

CLARION COUNTY HUMAN SERV

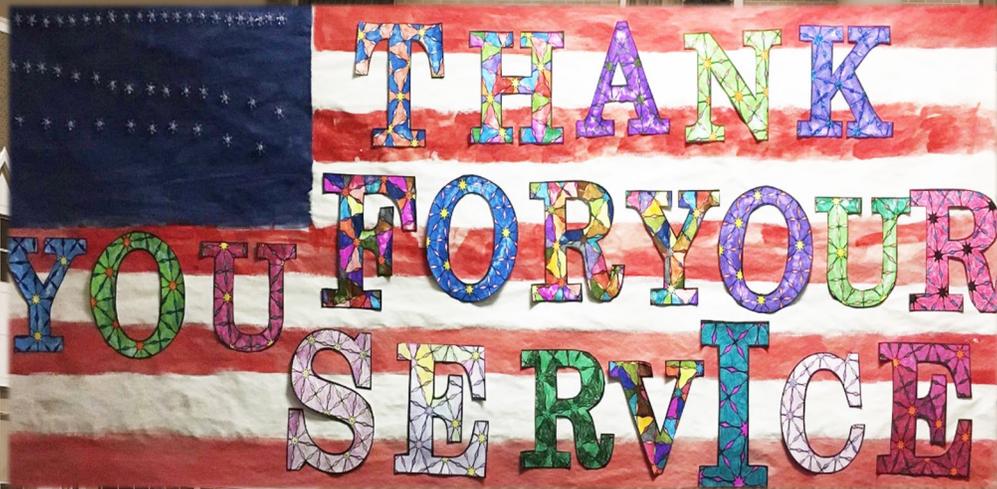


Community
Guidance Center

Psychiatric Rehabilitation Program

Annual Quality Improvement Report Fiscal Year 2018-2019

Written by Brad Rohlf, Ph.D.



CGC Psych Rehab - Clearfield
Honoring Our Veterans- Memorial Day, 2019

Community
Guidance Center

600 LEONARD STREET

TABLE OF CONTENTS

1. INTRODUCTION	3
1.1 Table 1- CGC Psychiatric Rehabilitation Program Office Locations and Hours of Operation.....	3
2. OVERVIEW OF PRS POPULATION.....	4
2.1 Table 2- PRS Admissions: 2019 Fiscal Year.....	4
2.2 Table 3- PRS Hospitalizations by Location.....	5
2.3 Table 4- PRS Discharges by Location	5
3. OUTCOMES FOR PRS.....	6
3.1 Figure 1- DLA Score Frequency Distribution	7
4. INDIVIDUAL RECORD REVIEWS.....	8
5. INDIVIDUAL SATISFACTION	8
6. USE OF EXCEPTIONS TO ADMISSION AND EXTENDED STAY REQUIREMENTS	9
7. EVALUATION OF COMPLIANCE WITH AGENCY SERVICE DESCRIPTION.....	9
8. PROGRAM ACCOMPLISHMENTS	9
9. CONCLUSION.....	10
10. REFERENCES.....	11

INTRODUCTION

Community Guidance Center (CGC) is a private, non-profit 501(c)(3) corporation operating a psychiatric rehabilitation service (Psych Rehab, PRS) program at five of its six office locations as part of its mental and behavioral health services. Psych Rehab is a voluntary, non-clinical adult program that promotes recovery for people 18 and over with a diagnosed severe, persistent mental illness or disability by helping them live more independently. The program promotes recovery, full community integration and overall improvement in quality of life. It further helps individuals develop skills and access resources to help them be successful and satisfied in their lives. CGC is one of the few mental/behavioral health providers in the region to offer PRS.

