

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, Ex. Director
Melissa Gardner, QA Supervisor, PSYR Program Director

RE: CONTINUOUS QUALITY IMPROVEMENT REPORT
PSYCHIATRIC REHABILITATION PROGRAM (PSYR)
July 2020-2021

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 2.98 which indicates overall satisfaction with the Psych Rehab program.

Program participants identified "not having enough money to participate in activities that enrich my life" as well as "not eating nutritious meals" as two areas that could use improvement.

AMI Directors and Supervisors will work 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 February, 2021 and indicated a 100% satisfaction with services rating from the 26 individuals that were surveyed. Individuals in program identified that the Psych Rehab program assisted them to "make better decisions"; "they help me through difficult times by giving me suggestions to getting better".

The "CQI Committee" has met 4 times in the last fiscal year, in August, 2020, November, 2020, February 2021, and May, 2021. The committee consisted of an AMI staff person and AMI Psych Rehab program participants.

The committee made the following comments;

1) Due to COVID 19 emergency, many members were participating in program via telehealth using the ZOOM platform. Members had concerns about Zoom not being secure as someone was able to "break in" on one of the Psych Rehab Zoom groups. Follow Up- AMI staff began using a "waiting room" for participants joining group via Zoom. This way the staff had to approve a person to enter the group.

Psych Rehab Outcomes 2020-2021

Outcomes include: 14 individuals accomplished their goal

11 individuals learned how to disclose their disability to an employer

20 individuals learned how to improve positive thinking skills

8 individuals learned mindfulness techniques

9 individuals applied boundary setting to their lives

10 individuals developed a stronger support system

2 individuals completed a WRAP

4 individuals researched job opportunities

4 individuals improved budgeting skills

3 individuals practiced mock interview skills

20 individuals obtained employment

5 individuals enrolled in secondary education

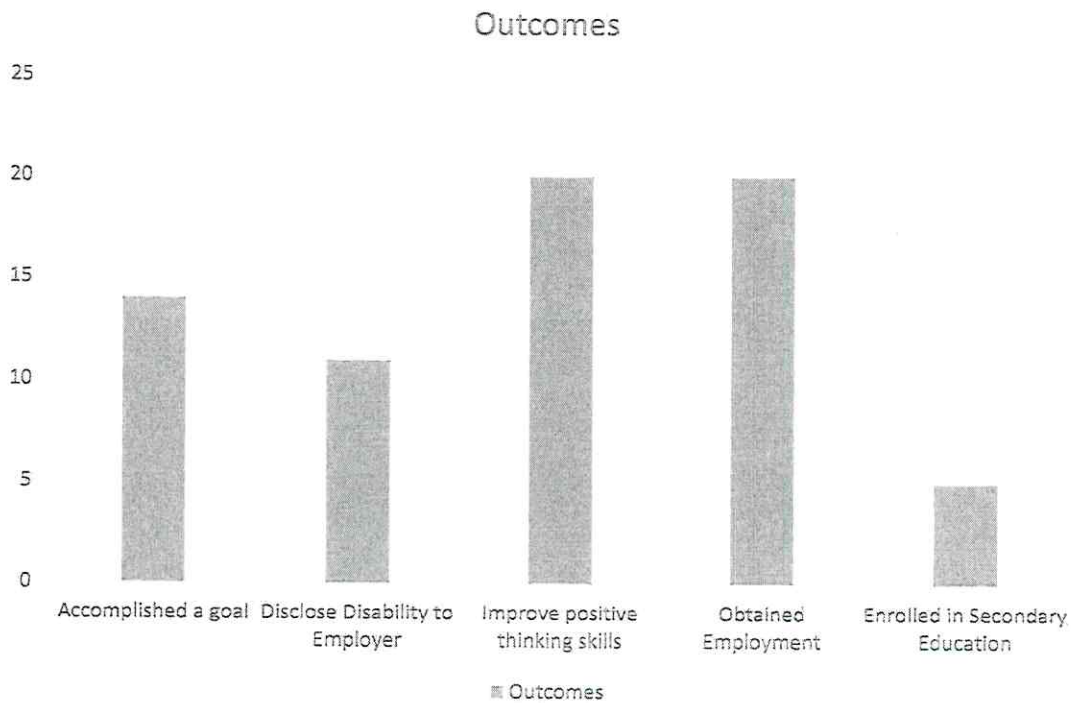
2 individuals completed an advanced directive

3 individuals obtained independent living

15 individual were opened in psych rehab

20 individuals were discharged from psych rehab

1 individual obtained an accommodations letter for GED test



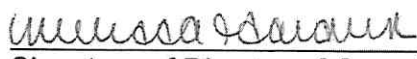
All Staff members in the Psych Rehab program have completed or exceeded the required number of training hours (18) to maintain certification.

See attached document for Psych Rehab program outcomes.

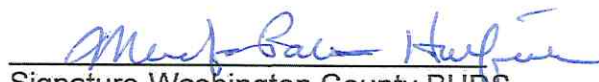
Any questions or comments to this report may be directed to the Director of Compliance or the Executive Director.


Signature of Executive Director

6/7/2021
Date


Signature of Director of Compliance

6/7/21
Date


Signature-Washington County BHDS
Program Office

6-7-21
Date