

SAFE HARBOR BEHAVIORAL HEALTH OF UPMC HAMOT

Partner with Western Psychiatric Institute and Clinic of UPMC

2015-2016

Annual Summary

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Outpatient Therapy and Medication Clinic

From 7/1/15 – 6/30/16, Safe Harbor Behavioral Health of UPMC Hamot's Adult Outpatient Program served a total of 6,341 individuals. The Child Outpatient Program served a total of 1,887 individuals.

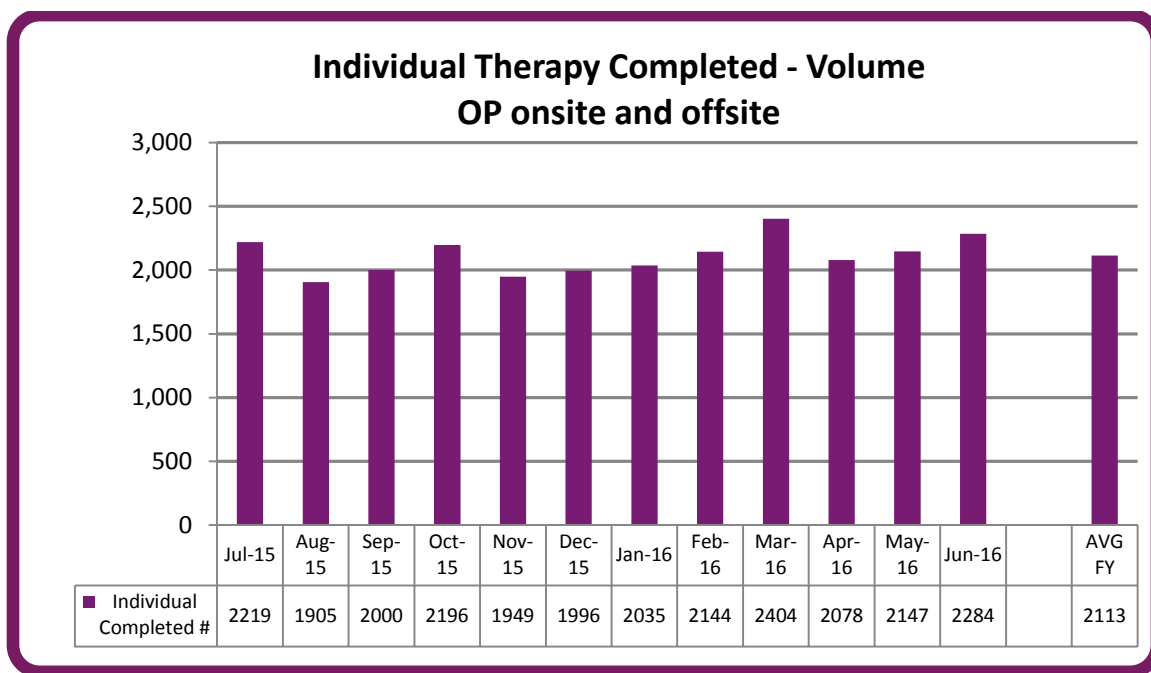
3,438 unduplicated adults (age 18+) and 1,121 unduplicated children (age <18) were served in the therapy clinic. Therapy services encompass traditional ongoing outpatient therapy, psychosocial assessment services, psychological assessment, and peer services.

4,982 unduplicated adults were served in the medication clinic, which includes psychiatric evaluations and medication visits.

Safe Harbor Behavioral Health of UPMC Hamot employed over 25 full-time **therapists**, who provided 25,477 individual sessions, 450 family sessions and 945 group sessions *at all sites combined*. In Certified Peer Specialist Services, 37 unduplicated clients received 96 individual sessions, 178 unduplicated clients received psychological services.

