

TO: Washington County BHDS Program Office
CPS Services, Program Participants
Family Members of Participants in the CPS Program
CPS Staff members

FROM: Diana McKinney, CPRP, CPSS, Ex. Director
Melissa Gardner, CPRP, CPSS, Director of Compliance
Katherine Mychajlowskyj-Ranko, CPRP, CPSS, Program Director

RE: CONTINUOUS QUALITY IMPROVEMENT ANNUAL REVIEW REPORT
Certified Peer Specialist Program (CPS)
June 2020-2021

Certified Peer Specialist services (Peer Support Services) are provided to individuals with mental health challenges or emotional disorders, 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 well as the support to increase knowledge of coping skills for mental health challenges. AMI has Peer Support Staff trained in specific areas including Youth and Young Adults, Older Adults, Forensice and Crisis.

Analysis of Annual Review: As part of continuous quality improvement, the Certified Peer Specialist program participants are asked, twice a year, to complete a satisfaction survey which is designed to measure the participant's belief about the improvement they have made since beginning services, as well as the individual's satisfaction with the services that they receive. This survey is an adapted version of the MHRM. All survey results are examined by the Program Director and CPS Supervisors and concerns are addressed with staff during supervision and staff meetings.

An average satisfaction rating of 3 or above indicates satisfaction with the Agency and the services provided. For all other questions, a rating of 3 or below would be acceptable for the CPS program although the goal would be to achieve a 100% improvement or ratings of "1" on the survey. All ratings are within excellent range for the program.

Below are the results of the survey for the Certified Peer Specialist program for the first half of fiscal year 2020-2021. Individuals receiving CPS services completed the survey with an average satisfaction rating of 2.77, which indicated overall satisfaction with services. Areas that influenced the results negatively were people feeling as though they do not have enough money to participate in activities that they enjoy, as well as they do not eat nutritious meals each day and they do not go out and participate in enjoyable activities every week.

Actions to Address Annual Review Findings: The Mental Health Professional and CPS Supervisors will assist Peer Support staff to develop interventions for individuals to address concerns in the above-mentioned areas and work with members to improve these areas in their lives.

The Program Director worked with CFST to improve their ability to obtain satisfaction surveys for the CPS program since COVID 19 made it more challenging for CFST to complete surveys. By coordinating together, AMI and CFST were able to obtain 20

surveys. The most recent surveys completed by the CFST team with Peer Support Program participants indicated a satisfaction rate of 97.53%. The only area that scored below a 90% satisfaction rate was the question: Do you do things together in the community. Considering the design of the Peer Support Program, unless the person had a goal or action steps that would allow for community activities, this is not something that a Peer Support person would be participating in with a member.

Some of the comments that program participants stated on the CFST survey included that it "give me something to look forward to and talking with someone and getting out of the house for a couple hours", my peer gives me someone to talk to and work on things like budgeting".

ADDITIONAL INFORMATION:

At least twice per fiscal year, AMI, Inc. completes a Continuous Quality Improvement meeting for program participants and family members to provide feedback to the agency on how to improve services. These meetings are typically held via conference call due to the nature of CPS services being provided in the community.

On May 14, 2021, a conference call was held that included 5 program participants and a CPS Supervisor. Please see the document attached for a detailed report on the meeting.

Service utilization and chart reviews are completed monthly by the Mental Health Professional or the CPS Supervisor. In addition, each year, the CPS staff work are given the opportunity to work in collaboration with each other to provide peer to peer chart reviews and feedback.

This year, 10 charts were reviewing for accuracy and timeliness. Due to AMI, implementing a new Electronic records system, it was identified that there was an error with billing codes for COVID 19 related Telehealth visits. Since the issue was detected, a corrective action plan created and shared with Beacon Health Options, the Electronic records system has been updated to meet the billing requirements and all claims have been rebilled to reflect the appropriate billing code.

There are no additional issues or concerns that have been identified regarding service utilization this year.

TRAINING/STAFFING:

All Peer Support Services meet the necessary guidelines for staffing including having completed criminal background checks.

Despite the fact that in person trainings were not offered as a result of COVID 19, all staff in the Peer Support Services program have completed or exceeded the required number of training hours (18) to maintain certification.

At this time, there is representation of CPS participants and/or family members of participants on the AMI Board of Directors.

