



FY17 Quality Improvement Report

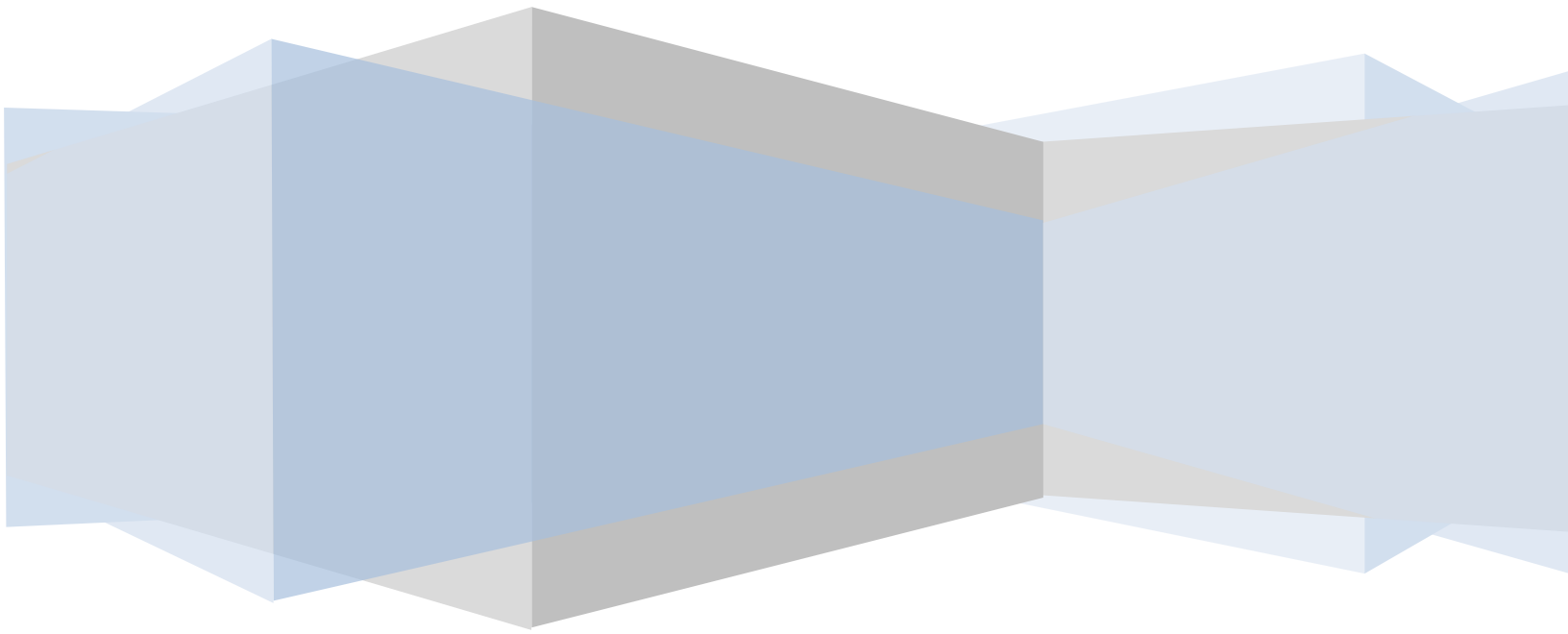


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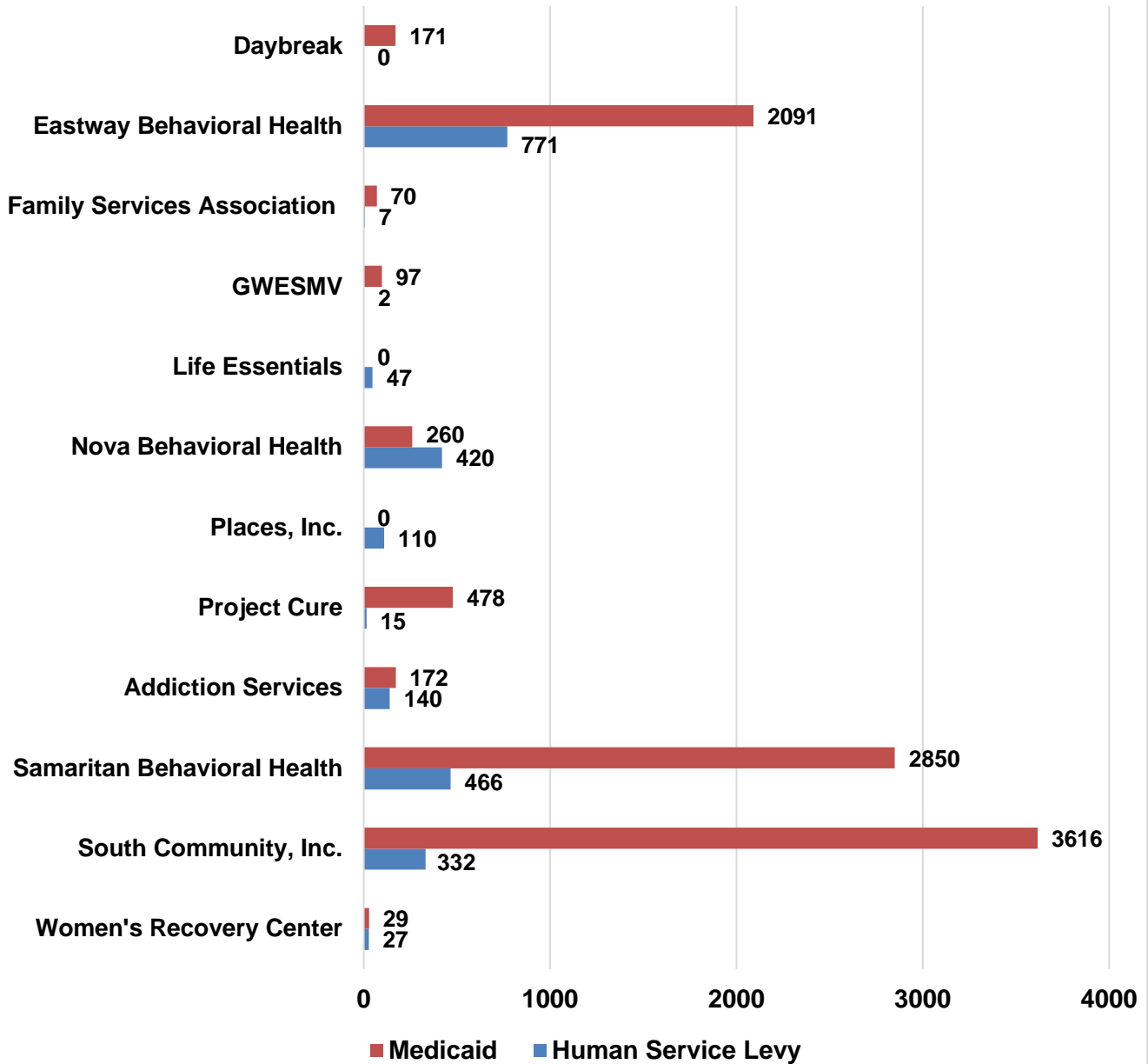
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Attachment:

Mental Health / Addiction MCADAMHS Web Page Screening Tools

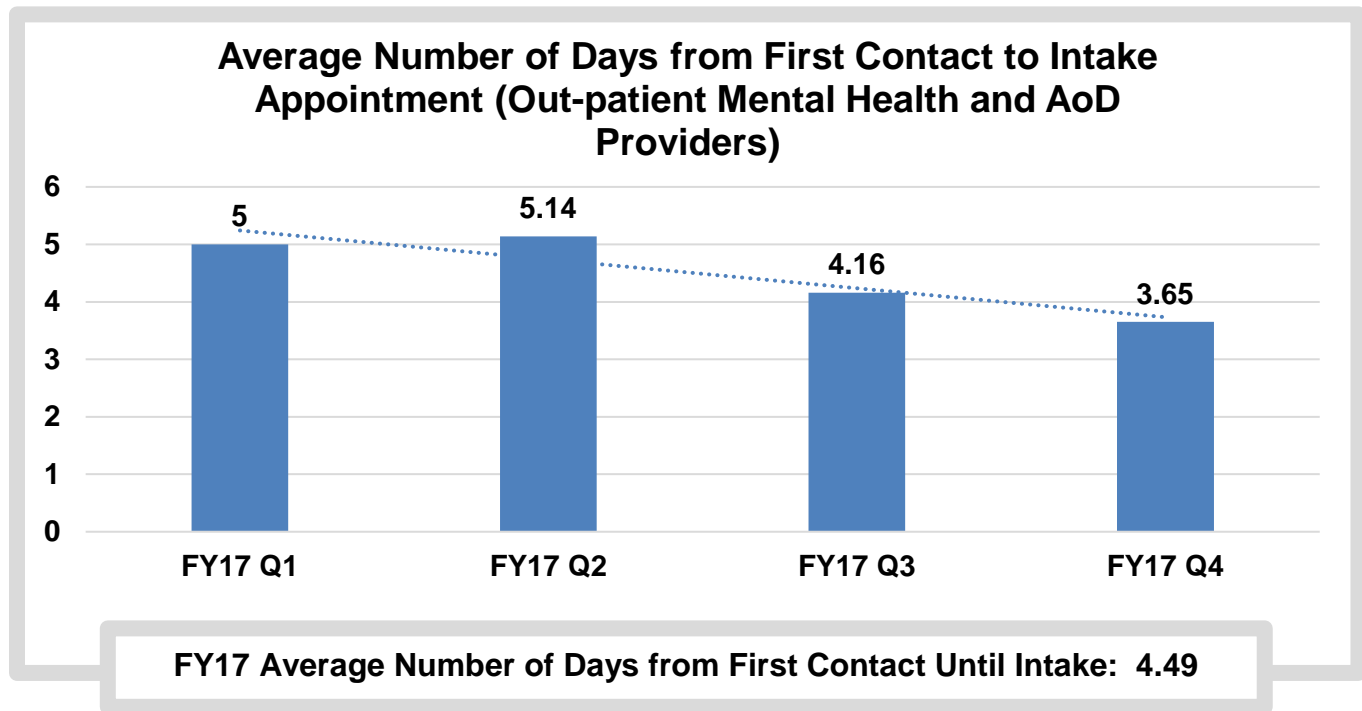
Census

FY 17 Total Census for Montgomery County Human Service Levy Supported Providers

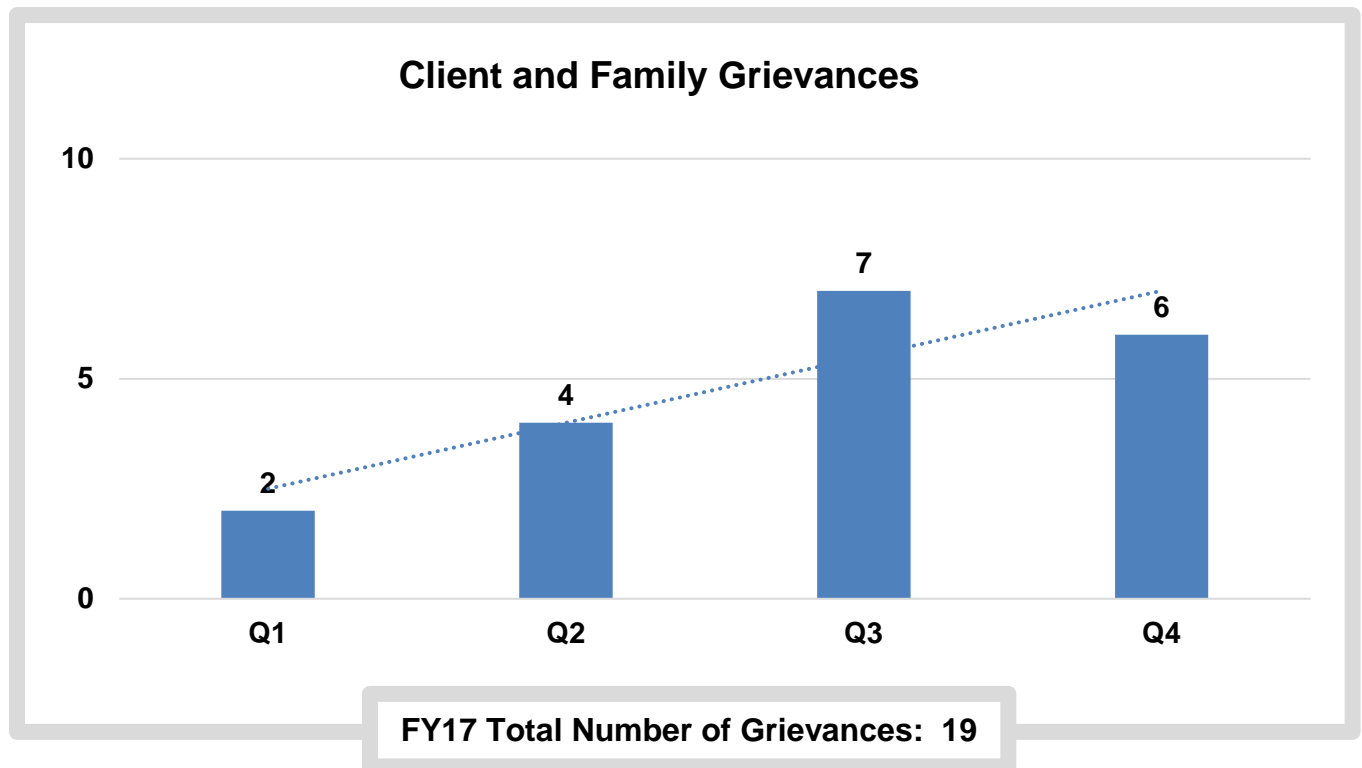


Total County of HSL: 2,337 / Total Count of Medicaid: 9,834 / Total Census: 12,171

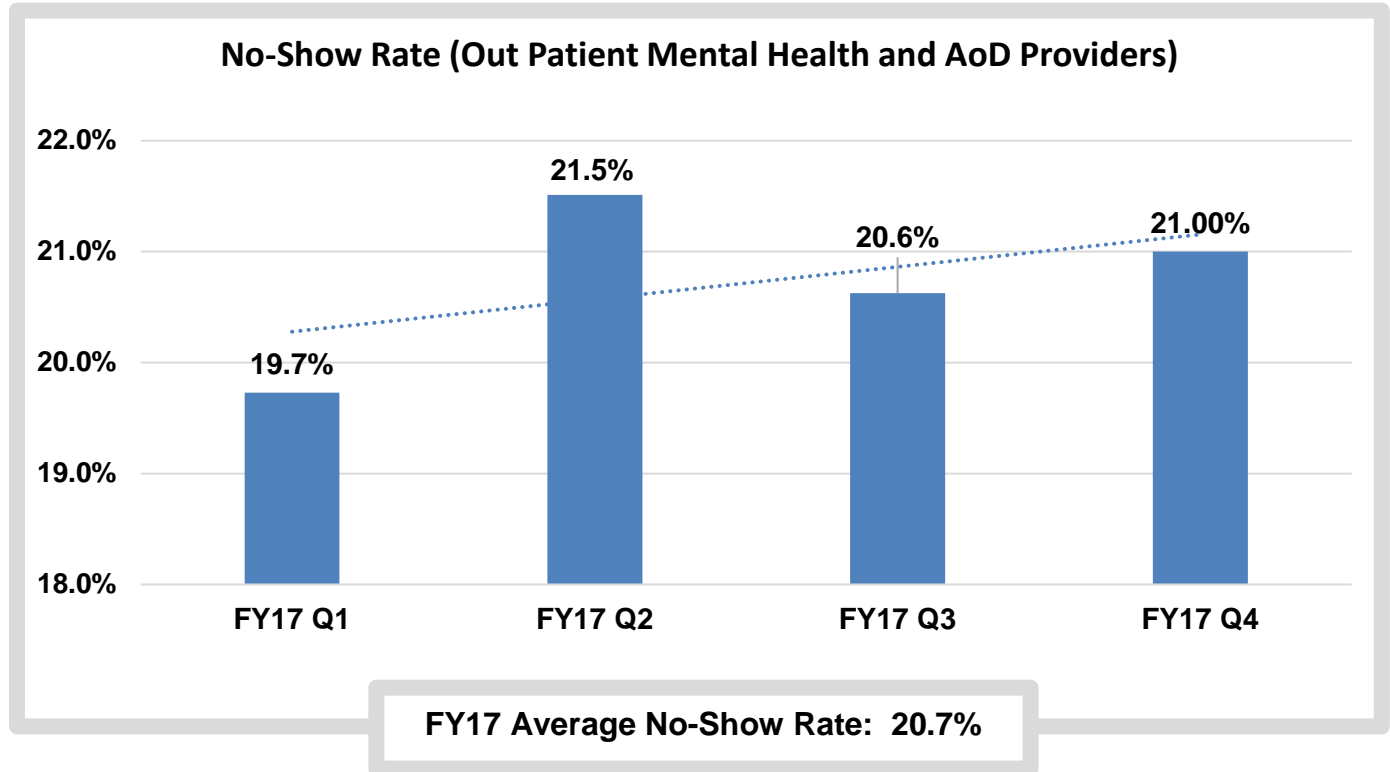
Access



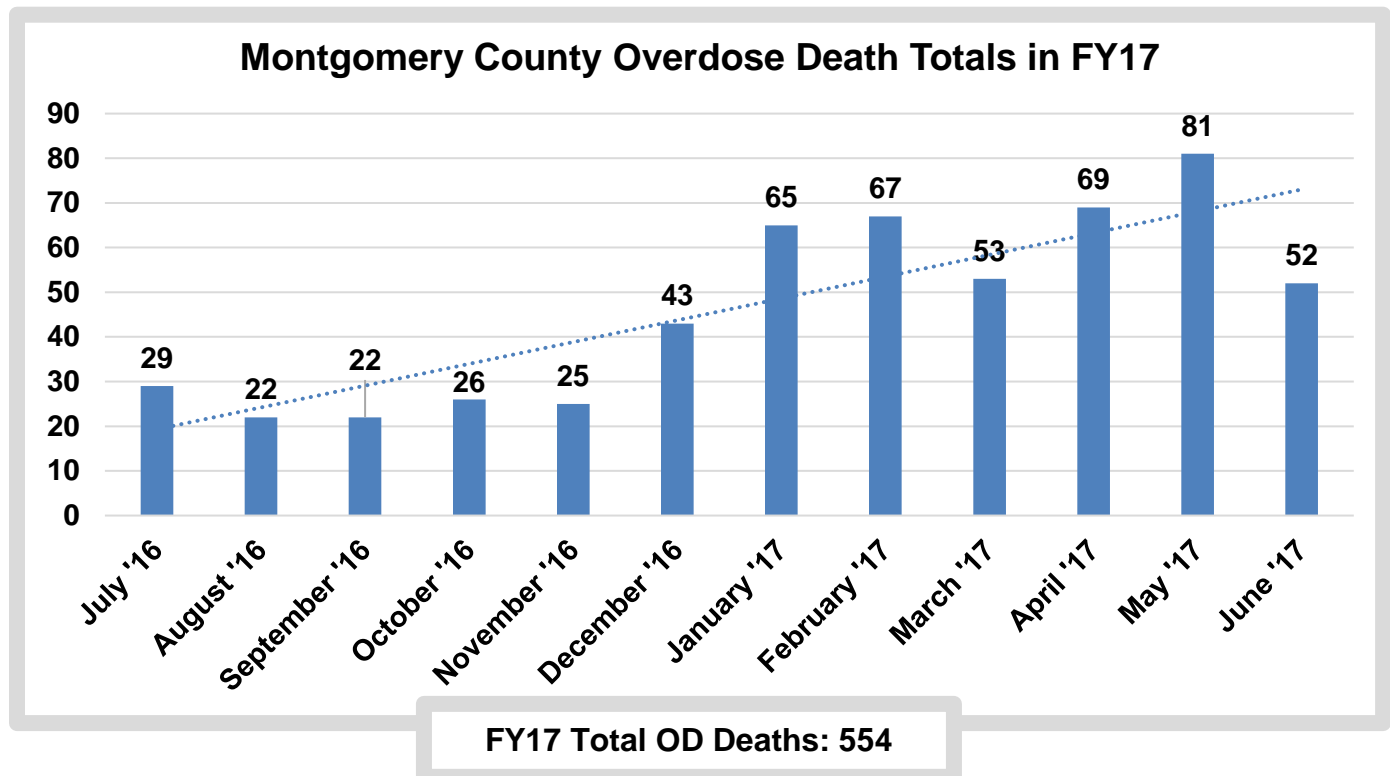
Client and Family Grievances

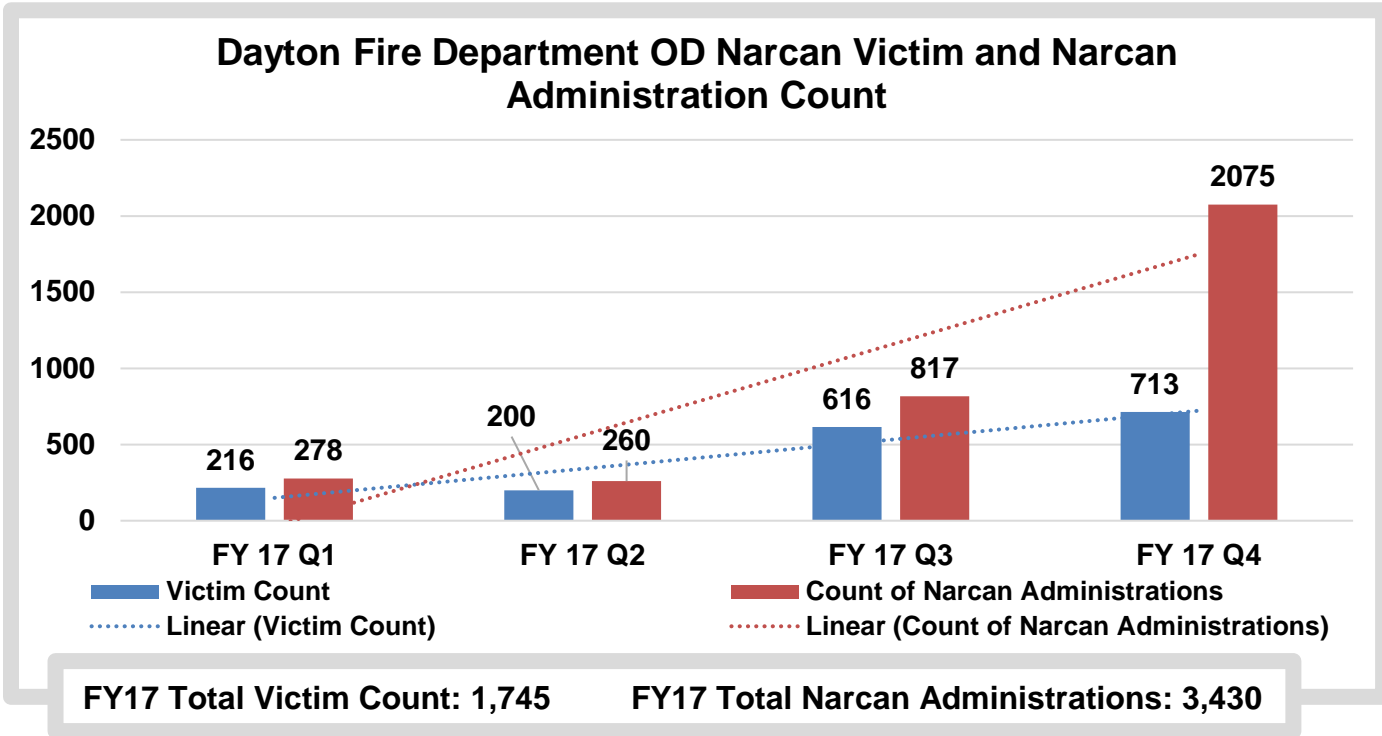
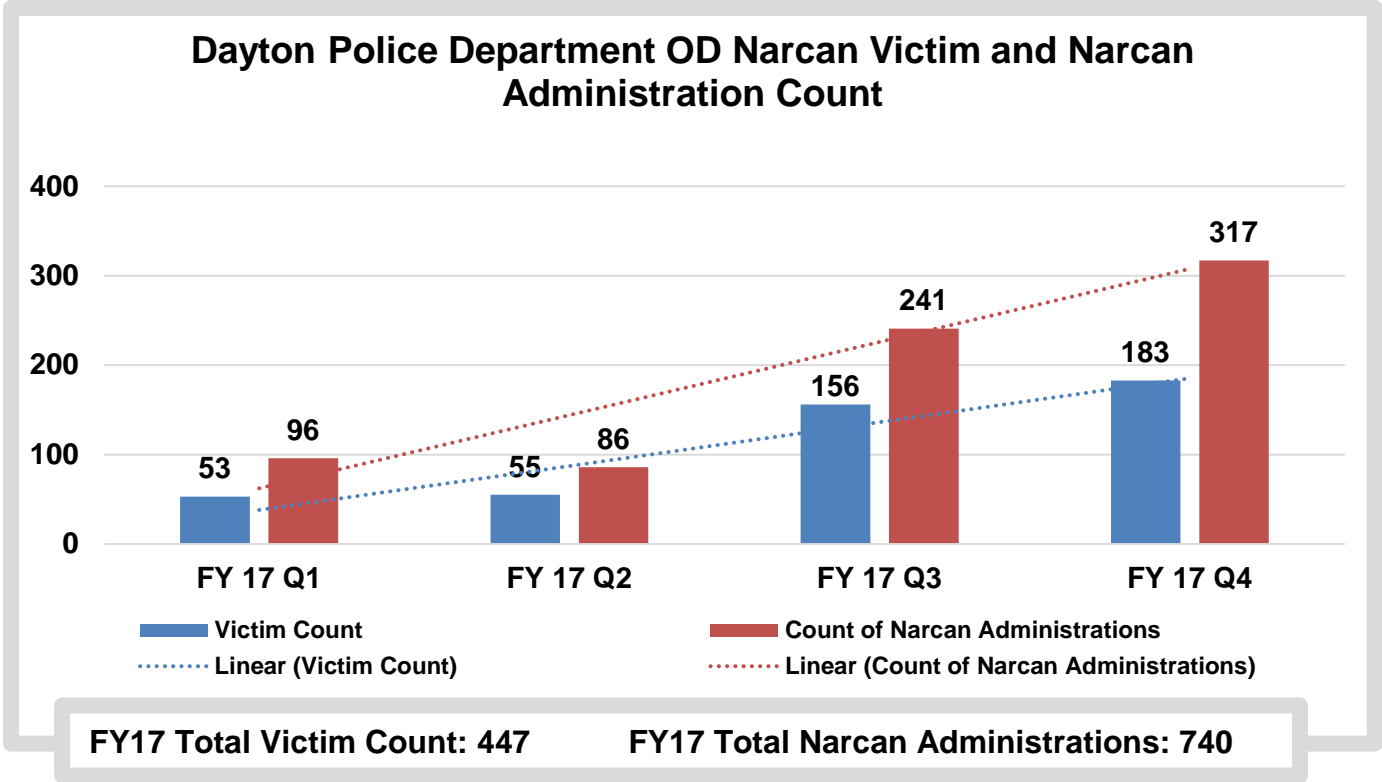