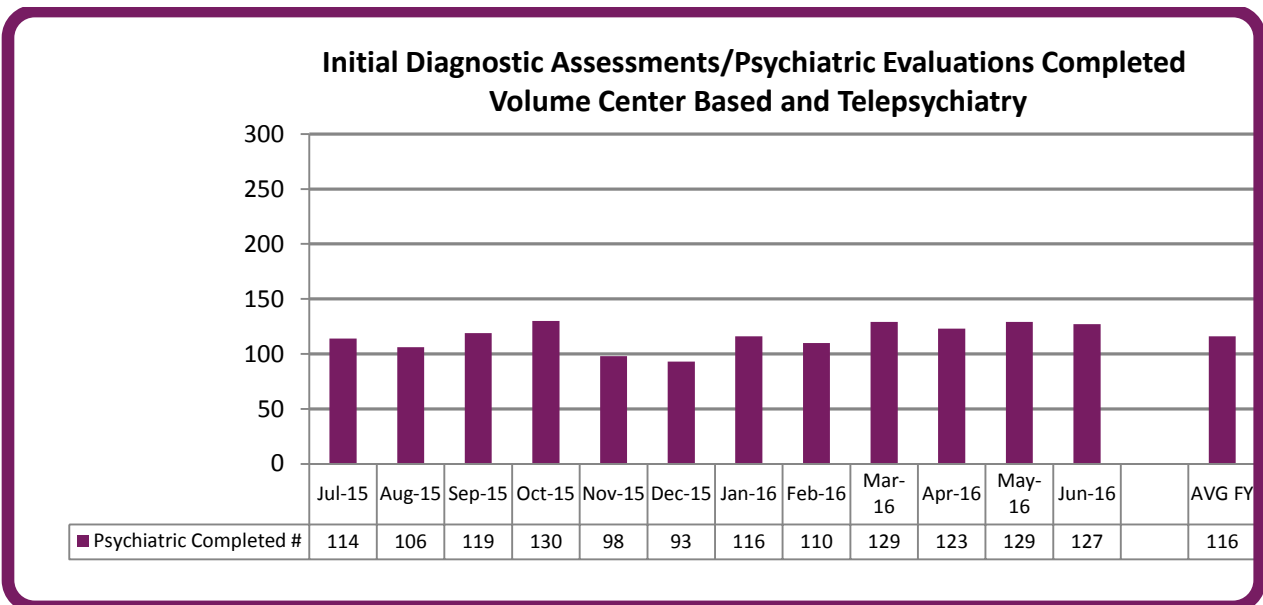
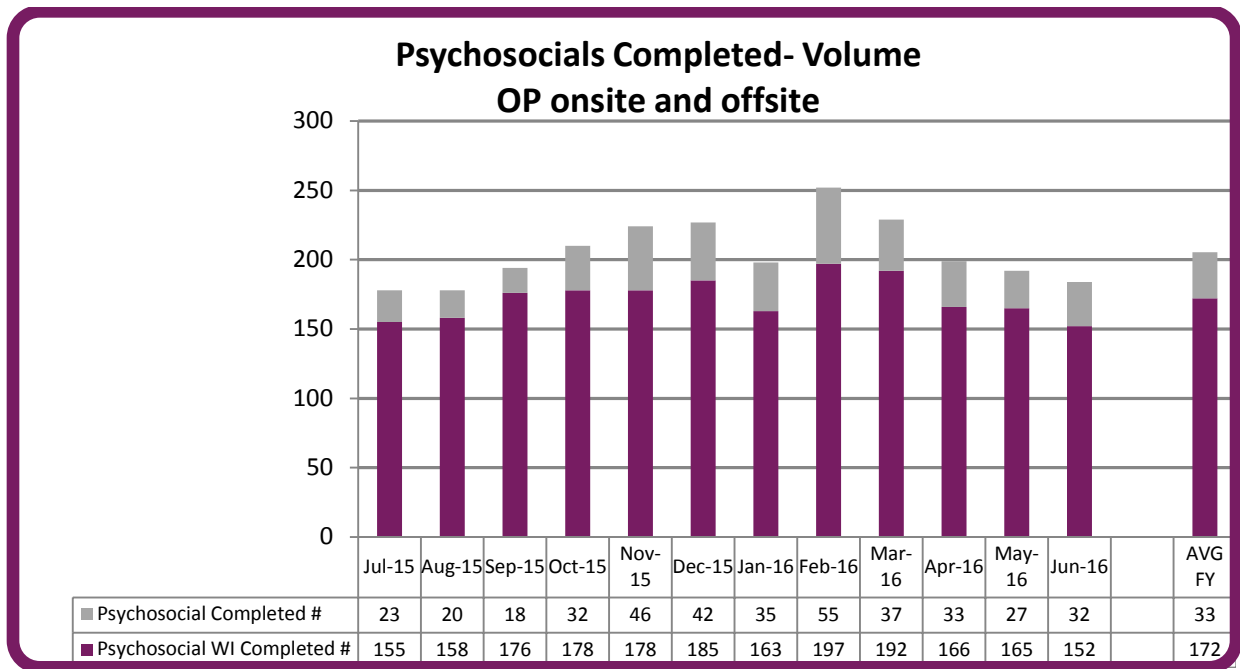