QUALITY ASSURANCE PROGRAM REPORT: CPS

Description any identified problem: Individuals identified a concern that they are not seeing their CPS(s) for anything "fun" or "not on their plans"*
(non-billable activities)

Where does the problem occur? During CPS sessions

How long has the problem existed? More so during COVID, slowly getting better

Have attempts been made to correct the problem? CPS(s) have addressed issue

Explain: CPS(s) have offered to see peers in peer mentoring for socialization/non-billable services, when their schedules permit

What may be the cause(s) of the problem? Misunderstanding of nature of services, lack of face to face sessions during COVID

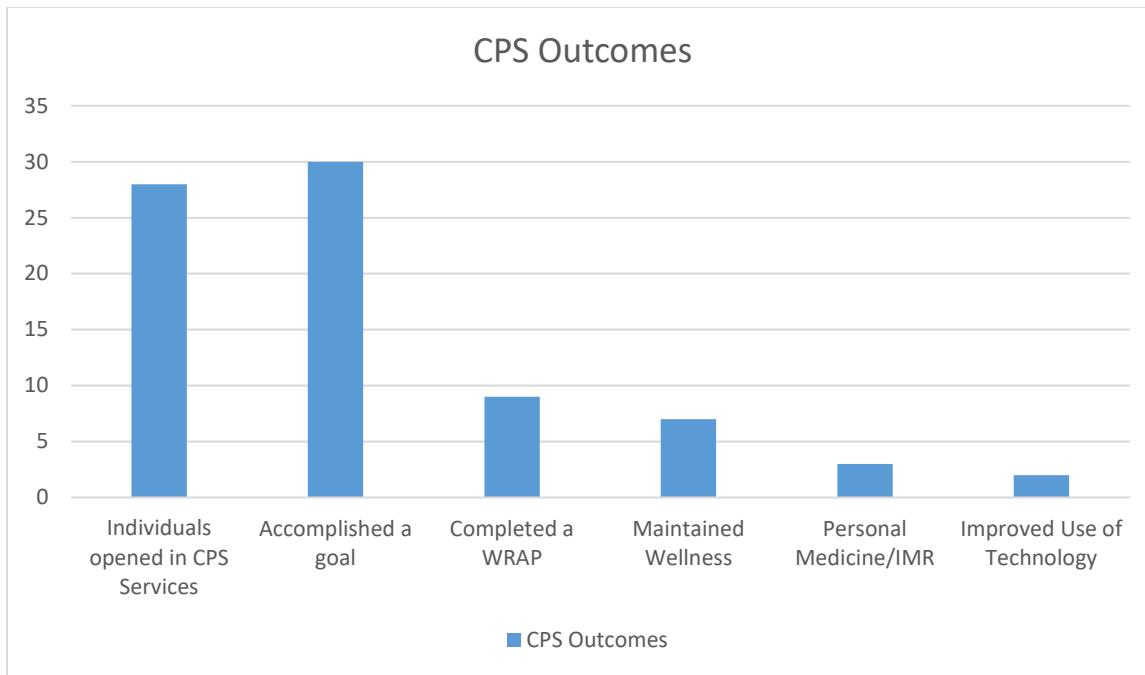
How could this problem be corrected? CPS(s) can designate "special days" that are for merely socialization purposes

Description of any identified assets of the program: Peers shared that their CPS(s) are "Kind, Caring, Considerate and Patient."

Identification of the reviewers: Sherry Ernst, Muriel Shenker, Dawn Hall, Kevin Dye, Barry Nussal

Date: 5/14/21

Peer Support Services Outcomes



Outcomes of the CPS program include:

9 individuals Completed a WRAP

28 individuals opened in services

30 individuals accomplished a goal

1 individual become employed

7 individuals maintained wellness

3 individuals were introduced to personal medicine and/or IMR

2 individuals completed an advanced directive

2 individuals are living independently

2 individuals successfully discharged

2 individuals improved their use of technology

AMI Executive Director and Director of Compliance have reviewed the Annual Quality Improvement Report and have determined that the report reflects with 97% accuracy the AMI Service Description for Peer Support Services.

One area of improvement identified is ensuring that Peer Support Services Supervisors are contacting participants in services when a CPS staff is off of work. At this time, this has not been an issue but Directors identified that this could present and issue in the future.

AMI Executive Director, Program Director, and CPS Supervisors, will develop a plan to ensure that peer support participants are contacted when the CPS direct staff is not working.

Please see attachment for Outcomes chart.

AMI, Inc. recently updated our agency website and the Quality Improvement Report for AMI, Inc. Peer Support Services is located on the website: www.hope4wellness.org. A copy of the report is also available upon request.

Any questions or comments to this report may be directed to the Executive Director or Director of Compliance who can be reached at (878) 212-3927.



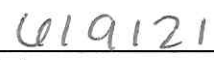
Signature of Executive Director



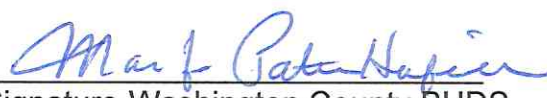
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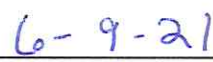
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Date



Signature-Washington County BHDS
Program Office



Date