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PROGRAM PERFORMANCE OUTCOMES REPORT 2016

(For 2015 Data)

Beneficial Behavioral Health Services provides a range of mental health and substance abuse services to individuals and families in Eastern Nebraska. The center provides services at one location in Omaha and in client's homes.

The mission of BBHS is to build happier lives through behavioral health with our clients. We strive for a high level of customer satisfaction and continuous quality improvement of services that are cost efficient and have measurable outcomes.

Services are provided by a professional staff, including licensed therapists, a licensed psychologist, community treatment aids and para professionals. BBHS works in concert with Nebraska Department of Health and Human Services (NHC), Child Protective Services, and Office of Juvenile Services, to provide behavioral health care to hurting families. We consider HHS caseworkers and probation officers our customers and we strive to provide the best service possible to the clients in order to assist our customers in meeting the health care needs of their wards.

This year, a **total of 912 clients were served by BBHS**. A breakdown of the population served is detailed in the next section.

Quality improvement is a shared function of all direct service providers as well as management staff. The Management Action Team (MAT) meets on a weekly basis and considers QI issues. The MAT facilitates overall agency improvements which ultimately reflect upon the quality of services to the clients and consumers. The committee is comprised of the directors of each program, the clinical director, and the business director. Any incident report filed with the clinical director is reviewed at this meeting, as well as any concerns raised by clients or stakeholders.

This report was compiled from data supplied by discharge summaries, intake and discharge satisfaction surveys, interval surveys and 30-day follow-up surveys.

1. CLINICAL PROGRAM (Including CTA data)

EFFECTIVENESS OF CLINICAL SERVICES

Effectiveness of service describes the results of the services we provide to clients. It measures whether what we do is having an impact on the lives of the people we are seeing. We measure effectiveness of service in several ways:

1. **Life Satisfaction Checklist (OQ-45):** Life satisfaction areas are assessed at intake, at discharge and 30 days after discharge using a 5 point Likert scale. These are compared to determine if improvement occurred.

GOAL #1: At discharge, clients will have a positive increase in Life satisfaction and will maintain it at 30 day follow up.

ACCOMPLISHMENTS: In the Clinical Services program at the time of discharge and at follow up, **clients averaged a 29% increase** with life satisfaction on surveys. This indicates that our clients are able to maintain positive changes in their lives at discharge and beyond.

Positive Change Overall (met goal)

2. **GAF Scores:** Global Assessment of Functioning is assessed at intake and at discharge.

GOAL #2: Clients will have a positive change in GAF upon discharge.

ACCOMPLISHMENTS: In the Clinical Services program there was an **average improvement in GAF scores of 34%**, demonstrating that our clients are benefiting from our services.

Positive Change Overall (met goal)

3. **Successfully Discharged Clients:** Measured by the percentage of successfully discharged clients. A successful discharge means that a client has met their major discharge goals in their treatment plan.

GOAL #3: To successfully discharge 75% of our clients.

ACCOMPLISHMENTS: **69% of our clients were successfully discharged** this year.

Negative Change Overall (missed goal)

EFFICIENCY OF CLINICAL SERVICES

Efficiency of services is defined as the relationship between results achieved and the resources used. This is determined by the number of sessions used to accomplish the treatment goals and the length of service in number of days.

GOAL: **Number of therapy sessions** not to exceed: 75 sessions
If the number of services go over 75 the case must be reviewed to be authorized by major funding source.

ACCOMPLISHMENT: **Number of therapy sessions averaged 69.**

Positive Change Overall (exceeded goal)

GOAL: Length of therapy services not to exceed: 180 days
Lengths of service going beyond six month tends to foster dependent relationships between client and therapist.

ACCOMPLISHMENT: **Clinical Services averaged 117 days** of service.

Positive Change Overall (exceeded goal)

GOAL: **Length of CTA services** not to exceed: 90 days
This is the imposed limit for funding by funding source.