Within our satellite programs, there were 8,499 individual therapy sessions, 152 family sessions, 73 group sessions, and 224 psychosocial evaluations that were provided to 1,279 unduplicated clients. Many of these were children in area schools and many were at the Wayne Primary Care site, the Multicultural Resource Center, and Safe Harbor West on West 12th St.



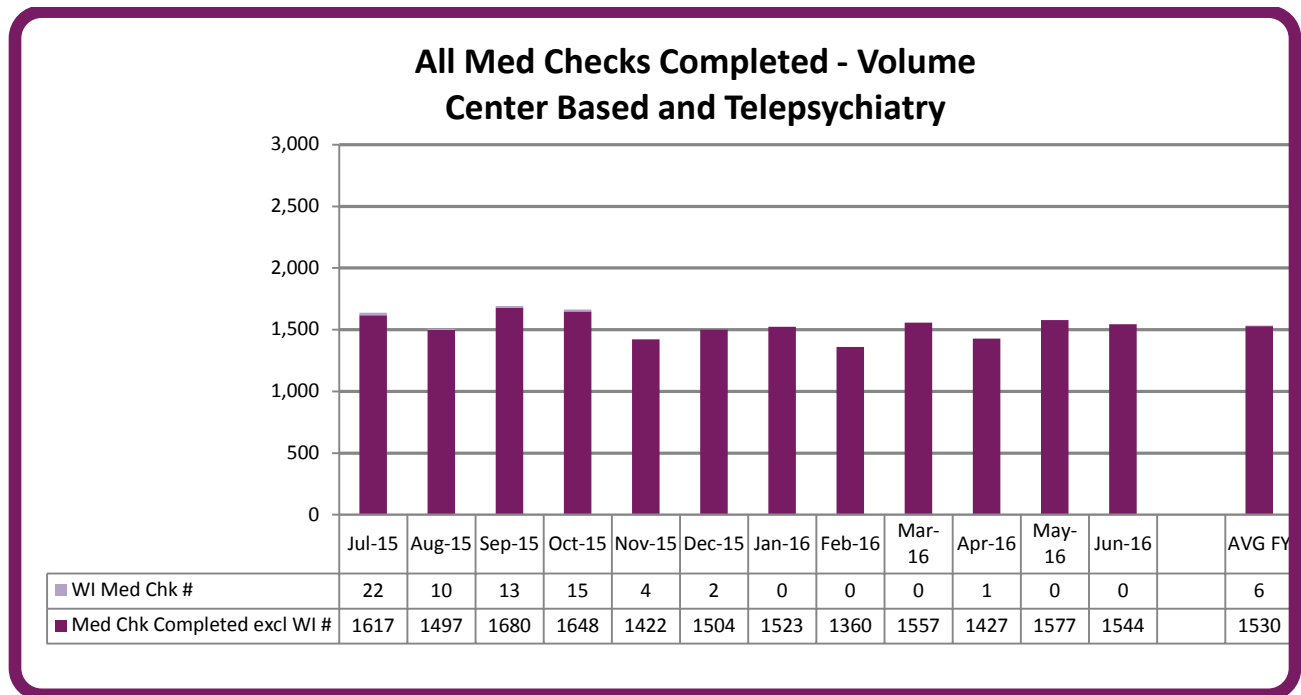
Monthly therapy volumes increased from an average of 2,054 per month in the last fiscal year.

When **new clients** enrolled in services in 2016, clinicians completed 2,064 walk-in psychosocial assessments and 401 scheduled psychosocial assessments. There were 1,394 initial psychiatric evaluations for new clients.



