



Outcomes 2013-2014

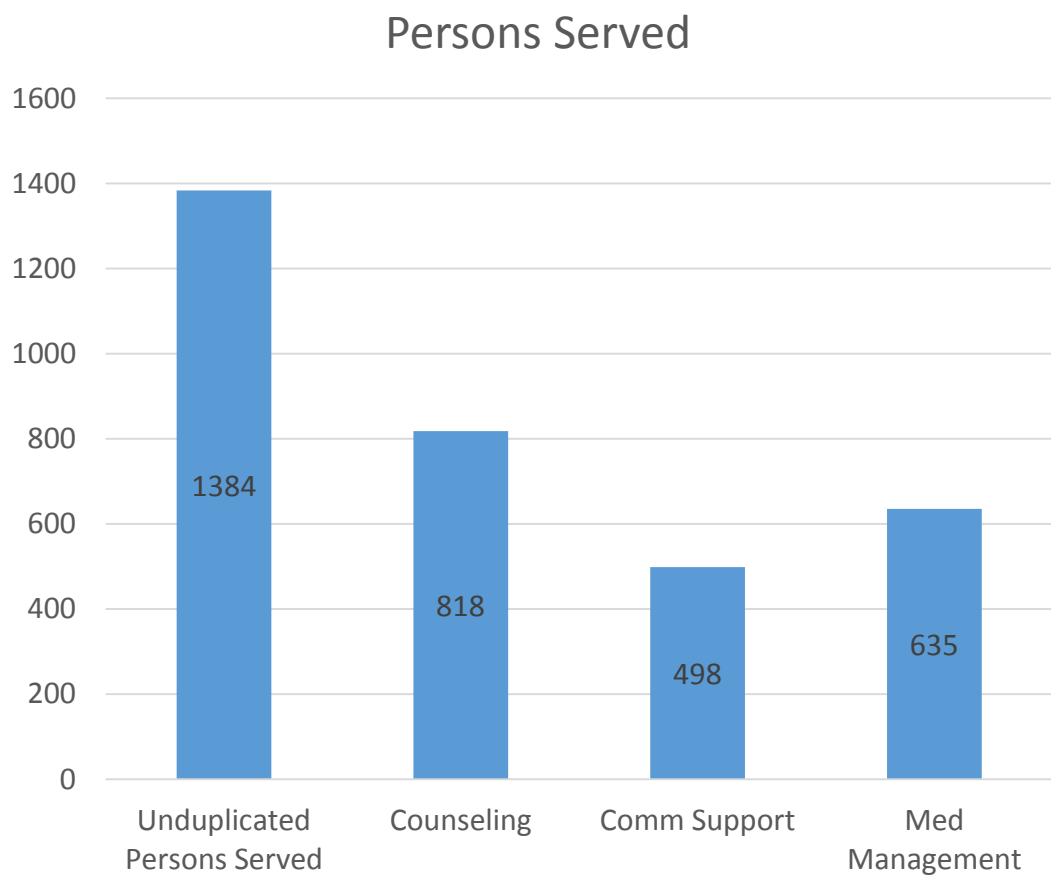
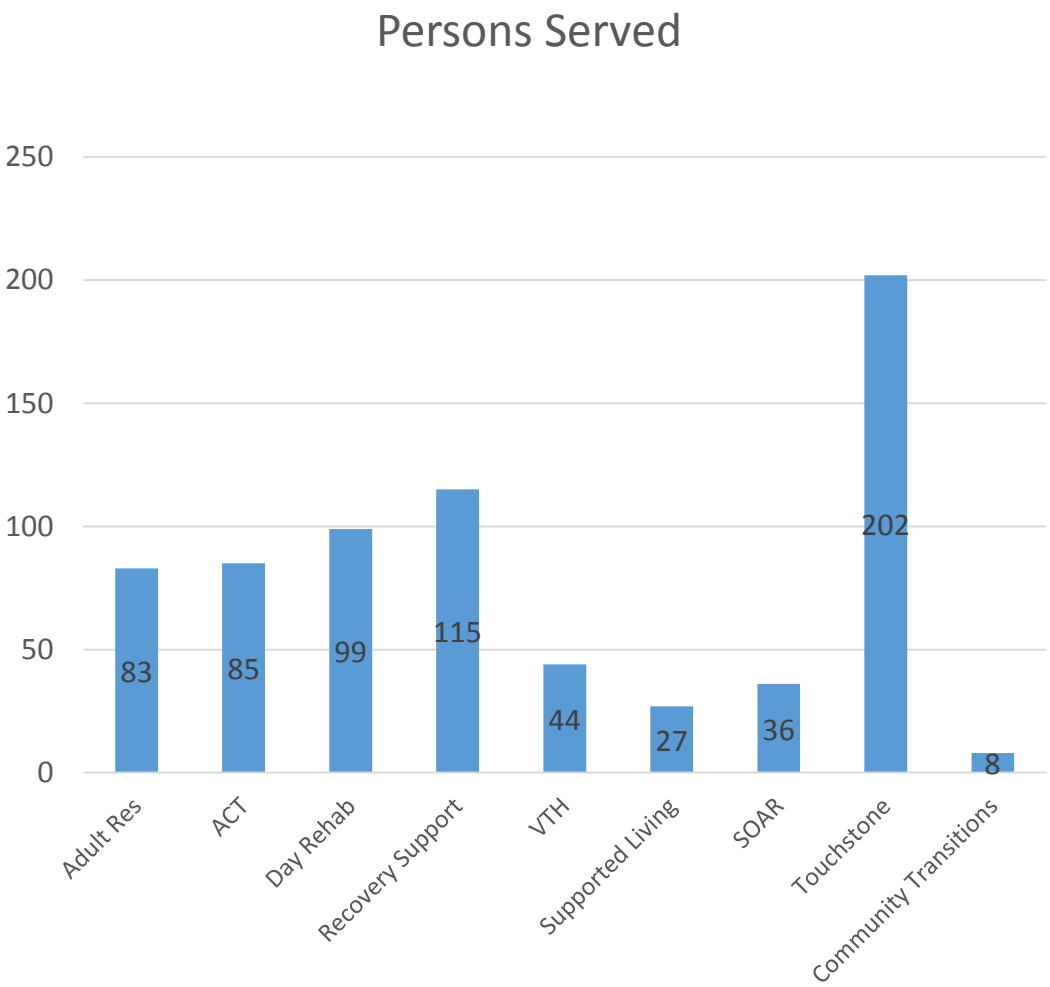
Results Based Accountability (RBA)

- Initiative of the State Division of Behavioral Health (NBHS)
- Tandem with a large data project for a different infrastructure for data collection and reporting for NBHS
- RBA is an overall quality management system
- 3 Components
 - How much did we do?
 - How well did we do it?
 - Is anyone better off?

