

GBHWC Quality Improvement Newsletter

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CARF Survey of Guam Behavioral Health and Wellness Center

Guam Behavioral Health and Wellness Center had its first Commission on Accreditation for Rehabilitation Facilities (CARF) accreditation survey last Jun 21-23, 2017. Three (3) surveyors came and conducted a survey of the administration, and the six (6) clinical programs. There were over 2000 CARF standards that the surveyors applied and evaluated whether GBHWC is in conformance with. The survey ended with an exit conference, wherein the survey team provided feedback concerning the strengths and weaknesses of the programs and operations in relation to the standards. Surveyors identified areas for improvement, and offered suggestions and consultations.

The survey team reported its findings to CARF, who will then render its decision approximately six-eight weeks from the time of the site survey. The decision could be a non accreditation, a one year



The New look of Guam Behavioral Health and Wellness Center

accreditation and 3 years accreditation. The Department is expecting that decision sometime in Aug 2017.

GBHWC satisfied each of the CARF accreditation conditions and demonstrated conformance to many of the standards. Although there are significant areas of deficiency in relation to the standards, GBHWC provided evidence that it is

capable of correcting the deficiencies and is committed to progress toward their correction. With this in mind GBHWC is hopeful that it will be accredited. Within 90 days of the notification of the accreditation decision, GBHWC shall submit to CARF a Quality Improvement Plan in which it will outline the actions that will be taken in response to the areas identified in the report.

What is accreditation and what does it mean to our consumers?



Accreditation is official recognition that GBHWC is guided by internationally recognized service standards and best practices. It demonstrates that GBHWC has opened its service delivery and business process to outside scrutiny to improve the quality of our programs.

Accreditation is a public statement that GBHWC strives to ensure that our services are of the highest possible quality.

CARF accreditation consists of ongoing consultation and in-depth on-site reviews to help our organization achieve the highest quality of care for our consumers.

What does accreditation mean to our consumers?

* Accreditation demonstrates to customers that our organization is committed to reducing risk, addressing health and safety concerns, respecting cultural and

individual preferences and providing the best possible quality of care.

Accreditation demonstrates that our organization values input of our consumers and is accountable to the community.

Accreditation demonstrates that our organization has made a specific commitment to put the needs of our consumers at the center of everything we do.

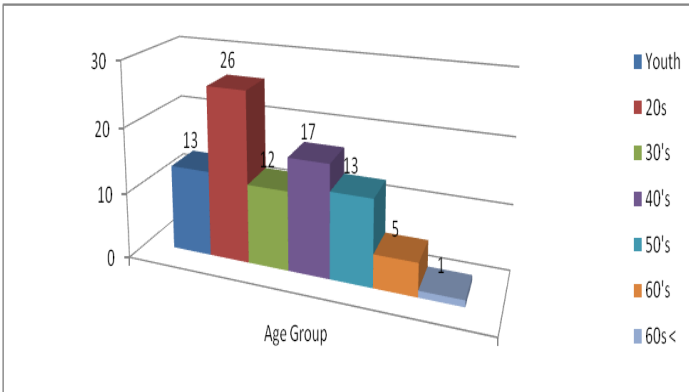
Accreditation indicates that our organization respects the rights and individuality of our consumers.

Crisis Stabilization Unit

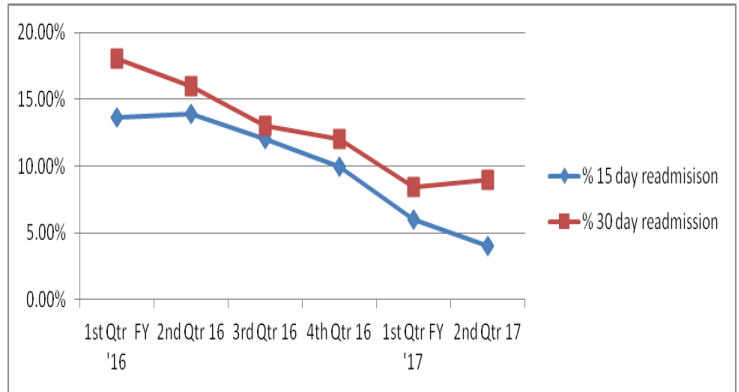
For the second quarter of 2017 Adult Inpatient Unit had a total of **78 admissions**, 37 were females and 41 males. Majority (34%) of the consumers admitted were in the 20 year old bracket. See graph 1