This compares to approximately 115 per month in fiscal year 14-15

At the conclusion of Fiscal Year 15-16, the **medication clinic** had grown to include more than five full-time psychiatrists, three full-time nurse practitioners, one physician assistant, and additional per diem staff, with supplemental hours being provided by telepsychiatry. These prescribers provided a combined 18,421 medication checks at Safe Harbor, of which 1,939 medication checks were delivered through telepsychiatry. The clinic continues to have a thriving telehealth service, and to provide specialty services for injection medications and Clozaril.



This is a decrease from 1,603 visits per month on average in fiscal year 14-15.

Age and payer of **active clients in outpatient (billable service within the past six months)** as of June 30, 2016 are summarized below:

age <18				age 18+			all ages		
Insurance at Last Service	Active	Closing	Total	Active	Closing	Total	Active	Closing	Total
CC (CCBH)	967	93	1,060	2,098	64	2162	3,065	157	3,222
CO (County)	26	5	31	172	5	177	198	10	208
MA (Medical Assistance)	11	1	12	46	2	48	57	3	60
MC (Medicare)	9	1	10	1,491	29	1,520	1,500	30	1,530
NO (No Insurance)	8	3	11	51	5	56	59	8	67
PR (Private)	329	48	377	994	40	1,034	1,323	88	1,411
SE (Self Pay)	2		2	10		10	12	0	12
VB (Value Behavioral Health)	5		5	4		4	9	0	9
Total	1,357	151	1,508	4,866	145	5,011	6,223	296	6,519

% Medicare

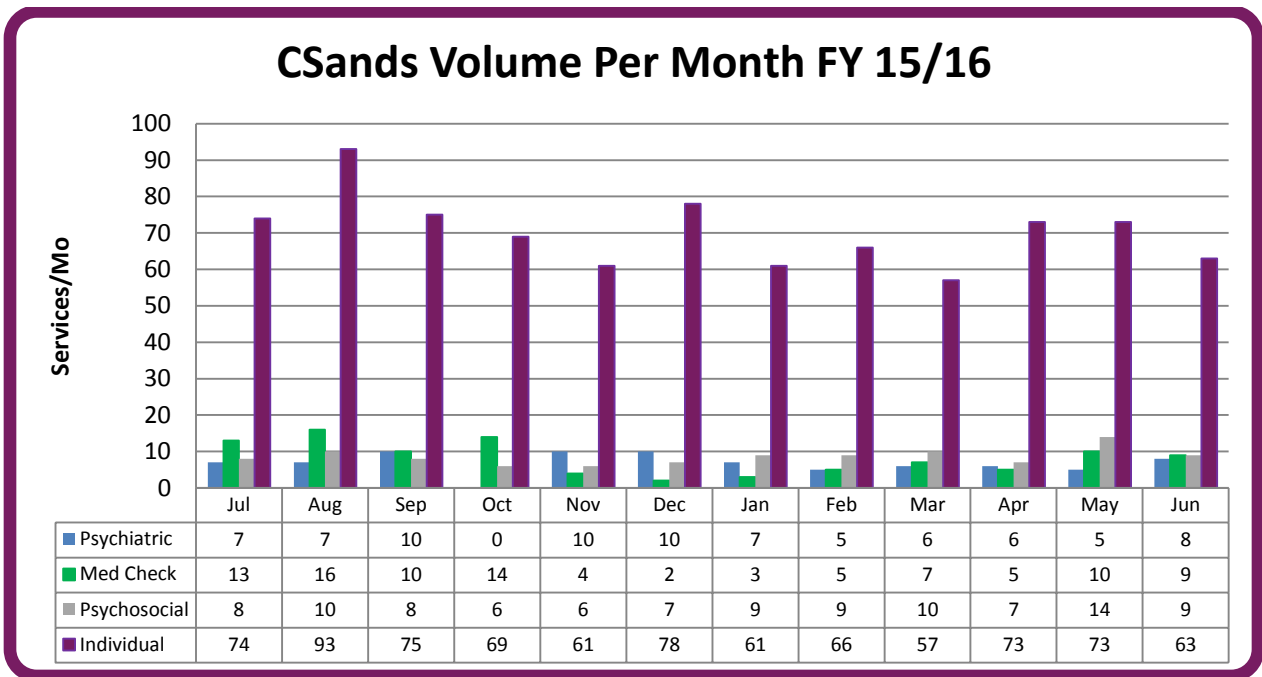
0.7%

30.6%

24.1%

This is a growth from a total of 6,187 in FY 14-15 to 6,223 this fiscal year.

