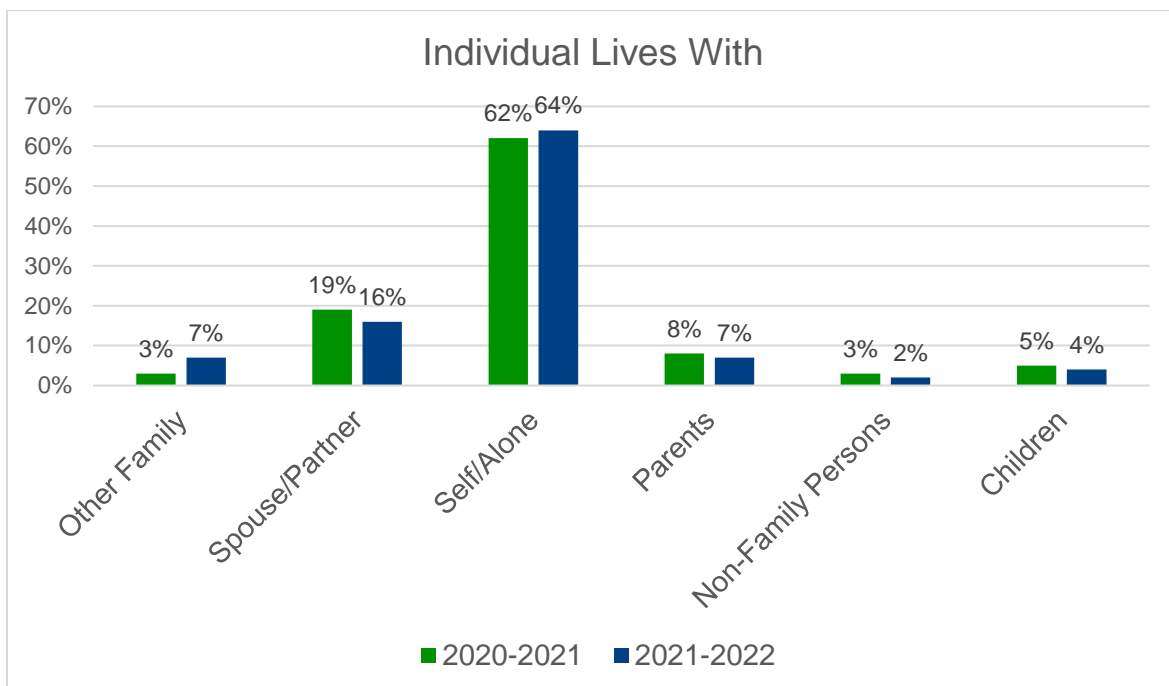
Living Status

Consistent with the last review, most individuals are living independently. Other individuals live in a family setting or in supportive housing.



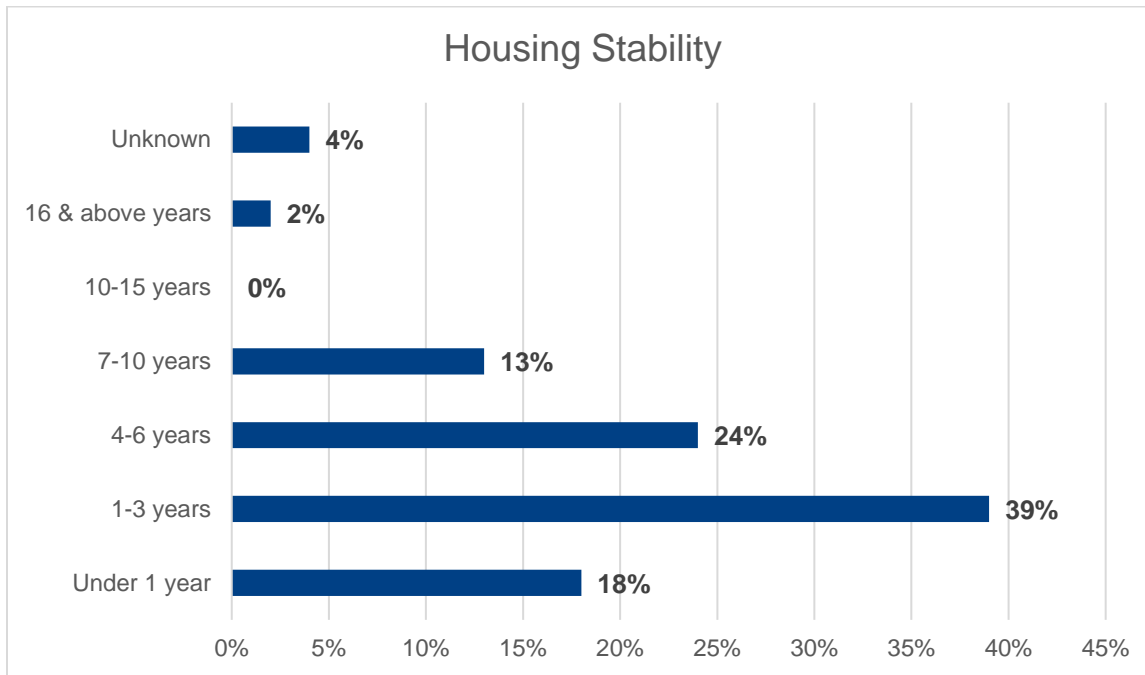
Individual Lives With

Most individuals continue to live by themselves or alone.