No-Shows

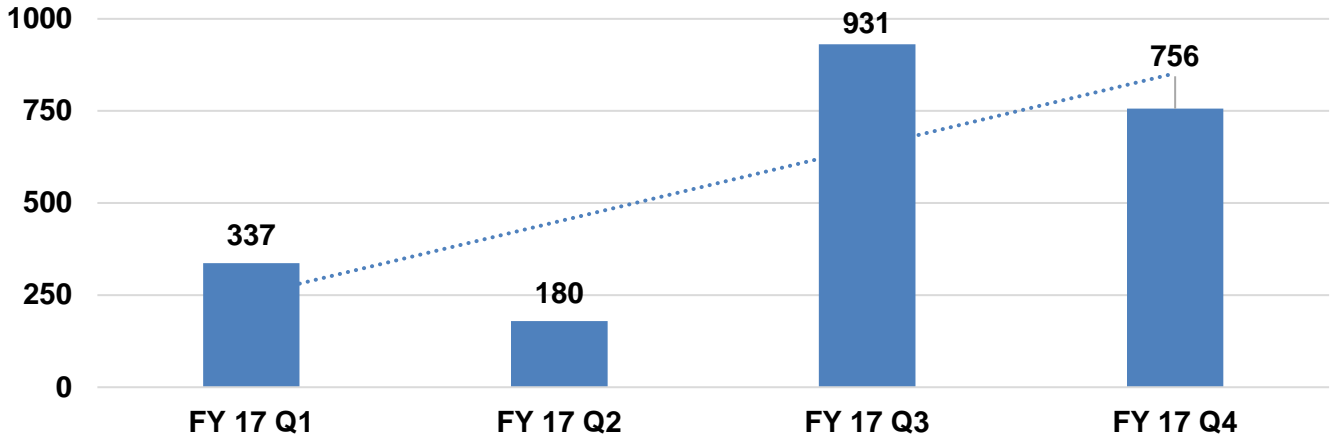


Opiate Data



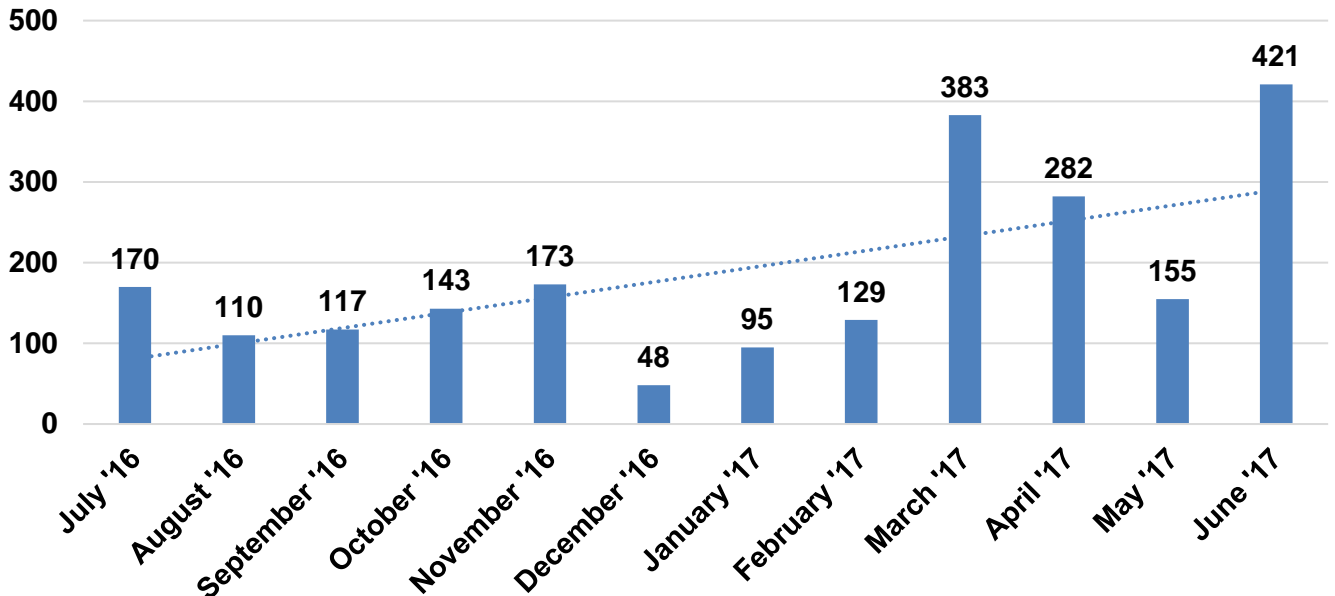


Total Montgomery County Narcan Repository Dosages Distributed

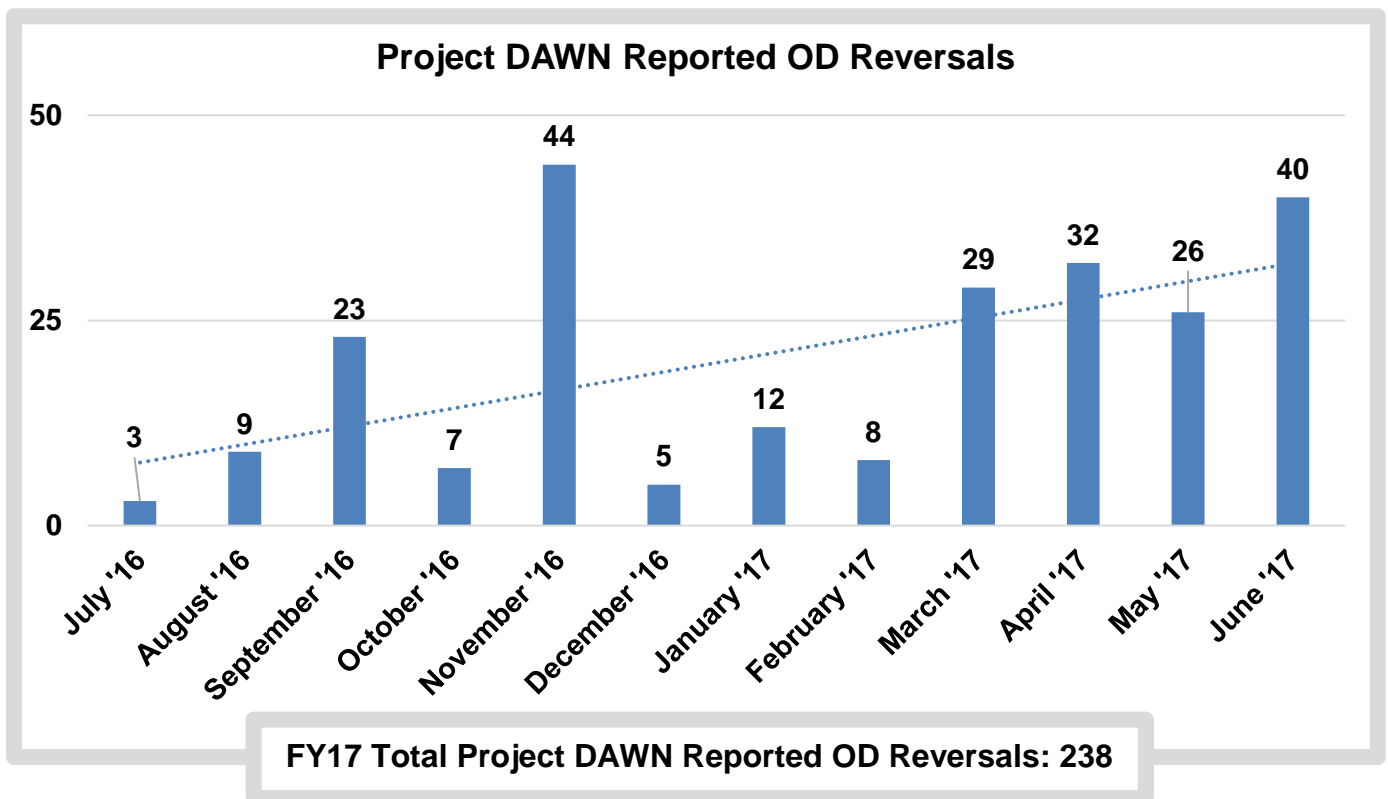
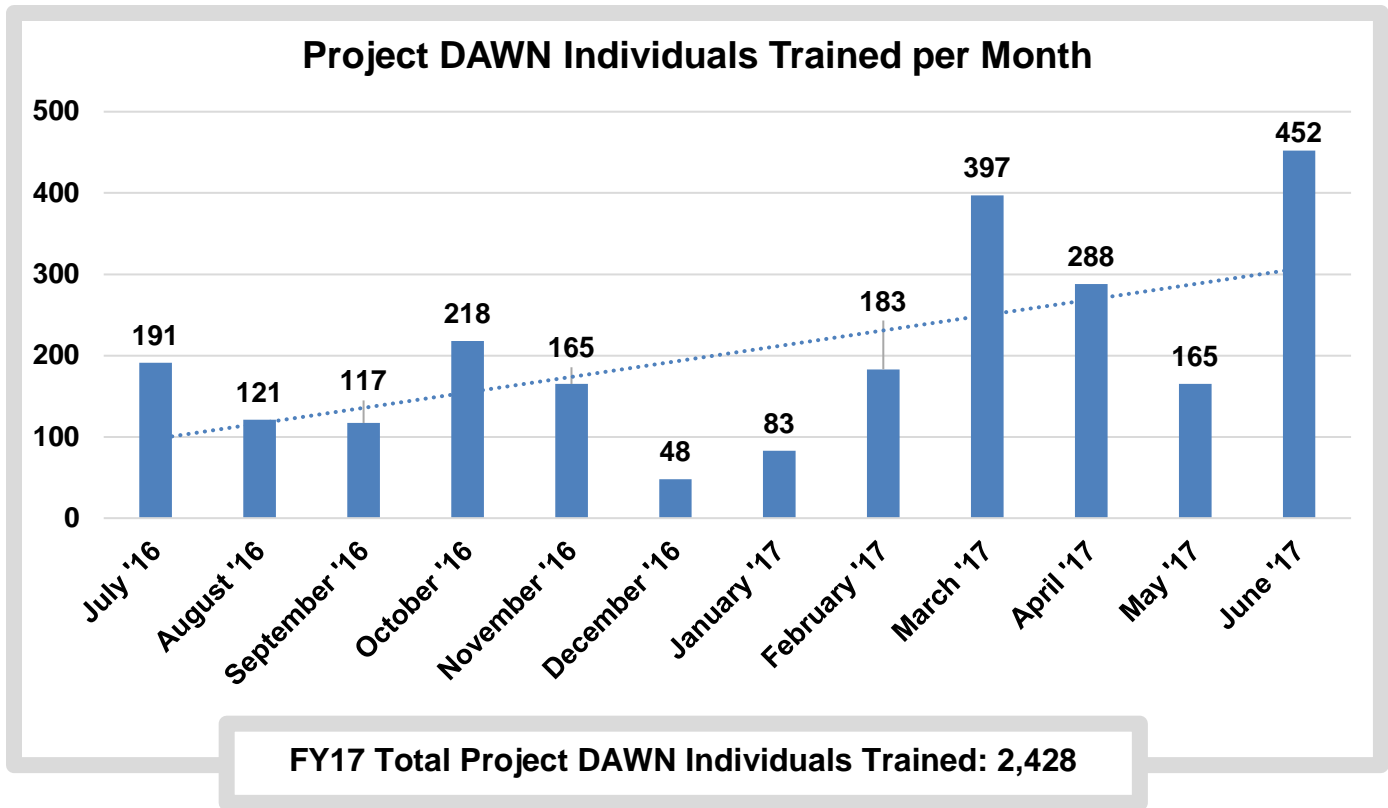


FY17 Total Montgomery County Narcan Repository Dosages Distributed: 2204

FY17 Project DAWN Narcan Kits Distributed Per Month

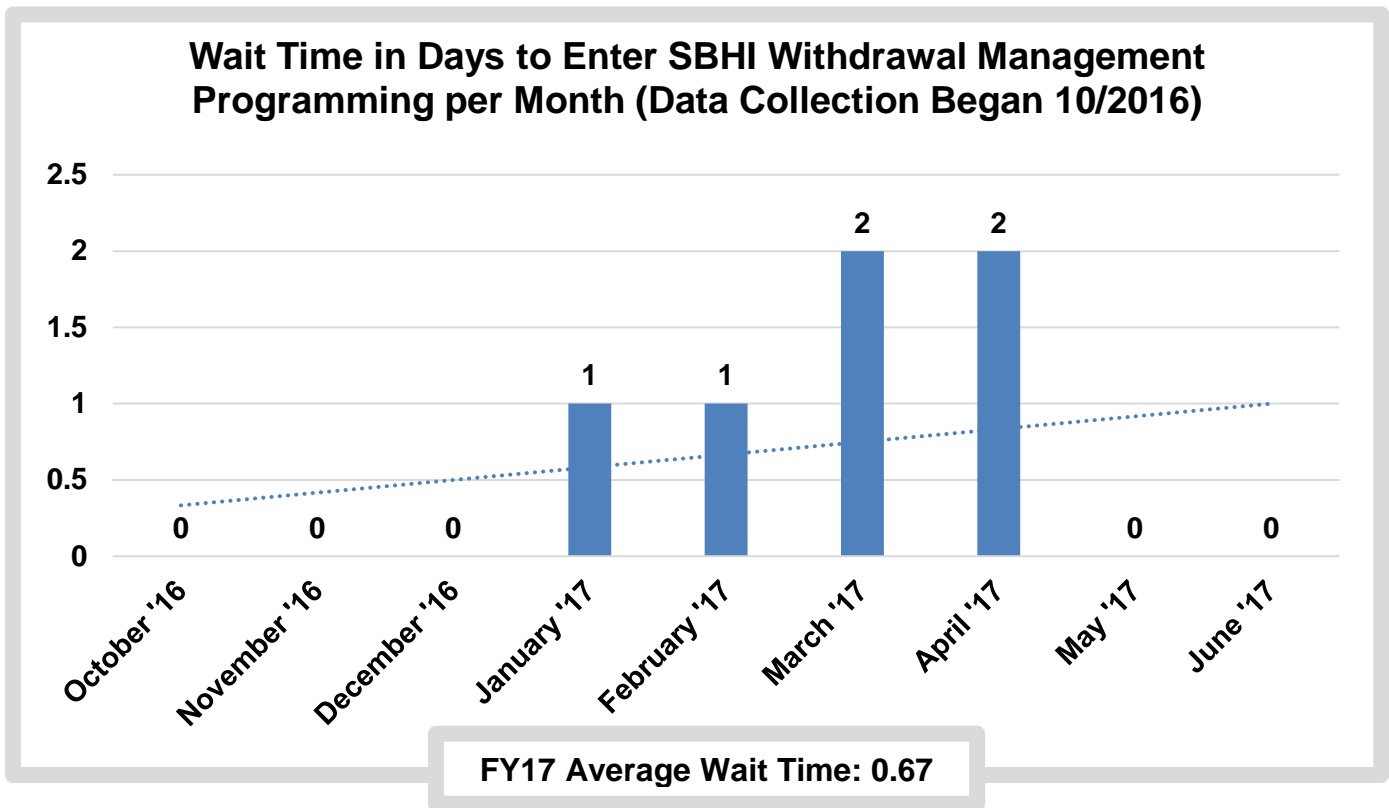
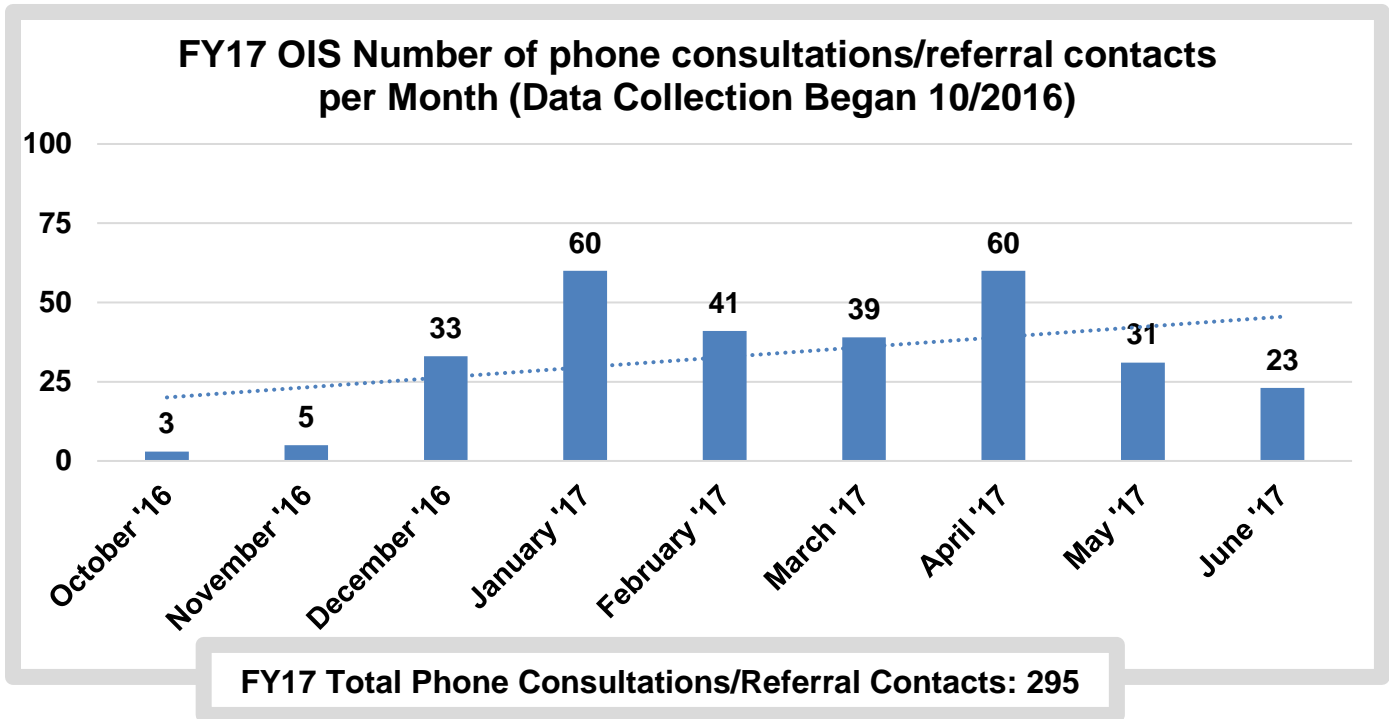


FY17 Total Project DAWN Kits Distributed: 2,226

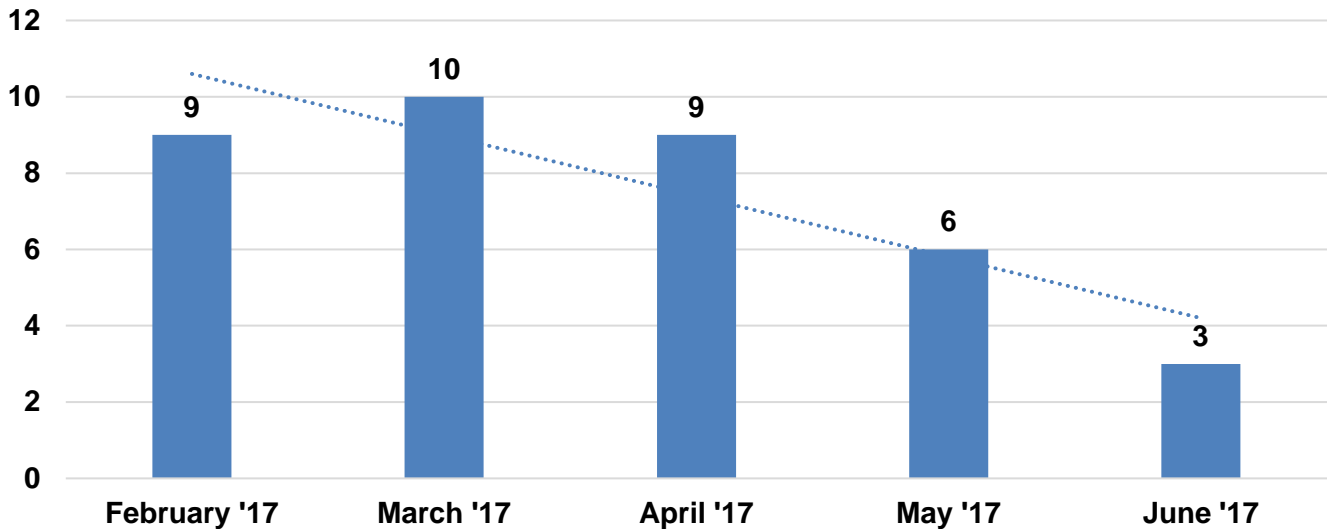


AoD Continuum Expansion Data

-SBHI Data

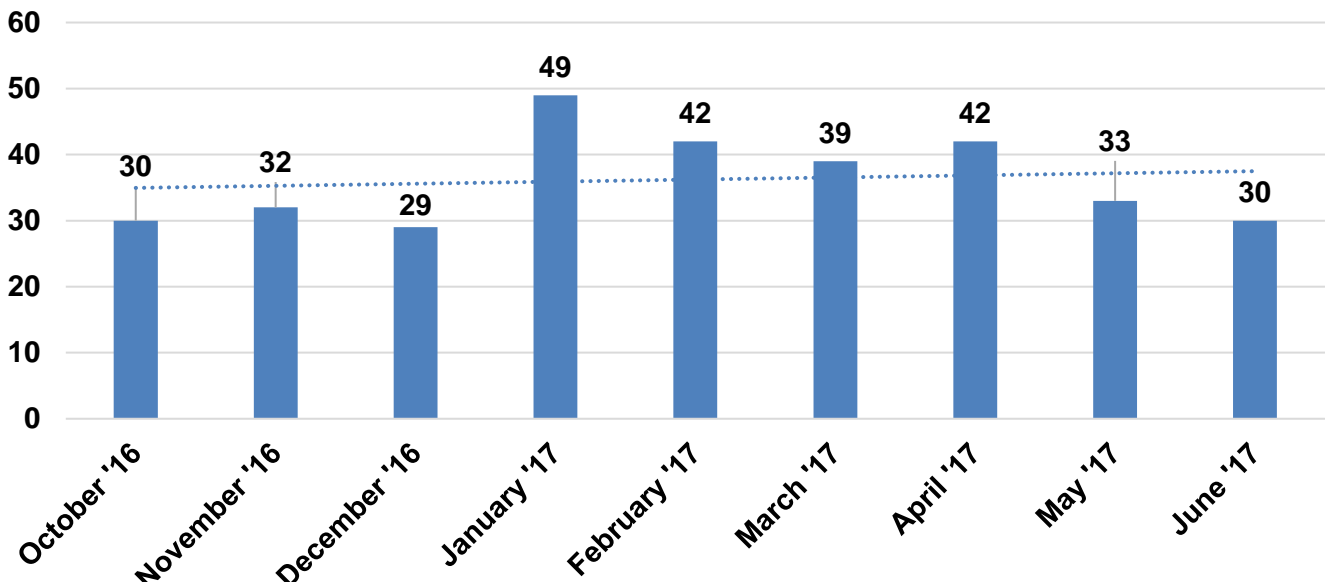


Number of Individuals Denied Access to AoD Continuum Expansion Services Due to Significant Benzo Use or Medical Issues (Data Point Added 2/17)



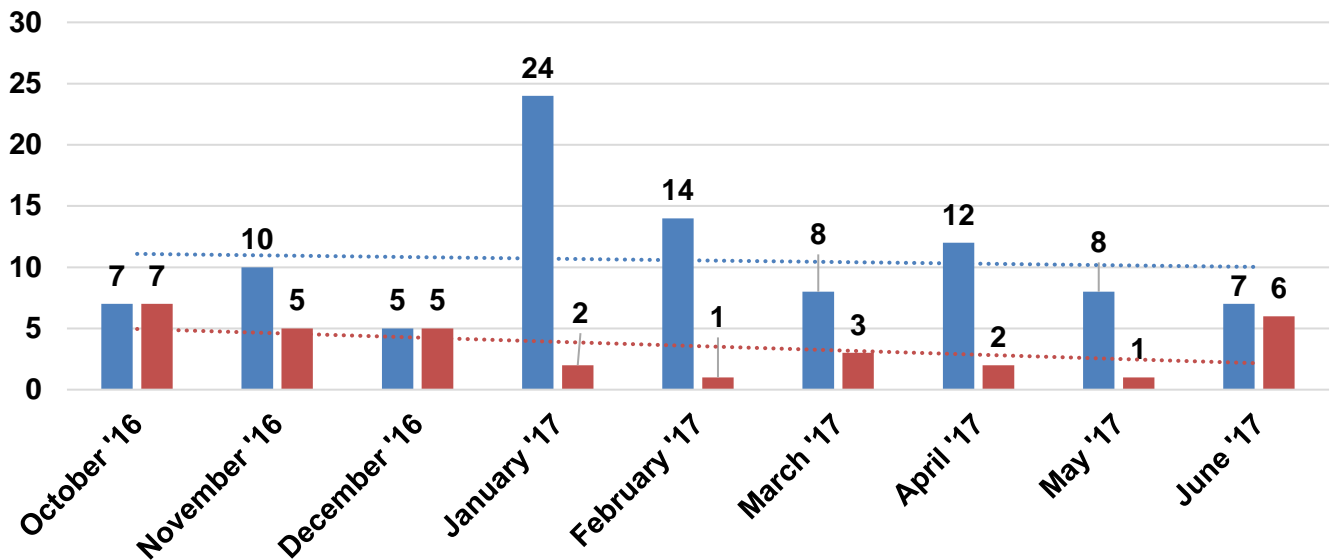
FY17 Total Denied Access due to Medical / Benzo: 37

SBHI Withdrawal Management: Number of clients seen and processed (Data Point Added 10/16)



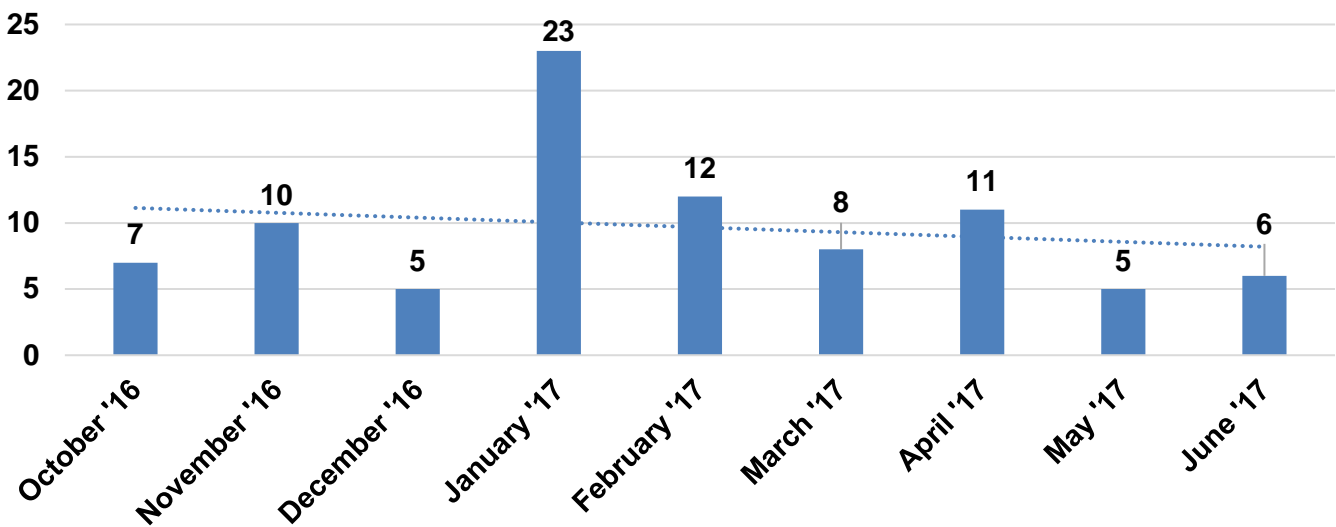
FY17 Total Clients Seen and Processed: 326

SBHI WM - Number of Clients who Successfully Completed and Received a Vivitrol Injection (1st and 2nd)