ACCOMPLISHMENT: **CTA services averaged 55 days of service and 30 sessions.**

Positive Change Overall (exceeded goal)

ACCESS TO SERVICE

Access to service is defined as how long it takes to begin providing services once we receive a referral. It also includes response time of personnel to voice mail.

GOAL #1: 100% of referrals will be contacted or attempted to be contacted within 48 hours of receiving the referral to set up the first appointment.

ACCOMPLISHMENTS: It is to be noted that **100% of clients were contacted** or attempted to be contacted within the 48 hour requirement.

Positive Change Overall (met goal)

GOAL #2: Non-emergency clients will be seen within 14 days of the referral being received.

ACCOMPLISHMENT: Within the Clinical Services Program **all clients were seen within the 14 day period.**

Positive Change Overall (met goal)

SATISFACTION OF SERVICES

Satisfaction of services is measured by the satisfaction of the client who received the services as well as the satisfaction of the referral source. This measured in two ways:

1. The client completes a satisfaction with services survey at various points in their treatment.
2. Management conducts a satisfaction survey with the referral source each time they do a case review with the referral source.

GOAL #1: **Client satisfaction** will remain high (3 or better on a 6 point scale).

ACCOMPLISHMENT: Client satisfaction data showed that **91% of clients surveyed fell in to the 3-6 point range** on all survey items.

Negative Change Overall (missed goal)

GOAL #2: **Referral source** satisfaction will remain high (3 or better on 6 point scale).

ACCOMPLISHMENT: A review of the case review reports showed a high satisfaction with the services provided by BBHS. **Customer satisfaction data was on average in the 3-6 point range.**

Positive Change Overall (met goal)

CLIENT SUGGESTIONS

Clients would like their therapists to be on time. They would like to have therapists go with them on job searches. They would like therapists to accompany them to psychiatric appointments. They want therapists to testify on their behalf in Court. They would like to have therapists accompany them to meets with their caseworkers. Could my therapist help me with my homework?

ANALYSIS OF DATA

Our overall **effectiveness** of services **exceeded goals in all but one area measured.**

Our **efficiency** **was high this year.**

Our **access** to service rates were **at or over targets for the year.**

Overall client and referral source **satisfaction** remain high for the year. **All surveyed, but a small proportion, were considered to be satisfied.**

AREAS NEEDING PERFORMANCE IMPROVEMENT

1. Will work to increase client satisfaction. One of the problems that we face here is that the majority of our clients are court ordered.

2. Work to improve successful discharge rating with high risk clients who are poorly motivated.

ACTION PLAN

1. We will have our therapists work resolve any issues that may come up during the therapeutic process that negatively impact client satisfaction. If the therapists report or the client reports that the issues are not able to be resolved at the primary level of care then management will become involved, including case managers of governmental sources.
2. Will work to implement programming that can help our clients with their issues. We will apply all programs and treatment planning guides developed or purchased. We will look at the personality type and skill set of our therapists to understand which combination works the best with our clients.

OUTLINE OF ACTIONS TAKEN

Note: For review of strategic plan goals and accomplishments, see the Strategic Plan.

2. INTENSIVE FAMILY BASED PROGRAM (IFP)

EFFECTIVENESS OF CLINICAL SERVICES

Effectiveness of service describes the results of the para services we provide to clients. It measures whether what we do is having an impact on the lives of the people we are seeing. We measure effectiveness of service in several ways:

1. **Life Satisfaction Checklist (OQ-45):** Life satisfaction areas are assessed at intake, at discharge and 30 days after discharge using a 5 point Likert scale. These are compared to determine if improvement occurred.

GOAL #1: At discharge, clients will have a positive increase in Life satisfaction and will maintain it at 30 day follow up.

ACCOMPLISHMENTS: In the para services program at the time of discharge and follow up, clients **averaged a 24% increase with life satisfaction on surveys.** This indicates that our clients are able to maintain positive changes in their lives after discharge.