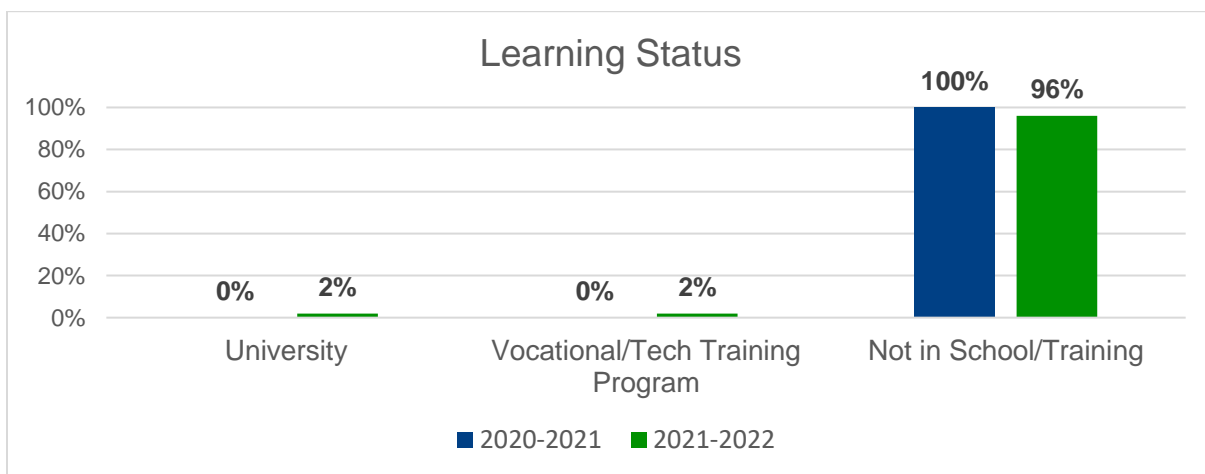
Housing Stability

Most individuals indicated they have lived in stable housing between 1 and 3 years.



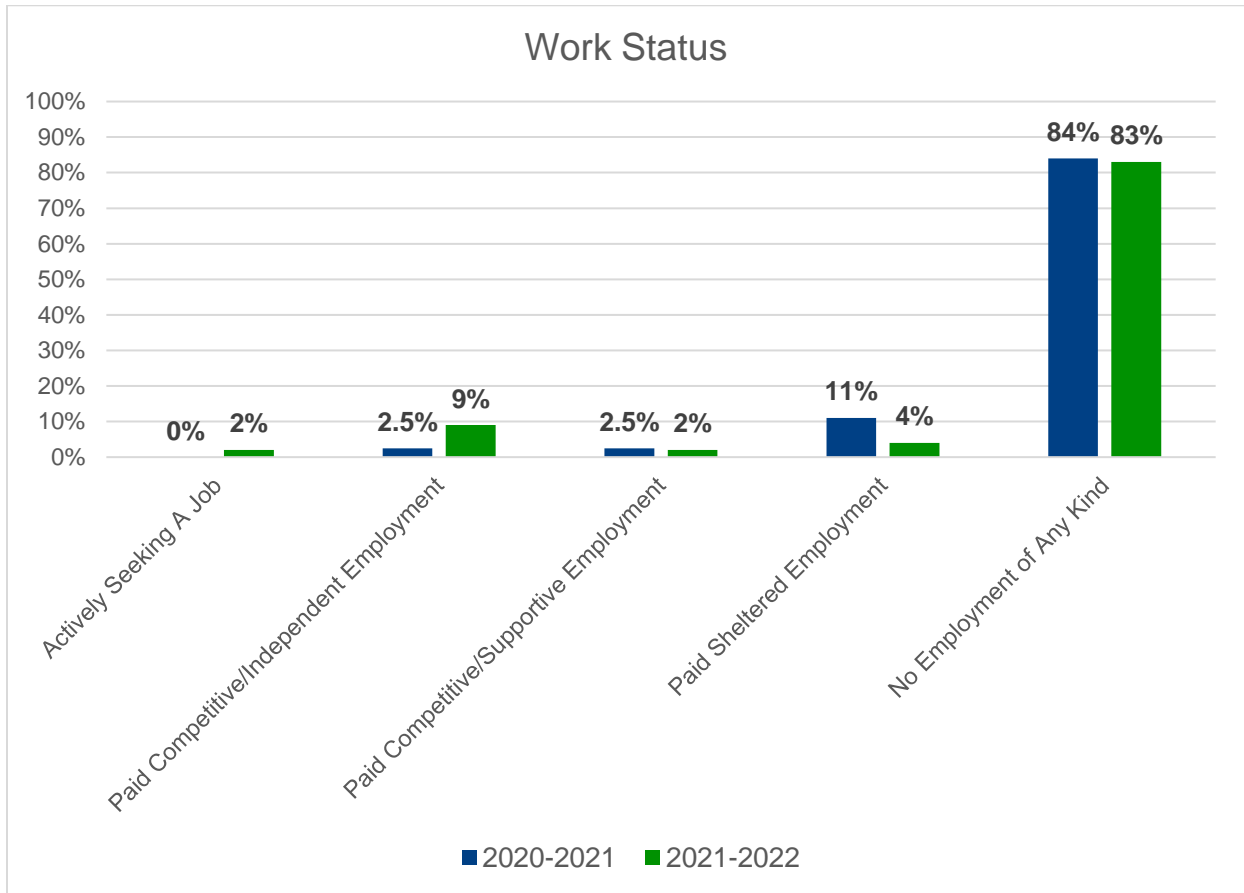
Learning Status

Last review, no individuals enrolled in the program were currently enrolled in school or training. However, during this review, two individuals indicated they were enrolled in a university or vocational/tech training program.