The 15 and 30 days readmission rate has a downward trend. The average length of stay was only 5 days with a median of 2 days for the quarter. See graph 2). There were no seclusions and restraints documented for this quarter.

Graph 1



Graph 2

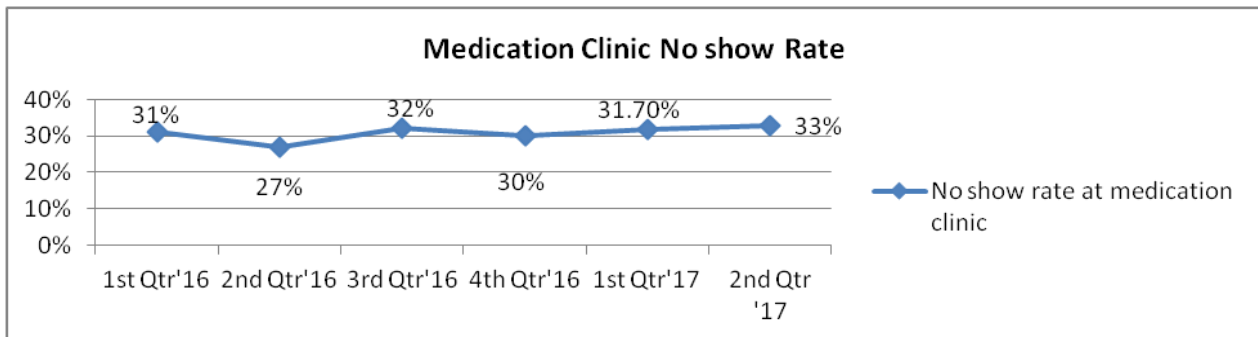
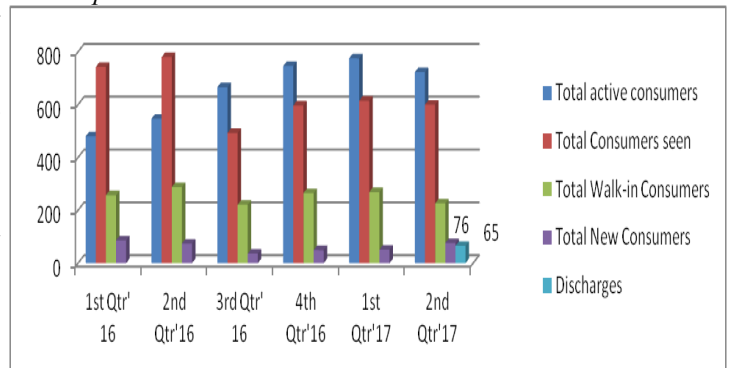


Adult Outpatient Program Data

Team 1 Medication Clinic has a total of 723 active consumers getting services at medication clinic alone or in combination with other services for this quarter. 65 Consumers were discharge mostly due to inactivity or has not requested any services for more than 90 days. A total of 600 consumers were seen for the quarter and 13 % of these were new consumers admitted to the program. see graph 1.