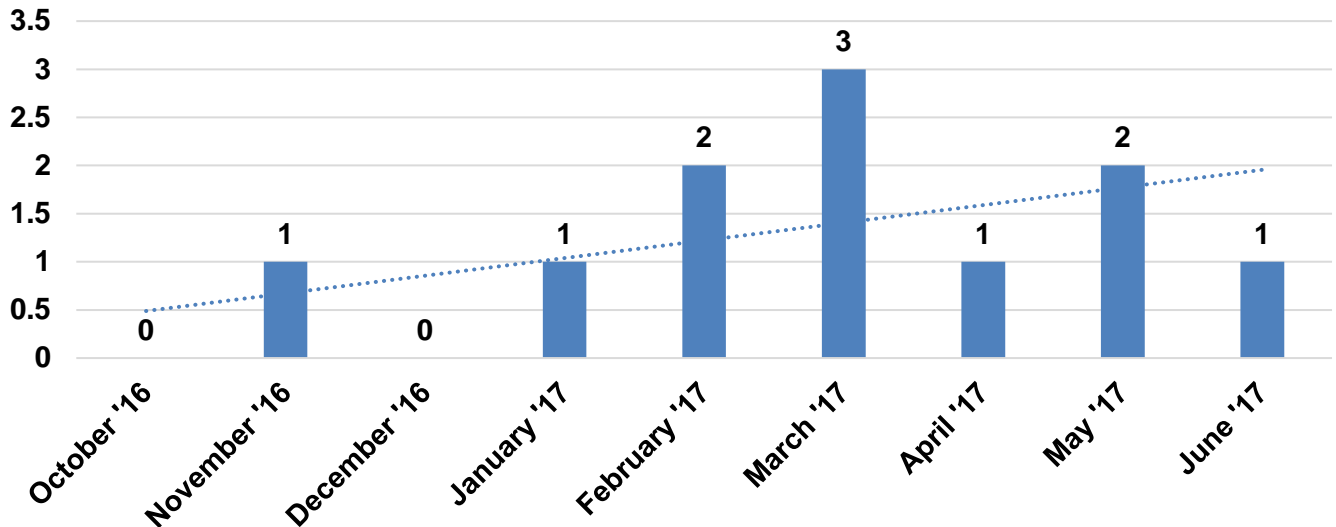
FY17 Total Clients who Successfully Completed and Received 1st Vivitrol: 95
 FY17 Total Clients who Successfully Completed and Received 2nd Vivitrol: 32

SBHI Withdrawal Management: Number of Clients Linked with Ongoing Services at SBHI per Month



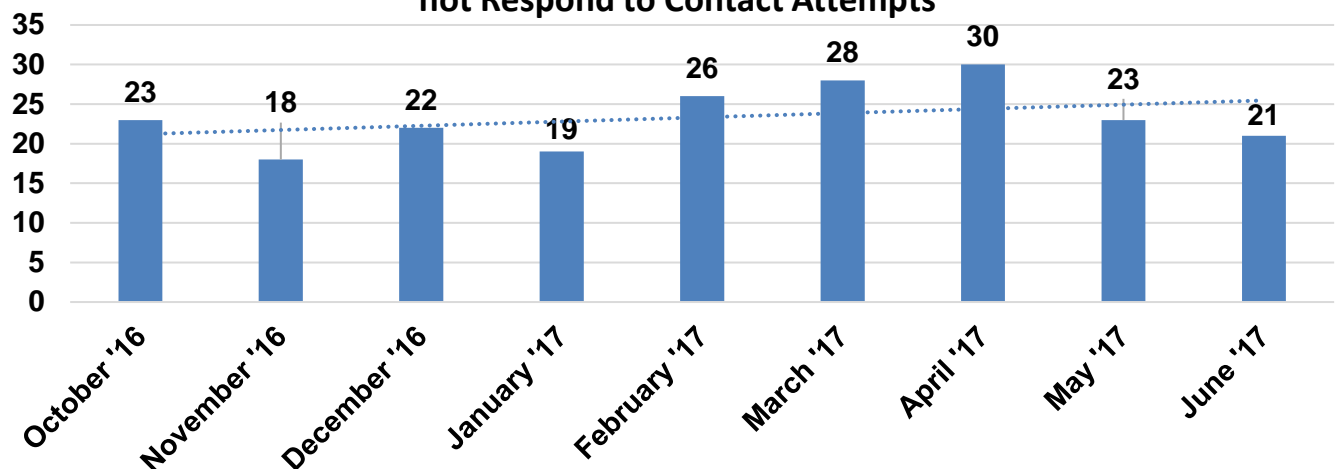
FY17 Total Clients Linked with Ongoing Services at SBHI: 87

SBHI Withdrawal Management: Number of Client Linked with Ongoing Services at Other Outpatient Agencies per Month



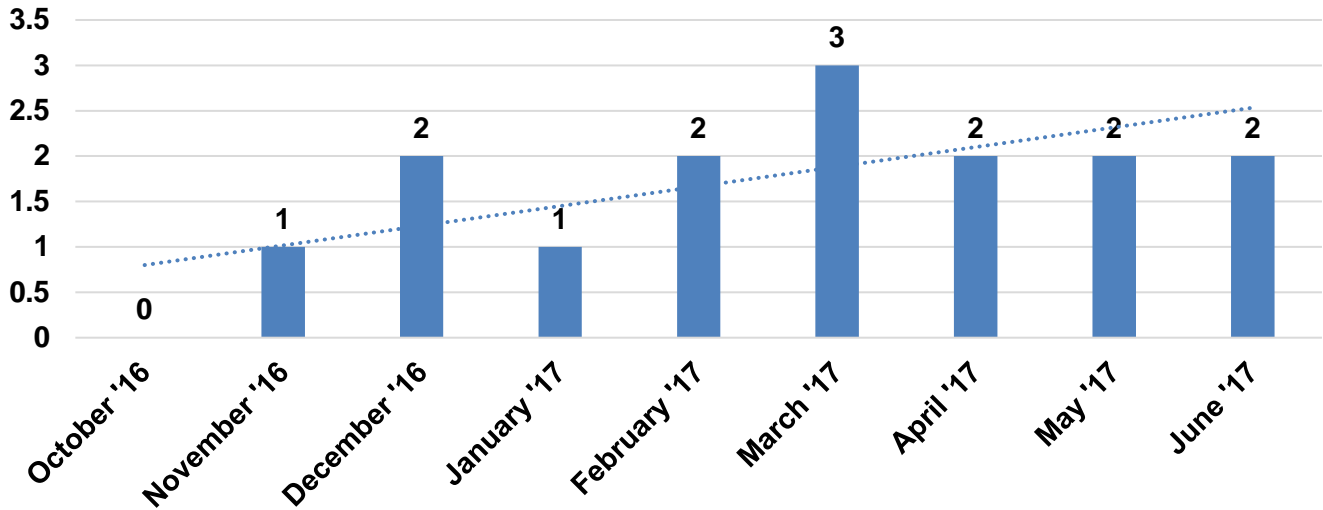
FY17 Total Clients Linked with Ongoing Services at Other Agencies: 11

SBHI - Number of Clients Who did not Complete Withdrawal Management (Ambulatory Withdrawal Management Without Extended On-Site Monitoring, 1-WM), Stopped Attending, and did not Respond to Contact Attempts



FY17 Total WM Clients who Stopped Attending, no Subsequent Referral: 210

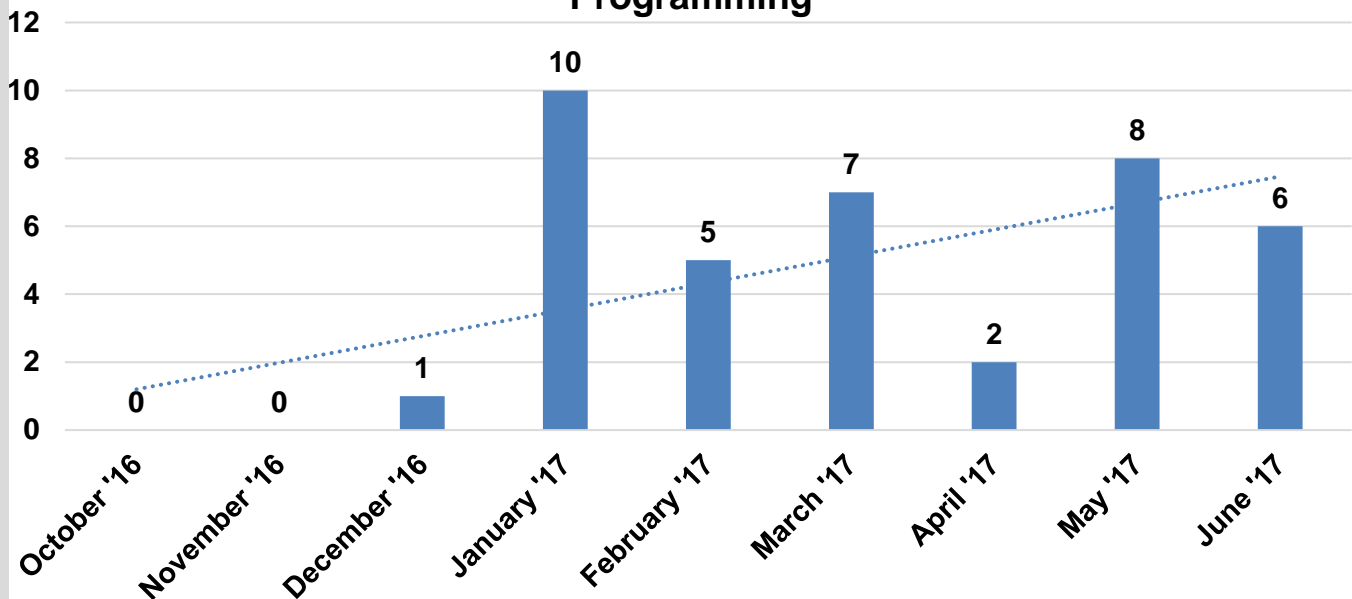
Number of Clients that did not Complete Withdrawal Management (Ambulatory Withdrawal Management without Extended On-Site Monitoring, 1-WM), and were Referred to a Higher Level of Care



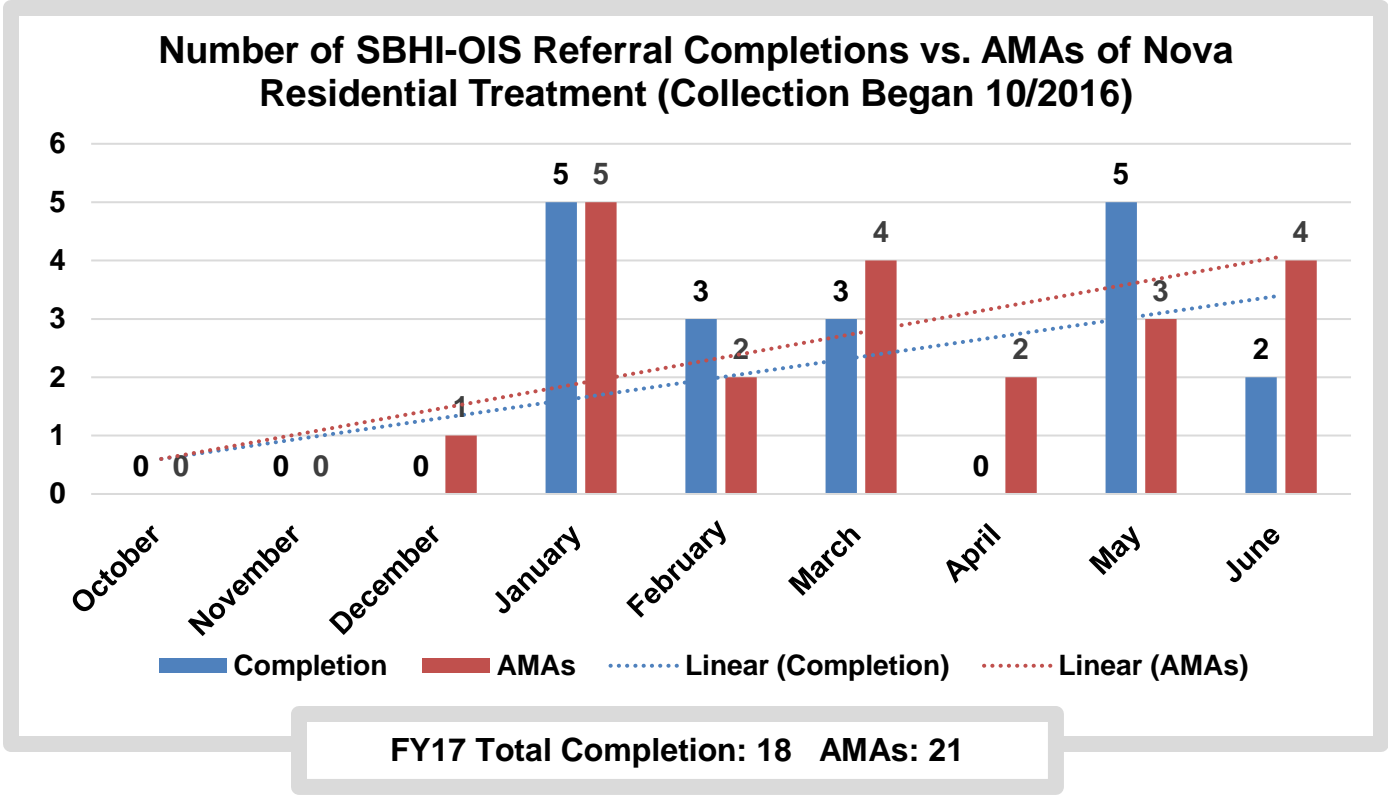
FY17 Total WM Clients who did not Complete; Referred to High Level of Care: 15

- Nova Data

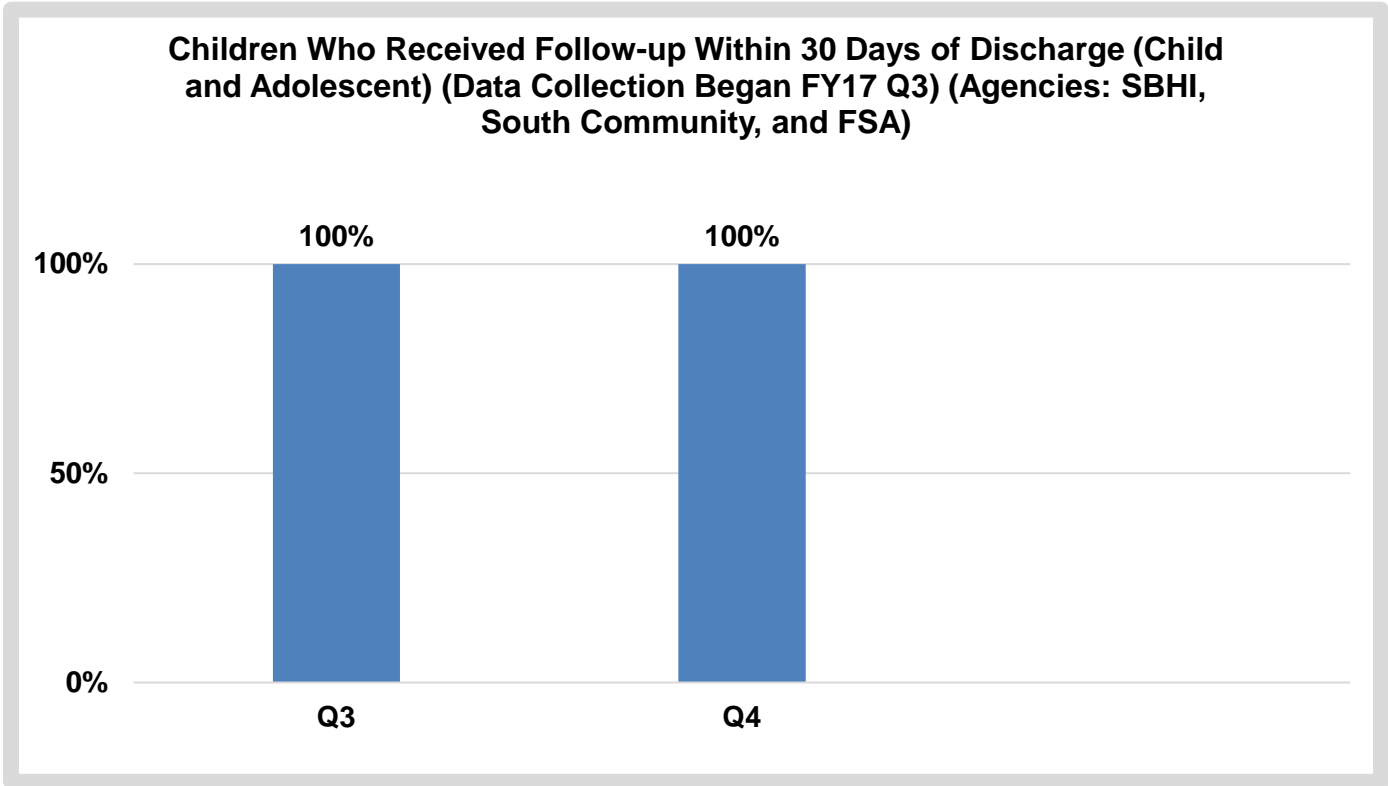
Number of Referrals Received for Clinically Managed High-Intensity Residential, 3.2-WM (WTP, Men's) through SBHI-OIS Programming

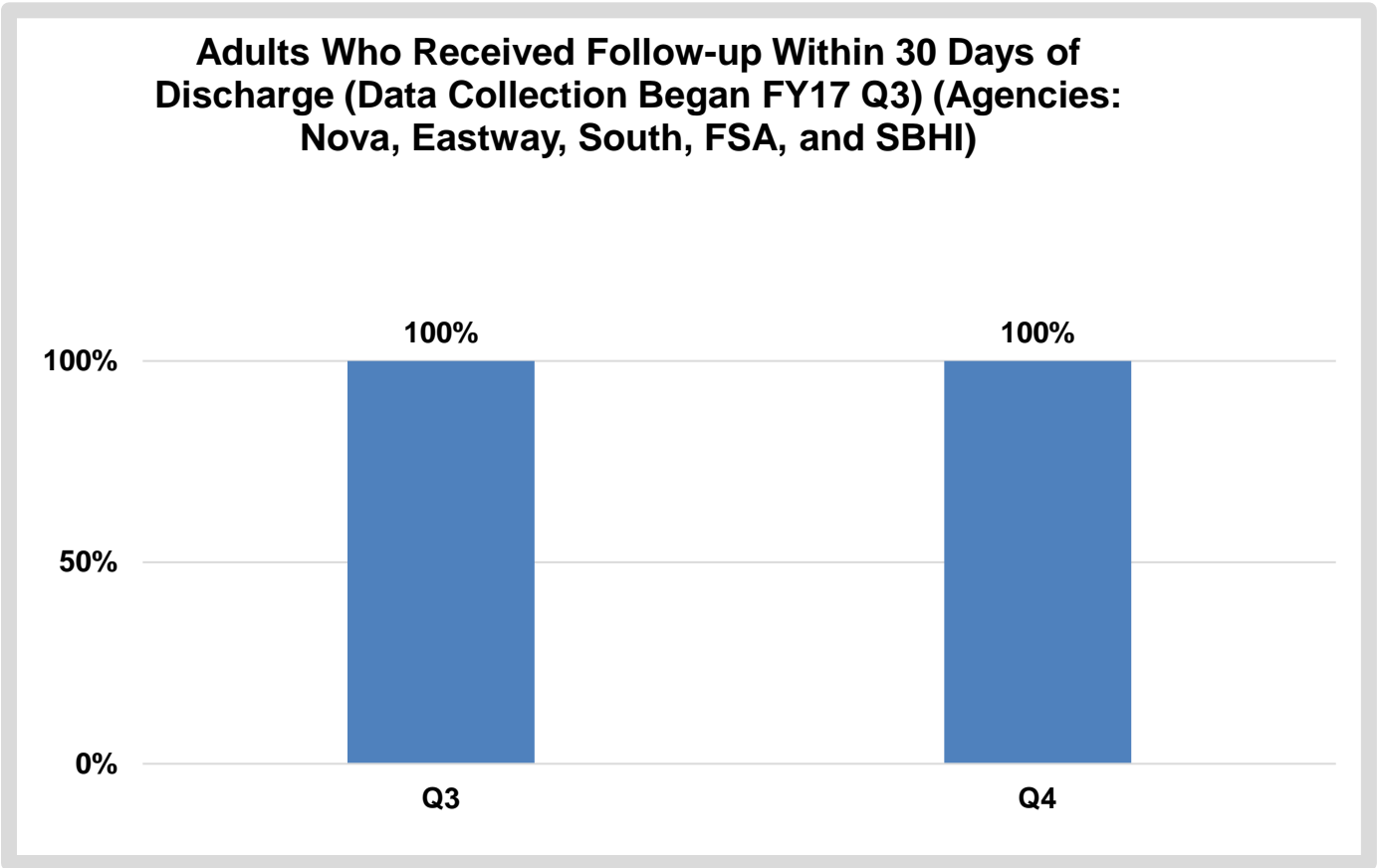
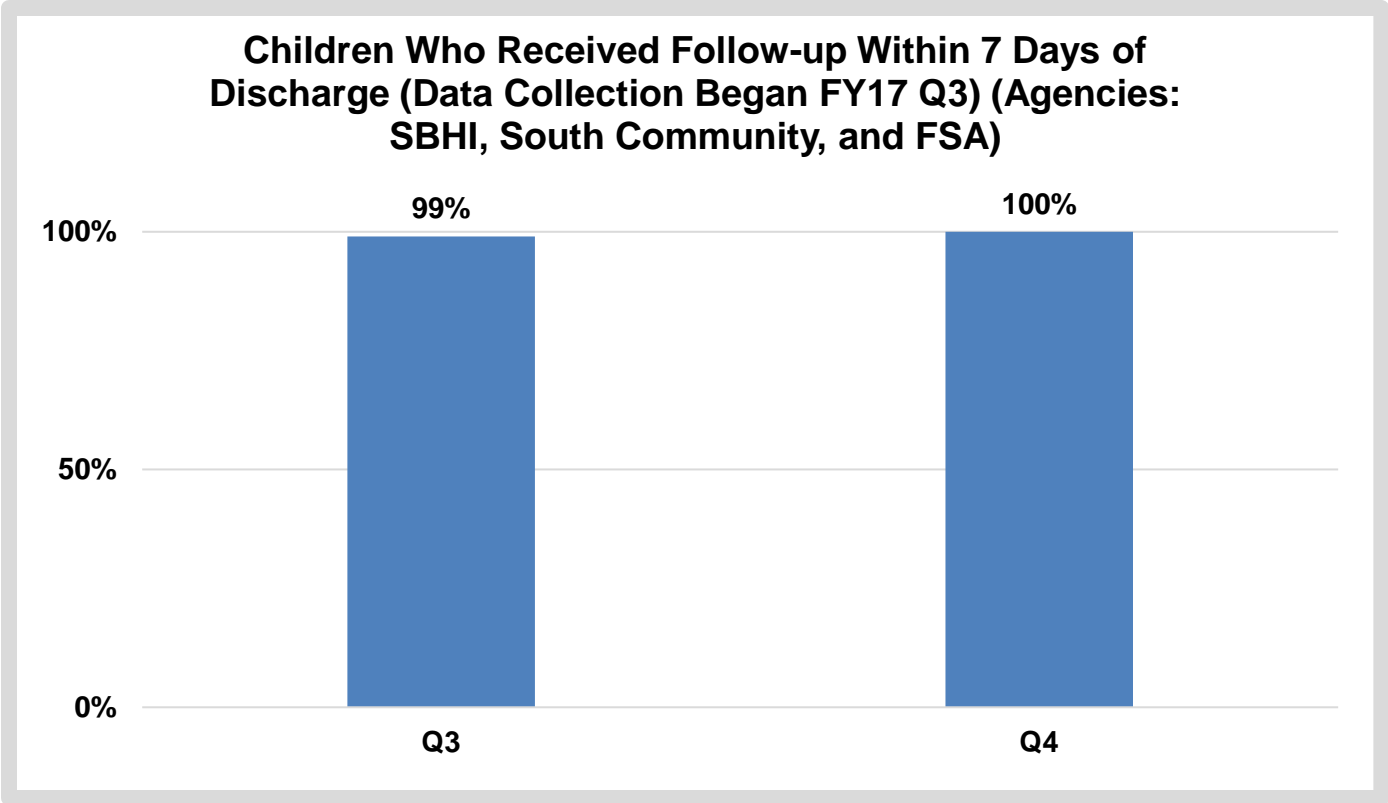


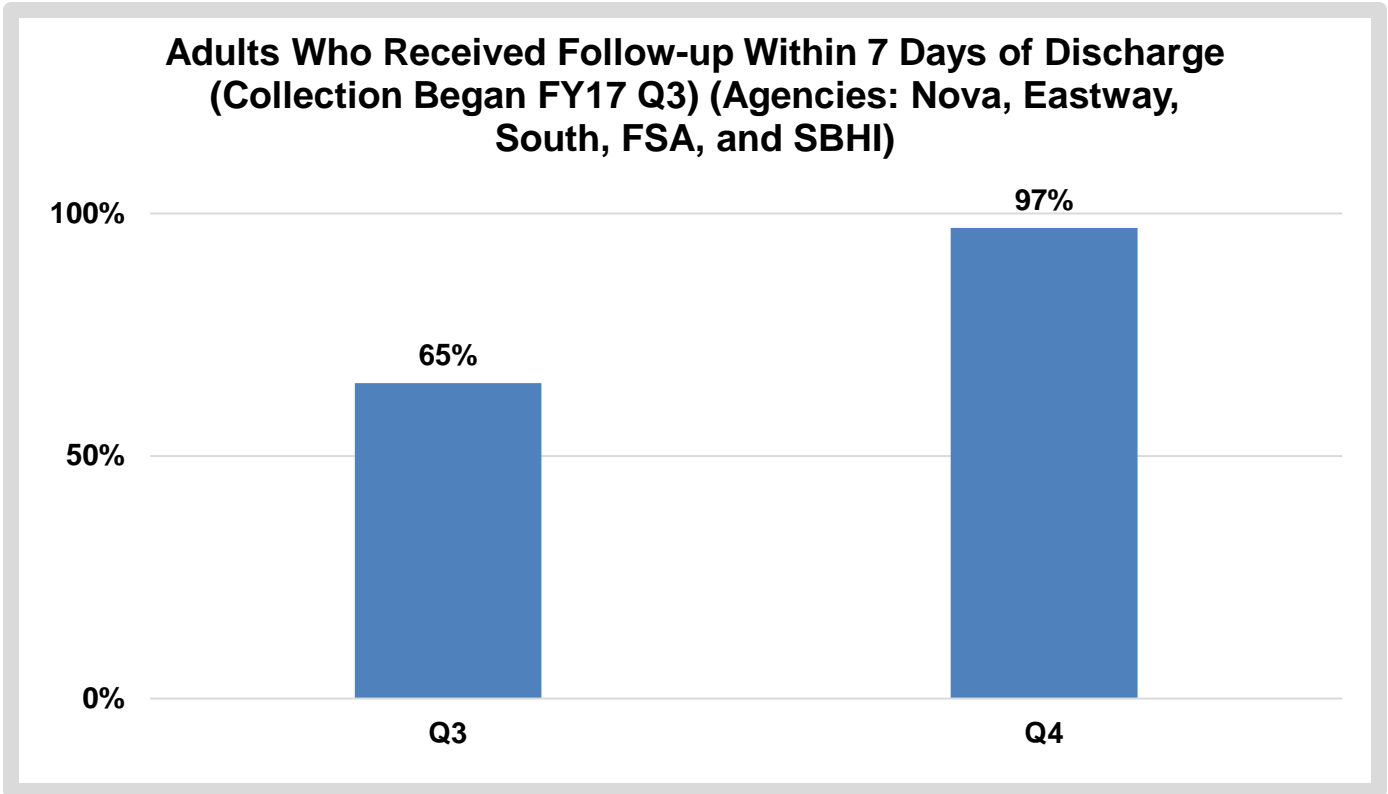
FY17 Total OIS Clients Referred to 3.2 WM: 39