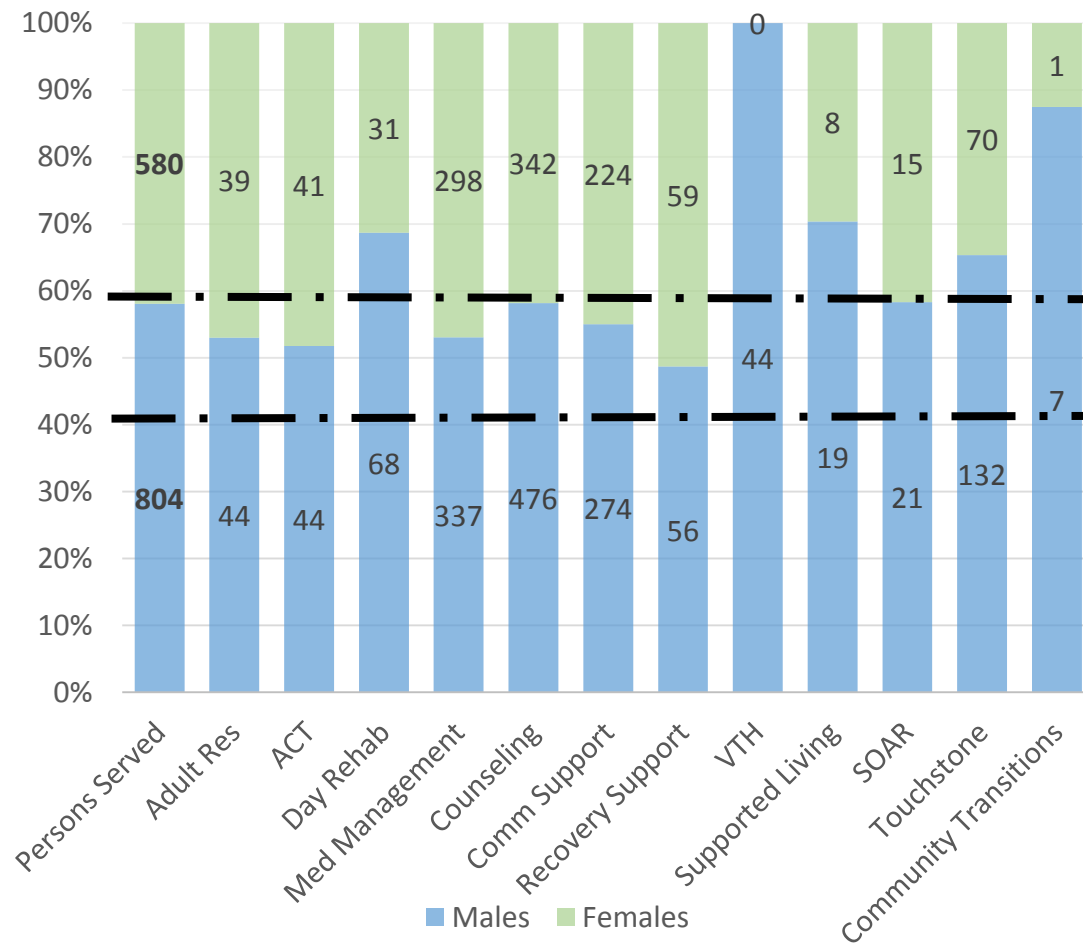
Turn the Curve Thinking

- “Trying Hard is Not Good Enough”
- Gets from talk to action quickly;
- Is a simple, common sense process that everyone can understand;
- Helps groups to surface and challenge assumptions that can be barriers to innovation;
- Builds collaboration and consensus;
- Uses data and transparency to ensure accountability for both the well-being of people and the performance of programs.

1384 Individuals Served- 1.9 admits per person



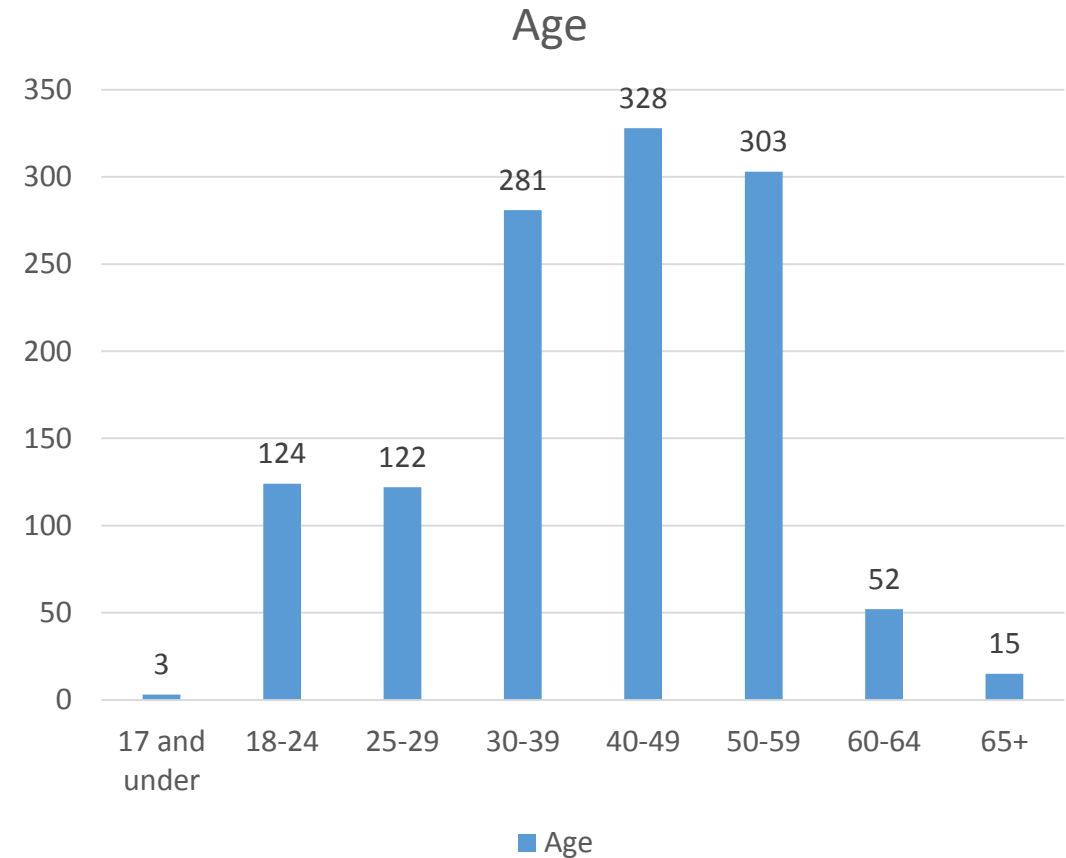
Gender



- Historically 55-60% Men
- Most programs trend this way
- Day Rehab, Comm Transitions, Supportive Living, Touchstone are exceptions with >60% men
- Adult Res, PIER, Counseling, Comm Support, Recovery Support closer to 50-50 Men:Women
- Theories about why this would be?

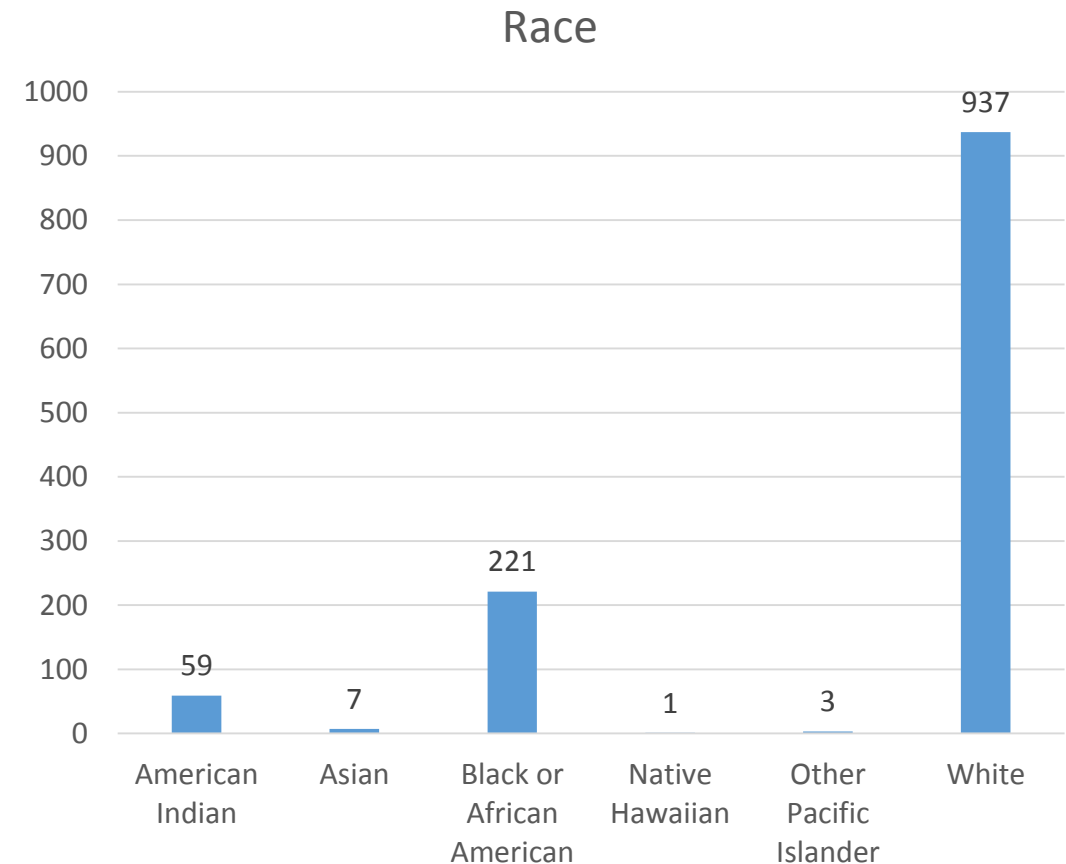
Age

- People we serve are Aging
- 67 people over 60 is new
- Young and Transitional age increasing as well
- 30-60 remains the majority of persons served