Table 1

CGC Psychiatric Rehabilitation Program Office Locations and Hours of Operation

CGC Office	Address	Phone Number	Hours
Indiana	793 Old Route 119 Hwy N Indiana, PA 15701	724-465-5576	Monday - Thursday: 8-8 Friday: 8-5 Saturday and Sunday: Closed
DuBois	490 Jeffers St DuBois, PA 15801	814-371-1100	Monday and Wednesday: 8 - 8 Tuesday and Thursday: 8 - 6 Friday: 8 - 5 Saturday and Sunday: Closed
Clearfield	600 Leonard St Clearfield, PA 16830	814-765-5337	Monday: 9-8 Tuesday and Thursday: 9 - 6 Wednesday: 9-8 Friday: 9-5 Saturday and Sunday: Closed
Punxsutawney	200 Prushnok Dr, Ste 103 Punxsutawney, PA 15767	814-938-4444	Monday: 8 - 8 Tuesday: 8 - 5 Wednesday and Thursday: 8 - 6 Friday: 8 - 4:30 Saturday and Sunday: Closed
Clarion	214 S 7th Ave Clarion, PA 16214	814-226-1081	Monday, Tuesday, Thursday and Friday: 8 - 4 Wednesday: 9 - 5 Saturday and Sunday: Closed

OVERVIEW OF PRS POPULATION AT CGC

Psych Rehab consumers at CGC are admitted to the program from three main sources: transfers from internal CGC programs (e.g. Outpatient, Partial Hospitalization, Blended Case Management), external referrals from other physical, mental and behavioral health providers, and self-referrals. All admitted consumers to Psych Rehab must have a diagnosed severe, persistent mental illness. Diagnoses can be made by external providers or at CGC as part of the intake process. Admitted consumers are able to remain in the program as long as they choose to participate. Admissions during the 2019 fiscal year for Psych Rehab are outlined below in Table 2.

Table 2

PRS Admissions: 2019 Fiscal Year

Location	Admissions
Clarion	14
DuBois	10
Clearfield	19
Indiana	24
Punxsutawney	24
Total Admissions	91

Note. Only admissions with completed functional assessments were included. Assessment is completed during intake process.

Enrollment in the Psych Rehab program was 131 on July 1, 2018 and 116 on June 30, 2019.

This indicates a drop of 15 consumers (12%) over the course of the year. The average daily census in the Psych Rehab program during this fiscal year was 33.

Hospitalizations for Psych Rehab consumers during the year totaled 18. These incidents occurred at all CGC Psych Rehab locations and involved 13 individuals. Clarion and Dubois had multiple individuals hospitalized (6 and 4 respectively). Table 3 identifies where each incident occurred and provides the number of consumers at each location involved in a hospitalization.

Table 3

PRS Hospitalizations by Location

Location	Hospitalizations	Number of Consumers
Clarion	7	6
DuBois	6	4
Clearfield	1	1
Indiana	1	1
Punxsutawney	3	1
Total Admissions	18	13

Discharges from the Psych Rehab program can occur for several reasons and are identified in two ways. The first is labeled as D/C Program and indicates a consumer was discharged from the Psych Rehab program but was admitted to another internal CGC program (e.g. Case Management, Outpatient). The second discharge is D/C Summary. This type of discharge indicates the consumer is closed to all CGC programs and services. Reasons for discharges vary, but typically occur because consumers request a discharge or they cannot be located. Table 4 provides discharge data for the 2019 fiscal year.

Table 4

PRS Discharges by Location

Location	D/C Program	D/C Summary
Clarion	2	18
DuBois	8	0
Clearfield	12	10
Indiana	16	7
Punxsutawney	13	14
Total Discharges	51	49

OUTCOMES FOR PRS

Outcomes for the Psych Rehab program at CGC are measured using the Daily Living Activities (DLA) Functional Assessment. This assessment measures what daily living areas are impacted by mental illness or disability and to what extent such impact occurs (Presmanes, n.d., p.1). An initial DLA screening is done during intake and follow up screenings are done every 90 days by Psych Rehab staff.

The Psych Rehab program at CGC aims to help consumers improve these metrics through education, training and assistance with daily life activities. Tasks such as cooking, typing and other common daily requirements are learned and practiced by consumers under the direction of qualified PRS staff. Furthermore, Psych Rehab uses the Sanctuary Model® as a basis for recovery from trauma and as an instructional modality to help consumers achieve goals and improve outcomes in their daily lives.