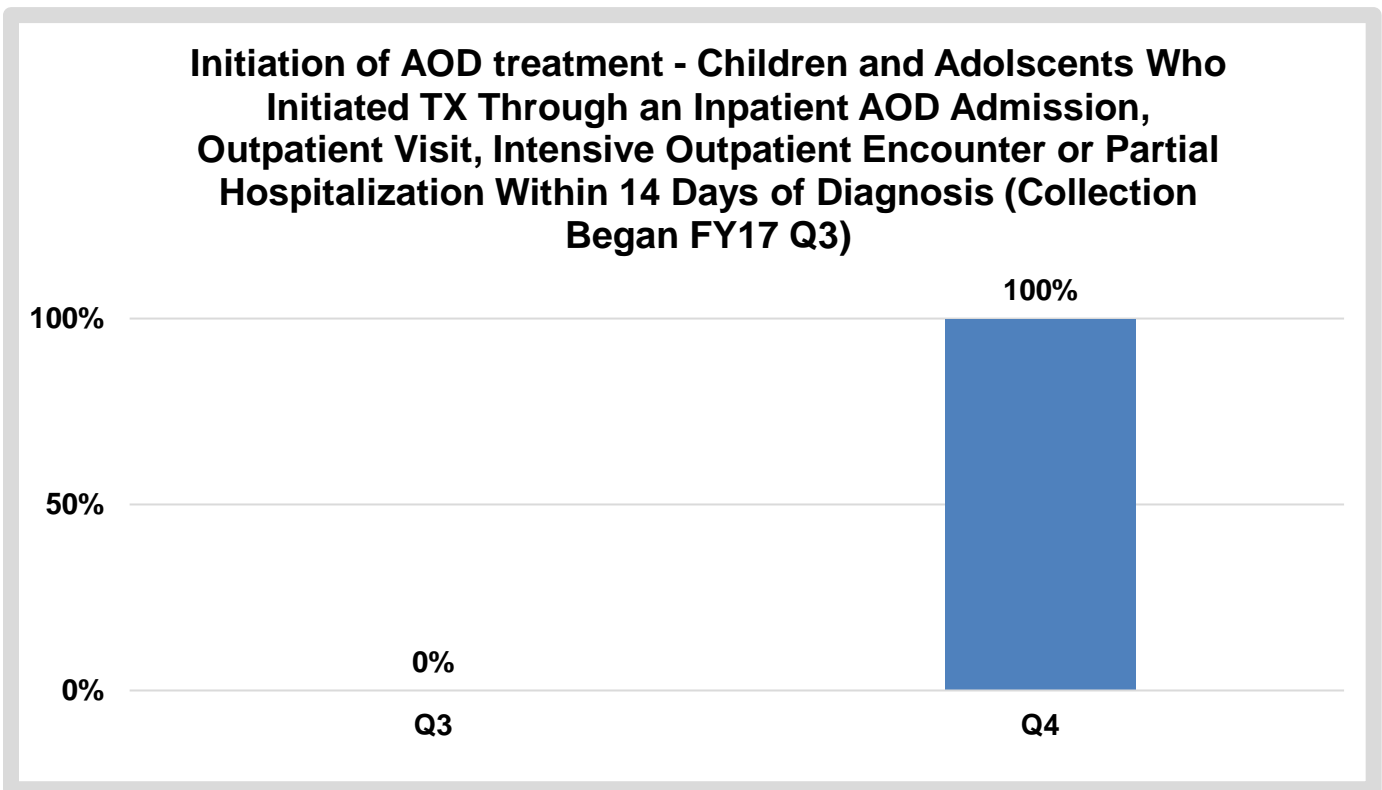
HEDIS Measures (Mental Health Agencies)

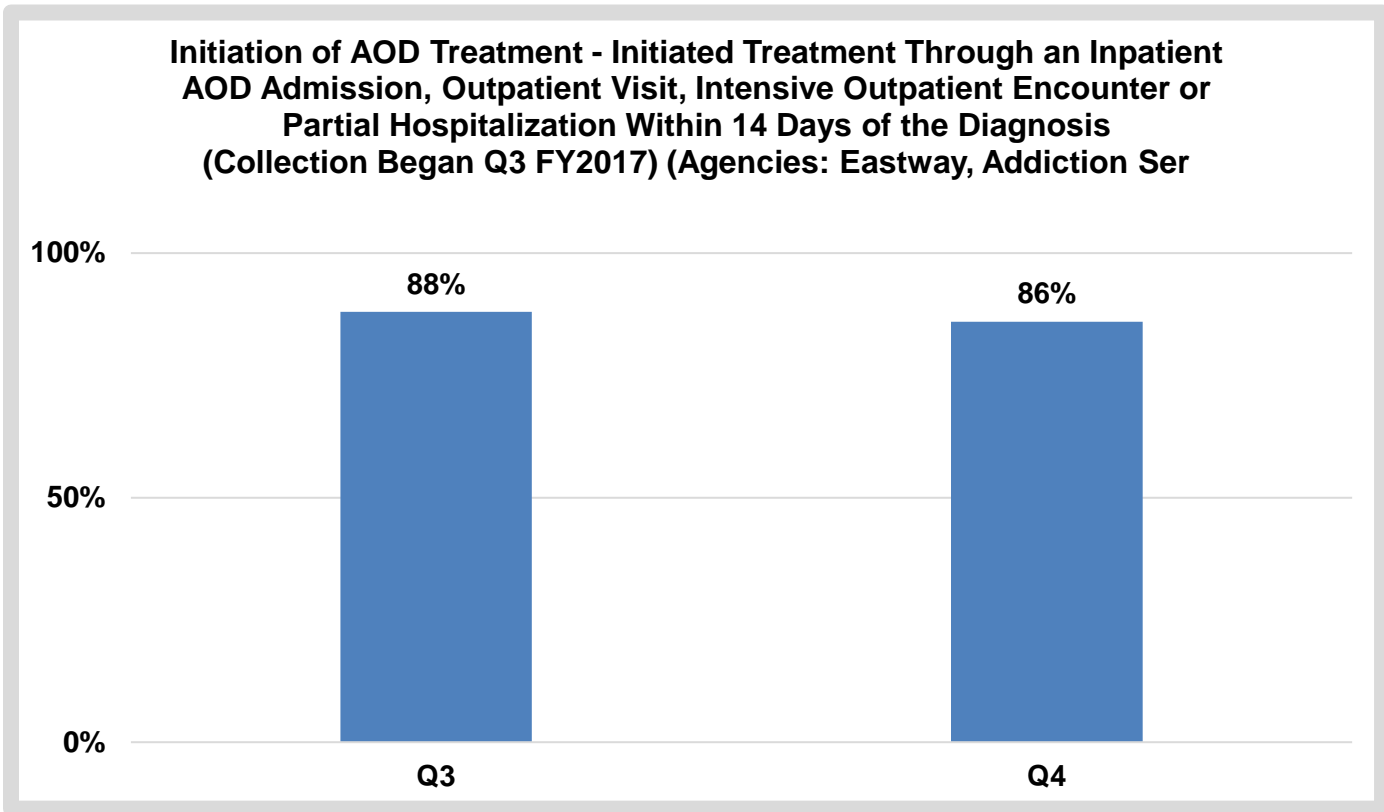
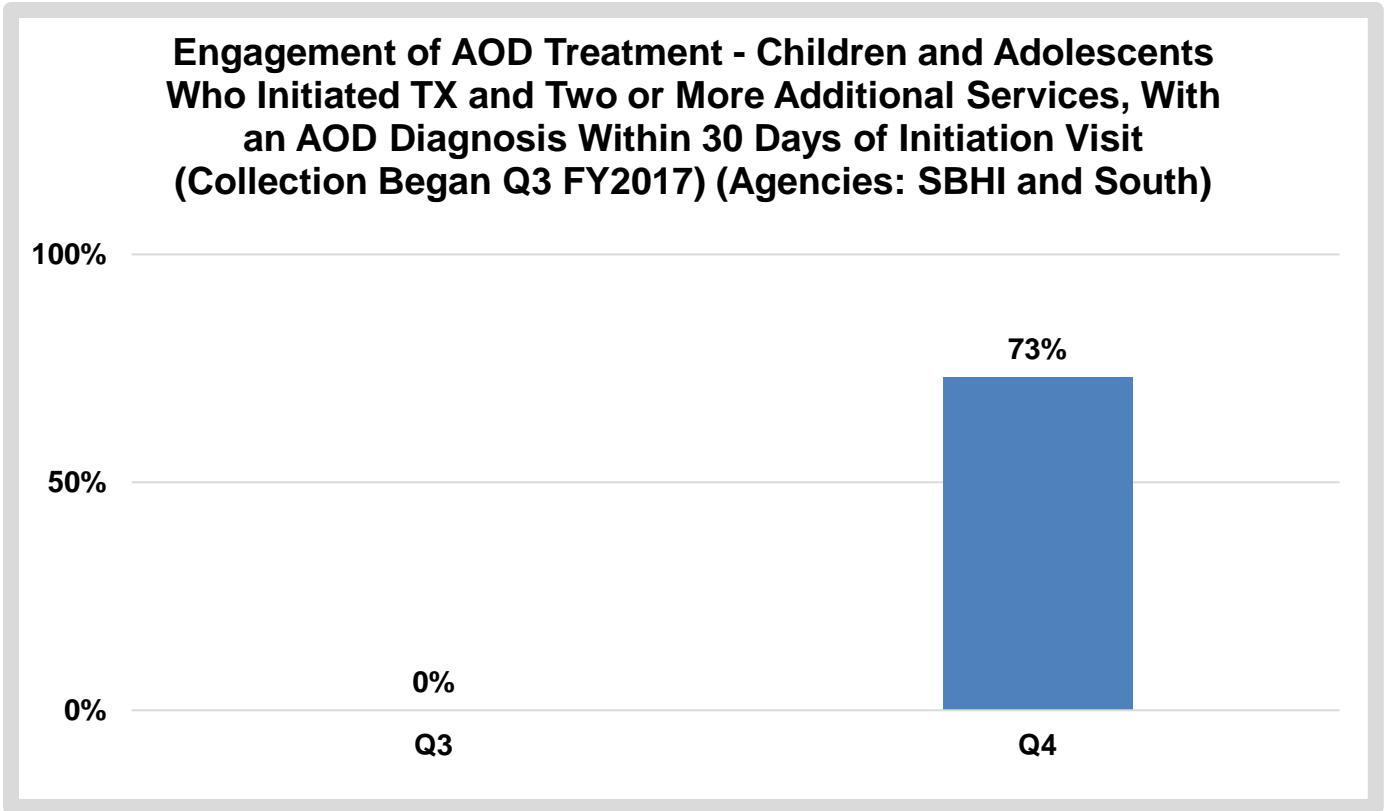


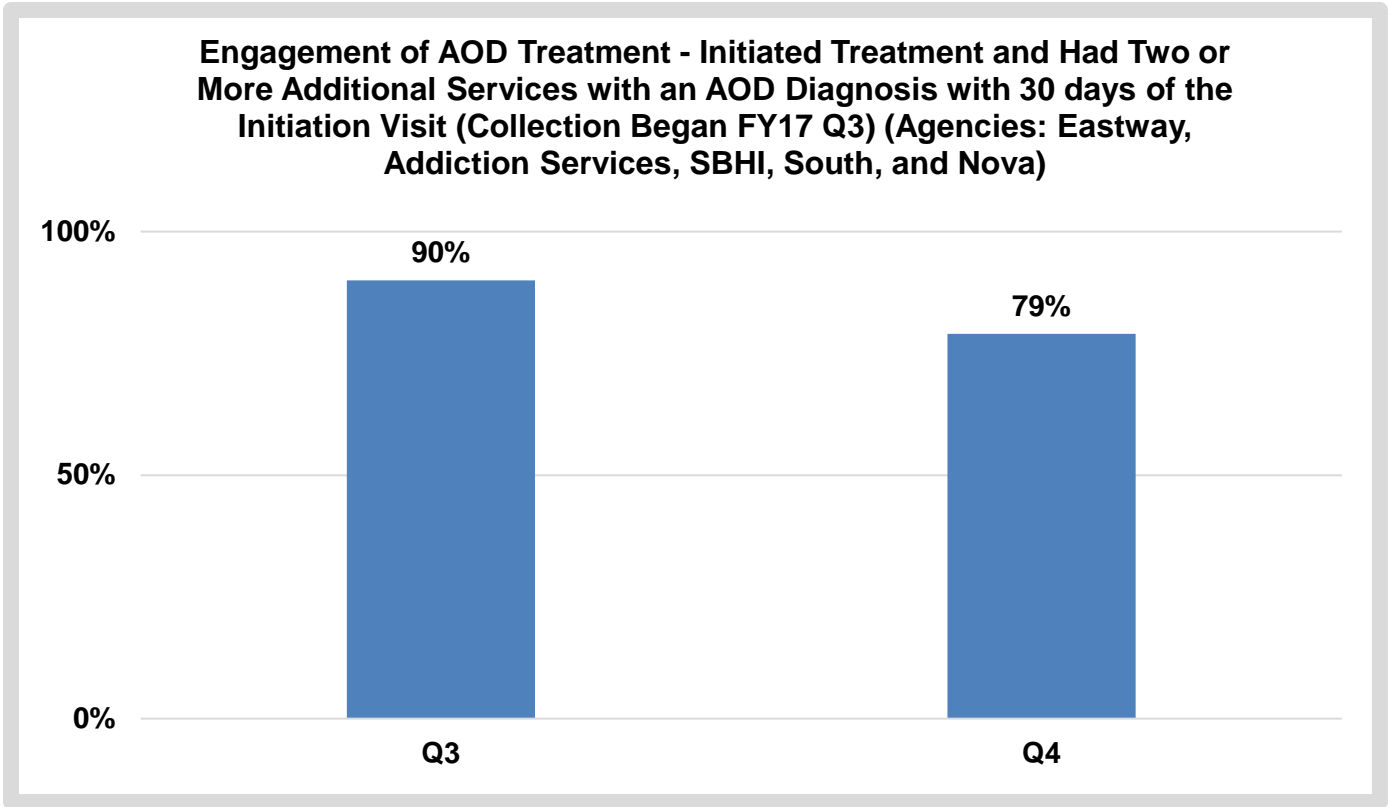




HEDIS Measures (AoD Agencies)

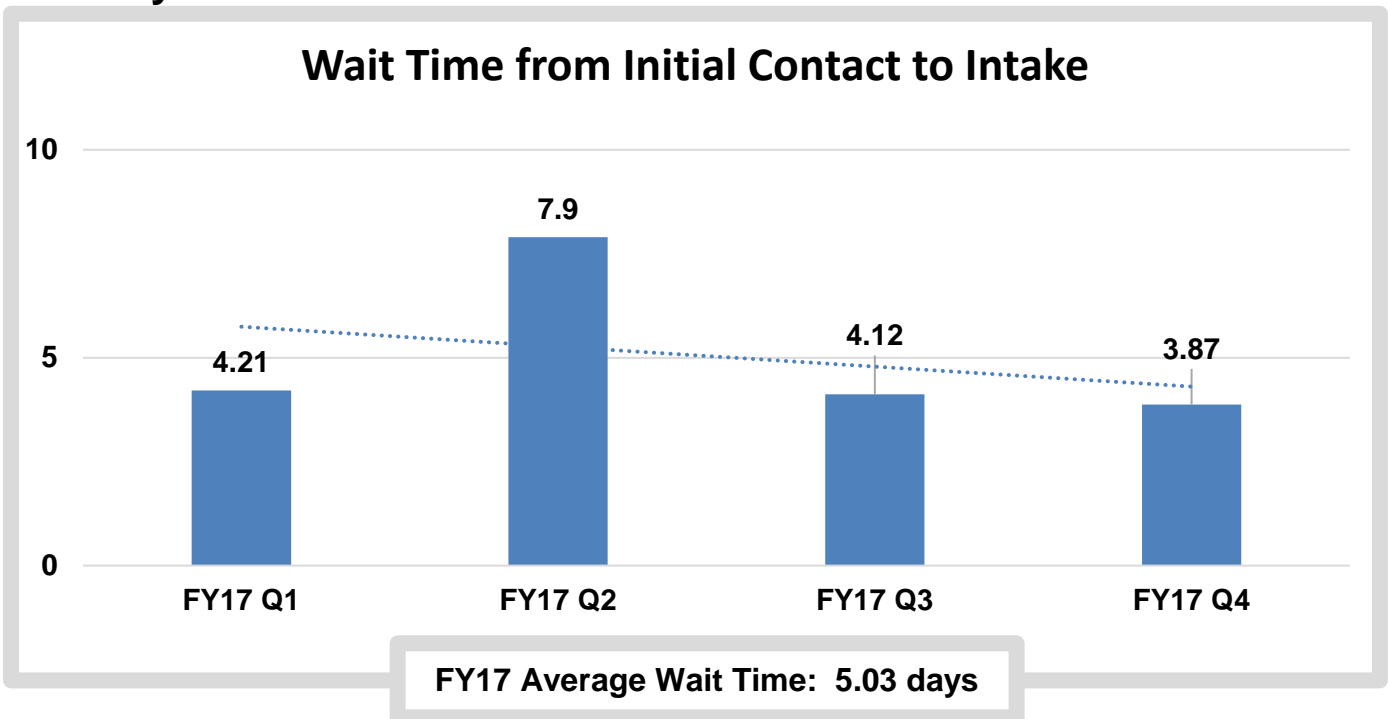


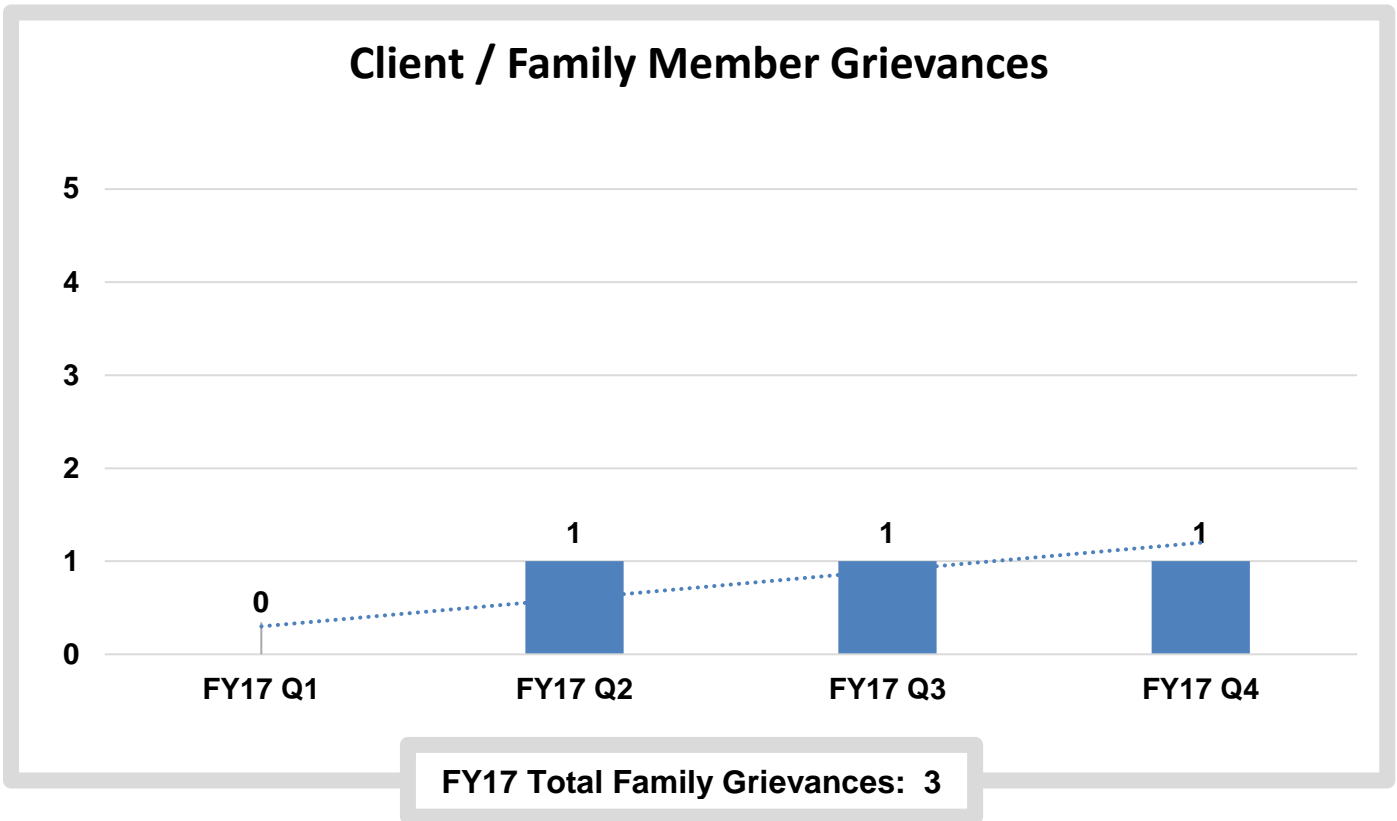
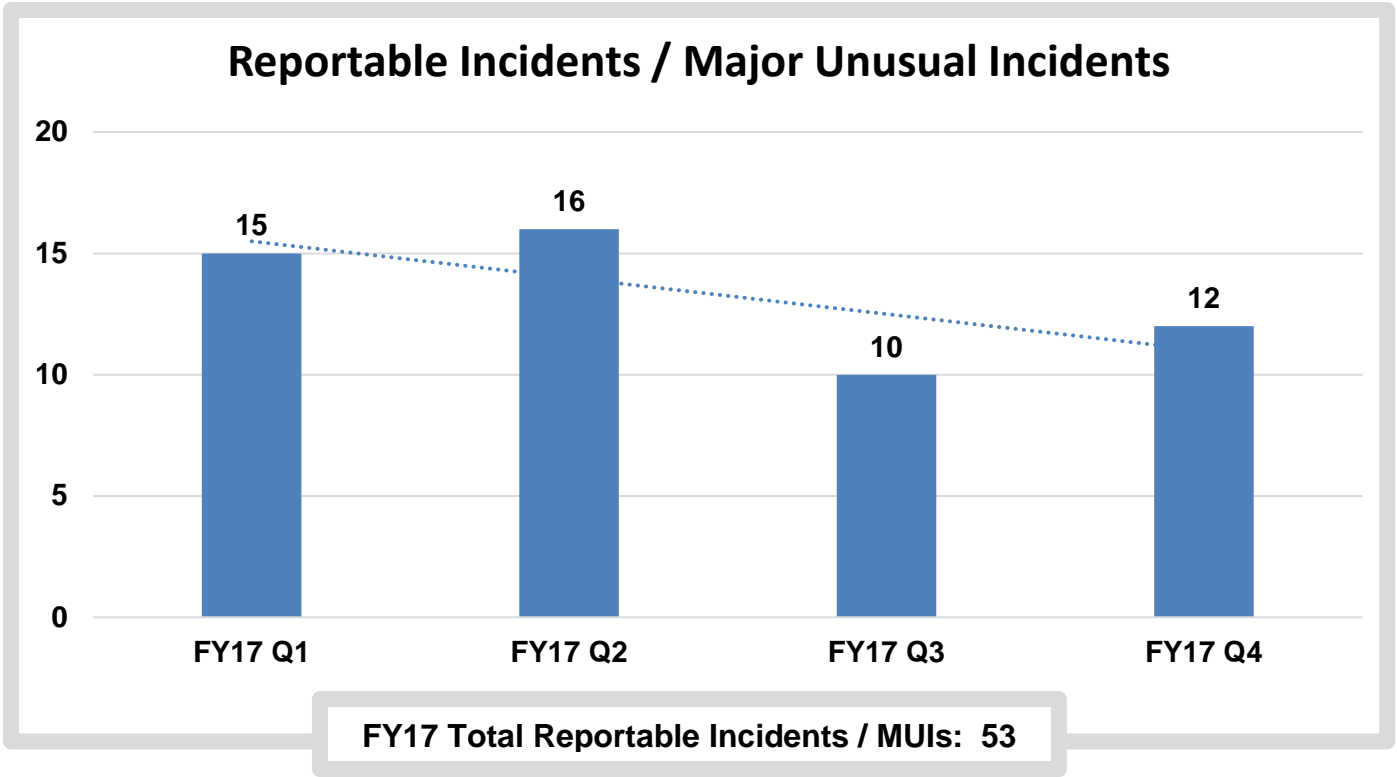


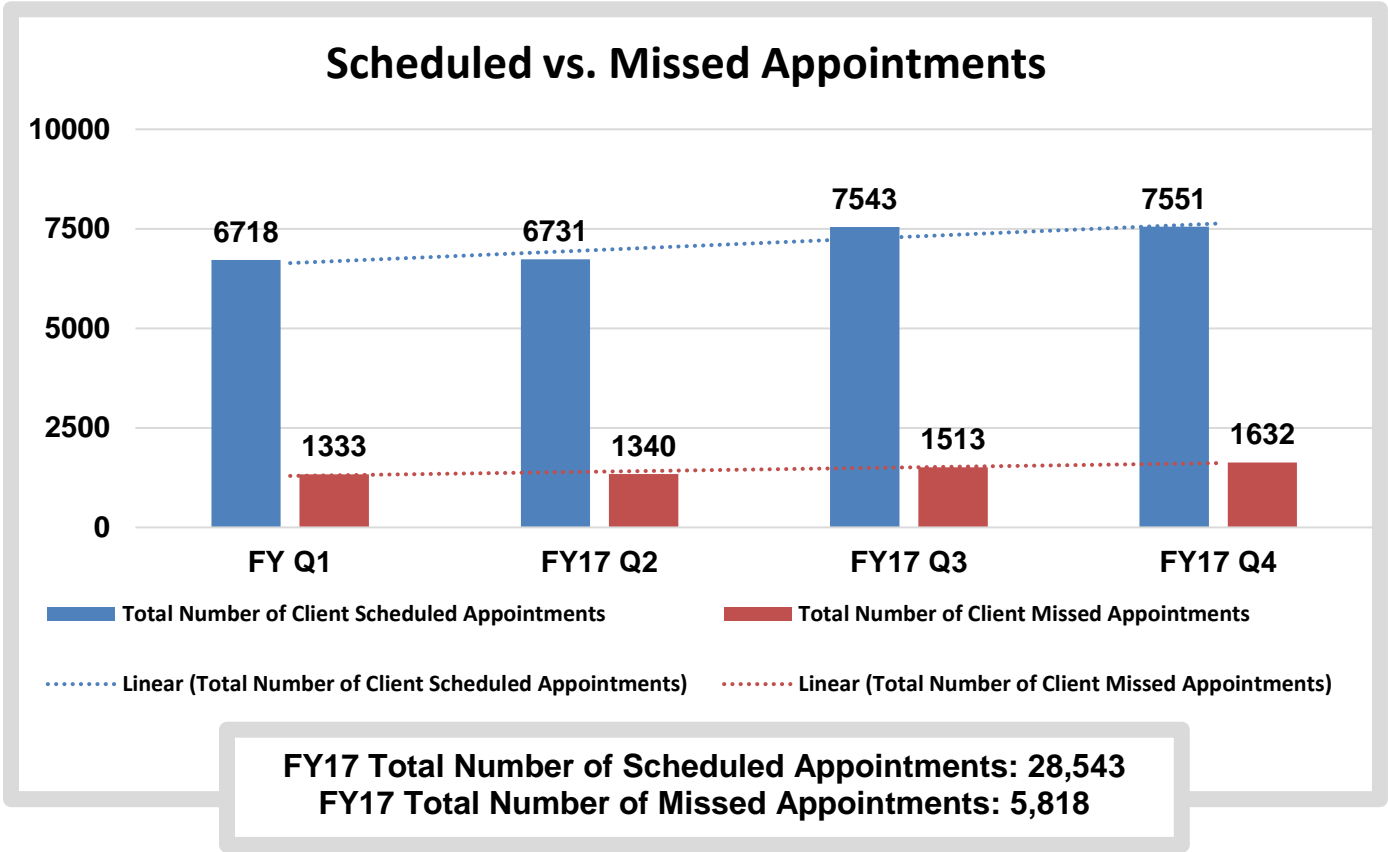
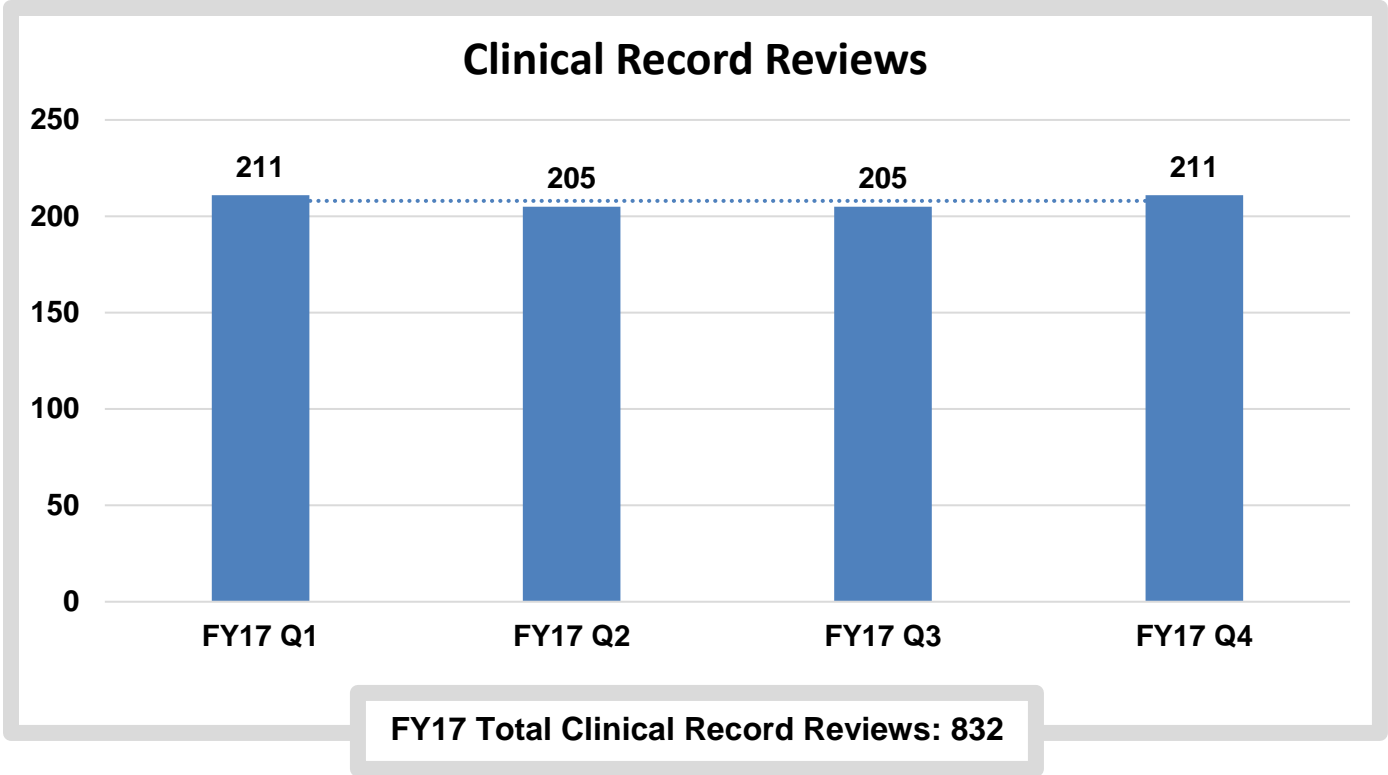