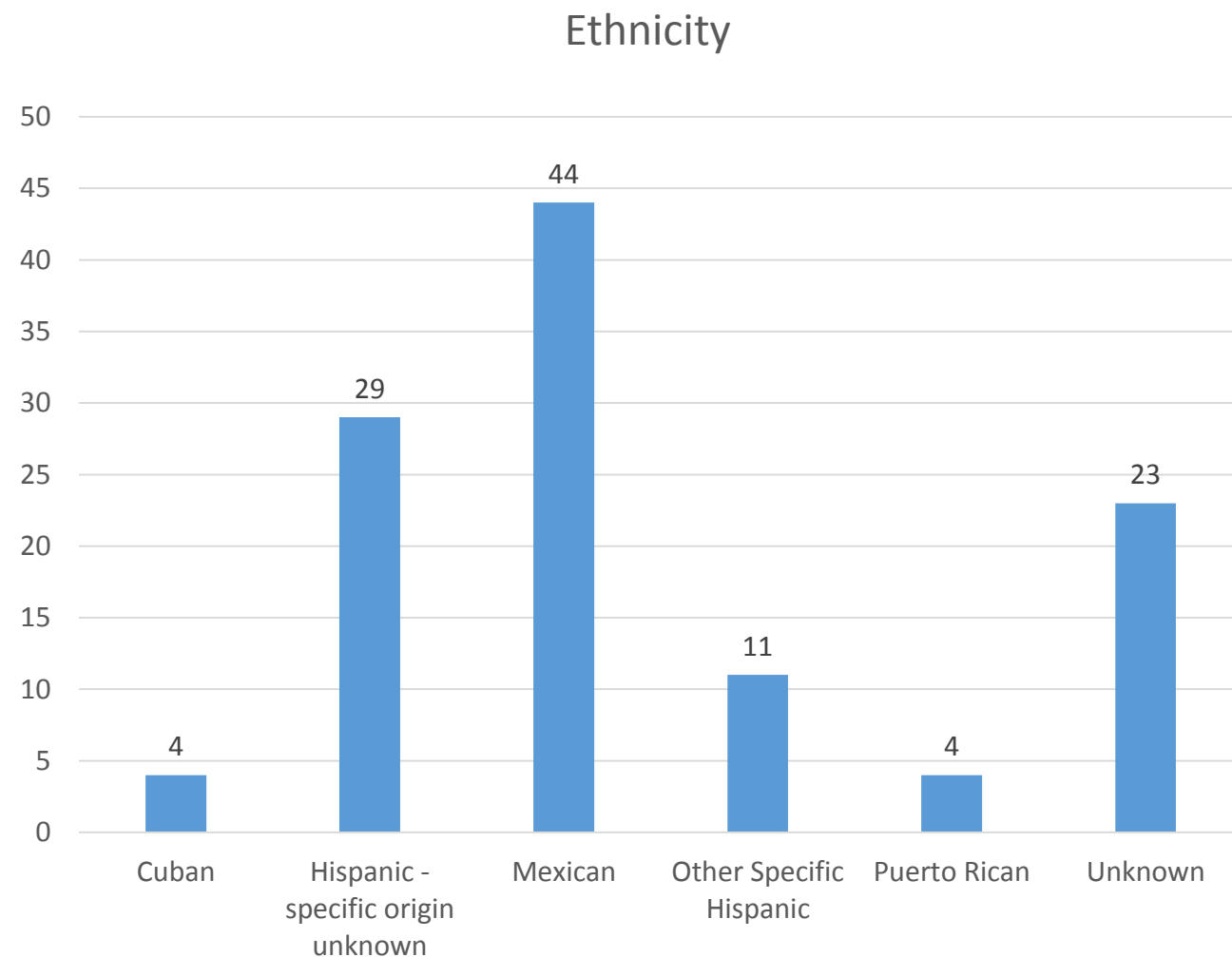
Race

- 76% are White
- 18% are Black/African Americans
- 5% are Native American
- People of Asian descent are represented, but still very low
- Fairly Reflective of the Community



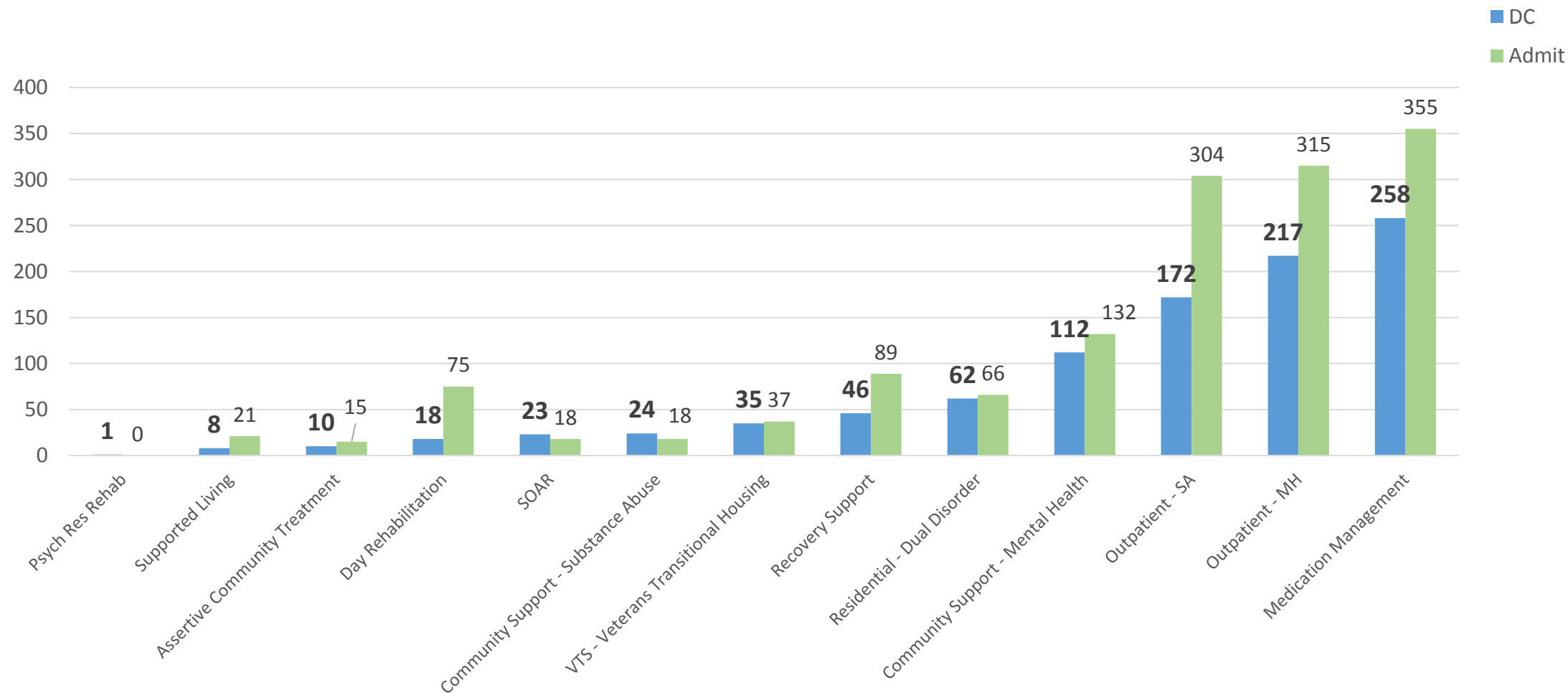
Ethnicity

- 8% Latino/Hispanic
- 92% (1269) Not of Latino/Hispanic Ethnicity
- 115 people of Latino Ethnicities
- Quite a variation in origins
- 23 blank/unknown