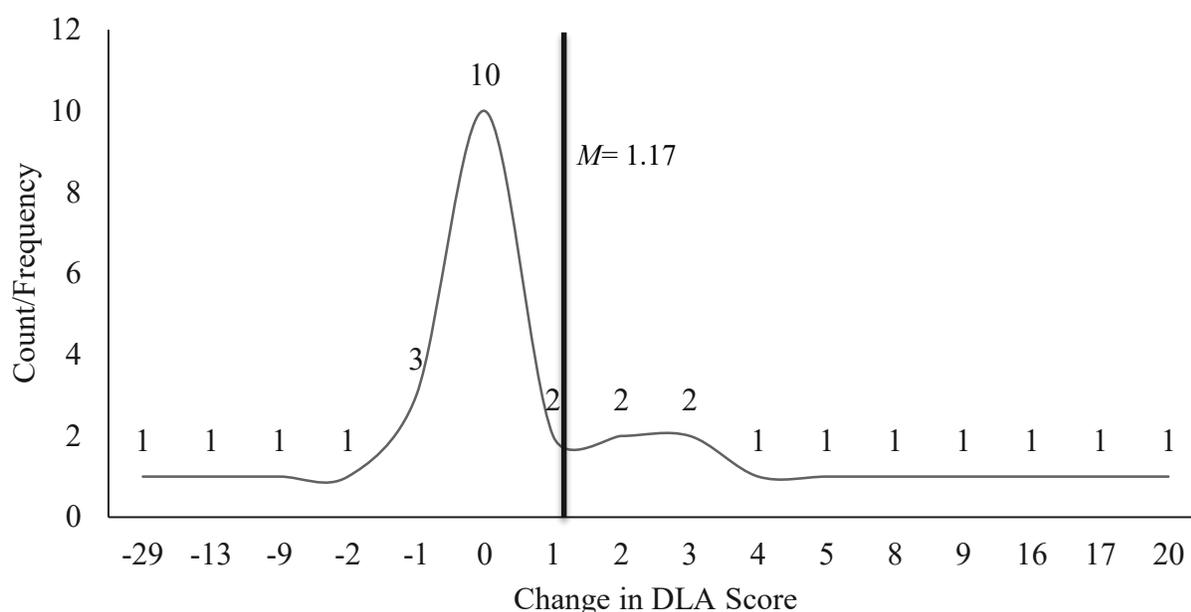
Scores are measured on a 7-point frequency scale ranging from none of the time to all of the time in twenty categories. This scale provides a possible total score range of 20 to 140. The first four score values indicate daily living practices occur between none of the time and some of the time with extremely severe to moderate impairment existing. Significant to low level of supports are recommended in this range. A “Within Normal Limits” (WNL) distinction is applied at 5, where frequency occurs a good bit of the time, mild impairment exists and moderate supports are needed. A 7 ranking indicates normal and adequate functionality for an average adult.

Data for the fiscal year is limited but does provide an adequate sample size of 30 reports with comparative DLA scores and a total population of 104 with initial DLA screening results. The score range for respondents’ initial reports was 59 (lowest possible value 20) to 118 (highest possible value 140). The mean score for all respondents was 80.8 with an average score of 4.0 per category, indicating most consumers accomplish these tasks some of the time with moderate impairment in functioning and a low level of continuous supports needed. These results support consumers’ need for participation in the Psych Rehab program and the benefits it offers them.

The comparative scores available from subsequent DLA assessments ($N = 30$) provide a range of -29 to 20 (range = 49). A majority of cases were clustered around the mean ($M = 1.17$) with 15 (50%) of the scores falling within a range of -1 to 1. This lack of variance suggests that both positive and negative progress for consumers occurs at a slow to moderate rate during 90-day intervals, but is more often positive. Zero change in assessment value occurred in 10 cases (33%). The degree of deviation from the mean was relatively high ($SD = 8.59$), but extreme cases occurred infrequently. The distribution is positively skewed (-.86), meaning that more cases occur positively above the mean than below, and indicates a wider degree of variance amongst the reported negative results (negative max = -29, positive max = 20). The resulting kurtosis (4.82) indicates a concentrated cluster of scores around the mean and median (median= 0), thus placing progress near zero between assessments for many consumers. There were 7 negative progress cases (23%) and 13 positive progress cases (43%) during this 90-day period. The most common score in follow up DLA assessments was zero (10 cases, 33%). Figure 1 provides a frequency distribution of change in comparative DLA scores.