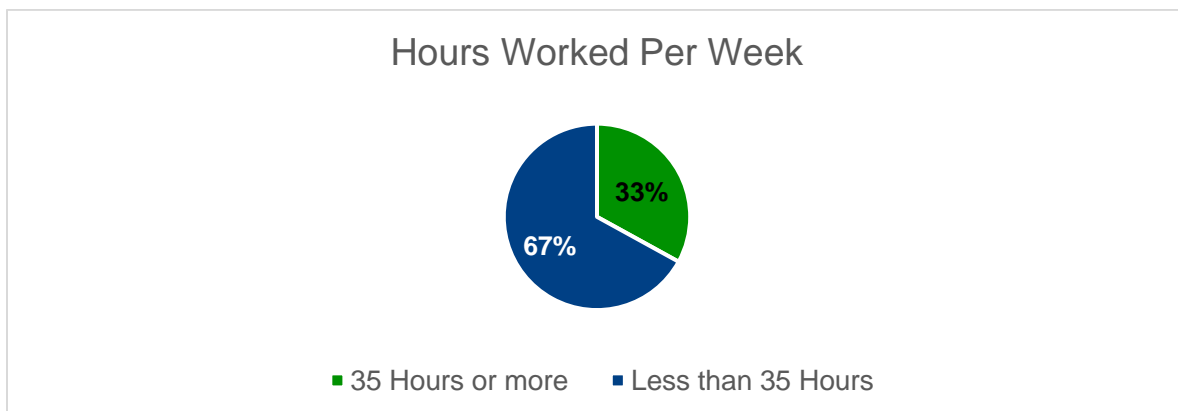
Work Status

Majority of individuals enrolled in the program have no employment of any kind. There was a 1% decrease in individuals having some sort of paid employment from the last review. However, there are 2% of individuals actively seeking a job.



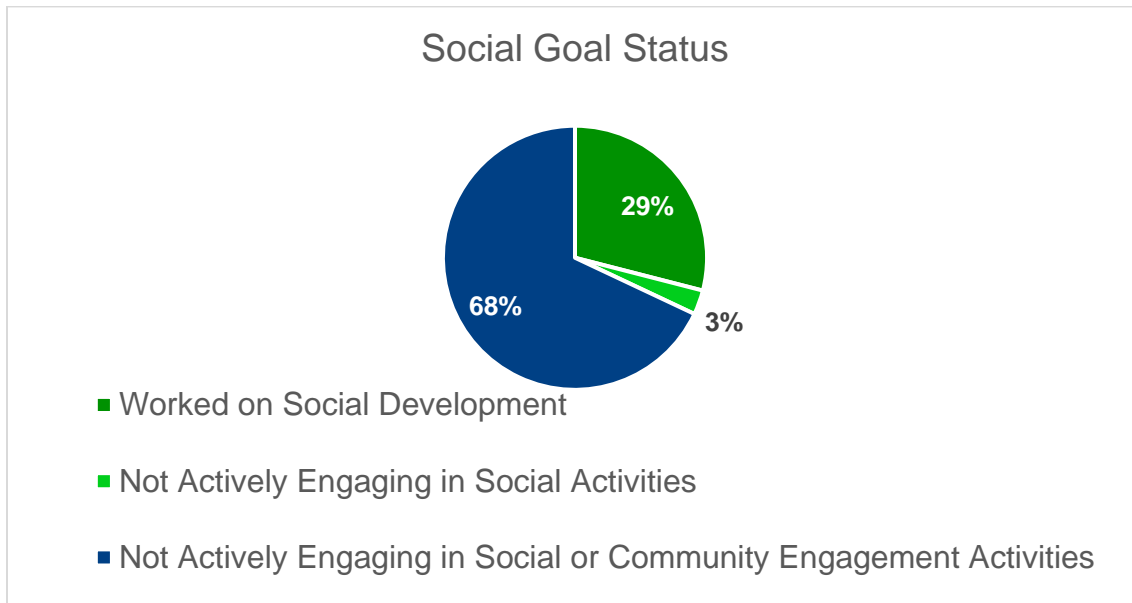
Hours Worked Per Week

Of the individuals who are employed, 33% work 35 hours per week or more while 67% work less than 35 hours per week.



Social

During this fiscal year, social distancing guidelines were reduced, and more individuals participated in social activities again. Last review, approximately 20% of individuals were engaging in some sort of social activities. This review, we saw an increase of 9% more individuals engaging in some sort of social activity.