The **specialized Crisis Services Acute Needs and Diversion Services (CSANDS)** program delivered services to 170 clients, with services including 81 psychosocial intakes, 843 therapy sessions, 103 psychiatric evaluations, and 98 medication checks.



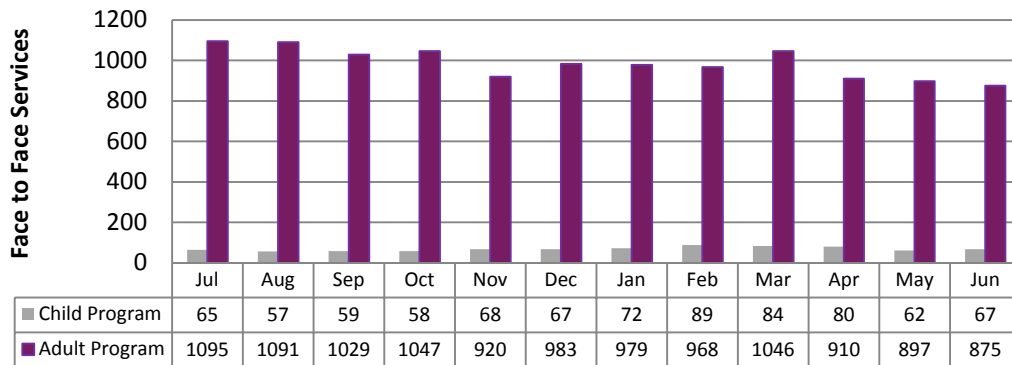
Key Accomplishments

Services:

Safe Harbor continues to innovate to deliver comprehensive outpatient services that utilize state of the art medications, therapy interventions, and program designs.

- In February of 2013, the outpatient program opted to implement an **“Open Access”** design for new clients enrolling at Safe Harbor. This program offers same day access to intake appointments, with an emphasis on placing clients into the services that best meet their needs. 2,221 clients received this service in 2014-2015, and 2,064 received this service in 2015-2016.
 - Within the **Open Access** paradigm, Safe Harbor implemented a strategy to understand the care needs of new clients and to make an effort to streamline suggestions for services. In January 2017, **Just in Time** scheduling was implemented as a way to enhance flexibility to accommodate clients’ clinical needs, as well as to increase the efficiency of prescriber time.
- The **Nurse Liaison** position was created in 2015/2016. The nurse liaison’s primary goal is to interface daily at the local inpatient units to ensure smooth care transitions for clients between inpatient and outpatient. This program served 243 unduplicated clients in 2015-2016
- **Blended Case Management** was added to the compliment of outpatient program, as of June 2013. The program served 573 unduplicated clients in the Adult BCM Program and 62 unduplicated clients in the Child BCM Program in 2015-2016. As of June 30, 2016, the program employed 18 Blended Case Managers and 2 Supervisors.

Blended Case Management Volume Per Month FY 15/16 Face to Face Services



- **Early Onset Recovery Program** is a small and specialized program that assists people having their first episode of a psychotic illness. The program takes a team approach and offers individual therapy, blended case management, supportive employment and education opportunities, prescribing, family education and therapy, and multi-family support group. The program has increased competency with people with psychosis in the agency as a whole, as the program funding has enabled large scale training in coordinated specialty care as well as cognitive behavioral therapy for psychosis.
- **Addiction Medicine Services** became licensed at the end of the fiscal year and will be providing outpatient and intensive outpatient services. Within AMS, a **Warm Hand-Off** program was awarded to Safe Harbor from the Erie County Office of Drug and Alcohol Abuse. This program provides assessment, referral and support to individuals who require medical treatment in the Emergency Department at UPMC Hamot or the VA Medical Center. The program's innovation is that the coordination of care is community based and assists individuals navigate treatment systems, as well as address barriers to entering treatment after leaving the hospital.