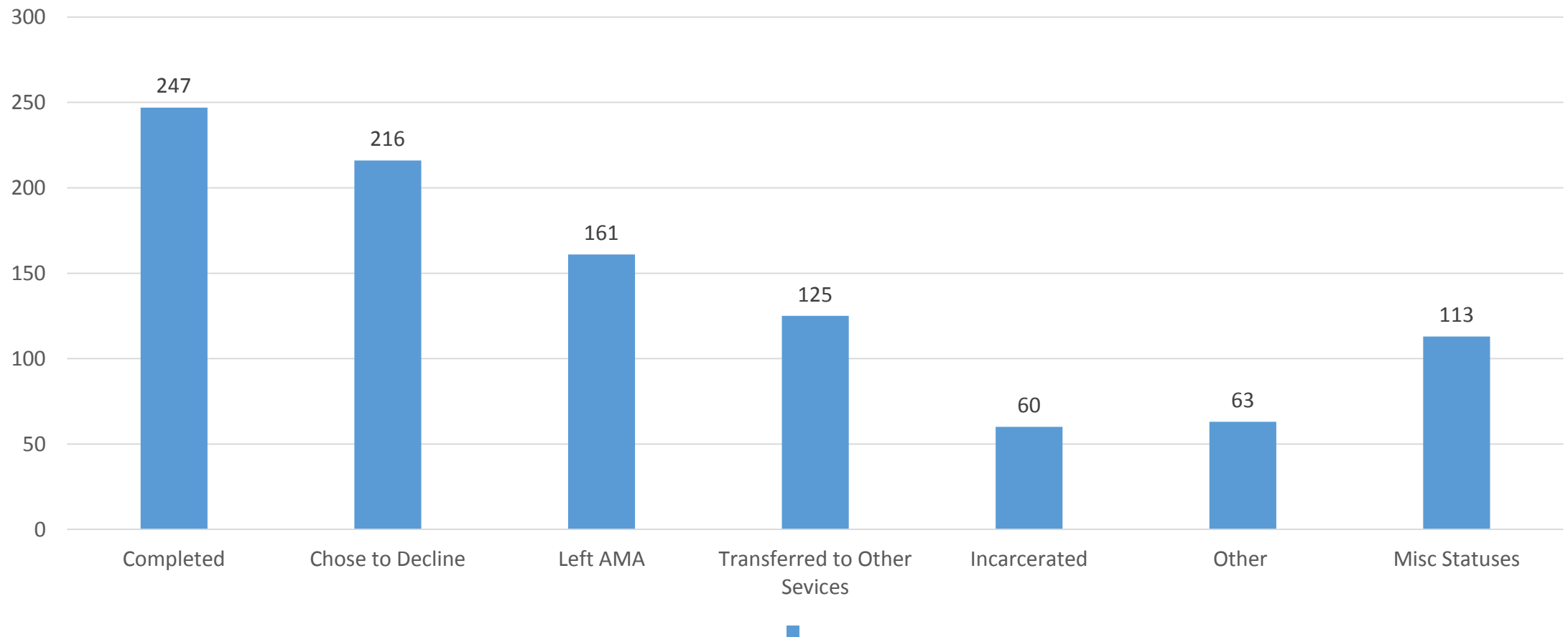


Admissions and Discharges

985 DC and 1445 Admit

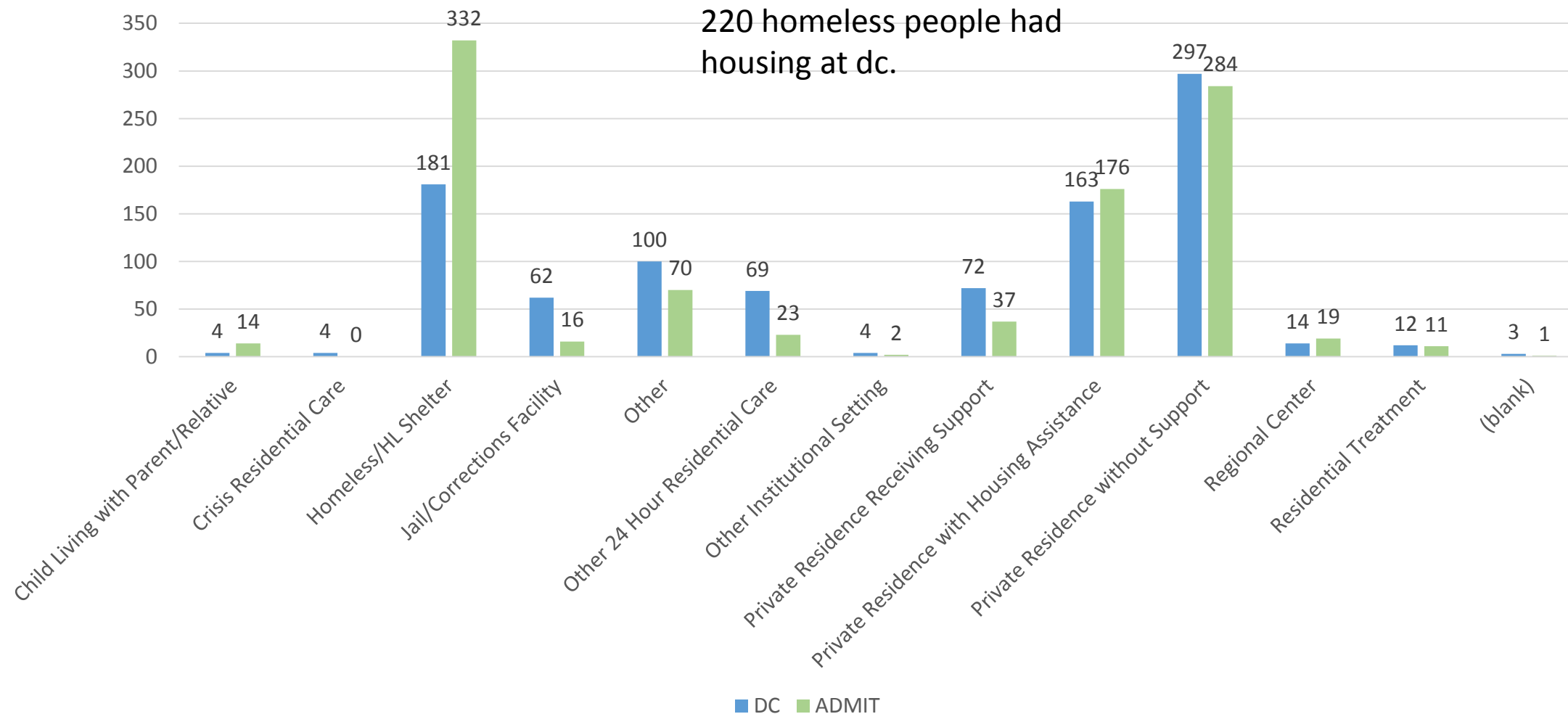


Discharge Status – 985 Discharges for 586 people



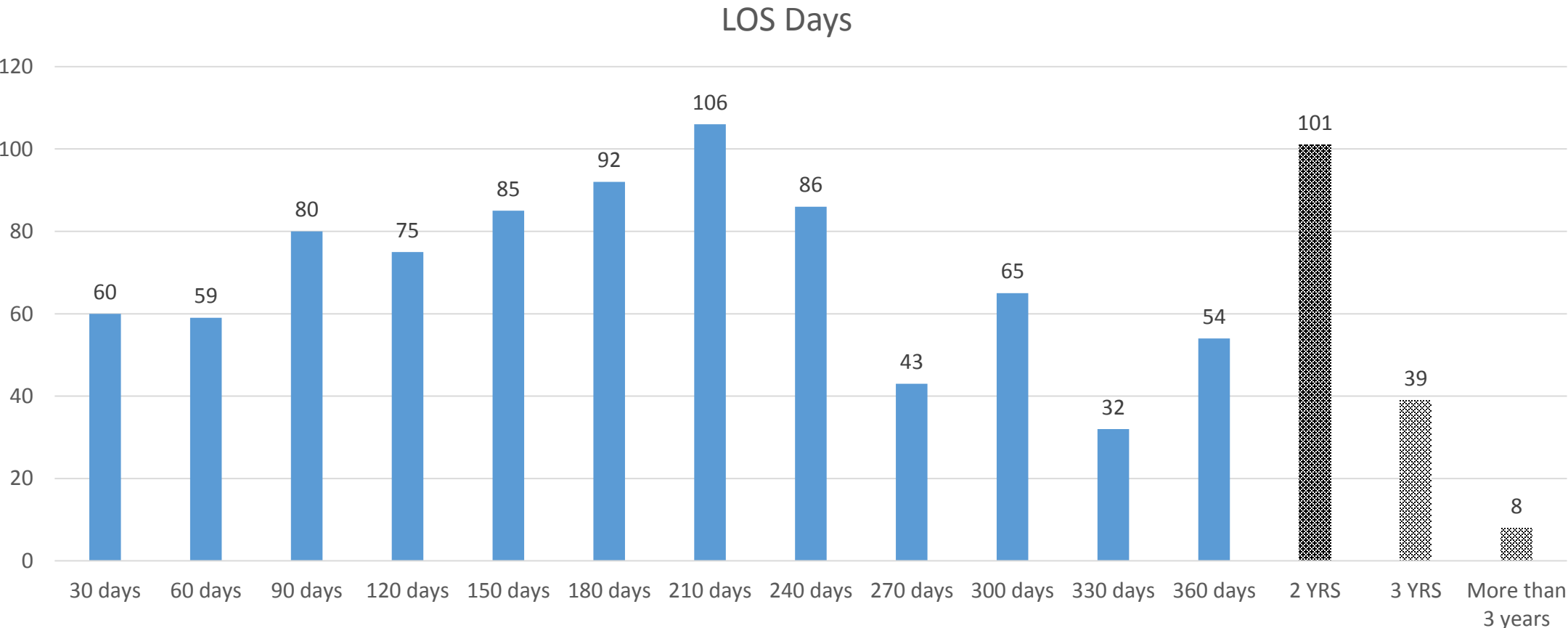
Living Situation

Of the 332 admitted from a Homeless Shelter, 112 were homeless at DC. Conversely, 220 homeless people had housing at dc.