Figure 1

DLA Score Frequency Distribution



Again, available data from the DLA for Psych Rehab is limited at this point. More data from this assessment will be available next fiscal year. Available analyses of these assessments suggest positive progress often occurs for Psych Rehab consumers, but that progress occurs at a slow rate and is not usually drastic. The mean difference of 1.17 is not extreme, but is important on a 7-point scale and indicates a small degree of positive progress is made toward the ultimate goal of helping Psych Rehab consumers function effectively in society in a 90-day period. Of the 7 negative reported cases, 3 were at -1, indicating a relatively minimal decrease in progress toward program outcomes for several consumers reporting negative progress. An increased number of comparative DLA assessments in the future will help to provide clearer and more specific context to these findings.

INDIVIDUAL RECORD REVIEWS

To comply with state regulations, the PRS Director and Assistant Director conduct monthly audits of consumer charts with a minimum of one consumer chart per program location. PRS staff completes one chart review per quarter, alternating between one of their own and a peer chart review. The audit tool used contains information directly from PRS regulations and CGC policy. The auditing results are stored in a binder in the PRS Director's office and also on CGC's internal shared drive.

INDIVIDUAL SATISFACTION

Consumer satisfaction is measured utilizing DLA-20 results (see p. 6). Satisfaction is conjunctive with positive progress and outcomes set forth by the Psych Rehab department and is measured by consumers' perception of their progress toward achieving these goals. As identified above, overall satisfaction is mostly positive with the only significant negative case being an outlier within these reported results.

USE OF EXCEPTIONS TO ADMISSION AND EXTENDED STAY REQUIREMENTS

The use of exception to admissions is utilized when a consumer does not have a qualifying diagnosis for the program (F20.xxx-F29.xxx; F30.xxx-F39.xxx or F60.3). The exception details the reason for the request for exception.

The continued stay criteria for PRS are as follows:

- An individual chooses continued participation in the PRS.
- A continued need for service based upon one or both of the following:
 1. As a result of mental illness, there is functional impairment or skill deficit that is addressed with the service plan.
 2. The withdrawal of service could result in the loss of rehabilitation gain or goal attained by the individual (5230.32 PRS regs).

EVALUATION OF COMPLIANCE WITH THE AGENCY SERVICE DESCRIPTION

The PRS Director and Assistant Director participate in CGC's Utilization Review (UR) meetings as well as Quality Assurance (QA) meetings monthly. Compliance with CGC and PRS regulations are reviewed by the Director's peers and supervisors. The entire consumer base within each department is reviewed. The PRS departmental staff participate in annual compliance training and CGC has a compliance reporting system and hotline. CGC utilizes a Consumer Advisory Committee (CAC) that reviews all documentation that impacts the consumer population.

PROGRAM ACCOMPLISHMENTS

The Psych Rehab program at CGC had 15 less consumers at the end of the fiscal year than at its beginning. While this was a 12% decrease in enrollment, it was not a significant drop. As stated earlier, DLA data is becoming more readily available from the Psych Rehab program and will allow us

to make more contextual analyses of the impacts of the program on its consumers. The following is a list of accomplishments from the program this fiscal year:

- A new program Director was installed in August, 2018.
- A new Assistant Director was installed in 2019.
- A new full-time floater position was created to accommodate staffing at all CGC Psych Rehab locations.
- CGC has experienced a significant turnover in Psych Rehab staff during the year, but has succeeded in filling open positions quickly and maintaining adequate staffing at each location.
- Several positions were filled by internal practicum students and interns.
- Schedules were adjusted to incorporate unbilled breaks.
- Referral, intake and discharge processes were updated.

CONCLUSION

The Psych Rehab program at CGC has been one of the organization's staple programs for many years. Its schedule and interactive design help consumers improve the quality of their lives by allowing staff to make significant, positive contributions towards achieving desired goals and outcomes on a daily basis. Consumers contribute positively to their own well-being as well as CGC's culture by producing wonderful projects and meaningful relationships that help forge a powerful connection of progress, hope and happiness between our organization and our community. It is our goal to continue to provide excellent programs and services as we strive together toward a brighter future for all of our society.

REFERENCES

Presmanes, W. (n.d.). Daily Living Activities (DLA) Functional Assessment- Beyond Global Assessment of Functioning: Ensuring Valid Scores and Consistent Utilization for Healthcare Report Cards. MTM Services. Retrieved from <https://www.thenationalcouncil.org/wp-content/uploads/2012/11/DLA-Sample.pdf>