

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, Director of Compliance, PSYR Program Director

RE: CONTINUOUS QUALITY IMPROVEMENT REPORT
PSYCHIATRIC REHABILITATION PROGRAM (PSYR)
July 2021-2022

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 eating nutritious meals" as an area 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 October-January, 2021 and indicated a 88.75 satisfaction with services rating from the 7 individuals that were surveyed.

Another survey was conducted for Supported Employment with 7 individuals which indicated a satisfaction rating of 97.86%. Individuals in program identified that the Psych Rehab program assisted them "help with work related issues and getting a job"; "I love being there"

The "CQI Committee" has met 4 times in the last fiscal year, in August, 2021, November, 2021, February 2022, and May, 2022. The committee consisted of an AMI staff person and AMI Psych Rehab program participants.

The committee made the following comments;

- 1) Members voiced that they would like to "have more fun in recovery". Psych Rehab supervisors worked to plan two events that would give participants the opportunity to have fun while building skills including, communication skills, building friendships, and community integration.

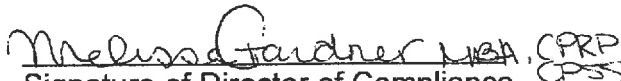
All Staff members in the Psych Rehab program have completed or exceeded the required number of training hours (18) to maintain certification.

See attached document for Psych Rehab program outcomes.

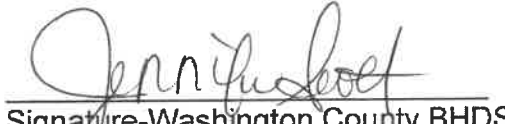
Any questions or comments to this report may be directed to the Director of Compliance or the Executive Director.


Signature of Executive Director CPSS

6/24/2022
Date


Signature of Director of Compliance CPSS

6/24/2022
Date


Signature-Washington County BHDS
Program Office

6/24/22
Date