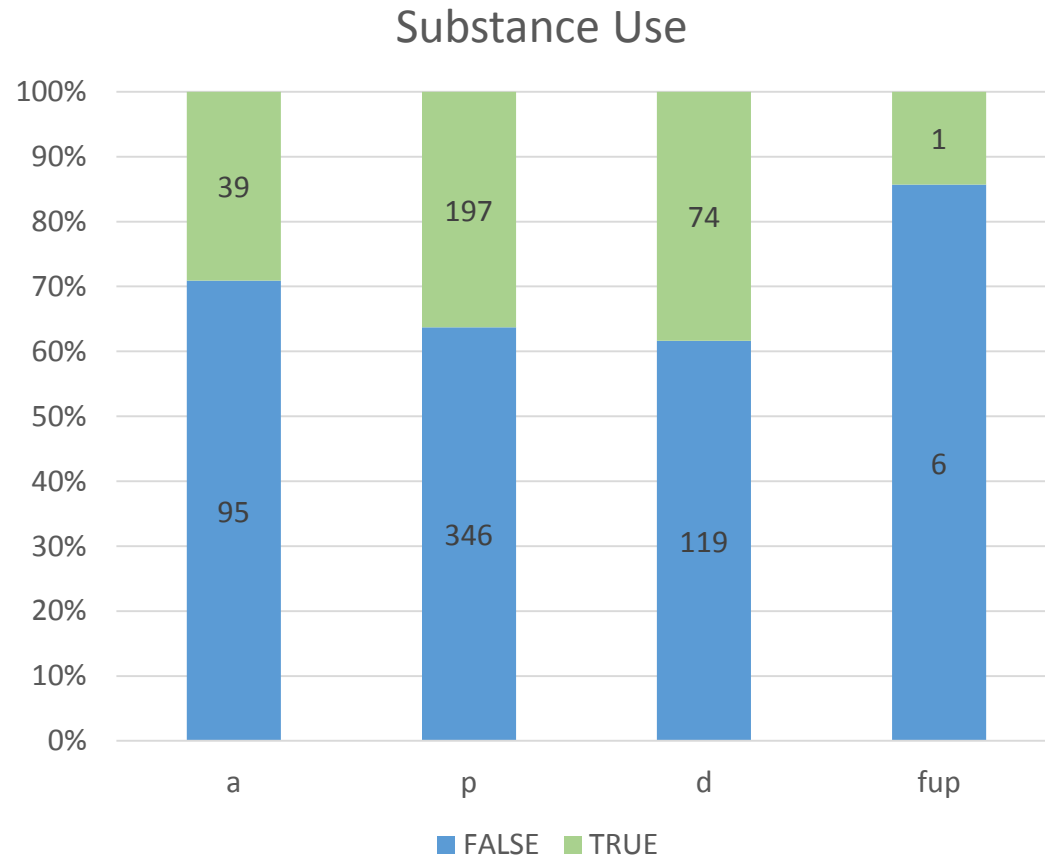


Living Situation – Reg and Dis	Child Living with Parent/Relative	Crisis Residential Care	Homeless/ HL Shelter	Jail/Corrections Facility	Other	Other 24 Hour Residential Care	Other Institutional Setting	Private Residence Receiving Support	Private Residence with Housing Assistance	Private Residence without Support	Regional Center	Residential Treatment	(blank)	Grand Total
Child Living with Parent/Relative	3				3			2	1	5				14
Homeless/ HL Shelter			112	28	38	25	1	19	43	62	2	1	1	332
Jail/Corrections Facility				4	3	3		3		3				16
Other			13	7	8	12		1	10	15		3	1	70
Other 24 Hour Residential Care			4			11	2	1		5				23
Other Institutional Setting									1	1				2
Private Residence Receiving Support			1	3	3	2		11	9	8				37
Private Residence with Housing Assistance	1		15	13	9	2		16	82	34	2	1	1	176
Private Residence without Support		1	34	7	32	10		17	16	158	4	5		284
Regional Center			1		4	1	1	1		3	6	2		19
Residential Treatment		3	1			3		1	1	2				11
(blank)										1				1
Grand Total	4	4	181	62	100	69	4	72	163	297	14	12	3	985

