



## FY 2020

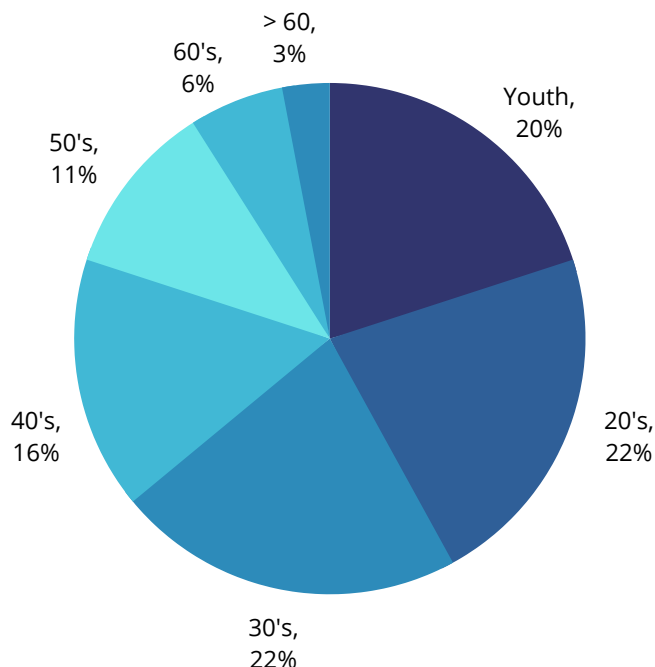
# QUALITY IMPROVEMENT

The newsletter for all your quality needs!

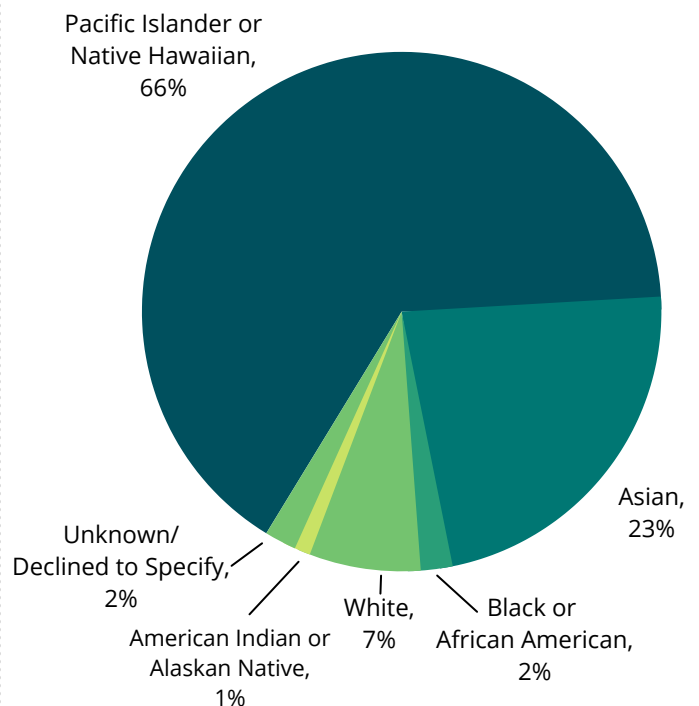


At the end of Fiscal Year (FY) 2020, Guam Behavioral Health and Wellness Center (GBHWC) had a total of 2,100 active consumers. Below are graphs of those that we served in the past fiscal year.

