

TO: Washington County BHDS Program Office
Consumers Participating in Psych Rehab
Family Members of Participants in the PSYR Program
PSYR Staff members

FROM: Diana McKinney, CPRP, CEO
Melissa Gardner, COO, Director of Compliance

RE: CONTINUOUS QUALITY IMPROVEMENT REPORT
PSYCHIATRIC REHABILITATION PROGRAM (PSYR)
May 2023

Psychiatric rehabilitation services are provided to individuals with mental health challenges who live in Washington County who have a desire to develop the skills and supports they need to be successful and satisfied in the places they choose to live, learn, work and/or socialize.

As part of continuous quality improvement, Psych Rehab program participants are asked, on a quarterly basis, to complete a satisfaction survey which is designed to measure program participant's degree of improvement since starting services as well as the overall satisfaction of their lives. The survey also provides the opportunity for program participants to express overall satisfaction in different areas of their life. This survey is an adapted version of the MHRM. The survey results are examined by the AMI, Inc. Executive Director and the Program Director each quarter to identify concerns as indicated by program participants.

The average of all survey results indicates a score of 2.89 which indicates overall satisfaction with the Psych Rehab program. Program participants identified not eating nutritious meals, going out and participating in enjoyable activities each week, and having enough money to spend on extra things or activities that enrich their lives as areas that could use improvement. AMI Directors and Supervisors will work with members to develop groups and interventions to meet the needs identified on the survey.

The Consumer Family Satisfaction Team generally interviews Psych Rehab participants at AMI twice a year. Surveys were completed in December, 2022-January, 2023 and indicated a 100% satisfaction with services rating from the 20 individuals that were surveyed. Another survey was conducted for Supported Employment with 12 individuals which indicated a satisfaction rating of 98.85%.

The "CQI Committee" has met 4 times in the last fiscal year, in August, 2022, November, 2022, February 2023, and May, 2023. The committee consisted of an AMI staff person and AMI Psych Rehab program participants.

The committee made the following comments;

1) Members identified that they would like to have an AED machine on site and that they would like to complete a CPR training program themselves. CEO will look into options for AED funding. Psych Rehab Director informed participants that AMI staff are trained in CPR training for the safety of participants. If participants are interested in CPR training there may be a local agency that provides it for individuals at a low cost. Group members can research this option.

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2) Individuals identified that they would like to have more hands-on wellness activities. Since then, AMI COO wrote a grant to create wellness workshop that incorporates yoga, music, art, as wellness tools. Groups were created where individuals can choose which type of group they would like to attend in the afternoons to build on hands on wellness tools.

All Staff members in the Psych Rehab program have completed or exceeded the required number of training hours (18) to maintain certification.

See attached document for Psych Rehab program outcomes.

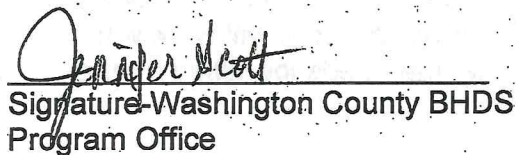
Any questions or comments to this report may be directed to the Director of Compliance or the CEO.


Signature of CEO

6-2-2023
Date


Signature of Director of Compliance

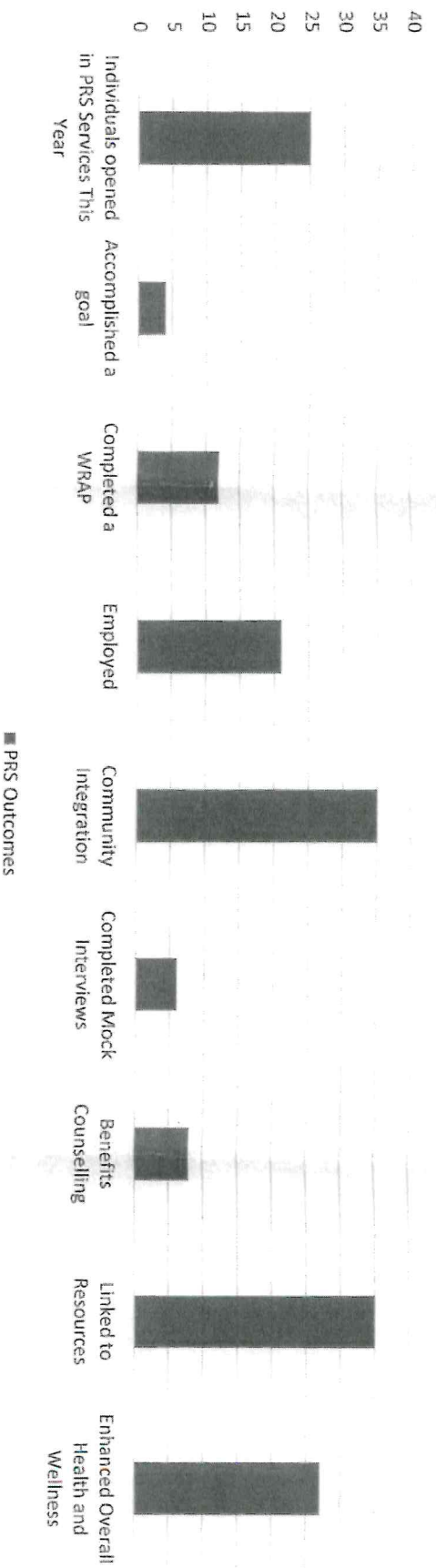
6/2/23
Date


Signature-Washington County BHDS
Program Office

6/8/23
Date

Psychiatric Rehabilitation Program Outcomes 2022-2023

PRS Outcomes



Outcomes of the PRS program include:

- 12 individuals completed a WRAP
- 21 individuals are employed
- 8 individuals met with a benefits counselor
- 25 individuals opened in services
- 4 individual completed an advanced directive
- 27 individuals enhanced overall health and wellness
- 4 individuals accomplished a goal
- 8 individuals successfully discharged
- 6 individuals completed mock interviews
- 35 individuals linked to resources (visited food banks, Dress for Success, OVR, TEC)

Other outcomes include individuals learning about and improving their skills in the following categories:

Positive self-talk, improving self-acceptance, enhancing stress management skills, building confidence, gaining time management skills, practicing flexibility, paying attention to detail, improving job readiness skills, enhancing budgeting skills, improving leadership skills, managing mental health, learning about holistic methods of healing, learning daily living skills, and exploring, researching and attending community events.

Over this past year, our Psych program has also focused on helping individuals improve their social anxiety through hosting various gatherings that focus on individuals enhancing their natural support system. At these gatherings, members are exposed to various wellness strategies, socialization techniques, and community resources. In addition to this, Jefferson Café has been an excellent supplement to AMI's Supported Employment Program, helping individuals enhance job skills, customer service skills, budgeting, cleaning and sanitizing, multitasking, and interpersonal relationship skills. We have also provided members the opportunity to explore spirituality through a new group that encourages community inclusion and self-expression. Lastly, we created the Wellness Workshop, which is a space for individuals to explore holistic methods of healing, including meditation, yoga, art and music based workshops, and Reiki.