Length of Stay

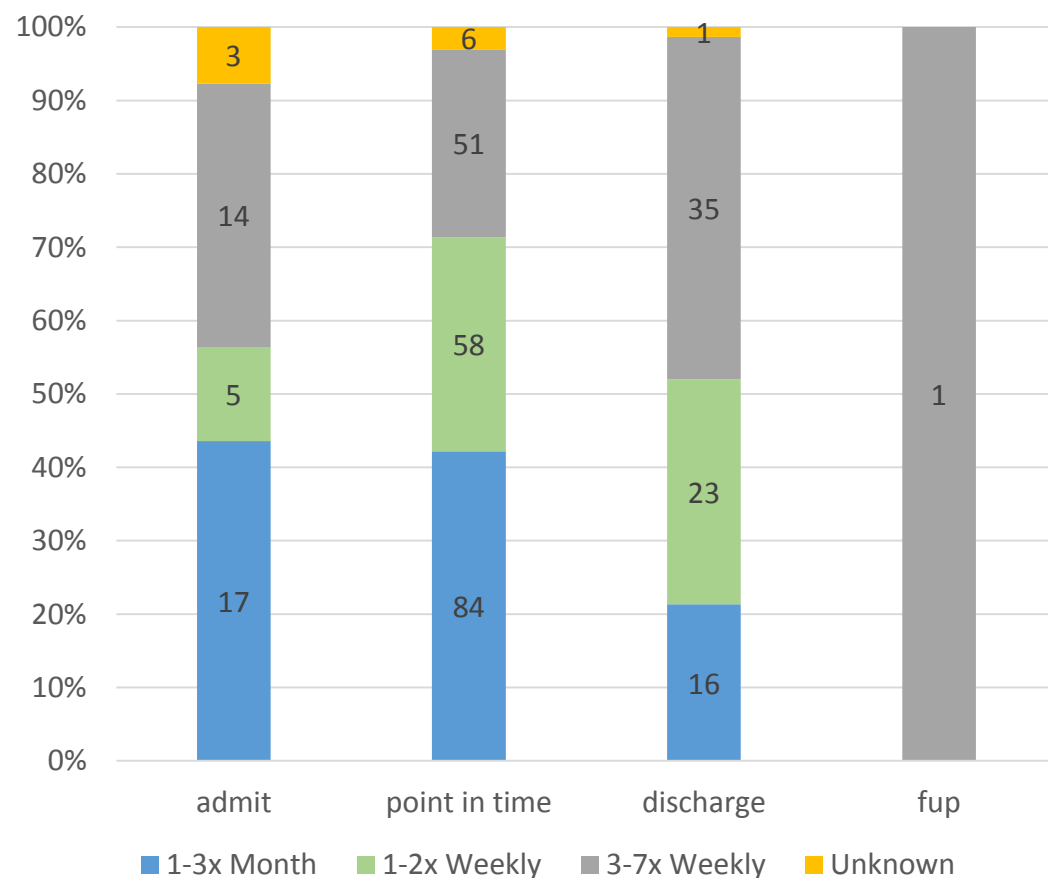


Substance Use Reports – Community Support



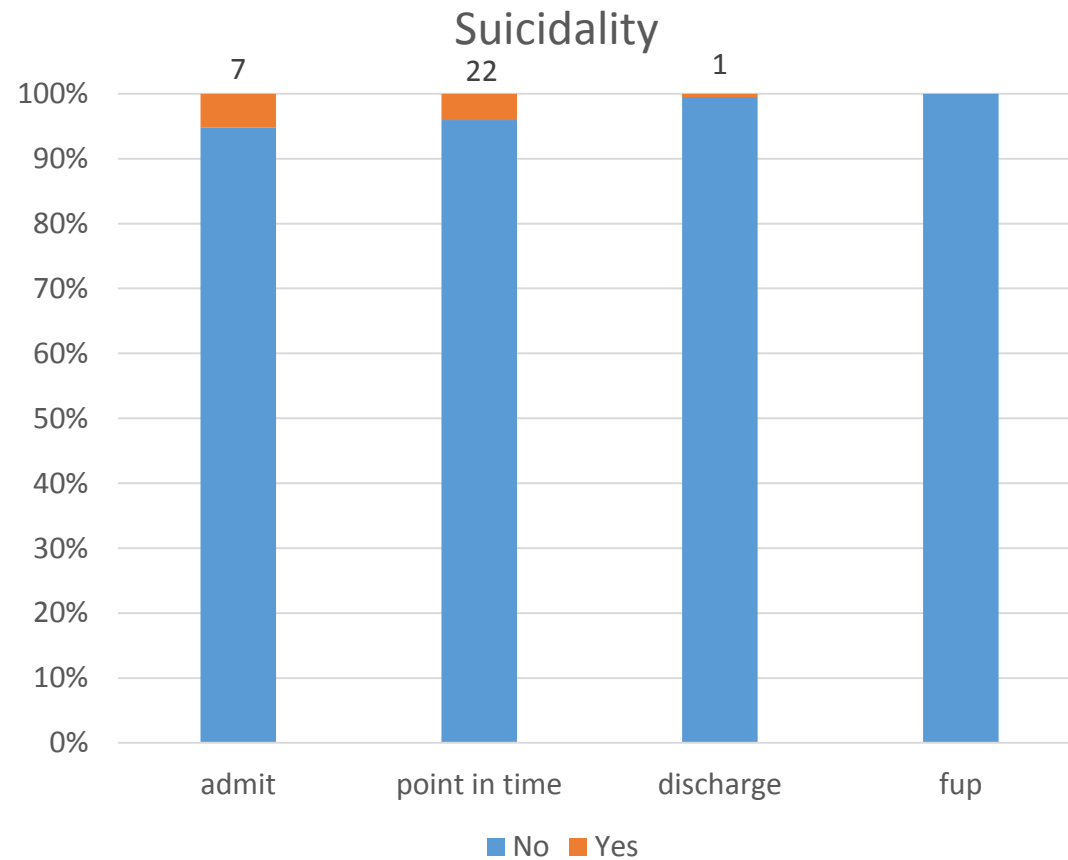
- 71% report no substance use at admission
- 64% report no substance use during services
- 62% reported no substance at Discharge
- 16% reported no substance at follow up (but only 6)

Frequency of Substance Use



- 314 surveys reported Substance use
- Frequency seems to decrease during services for the 3-7x week use and increase for the 1-2 x weekly;
- But the 3-7x weekly increases again at discharge

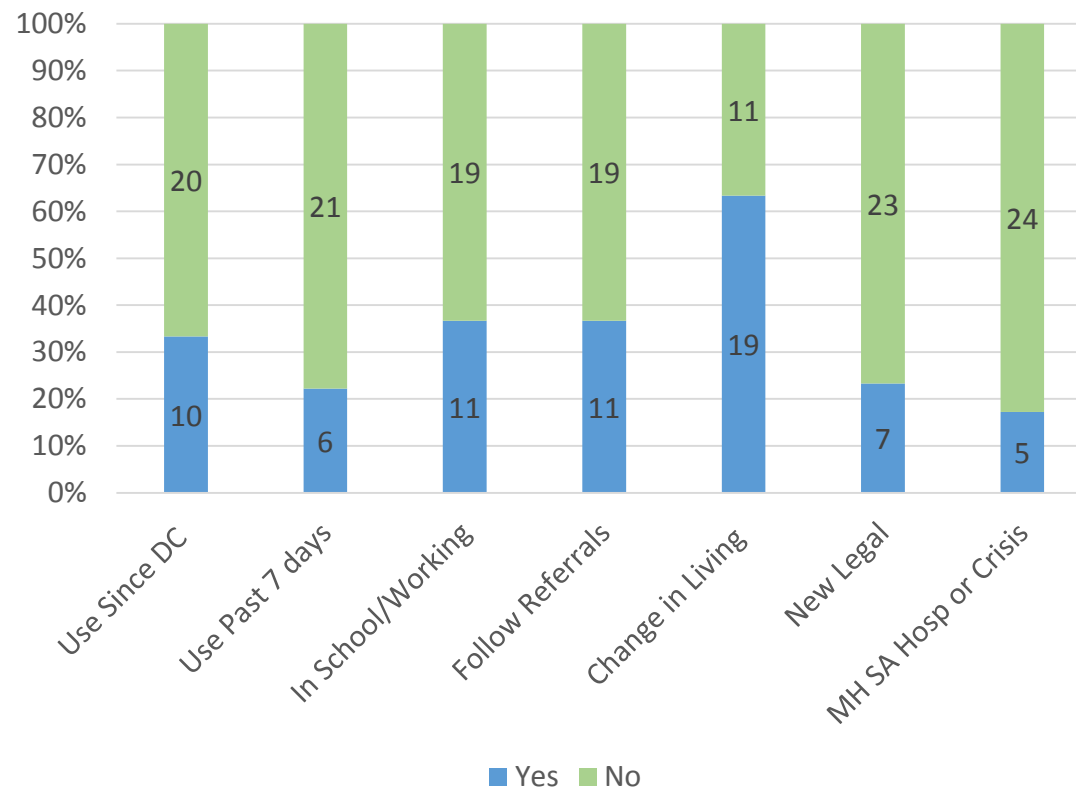
Suicide



- Not much variation between admission, point in time, at discharge or FUP

Adult Residential

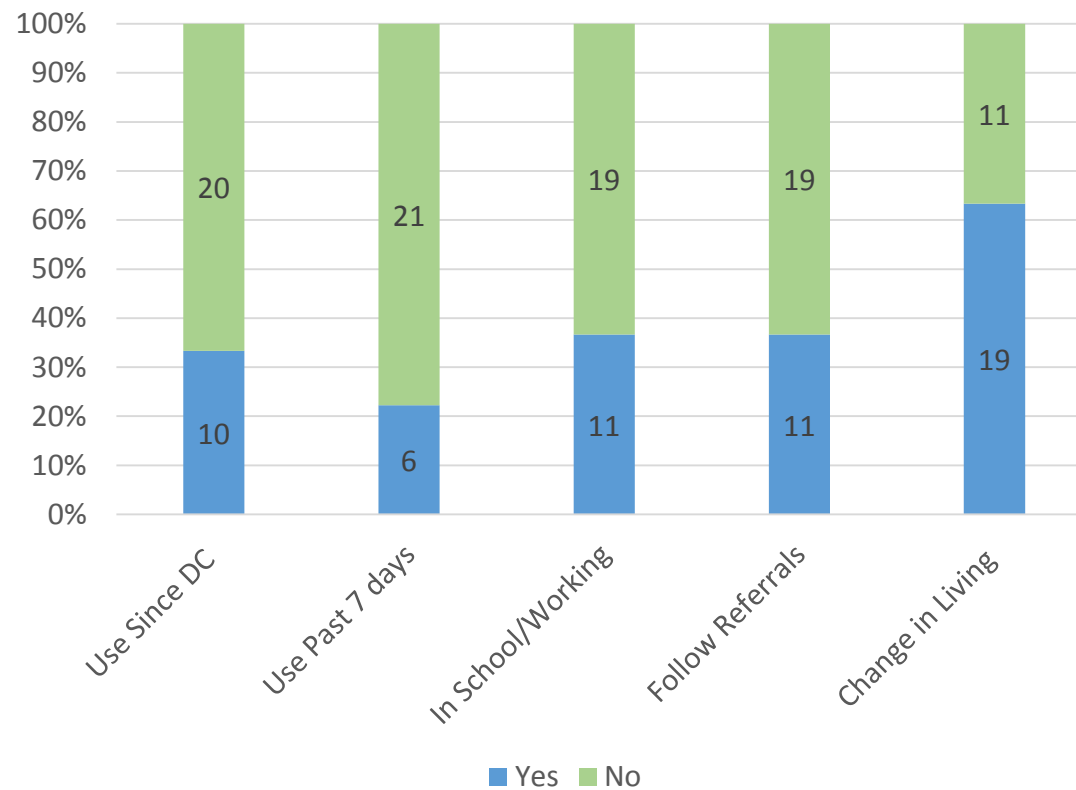
30 Day Post DC Survey



- 20/30 reported no use since DC
- 21/27 reported no use past 7 days
- 11/30 in school or working
- 19/30 had a change in living situation post DC