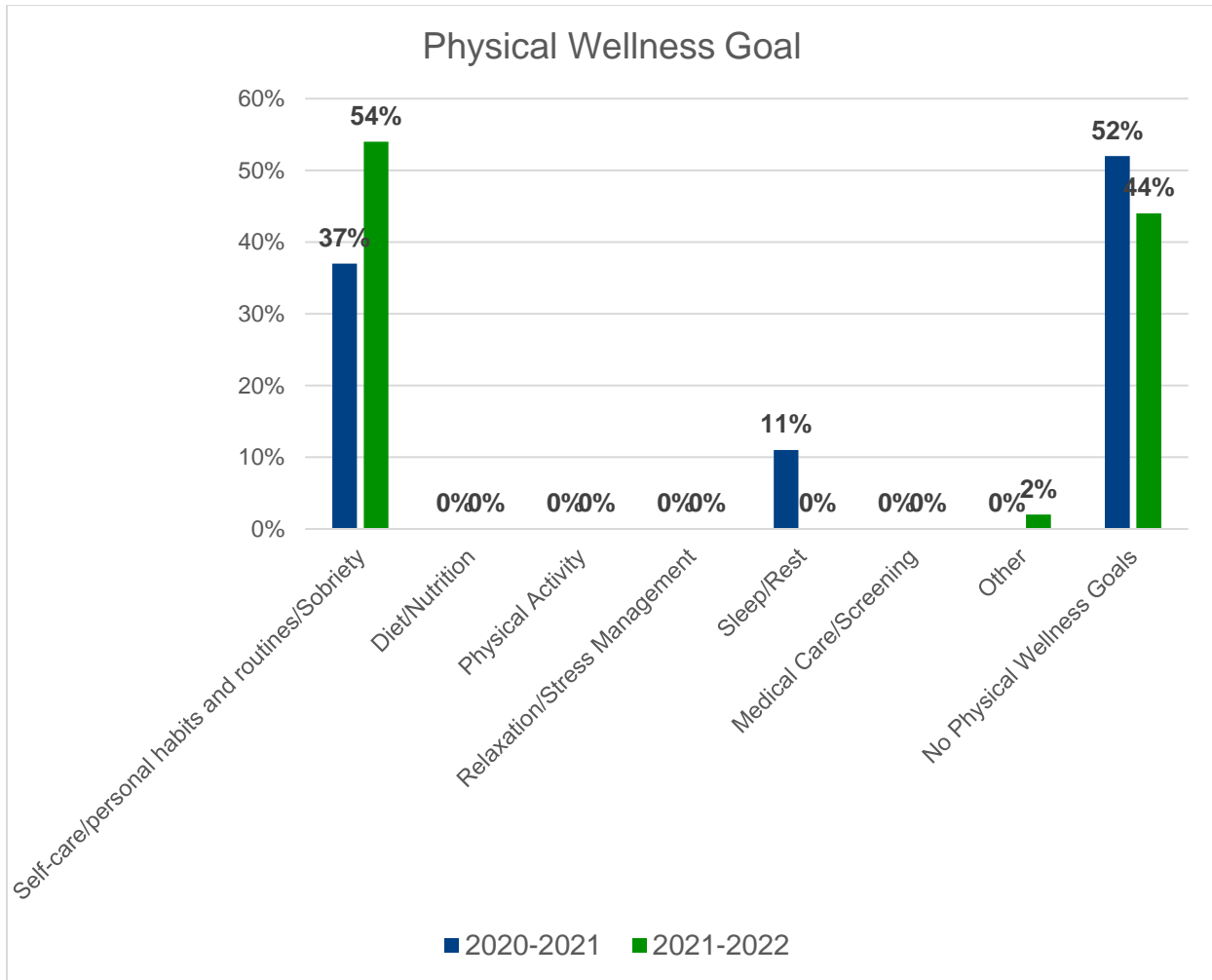


Physical Wellness

Within the Progress Measure, individuals are asked to report on their physical wellness goal. The Physical Wellness goal areas are as follows:

- No Physical Wellness Goals
- Self-Care/Personal Habits and Routines
- Diet and Nutrition
- Physical Activity
- Relaxation/Stress Management
- Sleep/Rest
- Medical Care/Screening
- Other

There was an increase of physical wellness goals identified and a decrease in individuals with no physical wellness goals identified by the individuals served.



Outcomes

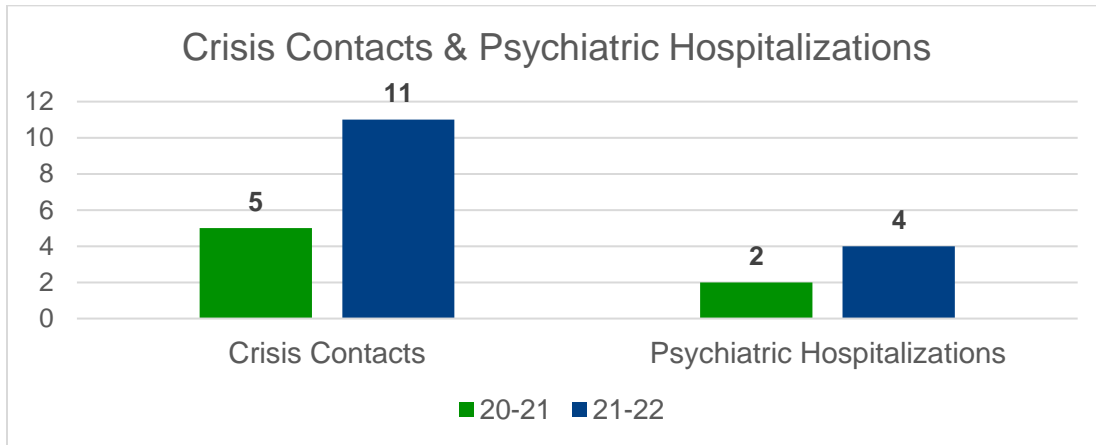
Services are delivered to protect the confidentiality of the person, however, striving to meet the needs, desires, and outcomes defined by the consumer.

Psychiatric Rehabilitation will meet the identified outcomes of the Program, those being:

- Reduced Hospitalization
- Reduced Crisis contacts
- Provide early intervention in relapse symptom logy
- The identified functional impairments will see an improvement, gain or restoration in functioning level and positive change.
- Increase the ability to fulfill work or educational goals
- Valued Roles of the individual will be obtained.