Positive Change Overall (met goal)

2. **GAF Scores:** Global Assessment of Functioning is assessed at intake and at discharge.

GOAL #2: Clients will have a positive change in GAF upon discharge.

ACCOMPLISHMENTS: In the para services program there was an **average improvement in GAF scores of 27%**, demonstrating that our clients are benefiting from our services.

Positive Change Overall (met goal)

3. **Successfully Discharged Clients:** Measured by the percentage of successfully discharged clients. A successful discharge means that a client has met their major discharge goals in their treatment plan.

GOAL #3: To successfully discharge 75% of our clients.

ACCOMPLISHMENTS: **65% of our clients were successfully discharged** this year.

Negative Change Overall (missed goal)

EFFICIENCY OF PARA SERVICES

Efficiency of services is defined as the relationship between results achieved and the resources used. This is determined by the number of sessions used to accomplish the treatment goals and the length of service in number of days.

GOAL: Number of para sessions not to exceed: 100 sessions in 6 months. (2-5 per week average).

ACCOMPLISHMENT: **Number of para sessions averaged 84.**

Positive Change Overall (exceeded goal)

GOAL: Length of para services not to exceed: 180 days (6 months)
Lengths of service going beyond six month tends to foster dependent relationships between client and para.

ACCOMPLISHMENT: **Clinical Services averaged 97 days of service.** (2-4 months is average)

Positive Change Overall (exceeded goal)

ACCESS TO SERVICE

Access to service is defined as how long it takes to begin providing services once we receive a referral. It also includes response time of personnel to voice mail.

GOAL #1: 100% of referrals will be contacted or attempted to be contacted within 24 hours of receiving the referral to set up the first appointment.

ACCOMPLISHMENTS: It is to be noted that **100% of clients were contacted or attempted to be contacted within the 24 hour requirement.**

Positive Change Overall (met goal)

SATISFACTION OF SERVICES

Satisfaction of services is measured by the satisfaction of the client who received the services as well as the satisfaction of the referral source. This measured in two ways:

1. The client completes a satisfaction with services survey various times during / after care.
2. Management conducts a satisfaction survey with the referral source each time they do a case review with the referral source.

GOAL #1: **Client satisfaction** will remain high (3 or better on a 6 point scale).

ACCOMPLISHMENT: Client satisfaction data showed that **79% of clients surveyed fell in to the 3-6 point range** on all survey items.

Negative Change Overall (missed goal)

GOAL #2: **Referral source satisfaction** will remain high (3 or better on 6 point scale).

ACCOMPLISHMENT: A review of the case review reports showed a high satisfaction with the services provided by BBHS. In para program, customer satisfaction data was on **average in the 3-6 point range**.

Positive Change Overall (met goal)

CLIENT SUGGESTIONS

Client's, overall, would like to be able to get though the process of care faster (not in our control as court ordered).

ANALYSIS OF DATA

Our overall **effectiveness** of services seems to have met or exceeded goals.

Our **efficiency** rating remains positive this year. All goals were exceeded.

Our **access** to service rates met our targets for the year.

Overall **client satisfaction** missed our target by a small percentage. **Referral source satisfaction** remain high for the year.

AREAS NEEDING PERFORMANCE IMPROVEMENT

1. Work to improve successful discharge rating with high risk clients who are poorly motivated (main source dissatisfaction).

ACTION PLAN

1. Will work to find programming that can help our clients with their issues. We will look at the personality types and skill sets of our para staff to understand which combinations work for the best with our clients.
2. We will continue to improve relationships with our referral sources by monitoring our interactions with them through our management staff who regularly interact with them and report concerns through the MAT meeting, staffing or general management meeting on a day to day basis.

OUTLINE OF ACTIONS TAKEN

Note: For review of strategic plan goals and accomplishments, see the Strategic Plan.