Treatment Agencies

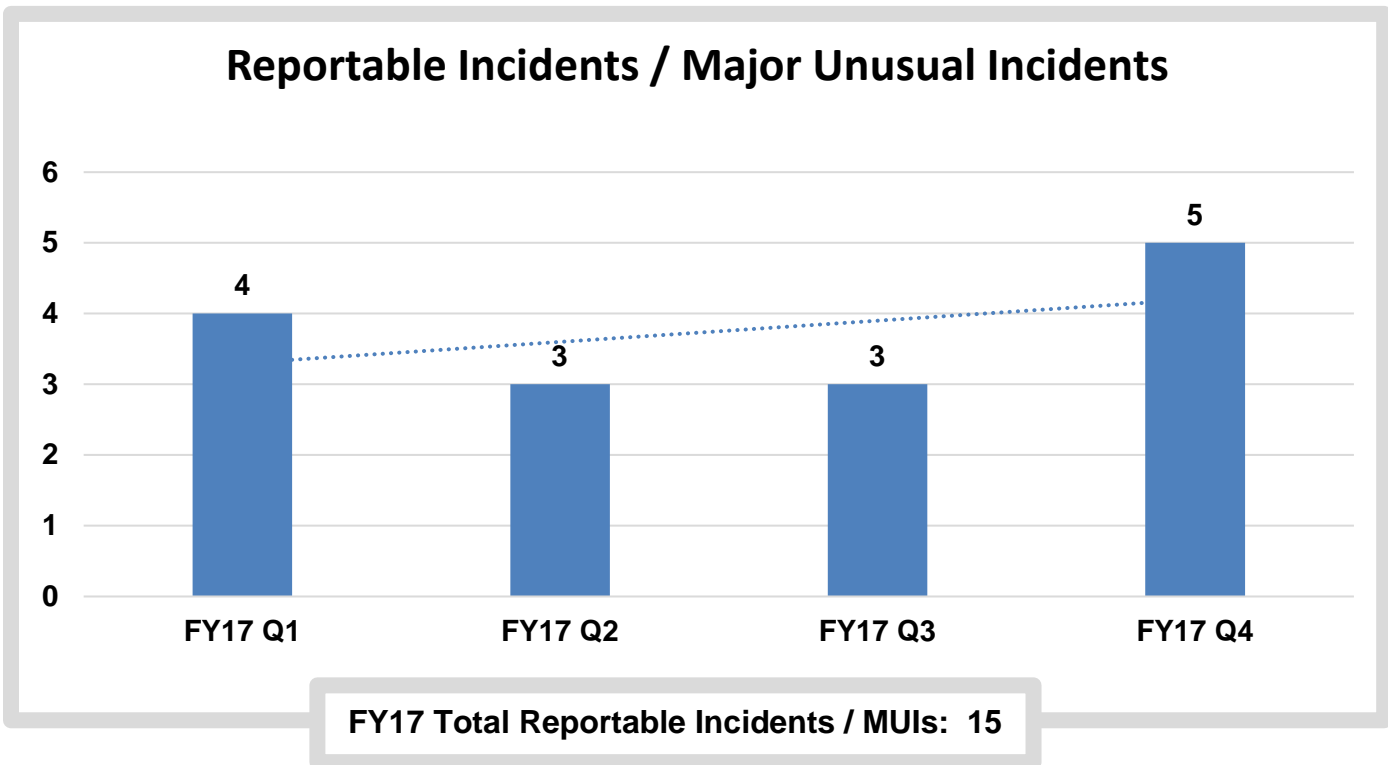
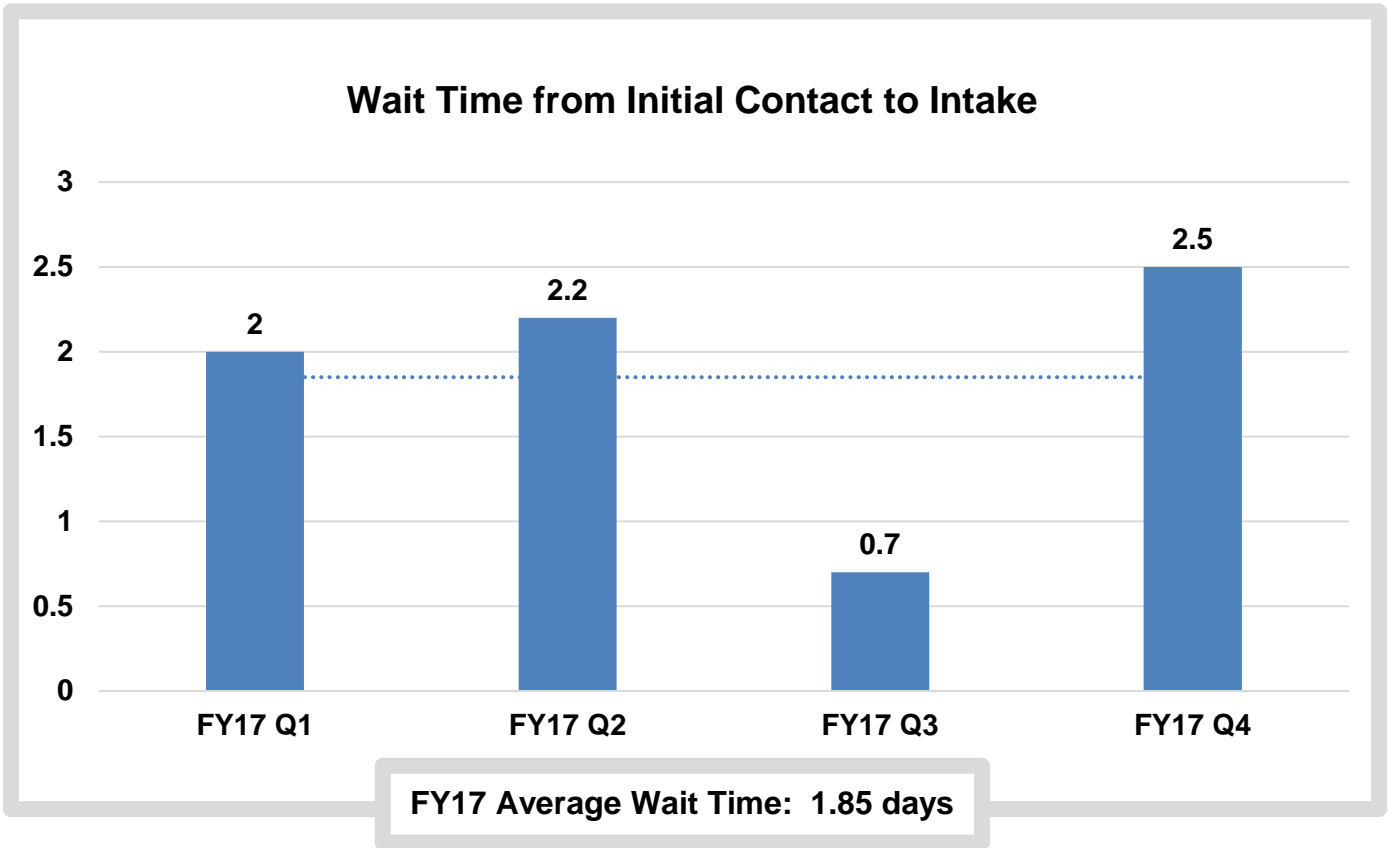
Eastway

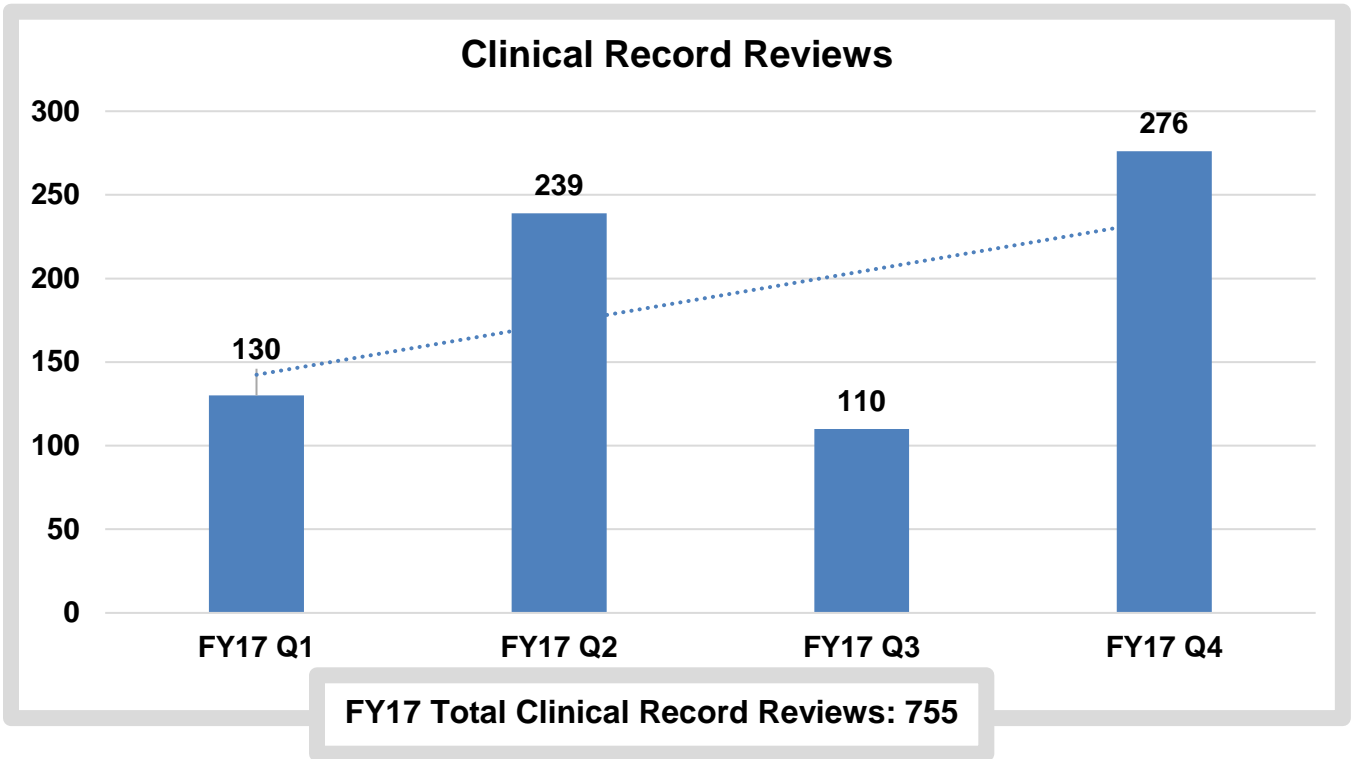
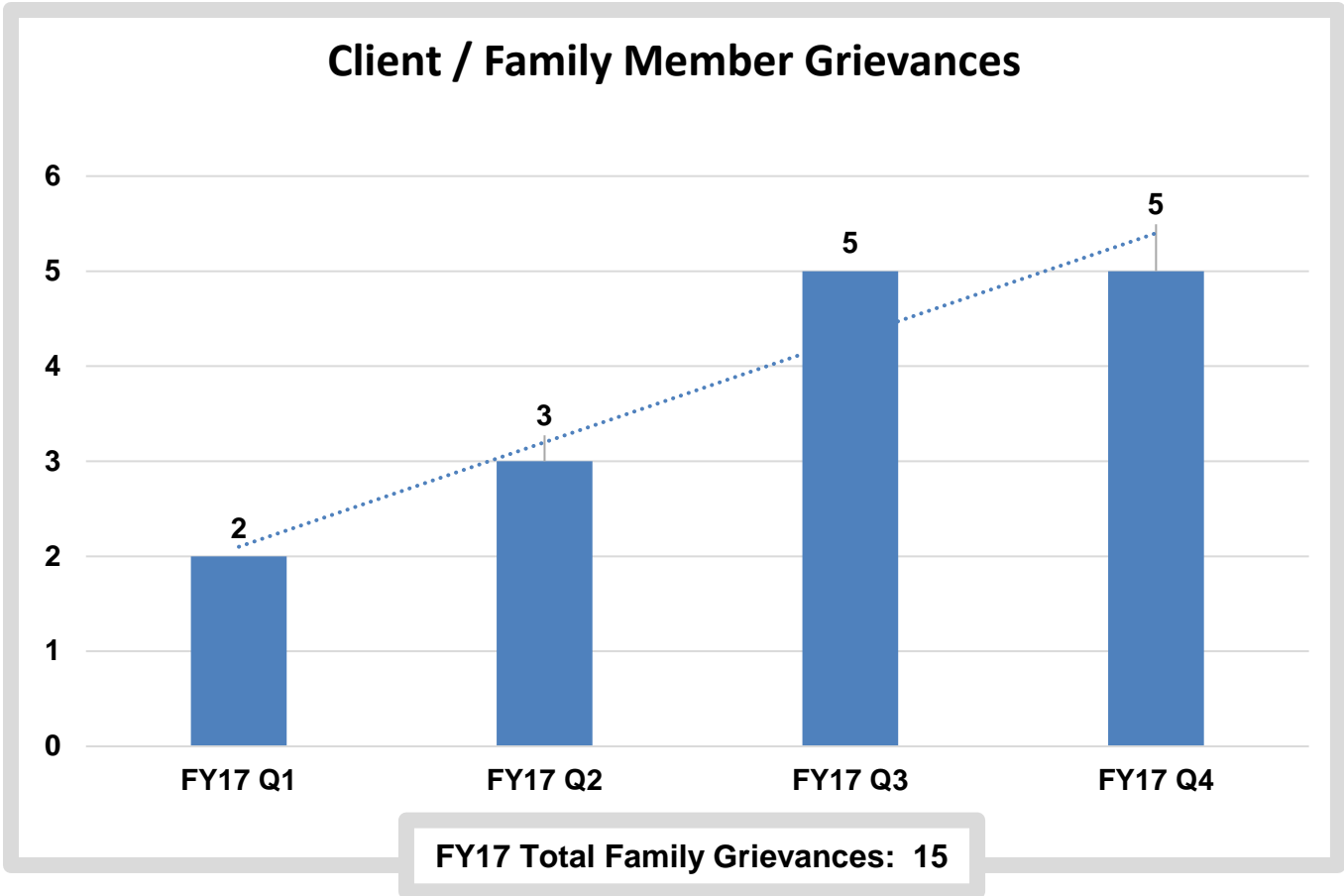