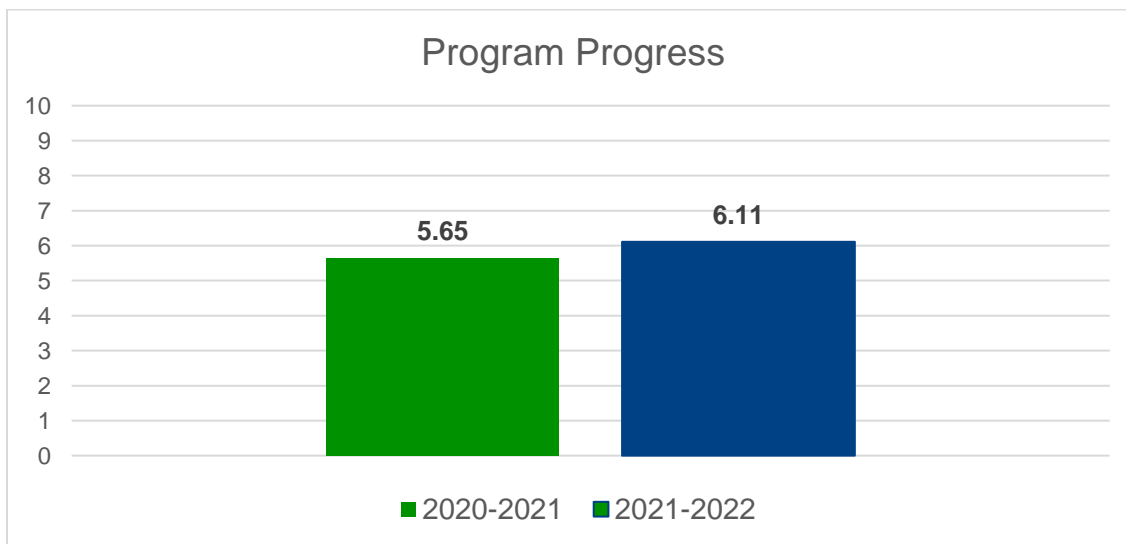
Crisis Contacts & Psychiatric Hospitalizations

Recognizing the importance of coordinating care, the program monitors involvement with crisis services and supporting those who have been hospitalized. During this review, individuals receiving Psychiatric Rehabilitation Services had 11 contacts with crisis services. Additionally, 4 individuals required psychiatric hospitalizations. Crisis contacts and psychiatric hospitalizations have increased in this fiscal year.



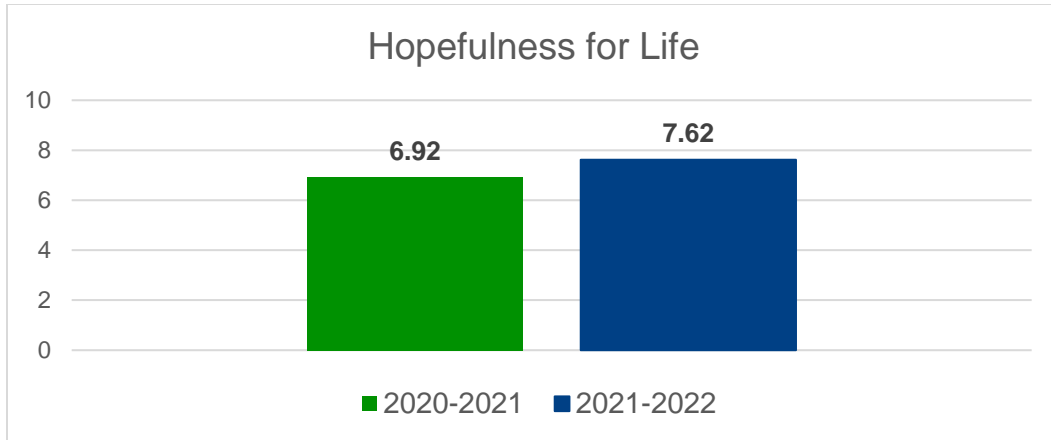
Progress in program

On a scale from 1 to 10 with 1 being *No Progress* and 10 being *A Lot of Progress*, individuals rated how much progress they have experienced while enrolled in the program. The average score increased from 5.65 to 6.11 during this review.



Hopefulness for Life

On a scale from 1 to 10 with 1 being *No Hope* and 10 being *Filled with Hope*, individuals rated how hopeful they feel about their life. The average score increased from 6.92 to 7.62 during this review.



We have seen an increase in hospitalizations and crisis contacts. Hospitalizations and crisis contacts have increased not only within the program, but within the agency as a whole. However, the progress measures indicate consumers are making progress in the program.

Program Adherence

To ensure that Psychiatric Rehabilitation Services are adhering to the Program Model, multiple strategies are utilized. The agency's Quality & Compliance Department evaluates the Psychiatric Rehabilitation Program to ensure the service description is followed and the needs of the individuals are being met.

Program adherence efforts are monitored by quality reviews, internal compliance audits, intensive supervision, and staff training.

The following auditing methods are completed in the Program:

1. Internal biannual audits by Compliance Coordinator
2. Internal chart reviews by Program Director

Methodology

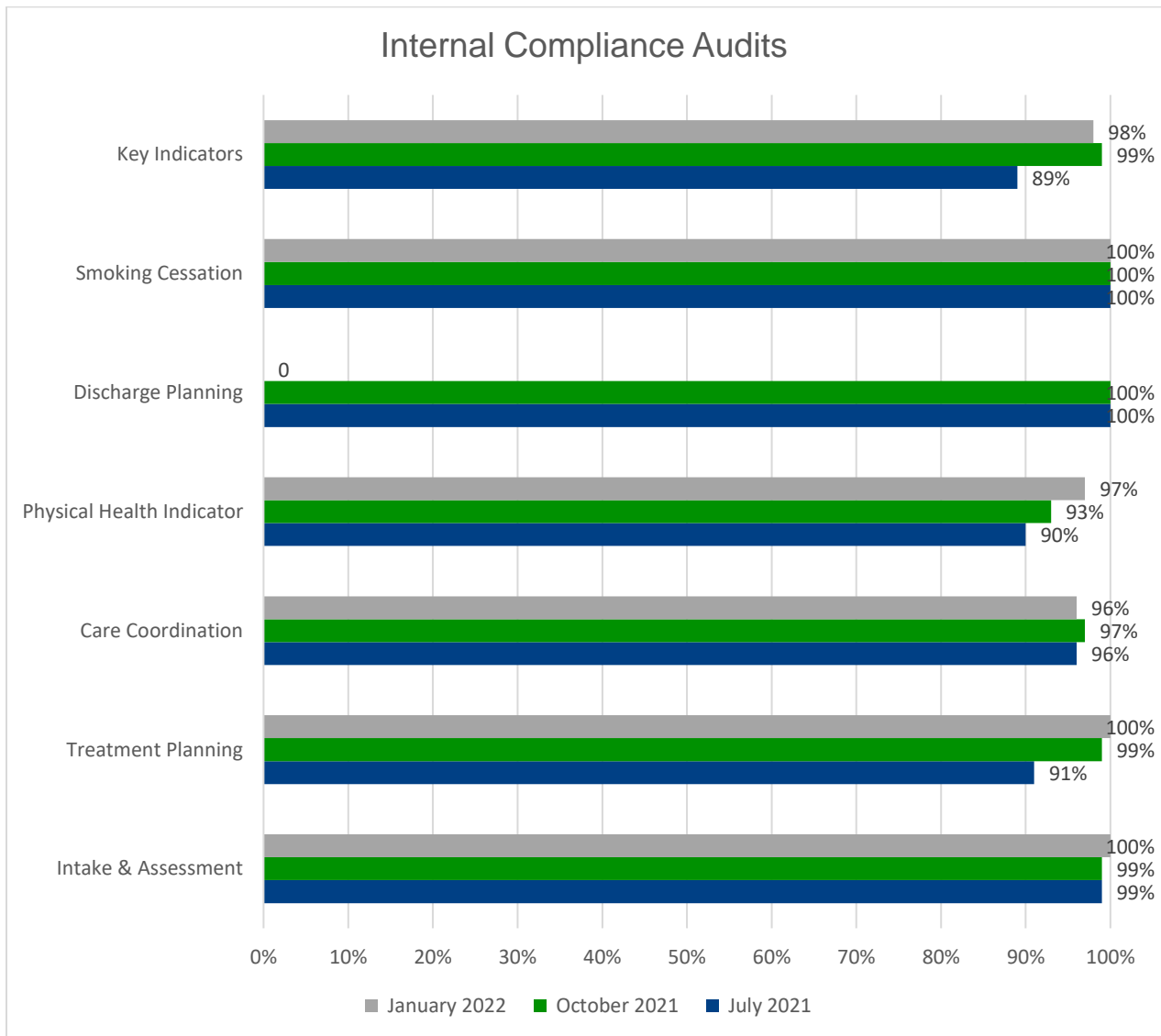
Methodology for sampling:

A random sample of charts are selected by the Compliance Coordinator for the internal compliance audits.

In addition to internal compliance audits, chart reviews are conducted by the Program Director who randomly selects the same number of charts from each staff member to be audited quarterly.

Audit Results

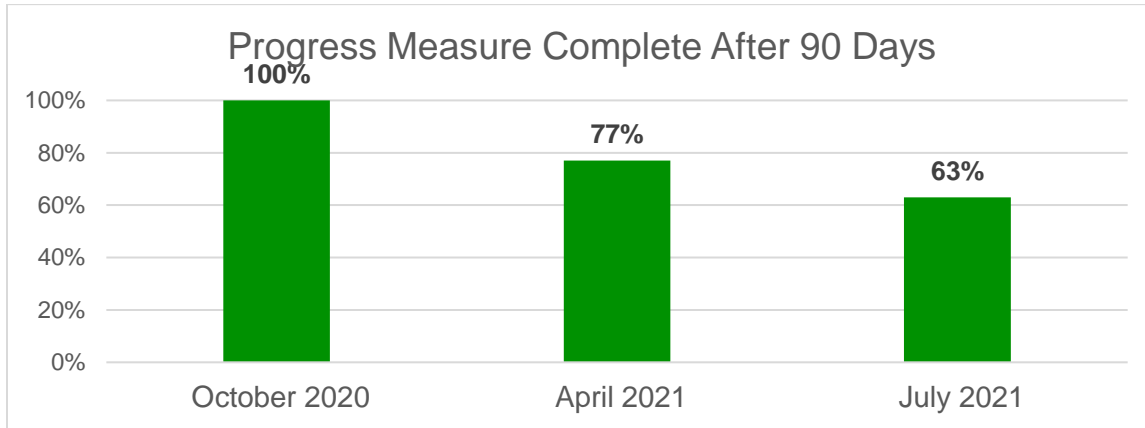
There were 3 internal compliance audits completed during this fiscal year. Results from the 3 internal audits are below.