### Population by Age Group



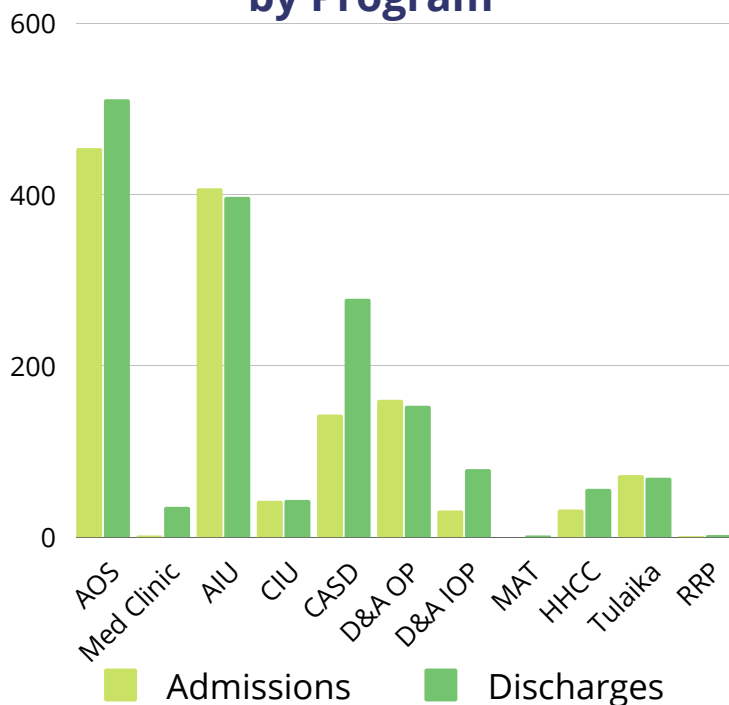
### Population by Race



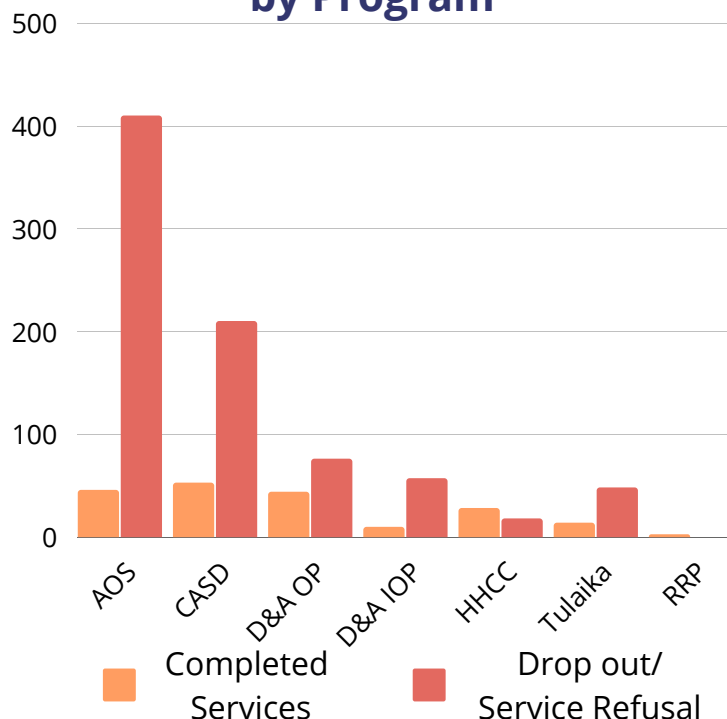
# QUALITY IMPROVEMENT NEWSLETTER

From October 2019 to September 2020, a total 1,344 consumers were admitted and 1,624 consumers were discharged.

## Admissions & Discharges by Program



## Discharge Types by Program



## GBHWC's COVID Response

GBHWC's services took an impact when the COVID-19 pandemic hit Guam and the Governor declared a lockdown on March 16, 2020. With the number of people infected with COVID-19 rising, our satellite offices were temporarily closed to the public with all screenings and intakes taking place at the main department in Tamuning. In response to the increase of intakes and crisis calls, we started around the clock intake services and increased the capacity of our crisis hotline to better serve our public. We also started our telehealth services to address the lack of ability to have in-person appointments.

Along with 24-hour intake services and crisis stabilization, our crisis hotline saw a rise in the number of calls made per day.

**GBHWC CRISIS HOTLINE  
AVAILABLE 24/7**

**HOTLINE  
NUMBER**  
(671)647-8833/4



### Pre COVID-19 Pandemic

January 2018 - June 2019



Average of 15  
calls per **MONTH**

### During COVID-19 Pandemic

March 2020 - September 2020

Average of 15 to 25  
calls per **DAY**

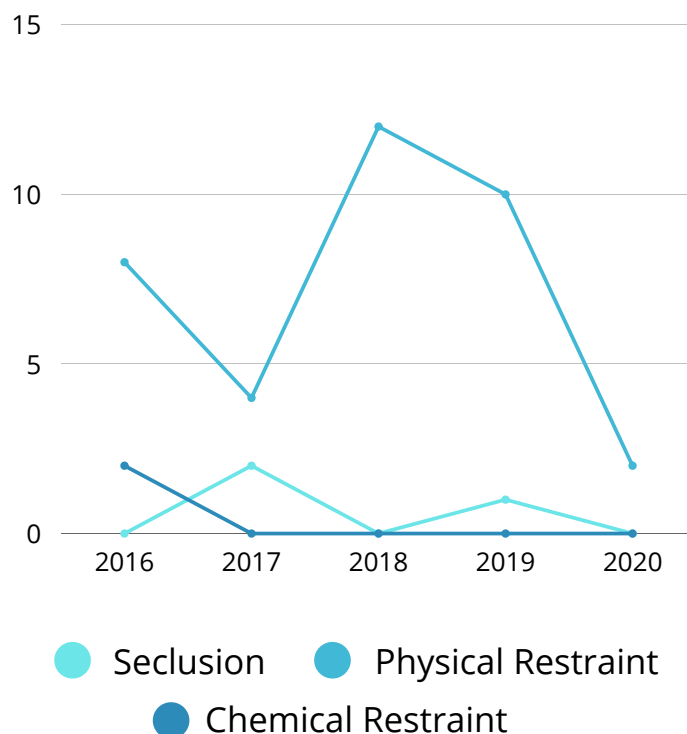


## Approach to Seclusion and Restraint

In the previous year (2019), GBHWC has made its goal to decrease the number of incidences of seclusion and restraint. Our reduction plan incorporates utilization of the prevention approach and continuous quality improvement.

GBHWC aims to meet these three goals:

- **Goal 1:** To reduce the use of seclusion and restrain by defining and articulating a mission, philosophy of care, guiding value that assures a reduction plan is developed and implemented.
- **Goal 2:** To reduce the use of seclusion and restraint by using data in an empirical and non-punitive manner.
- **Goal 3:** To reduce the use of seclusion and restraint by fostering a therapeutic treatment environment that incorporates trauma-informed and recovery-oriented care.



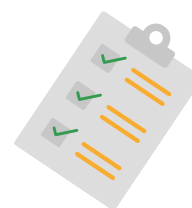
## Quality Records Review

Every quarter, GBHWC aims to conduct a Quality Records Review for its Medical Records Unit. The review is completed by the direct service providers. Those who take part in the review look over the following sections from the charts:

- Orientation Compliance
- Screening & Intake
- Treatment Plan Development
- Treatment Plan Review
- Progress Notes
- Transition/Discharge

### Average Chart Scores

	Score	
	2019 4th Qtr n=18	2020 1st Qtr n=14
Meets expectations	43%	60%
Does not meet expectations	23%	40%



## GBHWC at Island-wide Clean Up 2020

Not only does GBHWC aim to improve the quality of our services, we also aim to improve the quality of our island! Here are some pictures of our department helping with the Island-wide Clean Up on June 27, 2020.



Brought to you by the QI Division: Cydsel Toledo & Luisa Tenorio