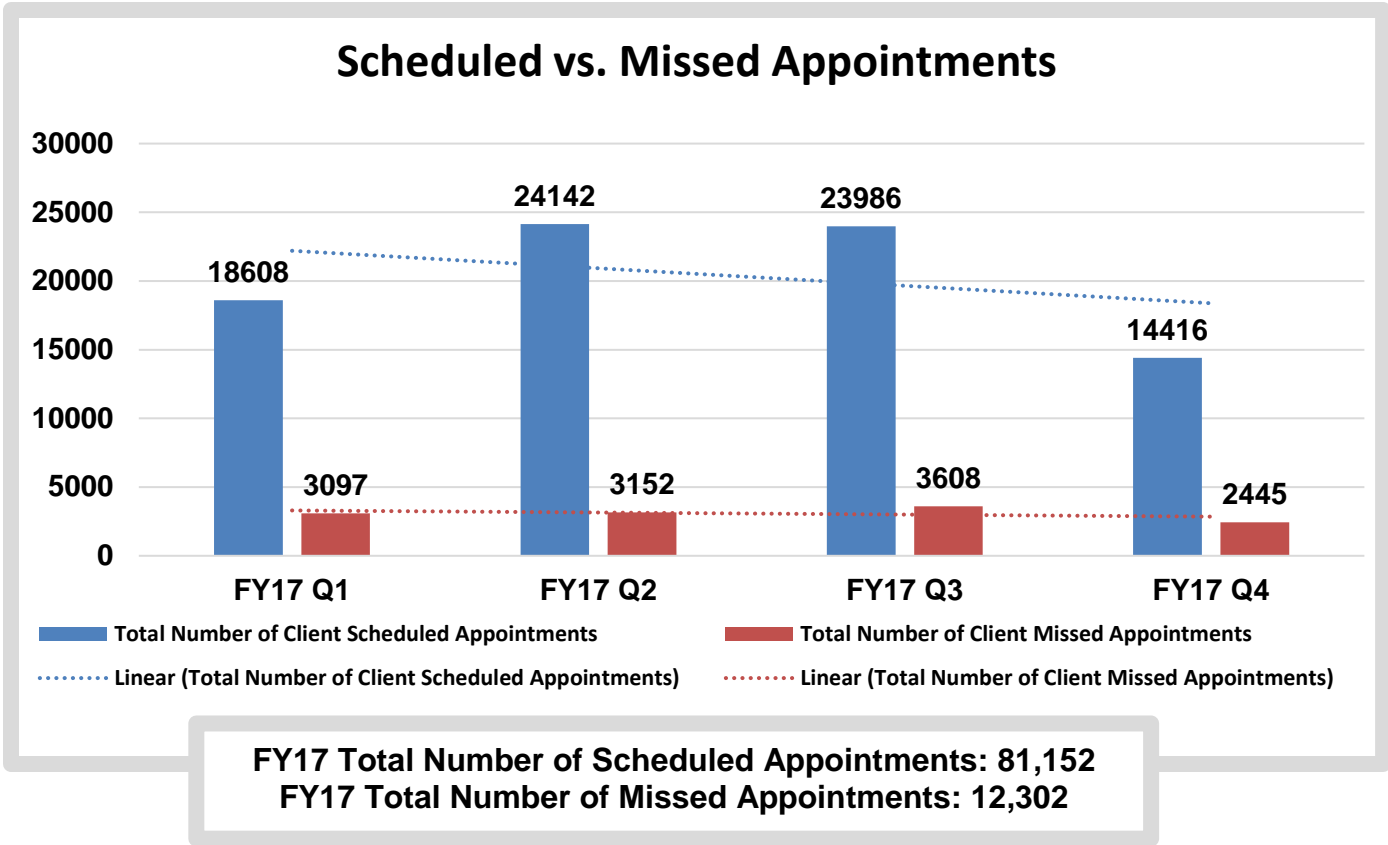




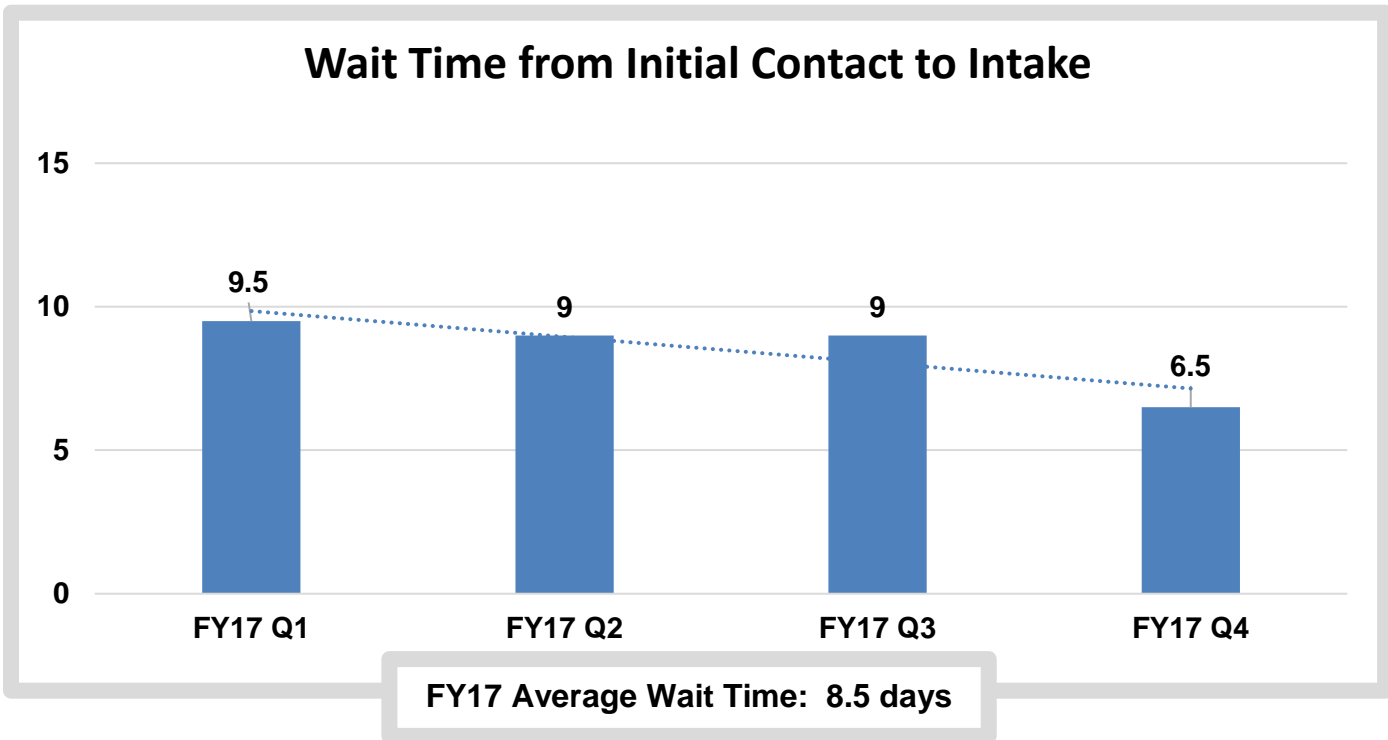
South Community



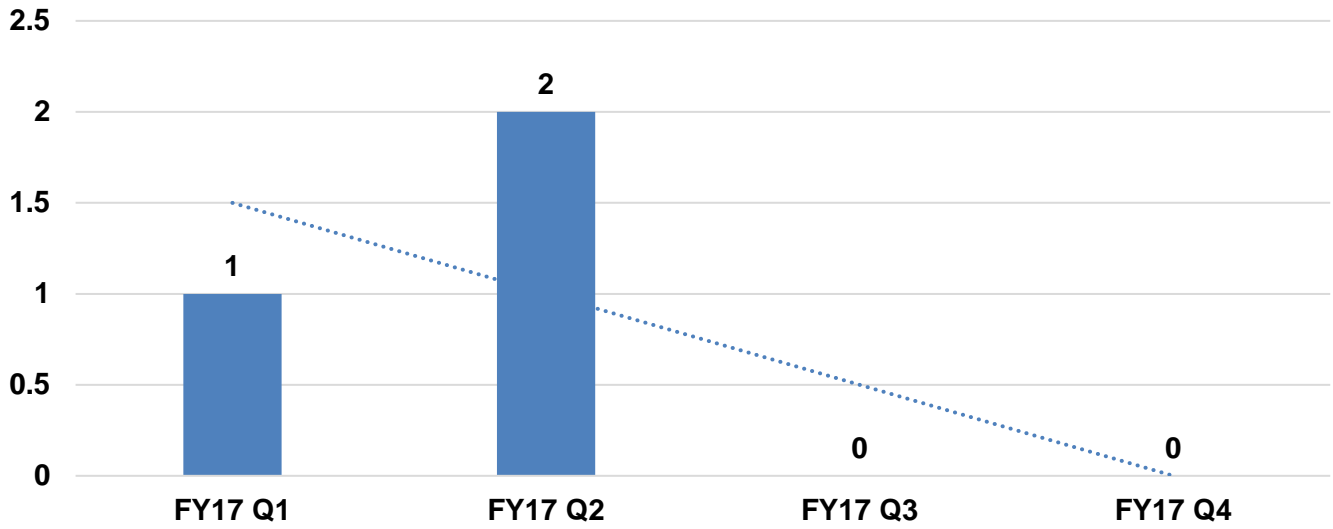




SBHI

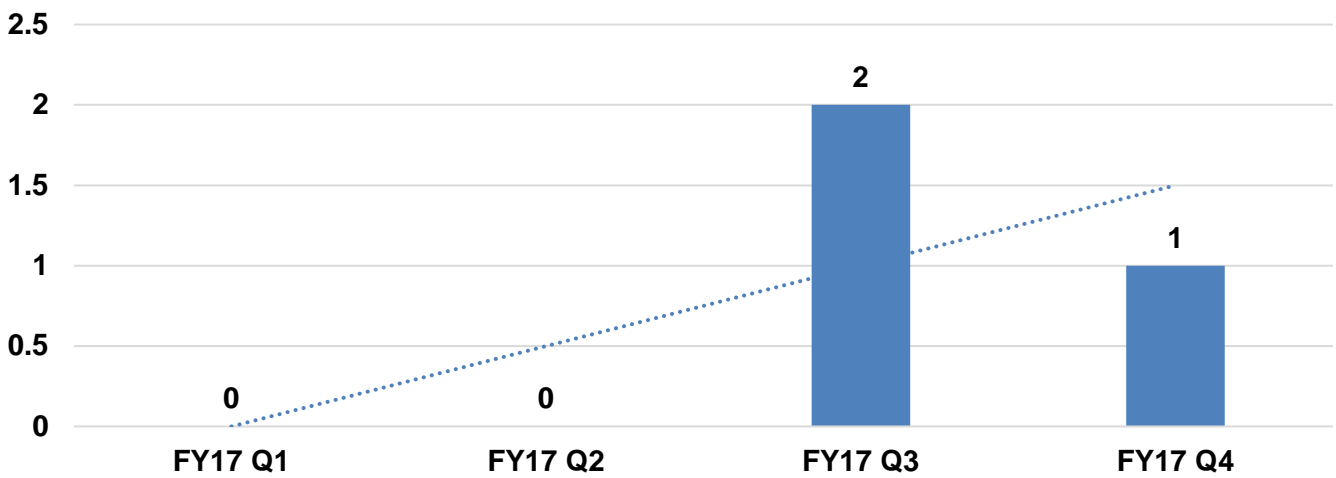


Reportable Incidents / Major Unusual Incidents

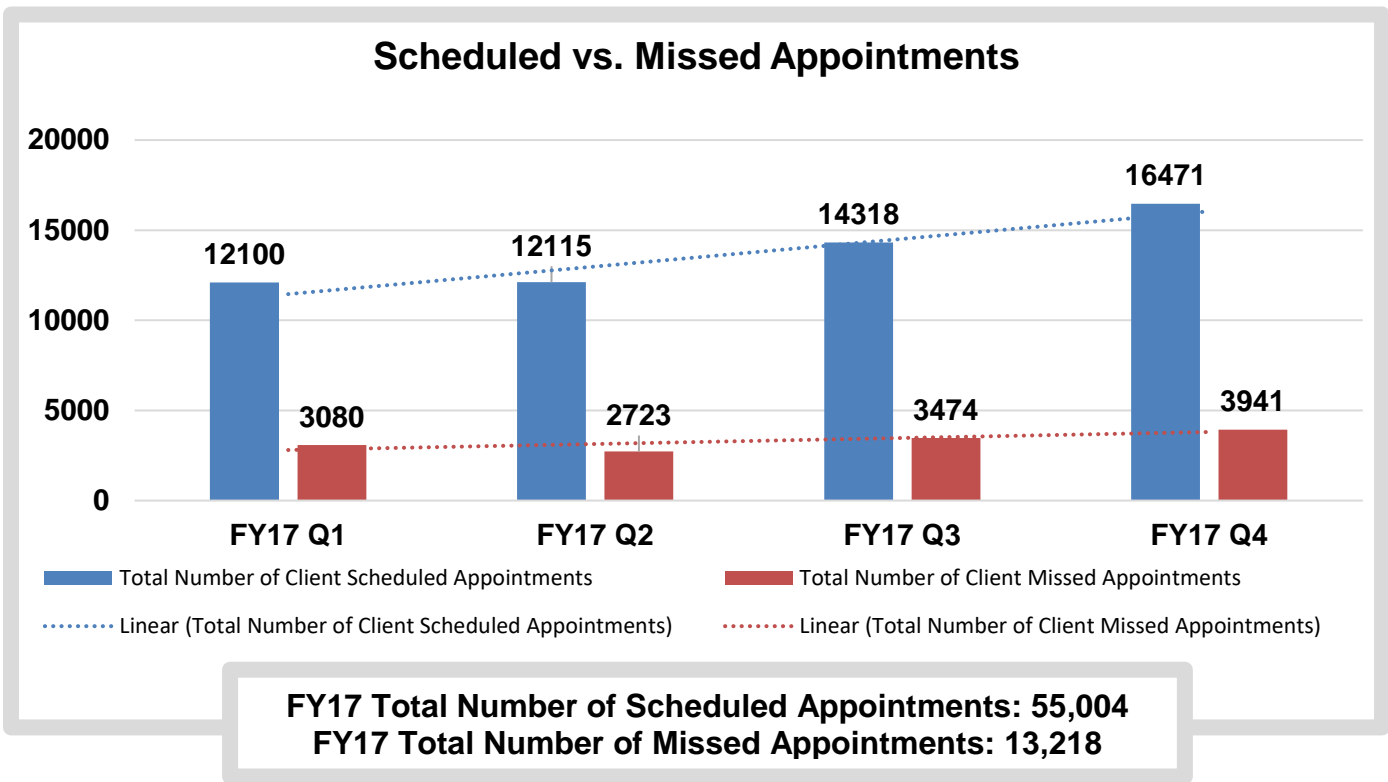
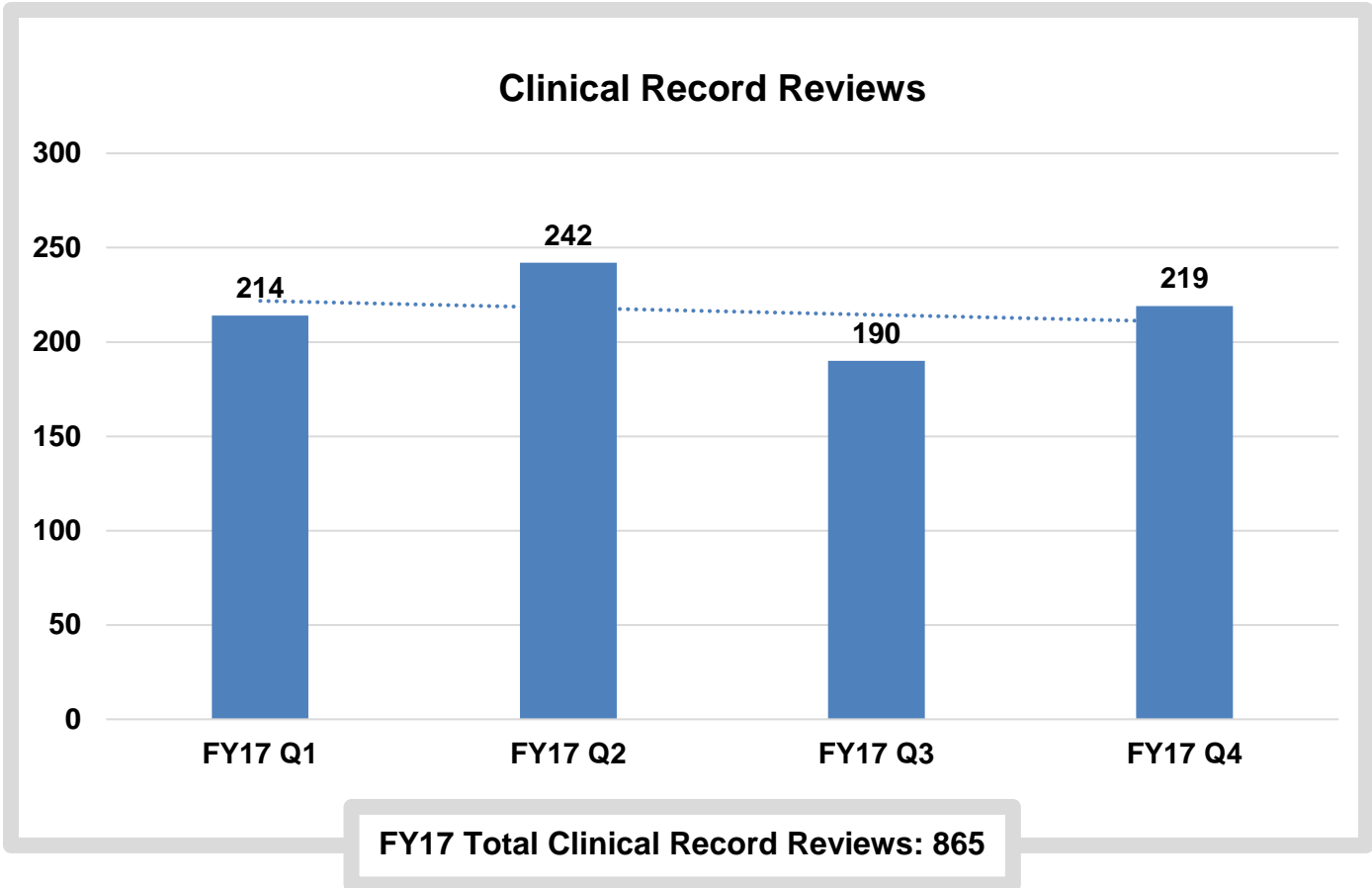


FY17 Total Reportable Incidents / MUIs: 3

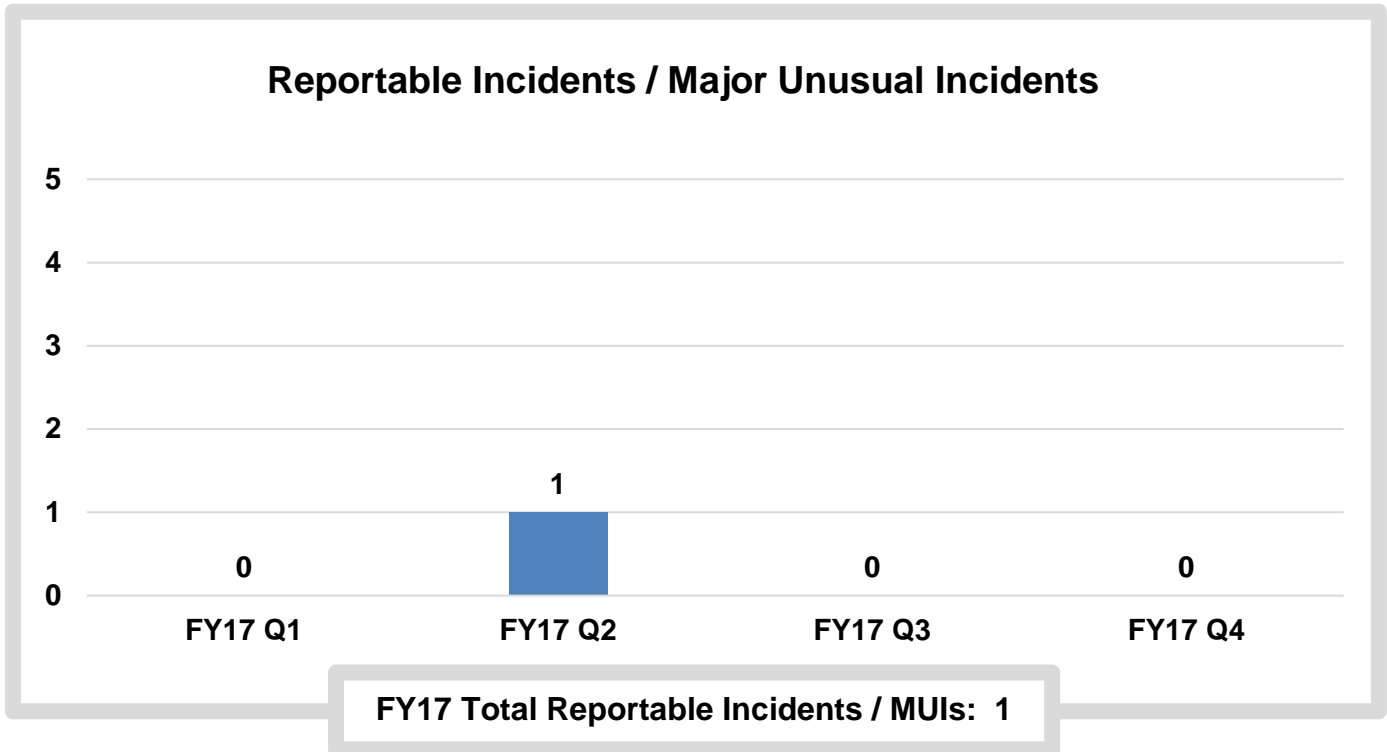
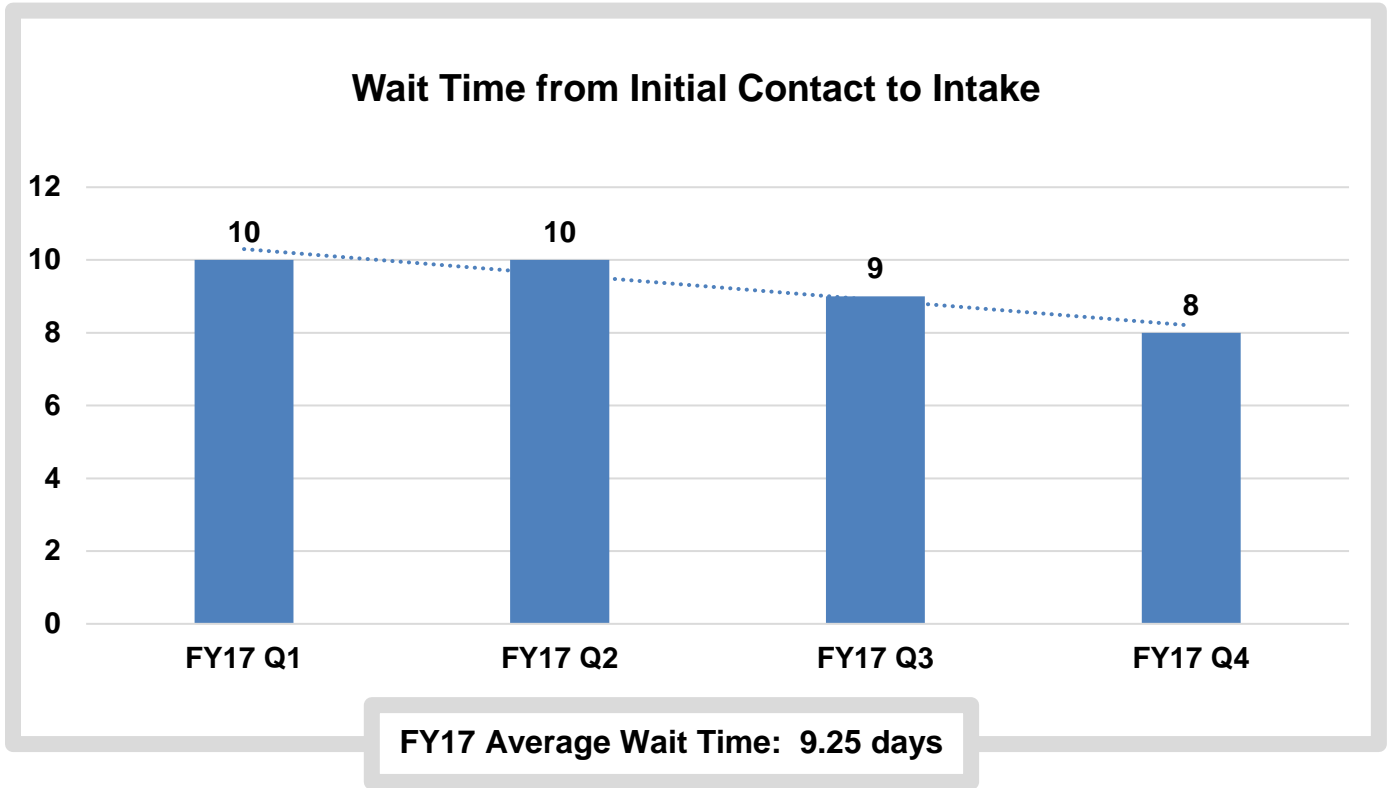
Client / Family Member Grievances



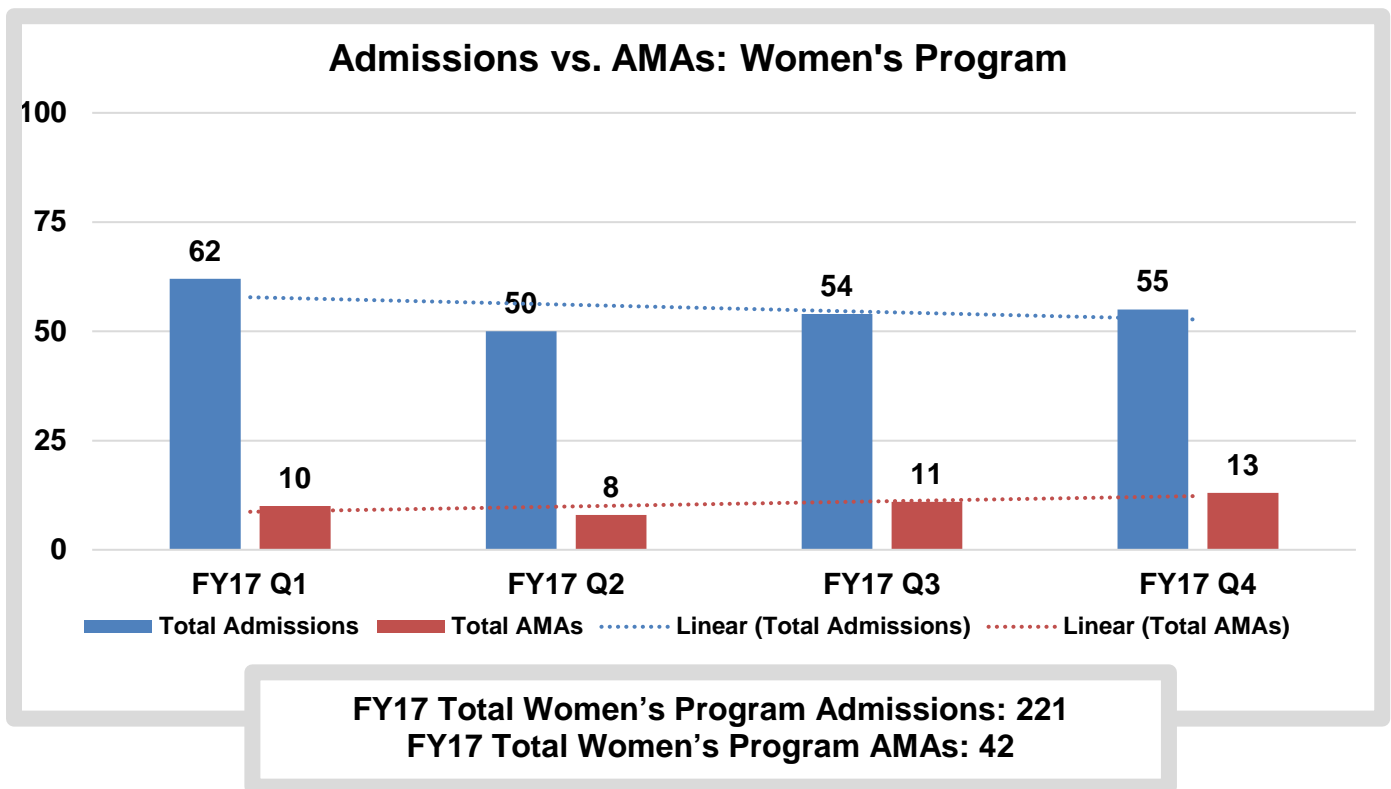
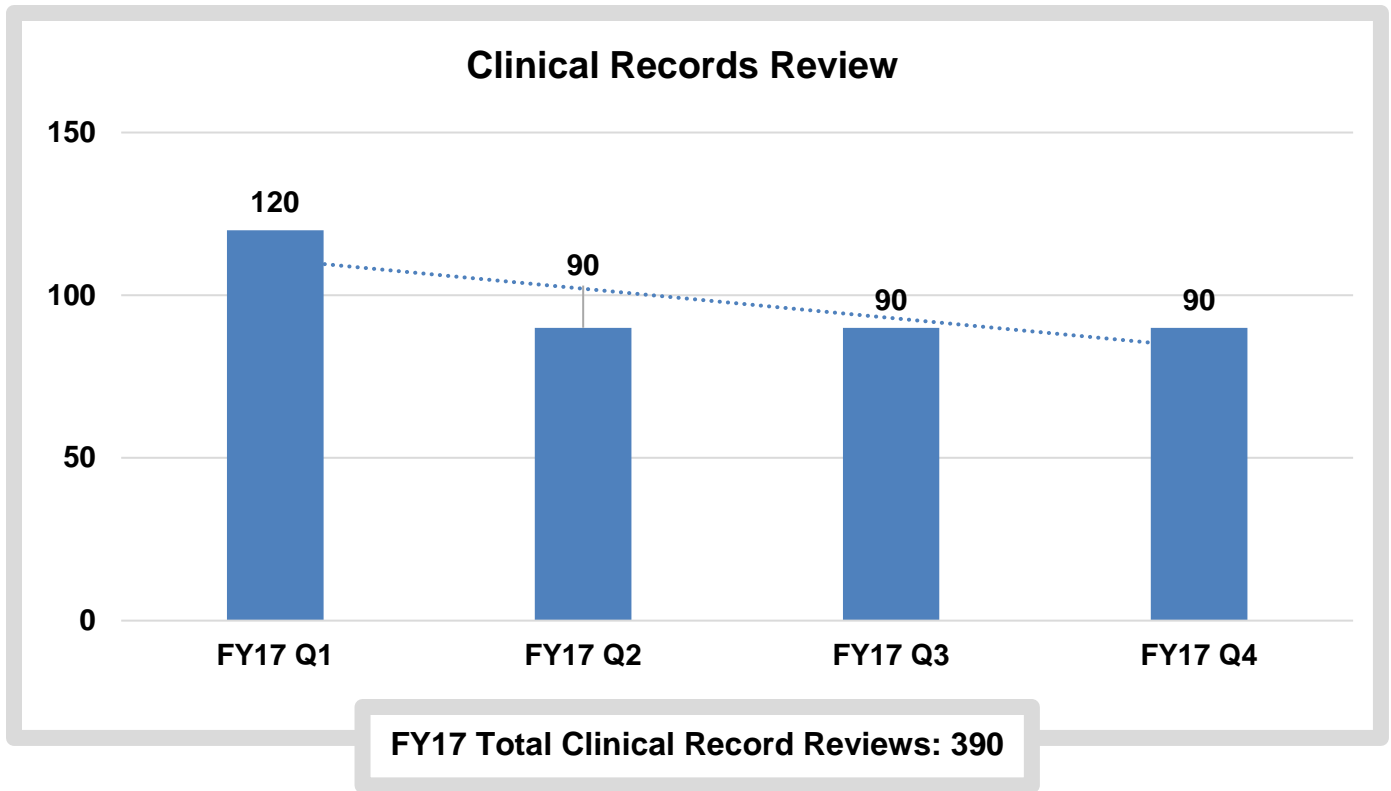
FY17 Total Family Grievances: 3