July 2021 Internal Compliance Audit:

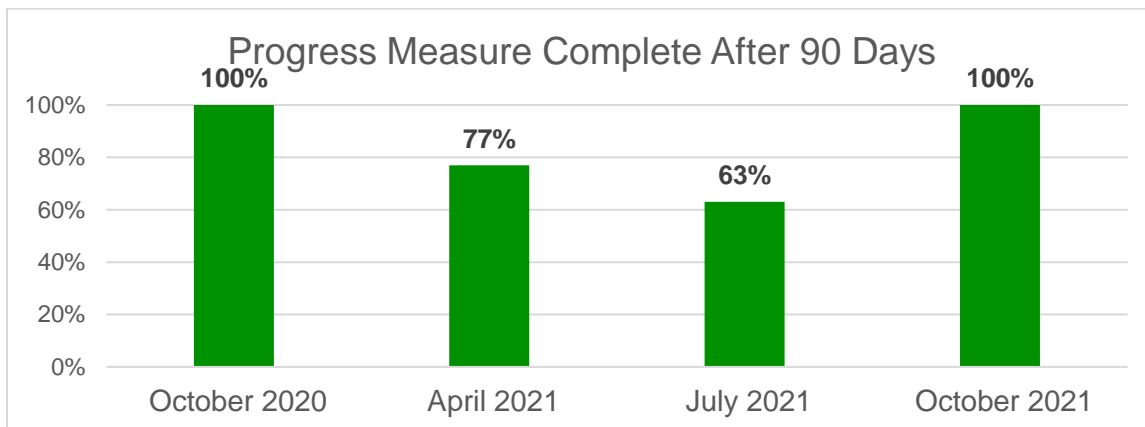
The key indicator “Progress Measure Complete after 90 days” fell below the goal of 80% therefore a Plan Do Check Act (PDCA) was enacted. The quality team developed a plan to

increase this indicator and closely monitored this area until it exceeded the goal. Below is a chart that shows the increase of the indicator.



October 2021 Internal Compliance Audit:

All indicators including the key indicators were above the goal of 80% therefore the PDCA for “IRP Review complete after 90 days” was retired.



January 2022 Internal Compliance Audit:

There were no discharges therefore the indicator was not applicable during this review. All indicators including the key indicators were above the goal of 80%.

Staff Supervision

Staff supervision is a significant focus area for the Psychiatric Rehabilitation Program. Supervision is held face-to-face on a weekly basis. The Program Coordinator uses supervision time to monitor the evidence-based approaches that are utilized in the program. Individual supervision monitors the outcomes of each individual receiving services. Group staff meetings occur on a monthly basis. Meetings address agency policies, evidence-based approaches being

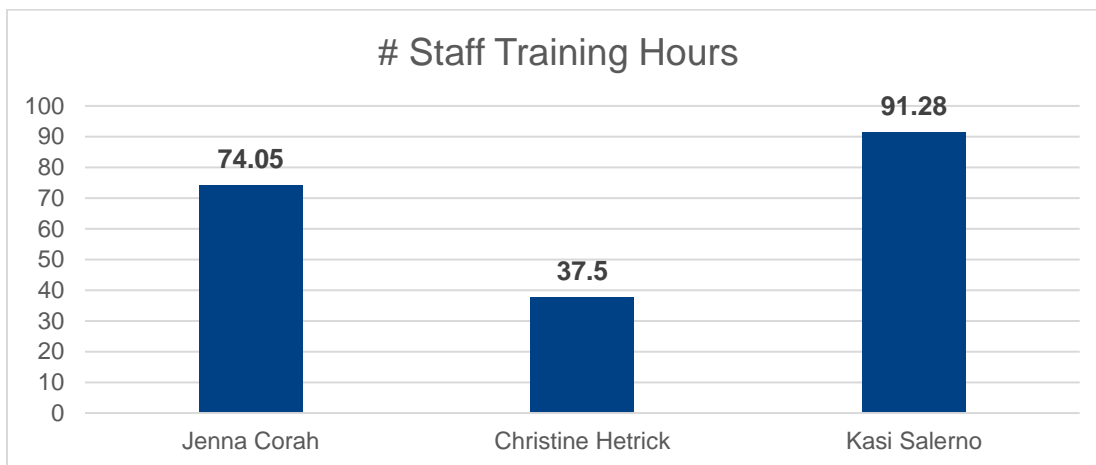
utilized, outcomes of the models being delivered, and overall functioning and satisfaction of the program being delivered.

Staff supervision logs are kept by the Program Coordinator.

Staff Training

To ensure the fidelity of the model, staff are required to complete agency and program specific trainings. All Psychiatric Rehabilitation staff have completed all agency required trainings and all staff have met the requirements of additional Psychiatric Rehabilitation trainings. Annual required agency trainings completed by all staff include:

- Risk Assessment, Suicide Prevention, and Suicide Response
- The Role of Family and Peers
- Cultural Competency
- Trauma Informed Care
- Fraud, Waste and Abuse
- Continuity of Care Across Services Within The Guidance Center
- Overcoming Barriers to LGBTQIA+ Affirming Behavioral Health Services