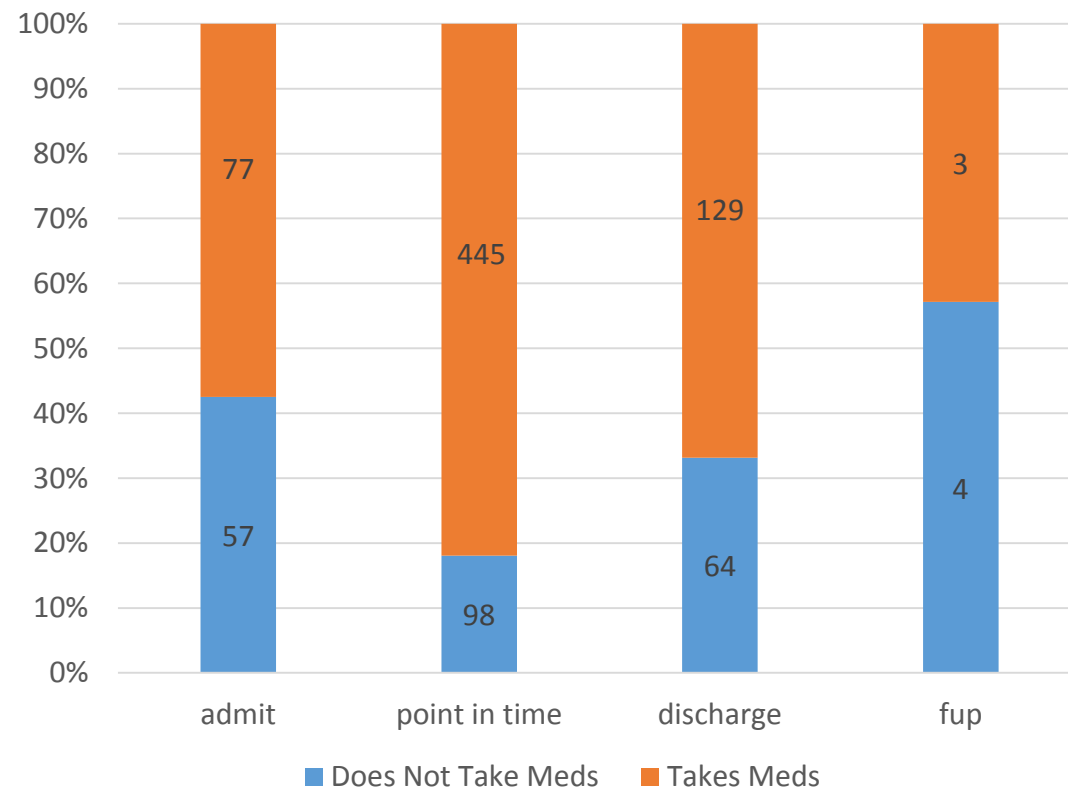
Adult Residential

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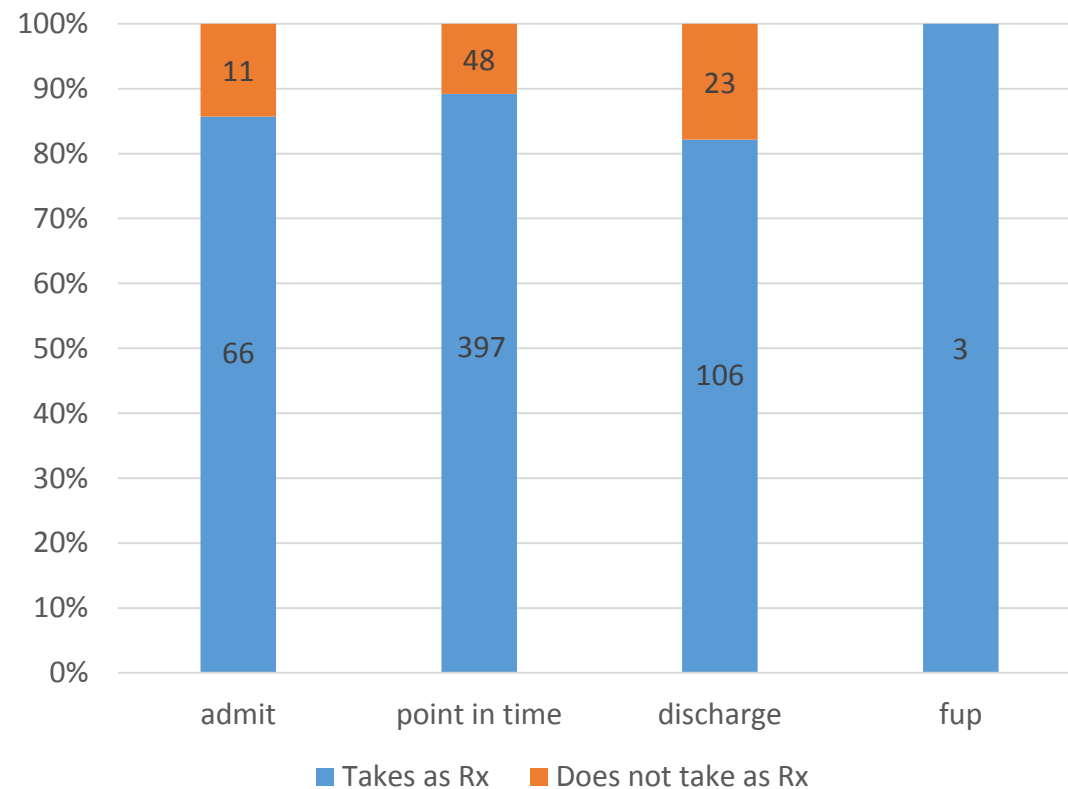
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Outpatients: Take Medications for Mental Health?



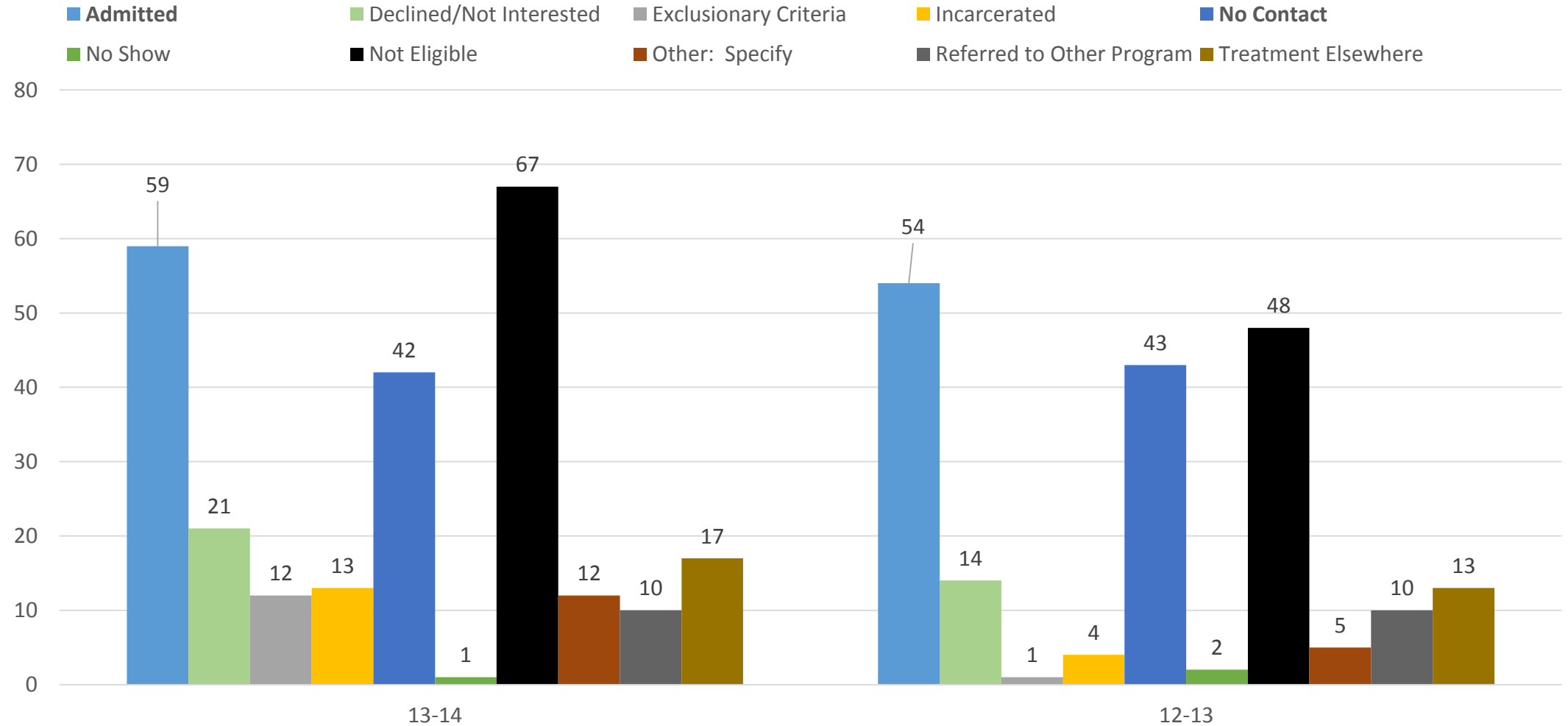
- People not taking medications decreases from over 40% to under 20% during services
- But increases to just over 30% at DC
- Assume as certain % of persons served will not require medications

Outpatients: Take Medications for Mental Health as RX?