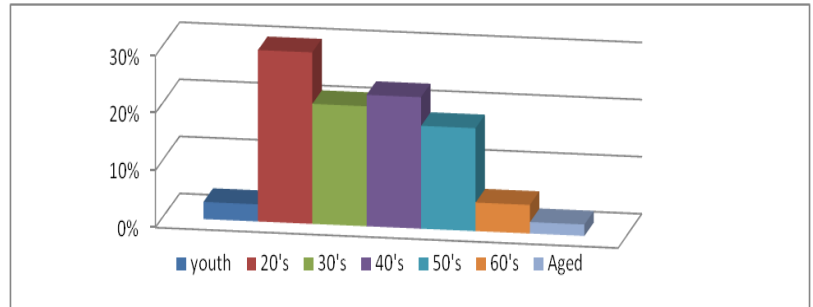
The no show rate at medication clinic is still elevated at 33% for this quarter, but it has been stable within this range since the time GBHWC has been monitoring it. Several performance initiatives were already conducted like sending out reminders or calling consumers prior to the appointment, but the numbers are still the same. The reason for the no show is still the same, such as no transportation, and even having no phone to reschedule an appointment. Finding a solution to lower the no show rates are being discussed such as charging consumers with a fee for no show.

Graph 1

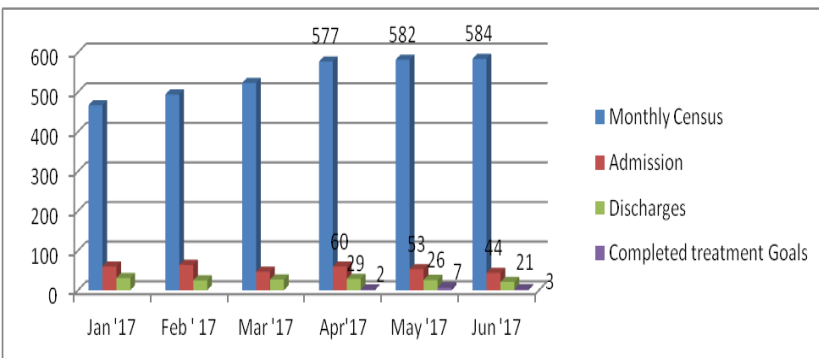


Adult Outpatient Treatment Team Data

Treatment Team 2 and 3 of the outpatient mental health program has a total of 533 consumers for the second quarter as of July 6. Fifty Three percent (53%) are males. Majority (30%) of the consumers are in the 20 year old bracket followed by the 40 year olds and the 30 year olds.



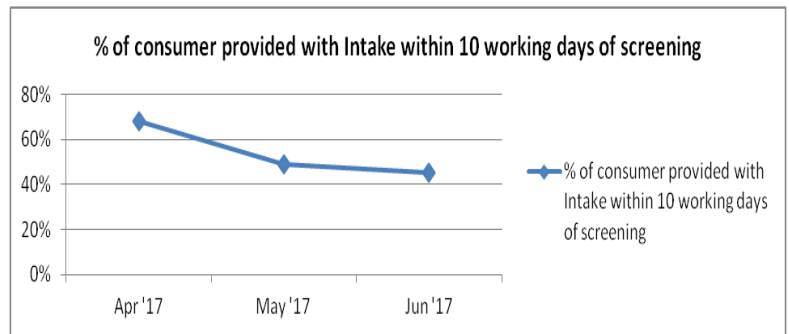
Monthly Census Admission and Discharges



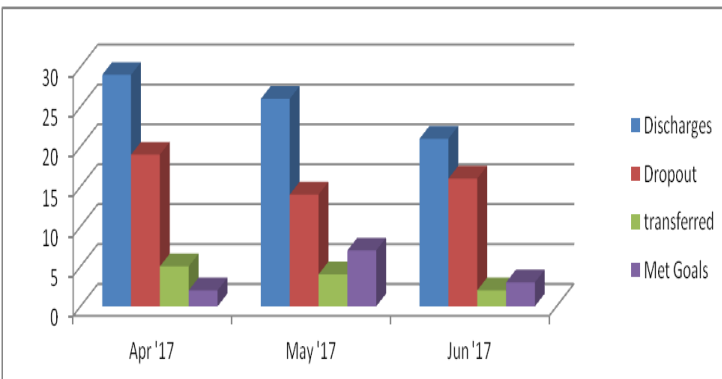
There were a total of 283 consumers screened and only 56% or 157 consumers were admitted to the adult outpatient mental health program for this quarter. Almost half of the screened consumers were either referred out to other programs or consumers drop out before the scheduled intake and assessments.