Community Connections:

Outpatient staff remained quite active in the community. These connections include:

- **Membership in the regional Task Force and Planning Committees** increase collaborative relationships. Safe Harbor assists with: Suicide Prevention, Peer Specialist, Maternal Child Health, Child Abuse Task Force, Involuntary Commitment training, and the like.
- **Board memberships** help to build professional networking. Safe Harbor has representation on the boards and advisory boards of multiple organizations, including: Stairways Behavioral Health (ACT team), the Erie County Criminal Justice Steering Committee, Erie County MH/MR Board, and the Erie County Drug and Alcohol Advisory Board, among others.
- **Outreach** is an important part of the program, with our staff participating in many local health fairs and events.

Quality Assurance/Quality Improvement:

Quality indicators in Outpatient are monitored regularly.

Outpatient quality indicators largely focus on improving access and wait times, as well as compliance with regulations for treatment planning and CPT codes. Highlights include:

Intake Open Access:

- Arrival to start of financial intake process
- Wait time between financial and start of psychosocial
- Ability to be seen same day
- *Overall time* of the process from start to finish

Outpatient Therapy:

- No Show rates for Psychosocials
- No Show rates for Individual Therapy
- Wait Times for initial Outpatient Therapy appointments
- Current treatment plans for services being delivered
- Treatment Plans for children age < 14 have parent signatures to demonstrate family involvement in treatment

Outpatient Med Clinic

- No Show rates for Psychiatric/Diagnostic Evaluations
- No Show rates for Medication Check visits
- Wait Times for initial Adult and Child Psychiatric/Diagnostic Assessment visits
- Quality of technology during telepsychiatry

Blended Case Management

- Coordination of care with other Behavioral Health Programs
- BCM clients admitted to BH Inpatient are being seen on the unit
- BCM client admitted to BH Inpatient have an OP service completed within 7 days of discharge

CSANDS

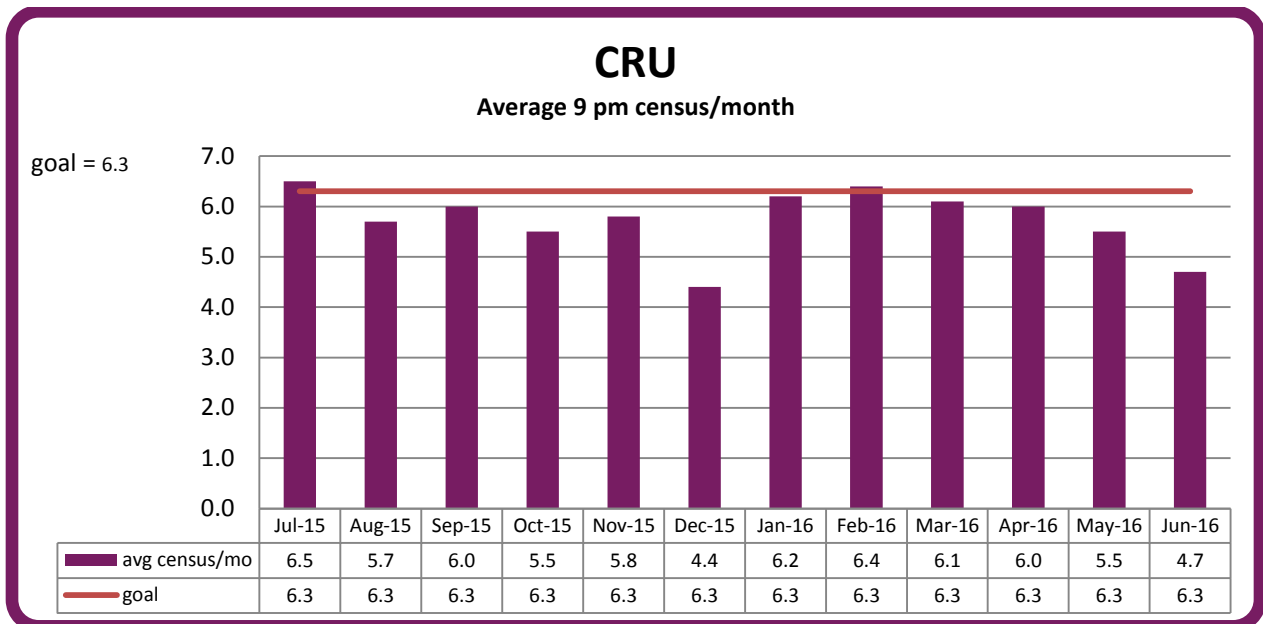
- Rate of Client Completion

Crisis Services



From 7/1/15 to 6/30/16, Safe Harbor Behavioral Health's Crisis programming continued to serve many Erie County residents.