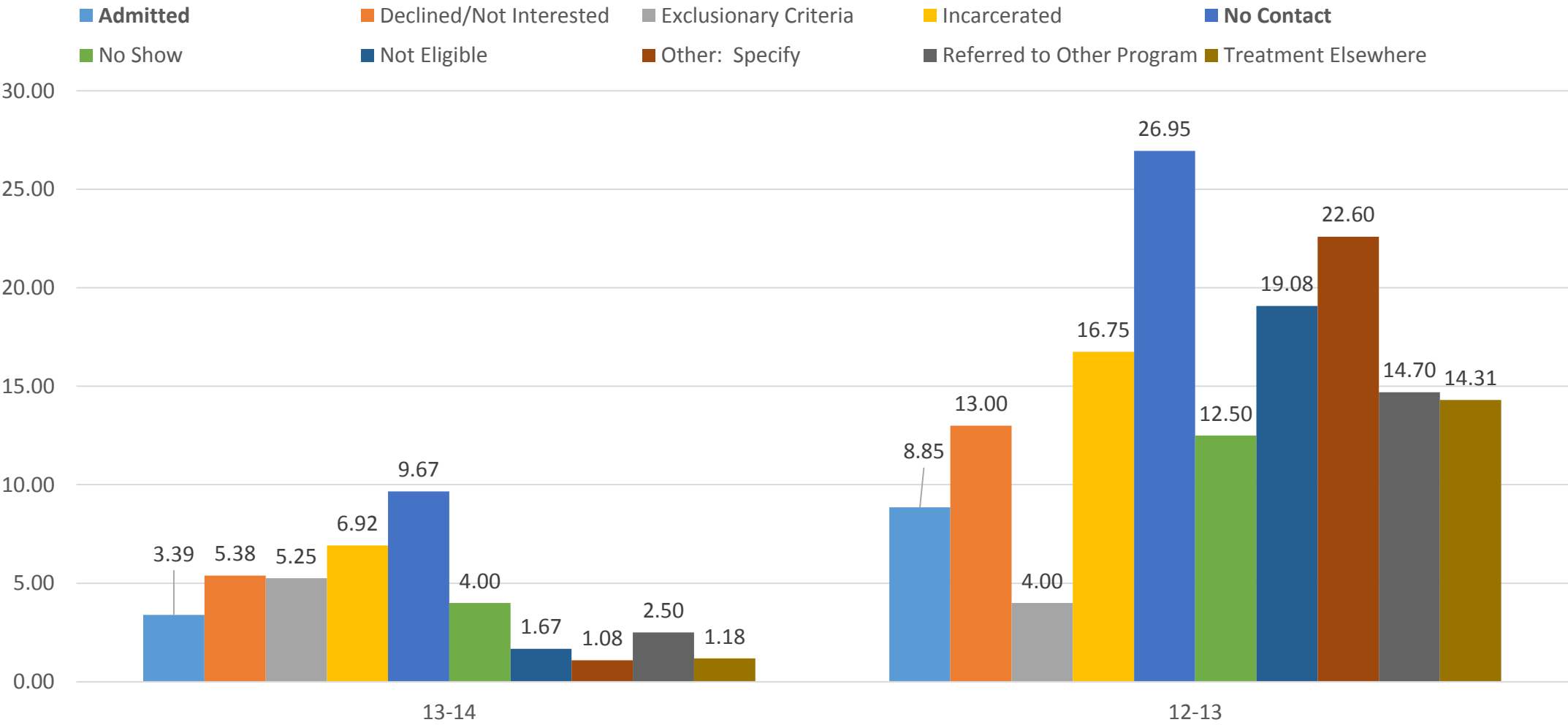


- People taking medications as Rx gains a few % during services, but appears to drop back to about 82% at discharge.

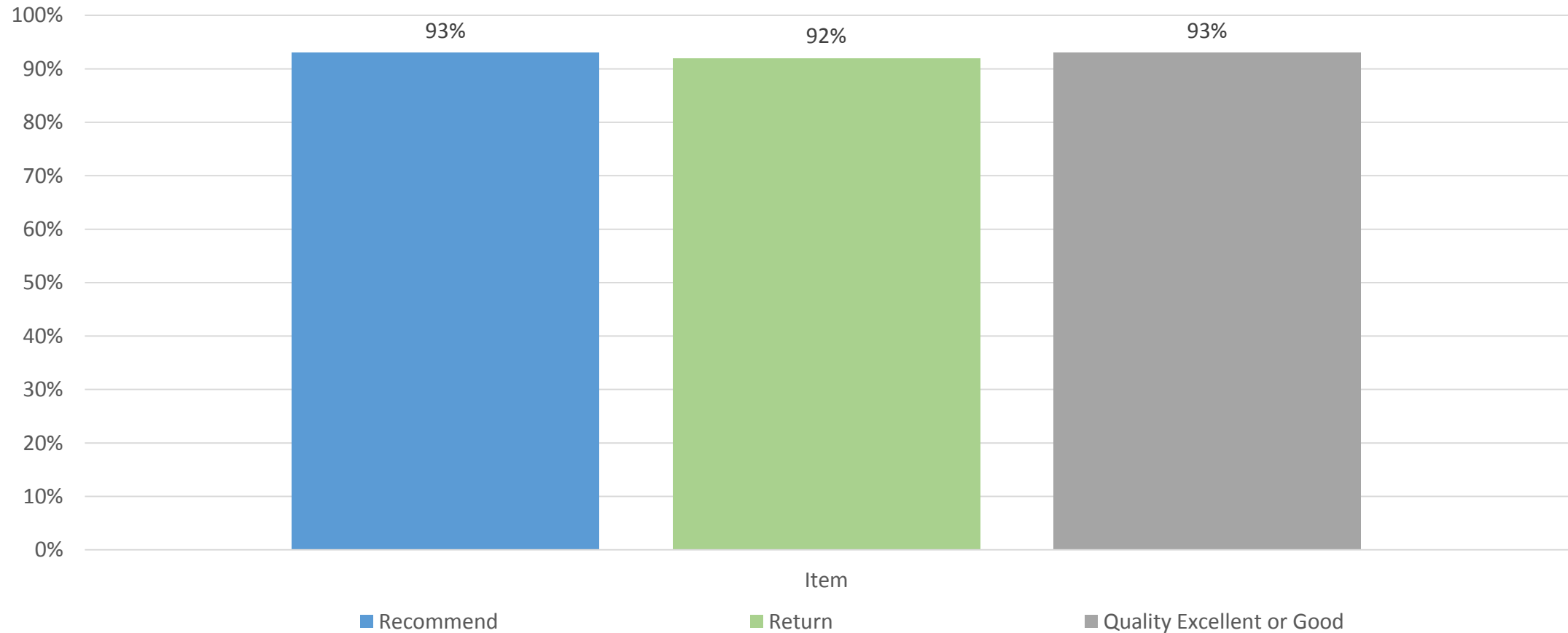
Access – Adult Residential



Access – Adult Residential Weeks Waiting



Perceptions of Care



Comments from the Persons Served....



- I'm very appreciative of CP and their services. I give them many thanks.
- All staff is wonderful. Always helpful and understanding.
- You guys are always very helpful and good to people in there time of need! Thanks:)
- Centerpointe has always been here when I needed them.
- I like being back here and am thankful for the chance.
- This is the best treatment center I have ever been to things are VERY different here. Very positive place to receive treatment.
- Pretty happy with the treatment I've been receiving here.
- LOVE it here the best treatment program I have EVER been in!!!
- The program is really good I feel like I can be successful.
- This place helped save my life & got me back on track THANK YOU CENTERPOINTE.

Other Quality Projects

- Using the DLA to inform clinical decisions and demonstrate outcomes in all programs
- Diagnosis Coordination and Communication Improvements
- SPQM – Service Quality Process Management
- Compass E-Z Co-Occurring Self Assessments
- Trauma Informed Care
- Rapid Cycle Change Project – Outpatient Access to Care
- Back Office Management - Pre and Post Service Audits