Access to Service

For this quarter the access to service indicator measures the time/days the routine consumer was contacted by the lead provider from screening, and the time/days intake assessment was conducted from screening. The goal is that 85% of the screened consumers would be provided with an intake within 10 working days. As of this time, the program was only able to collect the date of the time from screening to scheduled intakes



Effectiveness Domain /Outcomes Data:



76 consumers were discharged from the program, out of these discharges only 12 consumers or 16% completed their treatment goals, 49 consumers or 32% dropout, the rest were either transitioned or transferred to other programs

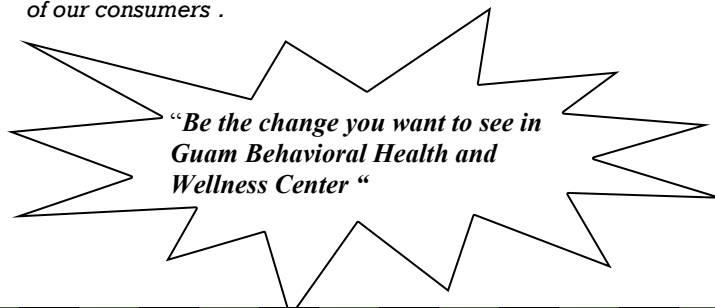
Mission and Vision Statement

“To provide culturally respectful quality behavioral health services that support and strengthen the wellbeing of the persons served, their families and the community in a safe environment”

“ GBHWC envision a healthy island, committed to promoting and improving the behavioral health and wellbeing of the community”

Statement of Values:

- Cultural Humility** *Understanding of our cultural heritage and sensitivity to our consumers and their families.*
- Achievement** *Providing gold standard care by utilizing evidence based program, policies and trainings while respecting and integrating cultural practices.*
- Respect** *Treating our consumers and their families, colleagues, and professionals from other organizations with respect and dignity.*
- Engagement** *Engagement and cooperation with the persons and organizations working together for the benefit of our consumers .*



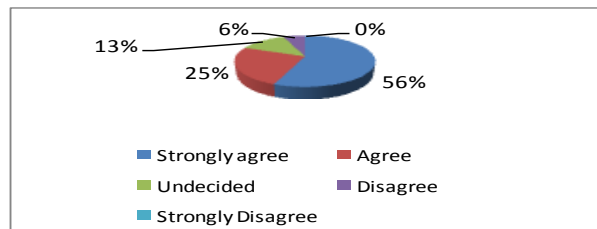
What do our consumers say of their Day Treatment Services (DTS)

The GBHWC Day Treatment Services was started last Nov. 2015. The goal of the program is to support individuals in their recovery process so they can ultimately be successful in a community living setting of their choice or maintain the level of independence that he/she currently enjoys.

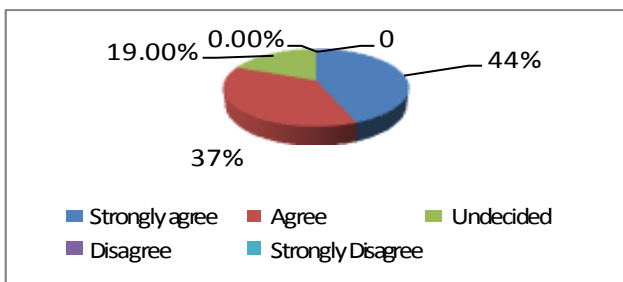
Currently 20 consumers are enrolled in this program .

For this quarter 16 of the consumers provided their input on how satisfied they are with the services. Below are the results of the survey.

My skills have improved as a result of DTS



I am satisfied with the Group activity



I feel safe to talk about my issue and concerns during group sessions