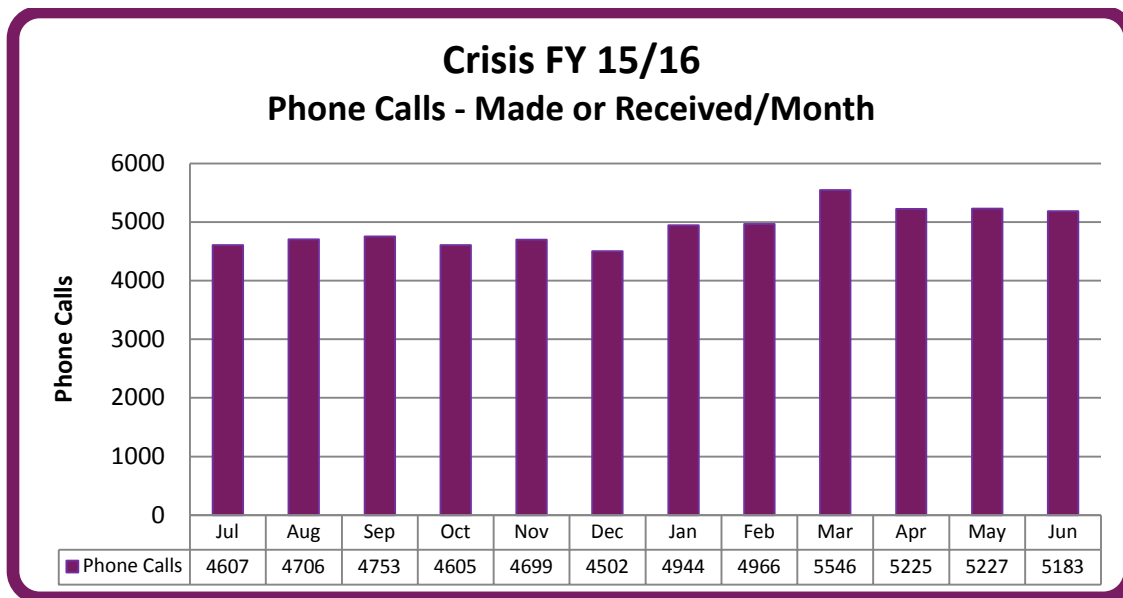
Crisis Residential admitted 418 unduplicated individuals and Crisis Services, as a whole, served 4,751 unduplicated clients.



Mobile Crisis served 1,786 unduplicated individuals, with a total of 3,331 mobile visits.

1,108 unduplicated individuals received **walk-in** services, with a total of 2,142 walk-in visits.

4,653 unduplicated individuals received **phone** services, with a total of 58,963 phone contacts to address these needs.



Services:

Safe Harbor continues to innovate to deliver a full range of crisis intervention services:

- Crisis staff presented at the Crisis Intervention Association of Pennsylvania. Crisis continues to train area professionals and law enforcement officers in Applied Suicide Intervention Skills Training (ASIST), and serves as a resource to many local agencies and schools to provide mandated suicide prevention training.
- The **WarmLine** served 252 unduplicated clients, who had 3,673 contacts.
- Staff has provided training to **well over 1,000 staff and faculty** of area school districts to meet their suicide prevention training requirements.
- Crisis staff, along with other agency supervisors, became certified instructors in **Mental Health First Aid**. To date the team has trained **over 600 individuals in Mental Health First Aid**, including **93 justice professionals**.

Community Connections:

Crisis services remained quite active in the community. These connections include:

- **The SAFELine Youth Advisory Board** in Corry scripted and completed a commercial for SAFELine, which aired on network television.
- **Membership in the regional Task Force and Planning Committees** increase collaborative relationships. Safe Harbor assists with: Suicide Prevention, Peer Specialist, Truancy, Advisory Councils, and the like.
- **Outreach** is an important part of the program, with our staff participating in many local health fairs and events, including public screenings for mental health, presence at local sports events, SAFELine Youth Advisory Council activities, and presentations in **many schools**. Outreach efforts served over

1,000 students last year. Our **Certified Peer Specialist** provides weekly informational meetings to residents at CRU.