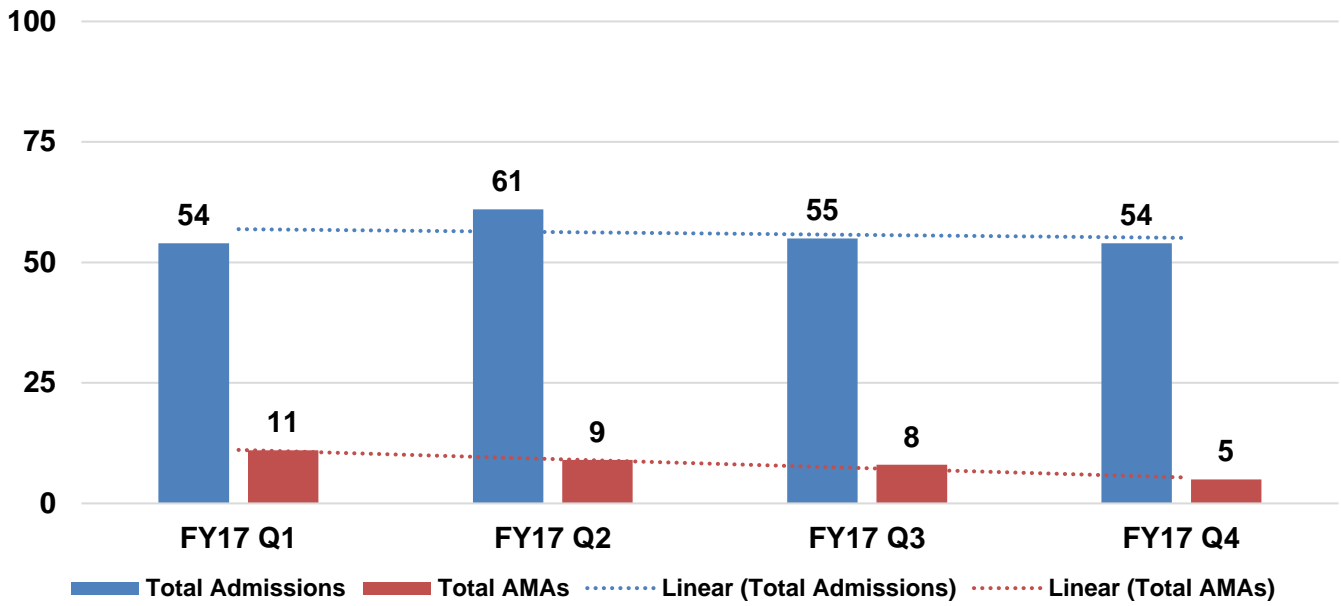
Nova Behavioral Health



- No Reportable Client / Family Member Grievances from FY17 Q1 – FY Q4

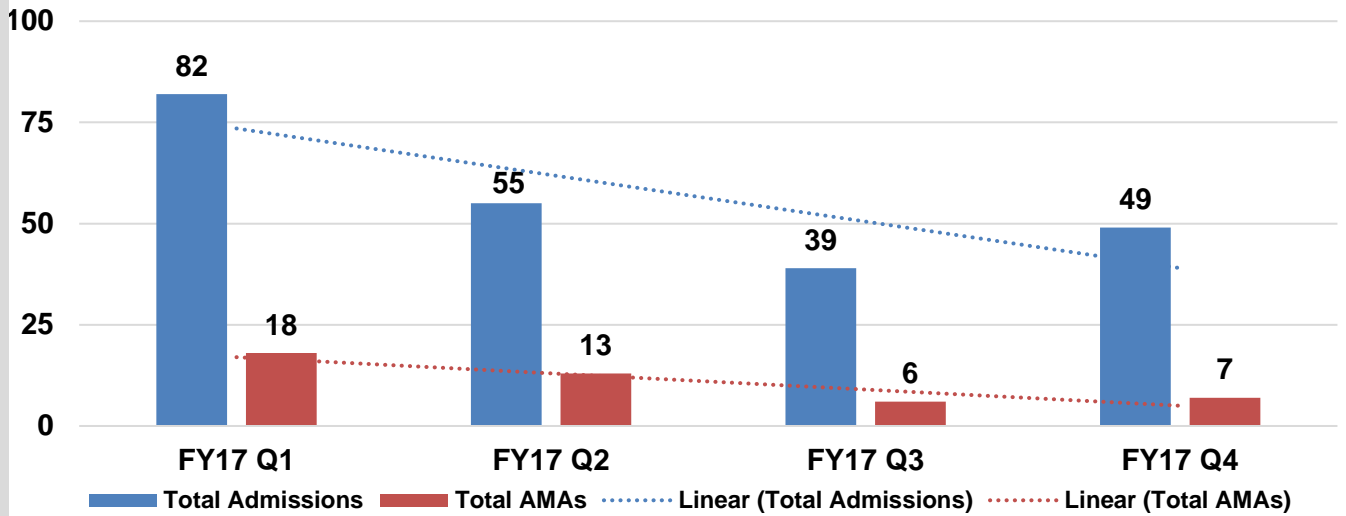


Admissions vs. AMAs: Men's Program

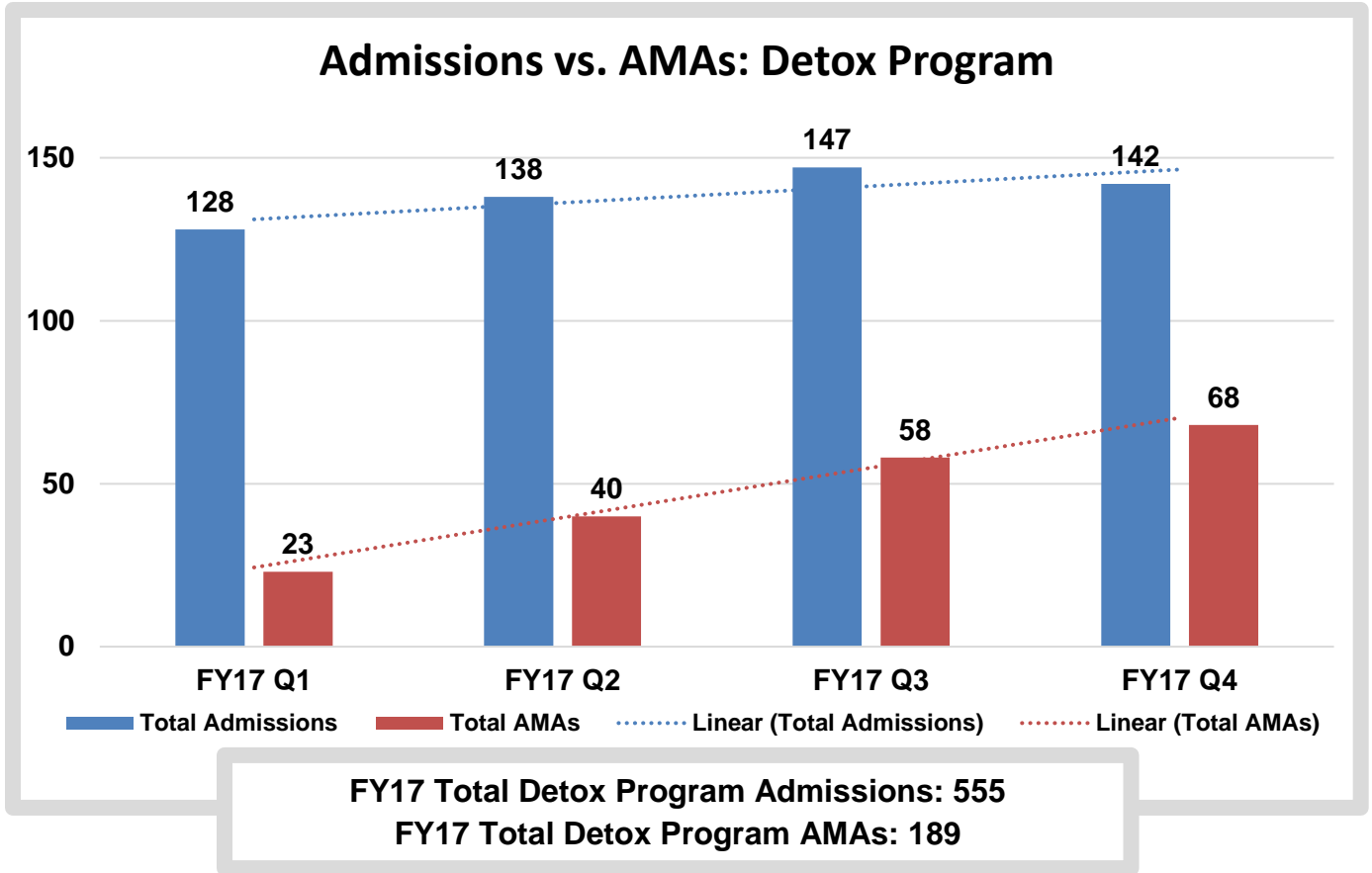


FY17 Total Men's Program Admissions: 224
FY17 Total Men's Program AMAs: 33

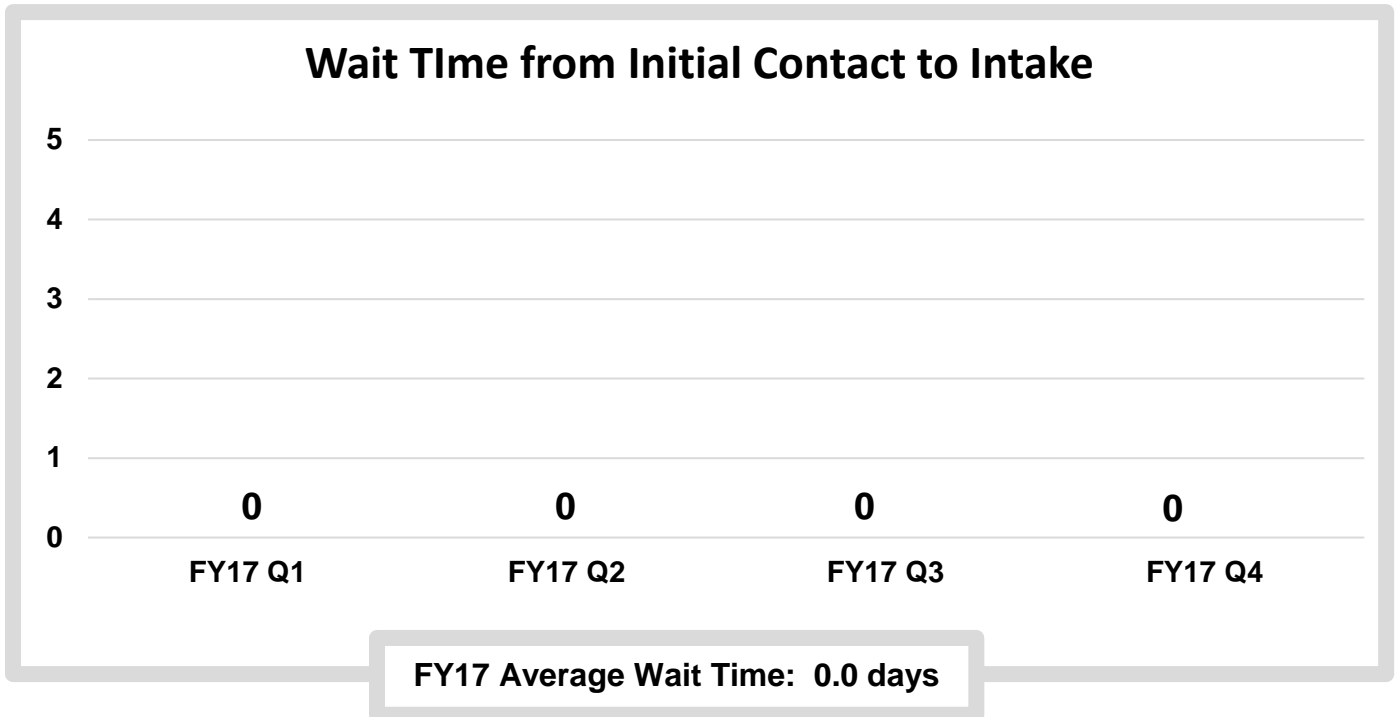
Admissions vs. AMAs: MAT Program



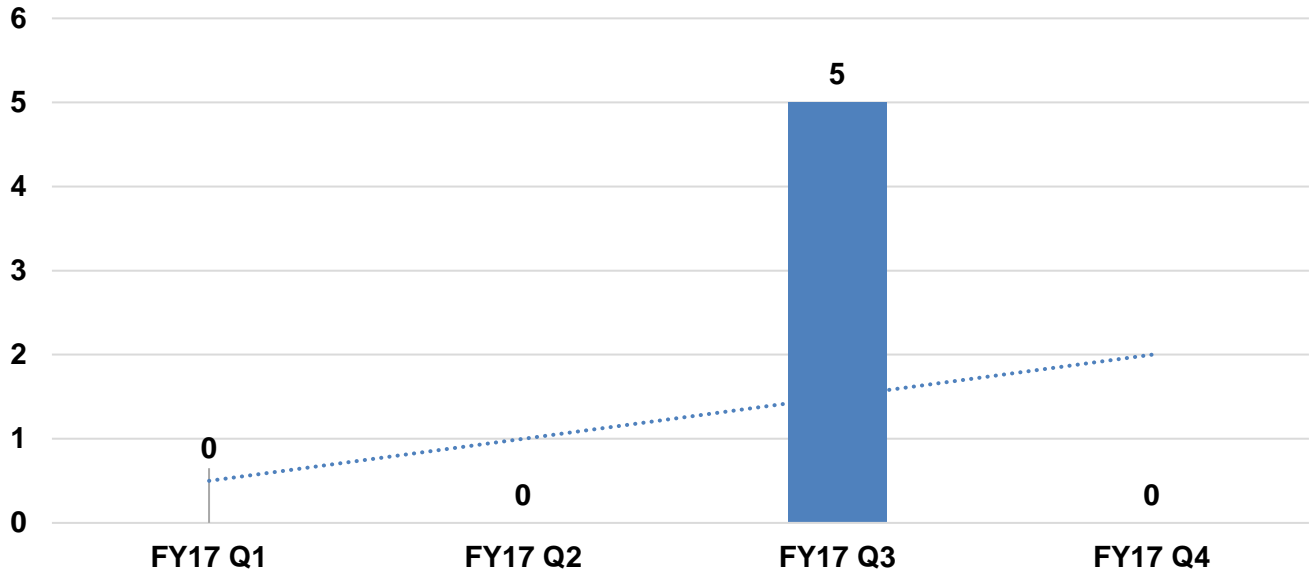
FY17 Total MAT Program Admissions: 224
FY17 Total MAT Program AMAs: 44



Project Cure

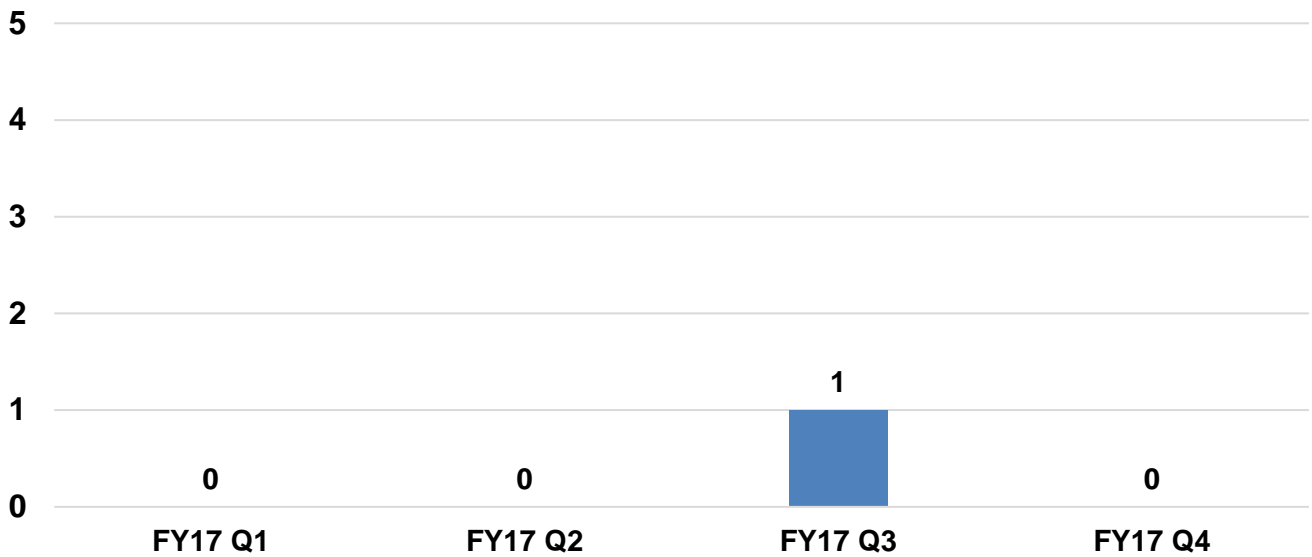


Reportable Incidents / Major Unusual Incidents

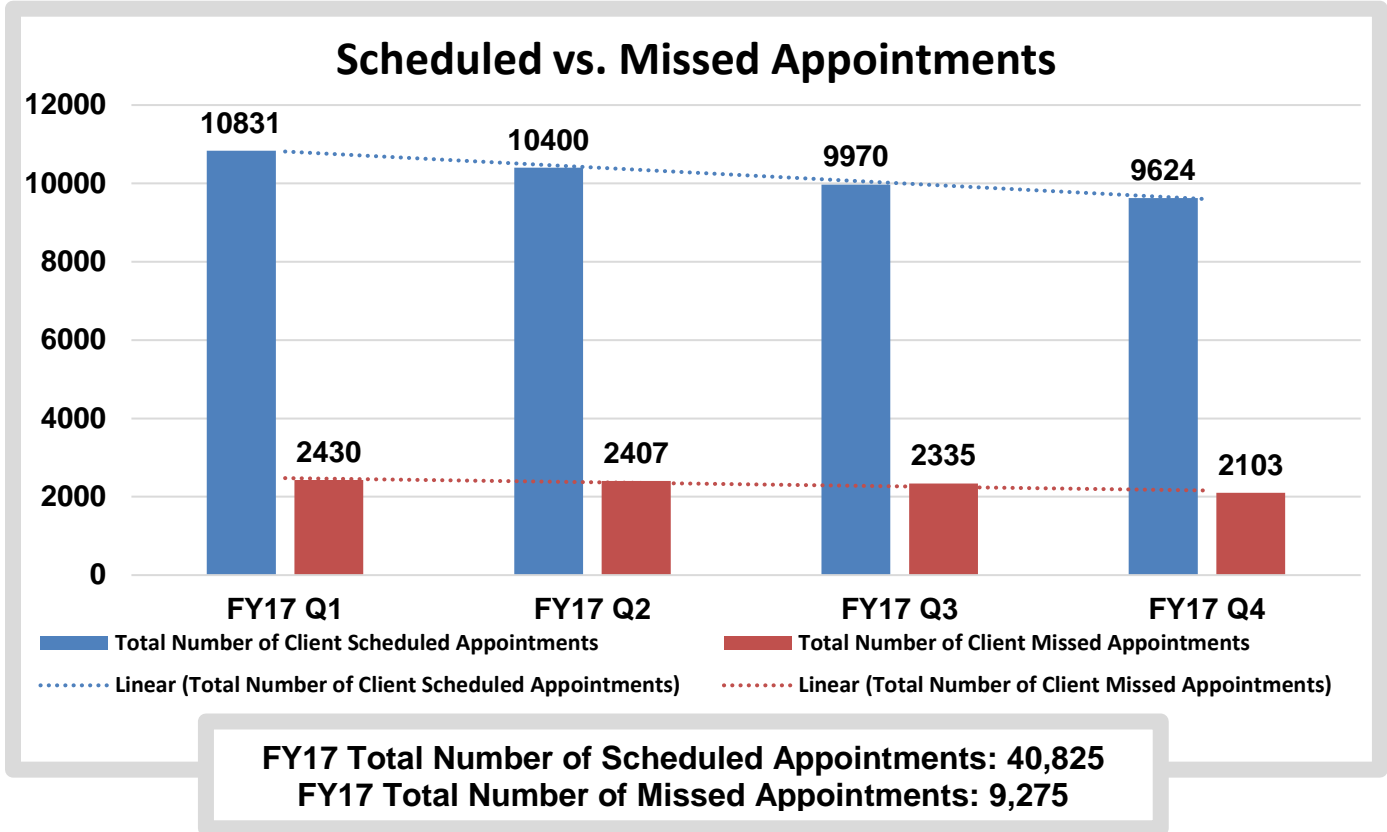
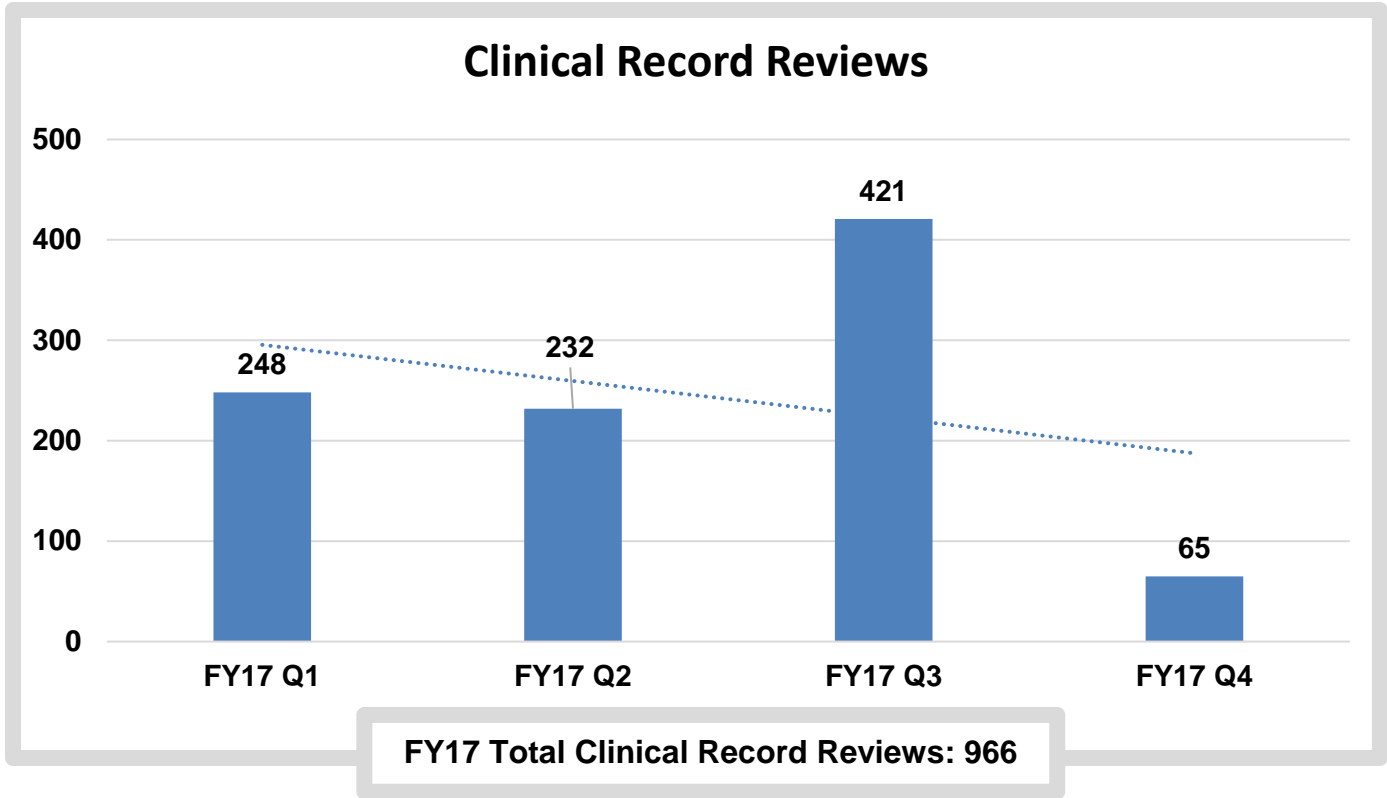


FY17 Total Reportable Incidents / MUIs: 5

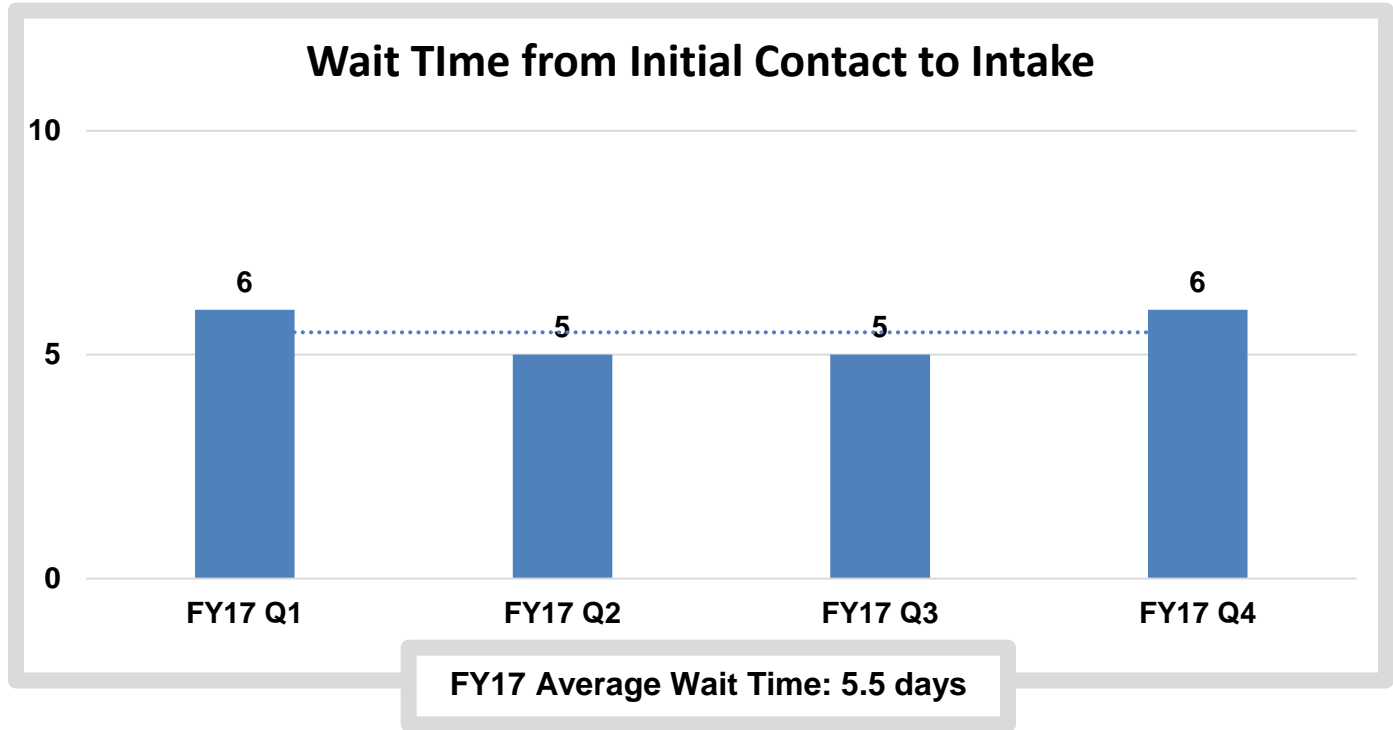
Client / Family Member Grievances



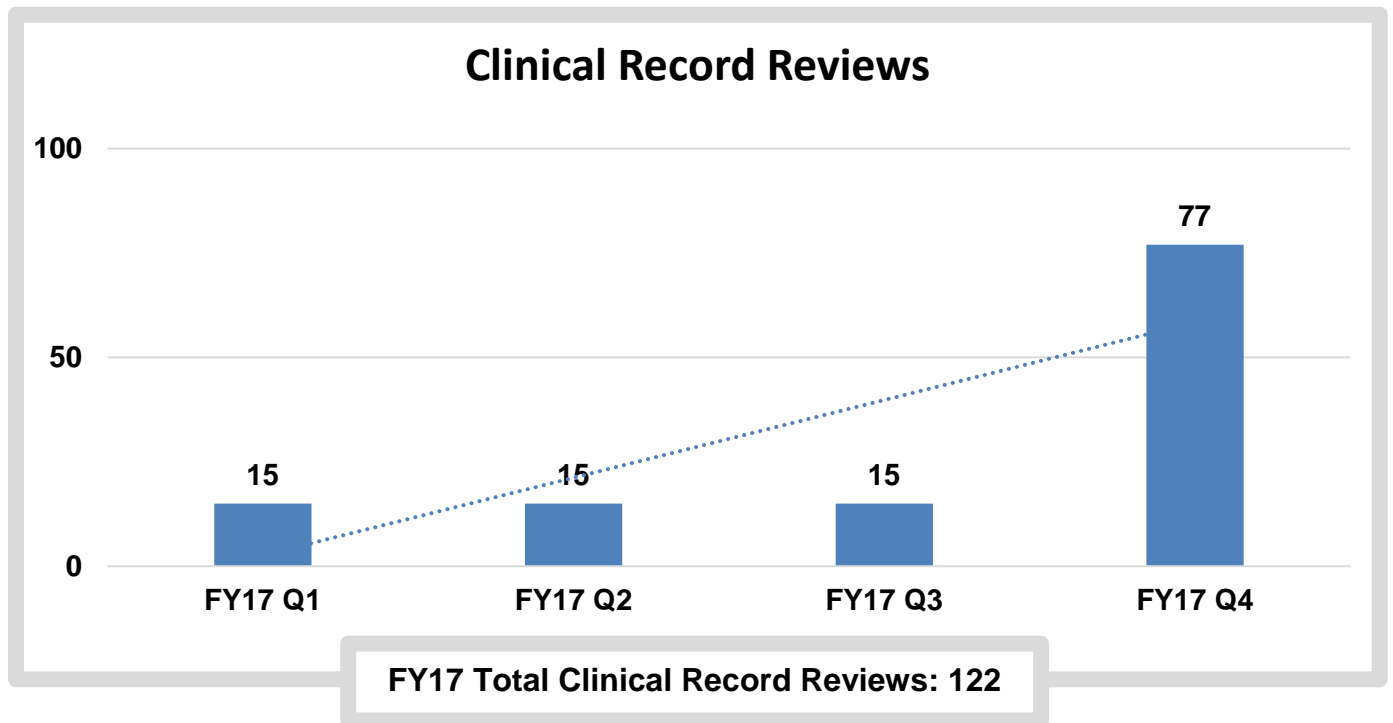
FY17 Total Client / Family Member Grievances: 1

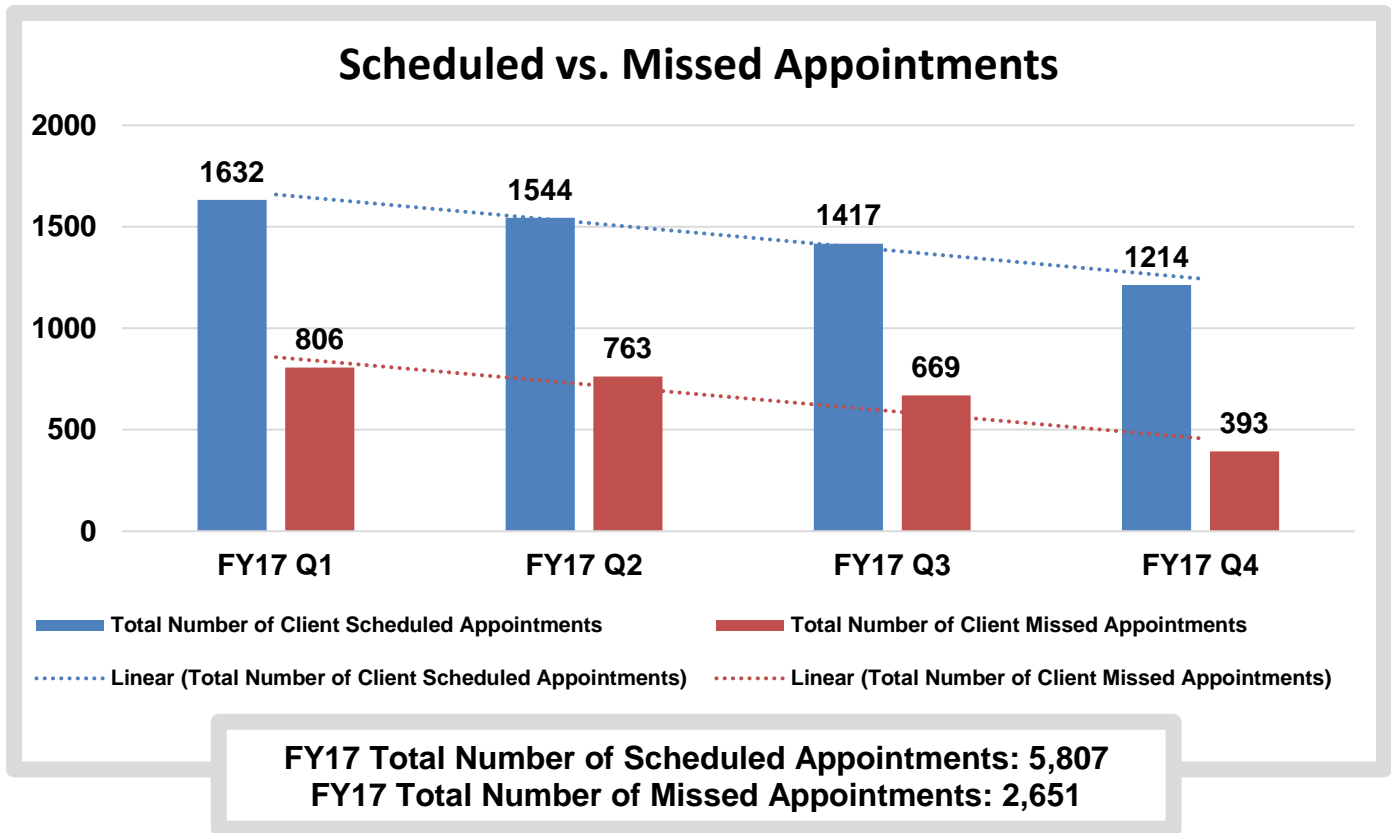


Addiction Services



- No Reported Incidents / Major Unusual Incidents in FY17
- No Client / Family Member Grievances





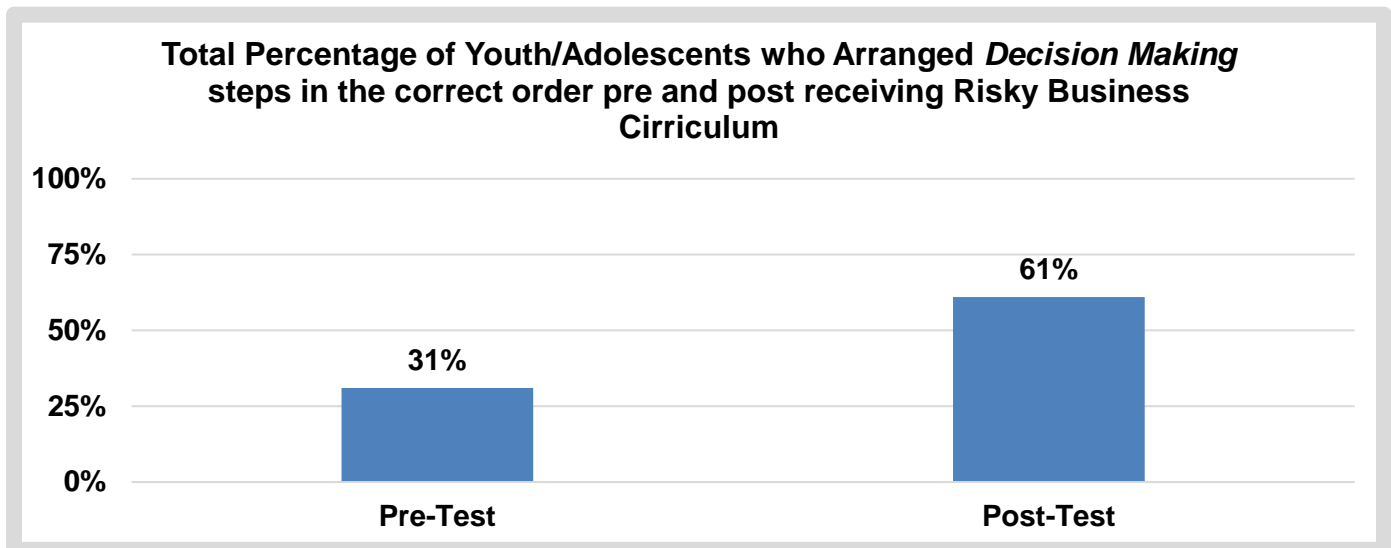
Prevention Agencies/Programming (Collection Began FY17Q3)