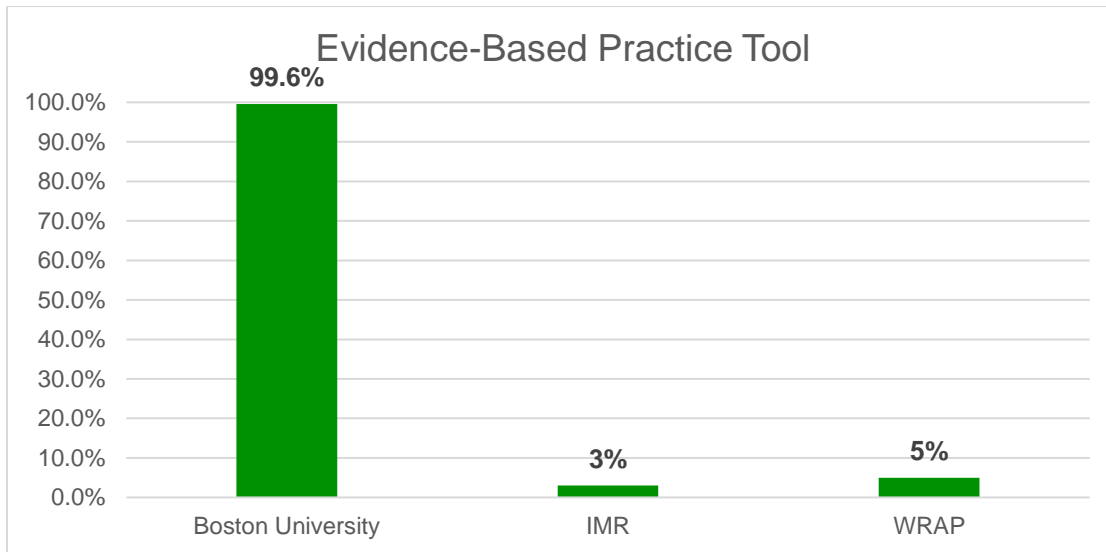


In addition to the required annual trainings, all staff within the program completed the Illness Management and Recovery Model, Suicide-Specific Interventions and Best Practices, WRAP One on One, Goals and Crisis Prevention & De-escalation Tips & Techniques Training. Additionally, all staff reviewed the Agency Quality and Compliance Plans for 2022.

Evidence-Based Practices

The mobile psychiatric program at The Guidance Center operates a program utilizing some of the components of the Boston University Approach, Illness, Recovery, and Management curriculum and WRAP.

The Boston University beliefs are the foundation of our service delivery. The Illness, Management and Recovery will ensure a focus on wellness, recovery, and skill building. In addition, the mobile psychiatric rehabilitation program offers to consumers the opportunity to develop WRAP plans to ensure individual wellness and offers personal support to individuals during times of crisis.

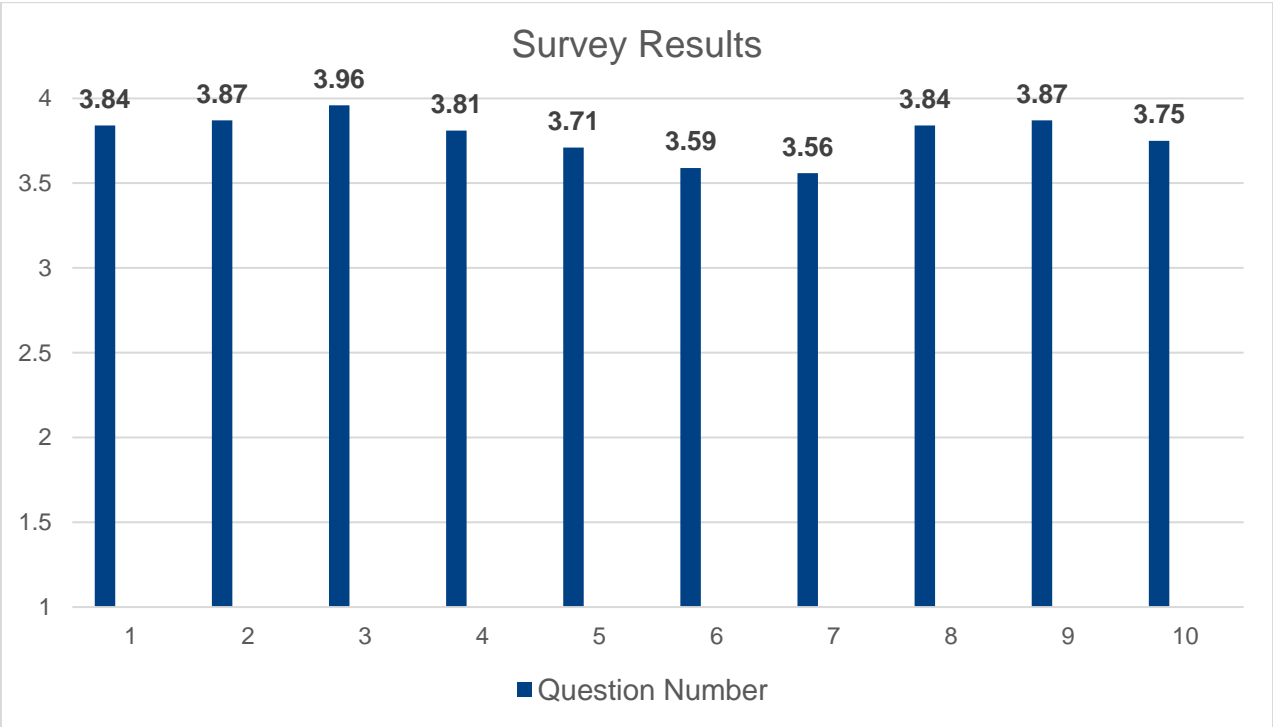


Survey Results

Surveys were offered to the participants enrolled in the Psychiatric Rehabilitation Program and thirty-two surveys were completed. Participants were asked how satisfied they were in the categories below. The answers ranged on a scale from 1 to 4. One represents not satisfied and 4 represents very satisfied. The numbers have been averaged and results of the survey are as follows:

Survey Results	
1. Timeliness of our response to your initial request	3.84
2. The setting in which the services are provided.	3.87
3. The courtesy and respect shown by clerical staff.	3.96
4. The courtesy and respect shown by the treatment provider.	3.81

5. The level of confidentiality	3.71
6. Your participation in the development of a treatment plan that met your needs	3.59
7. Your provider's ability to help you and your family.	3.56
8. Your ability to handle your situation as a result of receiving services.	3.84
9. The frequency and convenience of contacts.	3.87
10. Did services provided address your specific cultural background in a respectful manner?	3.75



Many of the individuals referenced they feel more confident and a better quality of life since being enrolled in the Psychiatric Rehabilitation Services. Overall, individuals feel satisfied with the services they are provided.

Comments

Individuals were offered a space to reflect on what has been the most helpful thing about the services they are receiving. Below is a word cloud that depicts some of their comments.