- The **Crisis Residential Unit** developed a **vegetable garden** this year, which allowed the residents to join together as a community and to enjoy gardening, as well as cooking with fresh ingredients.
- The Crisis Center **hosted** many **Erie Psychological Consortium** trainings on **Special Populations**, which enhanced competencies in working with a diverse number of populations.

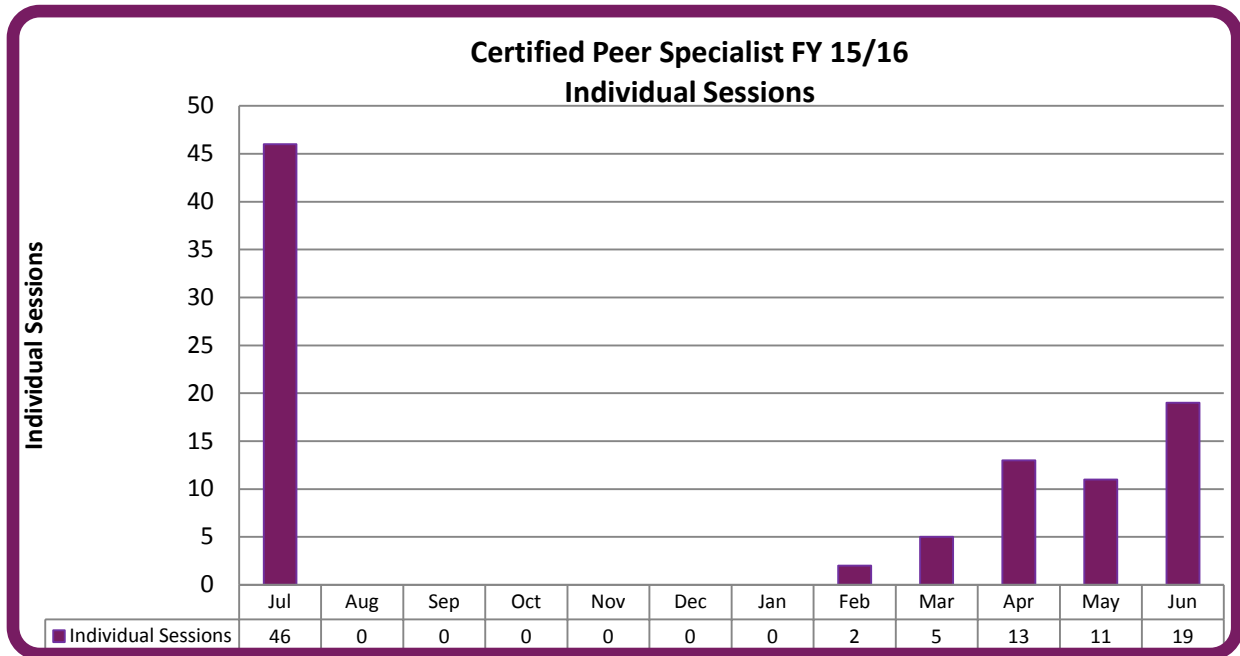
Quality:

Crisis indicators focus on coordination, safety, access, and satisfaction:

- Coordination with Blended Case Management teams across providers
- Assessing Lifeline callers for suicidal thinking
- Identifying veterans who use the Lifeline network
- CRU Client satisfaction with services

Certified Peer Specialist

From 7/1/15 – 6/30/16, Safe Harbor Behavioral Health’s Certified Peer Specialist (CPS) serviced a total of 37 unduplicated individuals, who received 96 individual visits. Referrals for Certified Peer Specialist were obtained via therapists, prescribers, intake clinicians, and individual self-referrals. Peer support services are provided on 1:1 basis as well as within WRAP Process Group. Safe Harbor employed one full-time CPS.



Key Accomplishments

Services:

- **Wellness Recovery Action Planning** is an integral part of these services, as the peer has been WRAP facilitator trained.