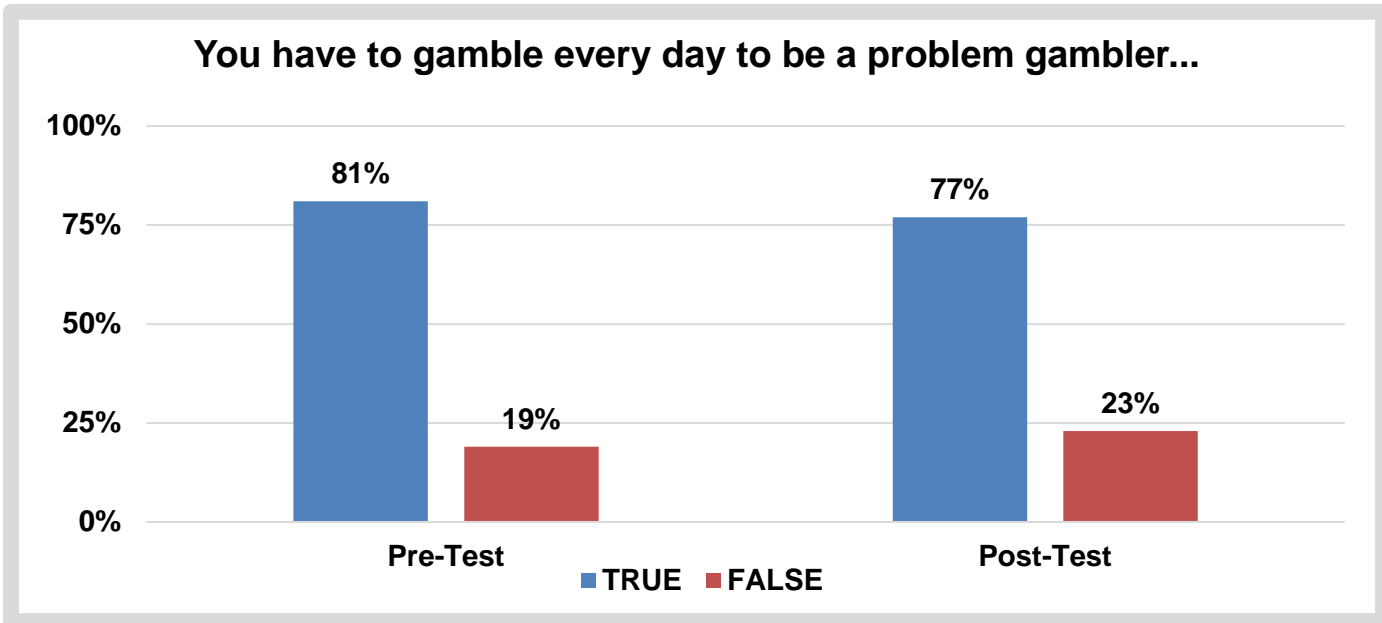
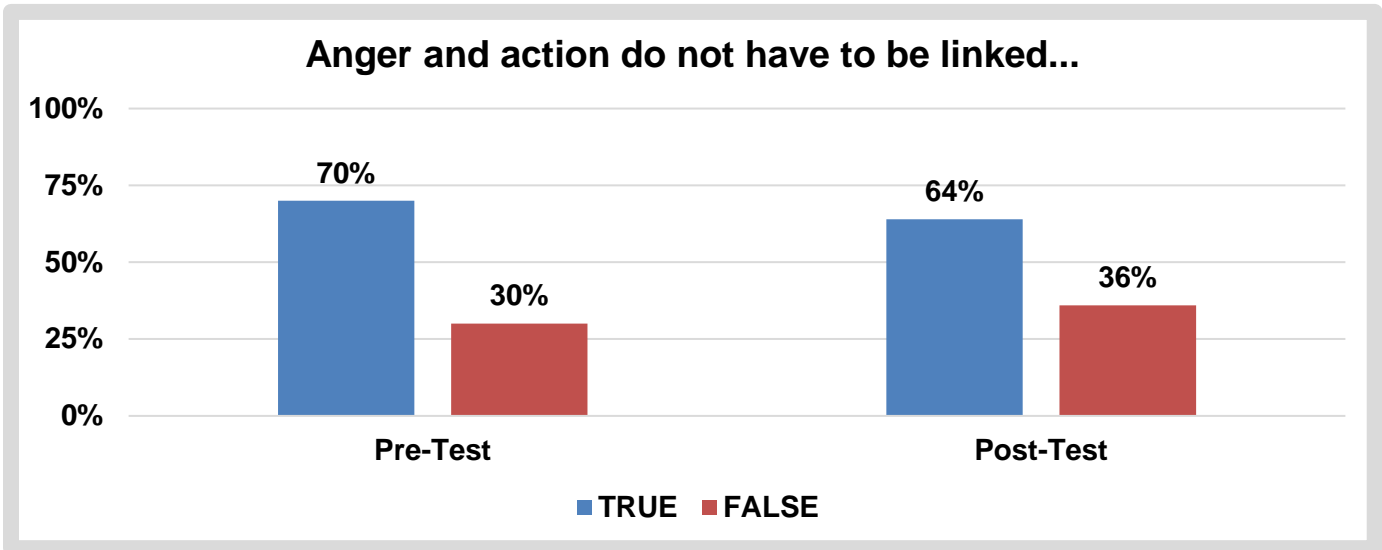
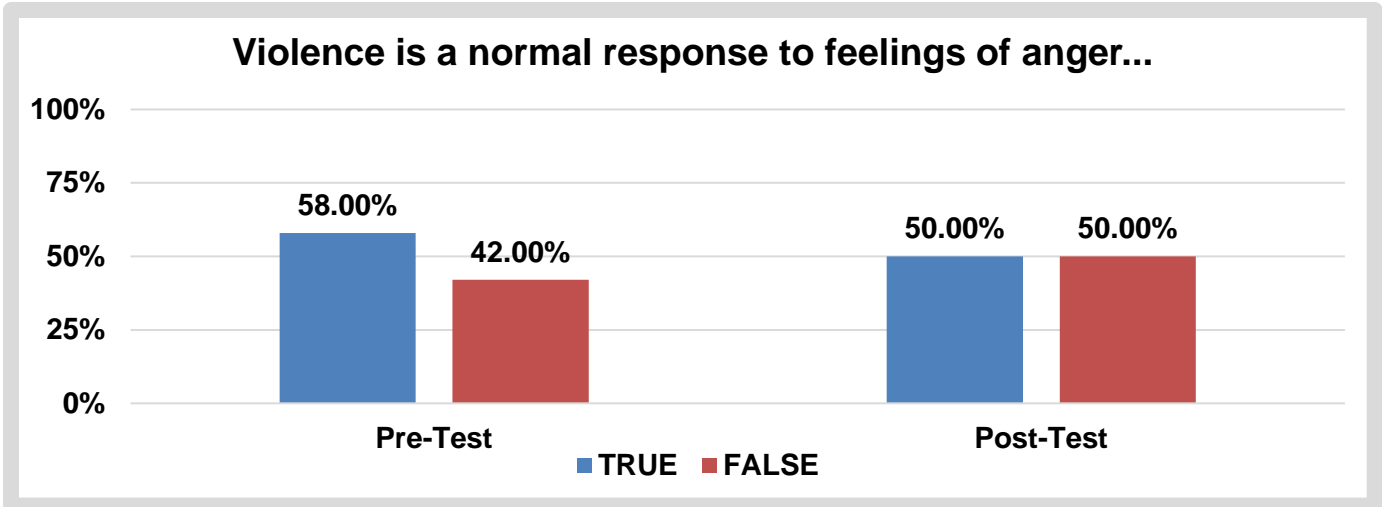
Addiction Services Risky Business

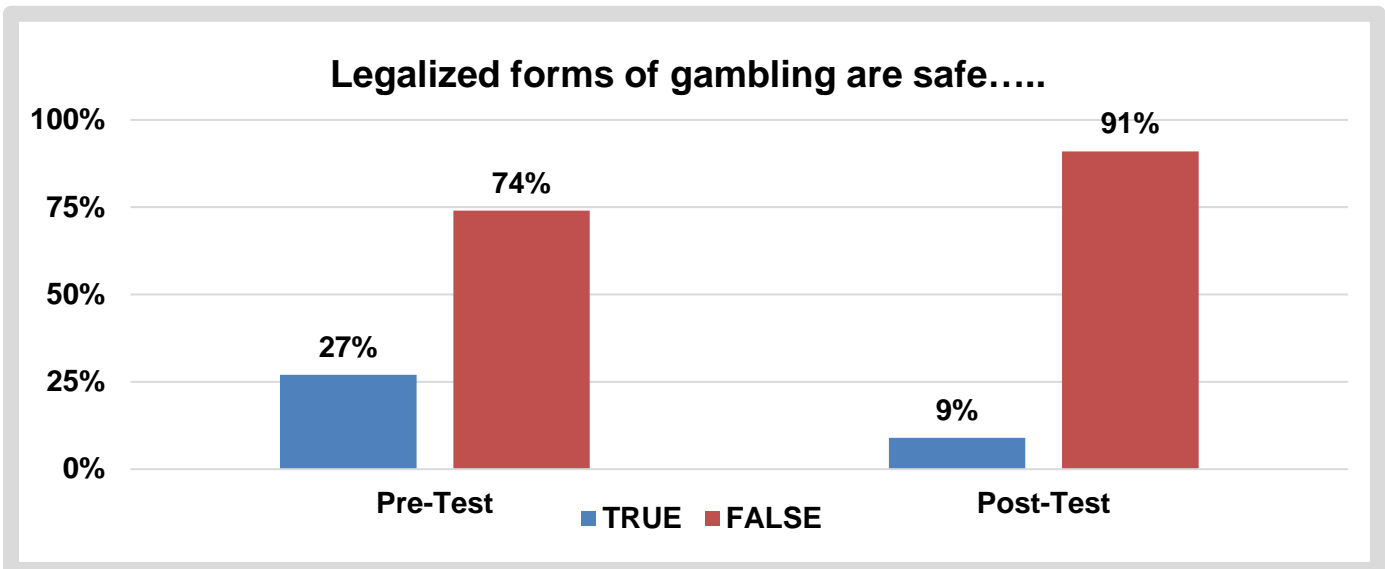
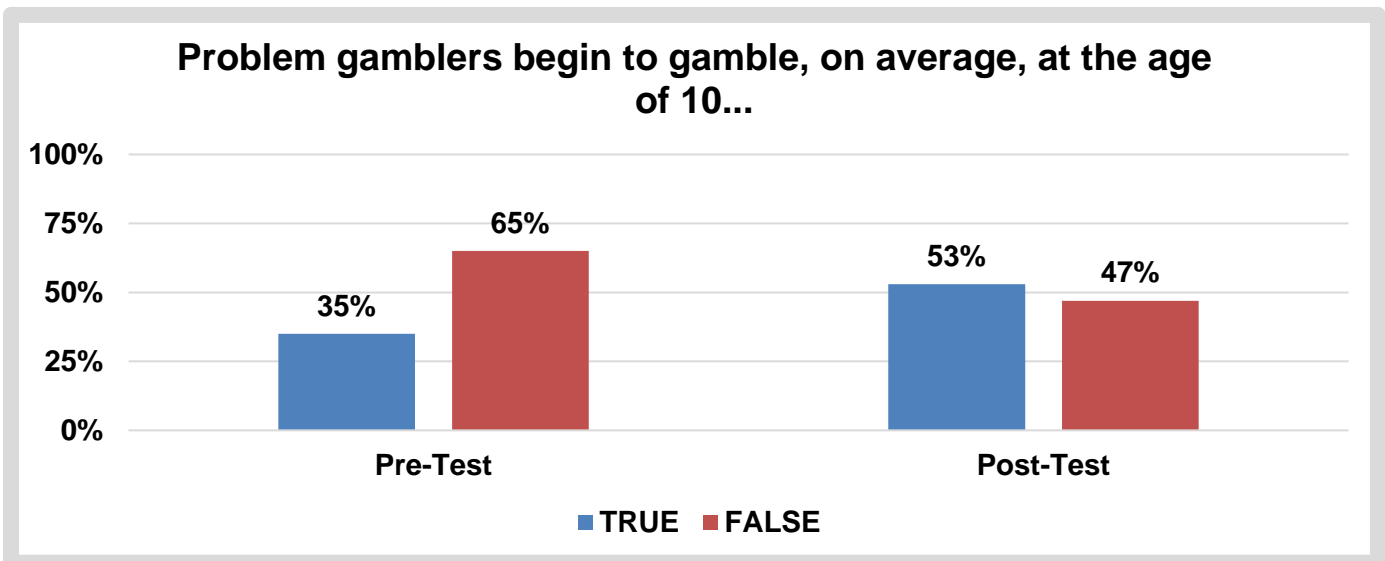
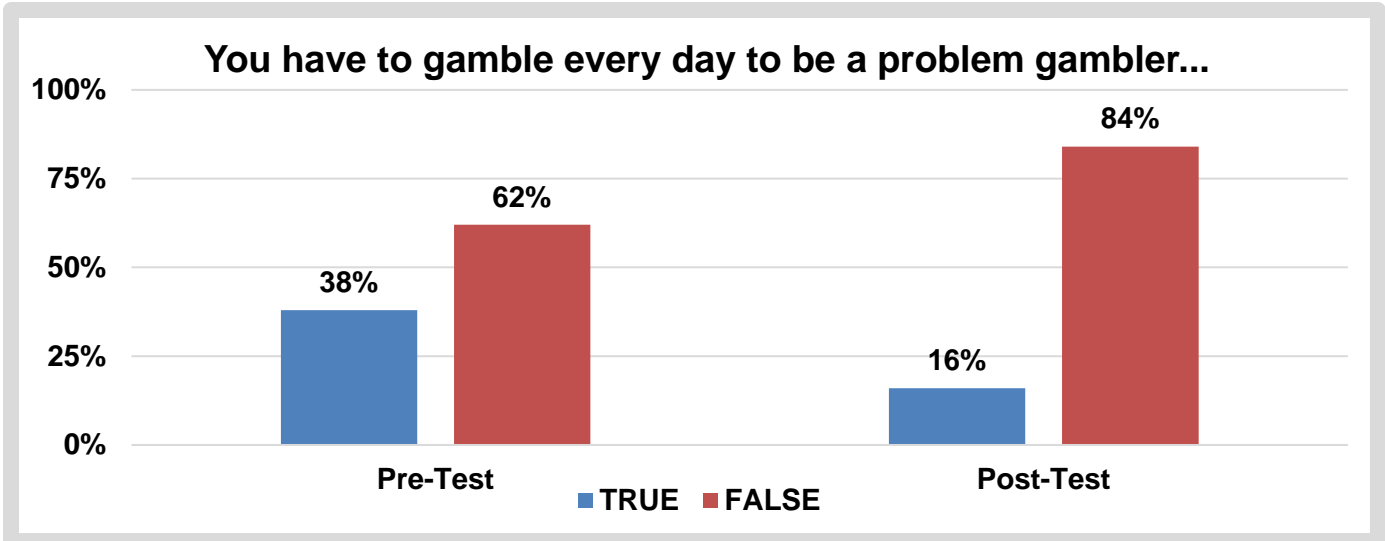
Total Number of Juvenile Court staff trained in Risky Business during FY17 (Goal 15): **28**

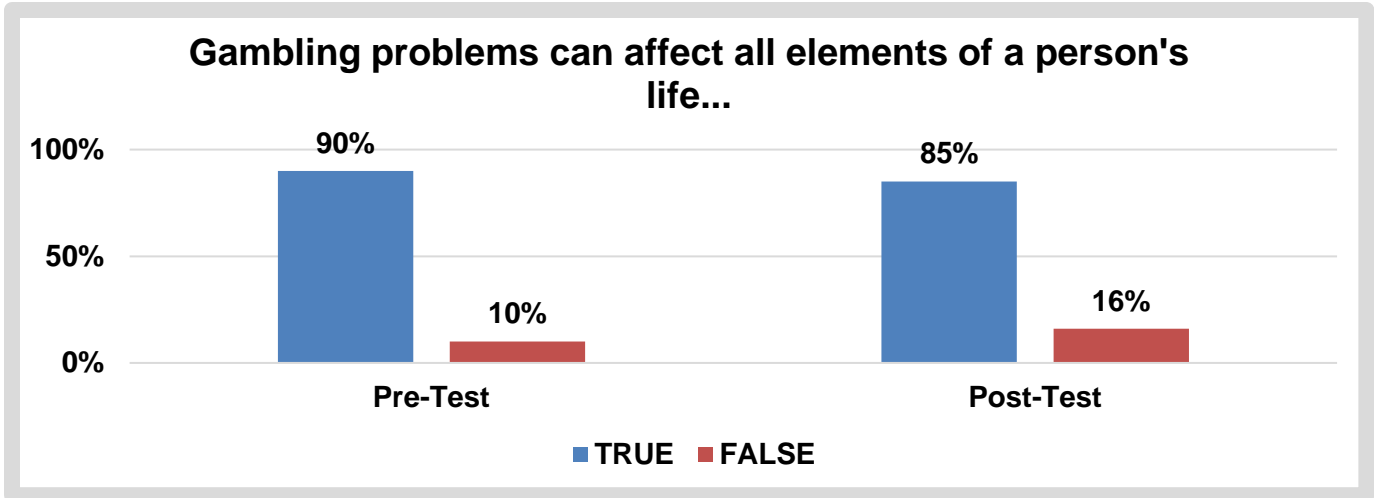
Total Number of coalition meeting held associated with Risky Business (Goal 10): **11**

Total Percent of Compliance with Program Fidelity Measures (Goal 90% <): **100%**



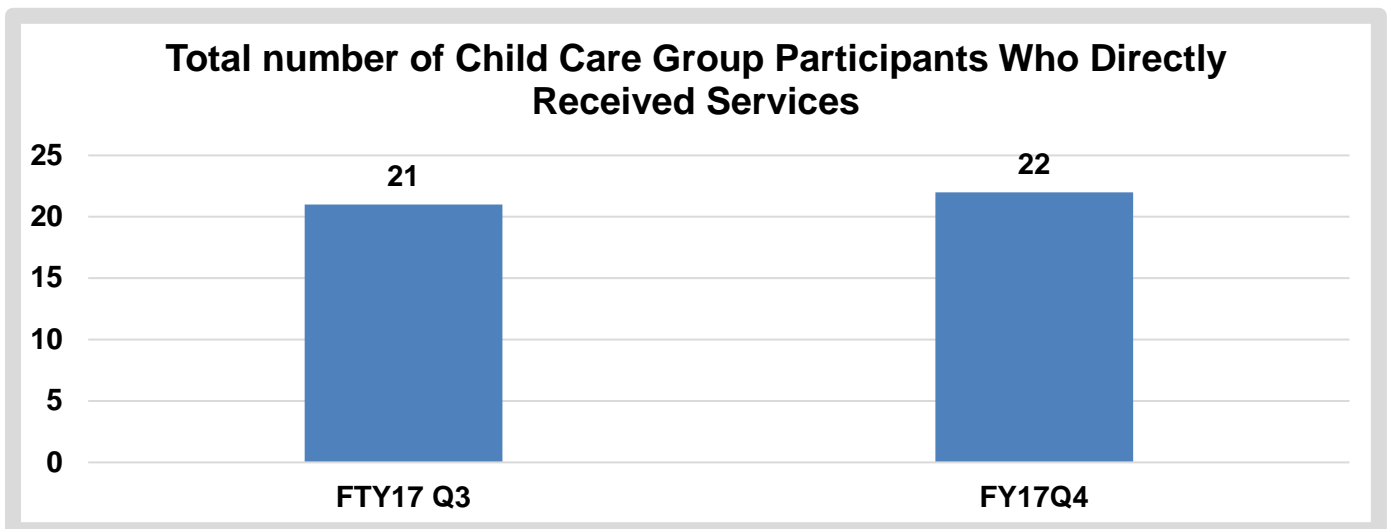
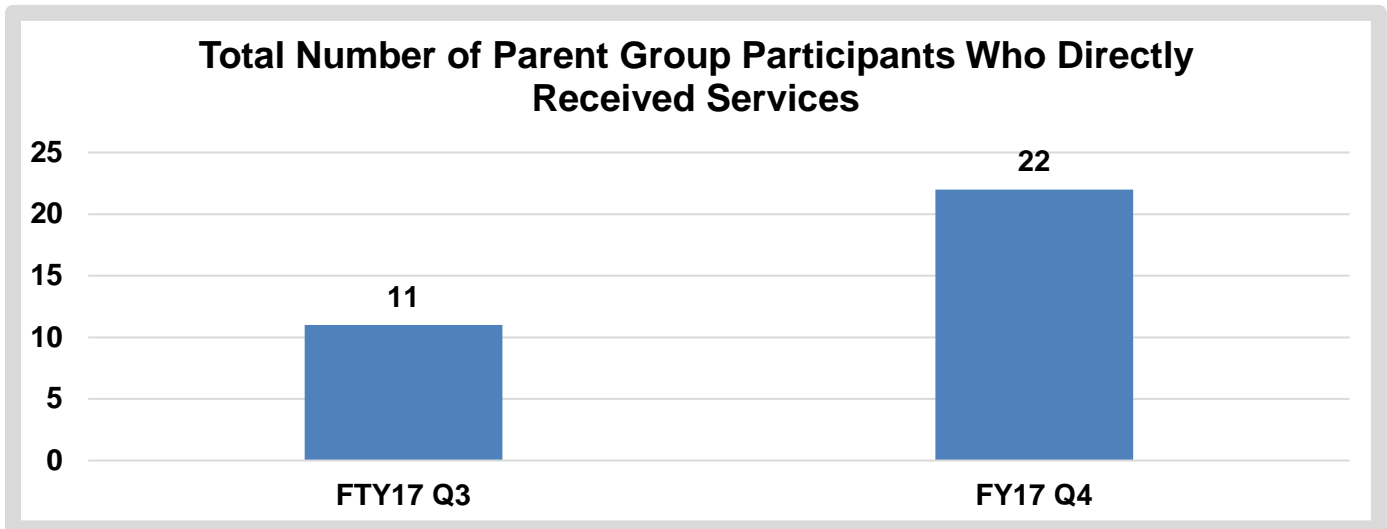


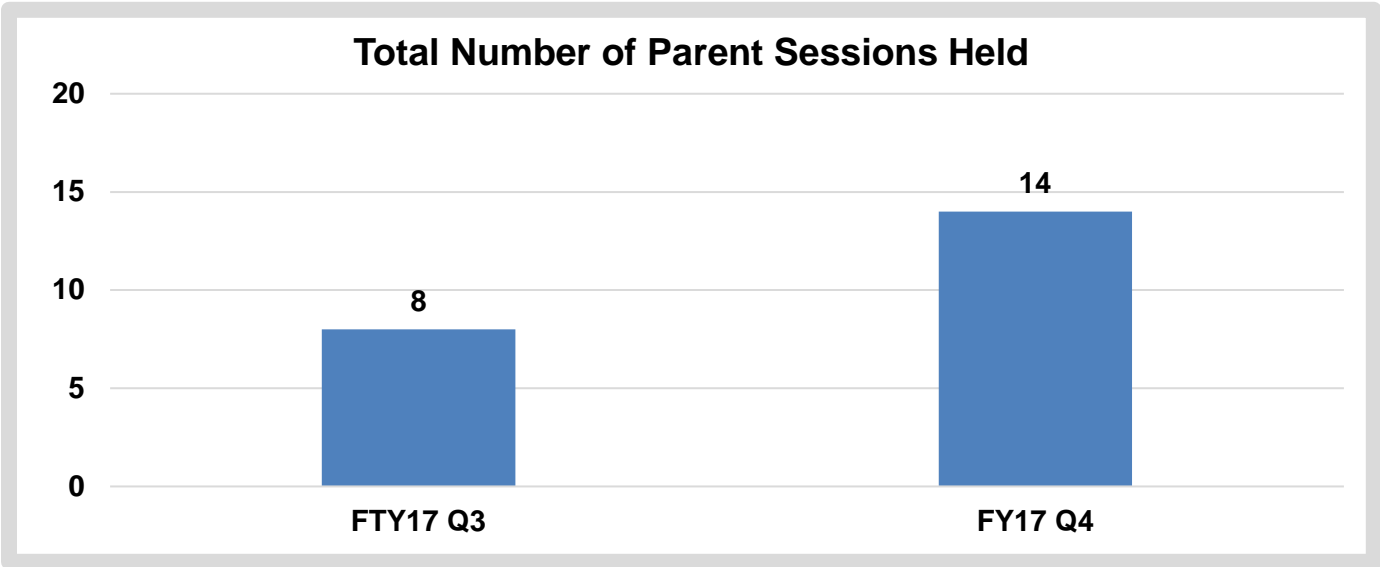
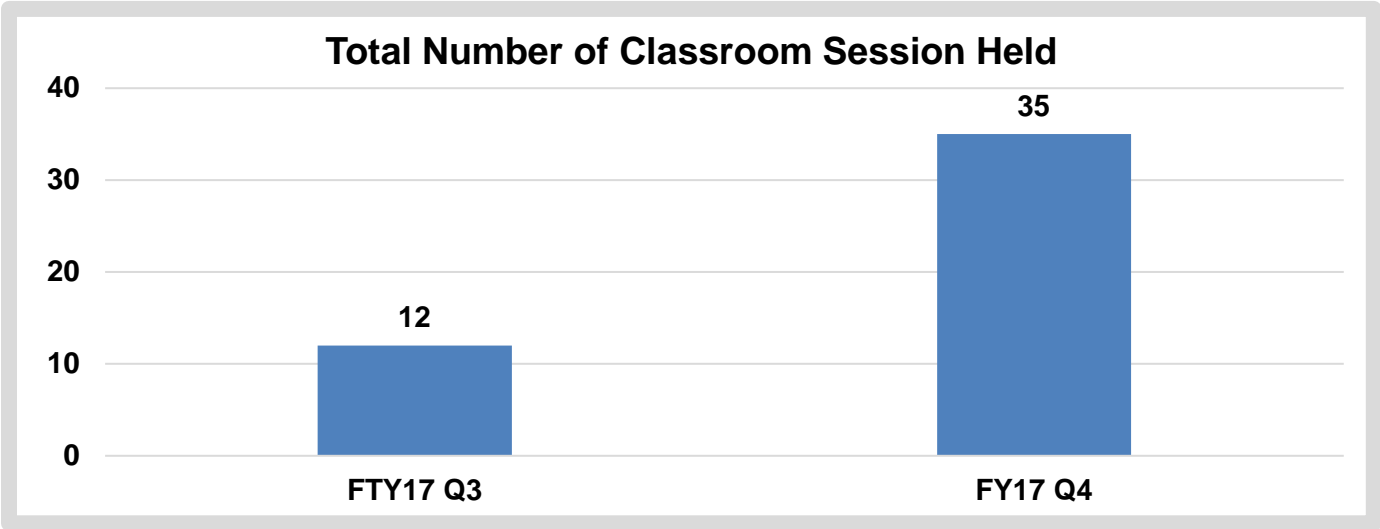
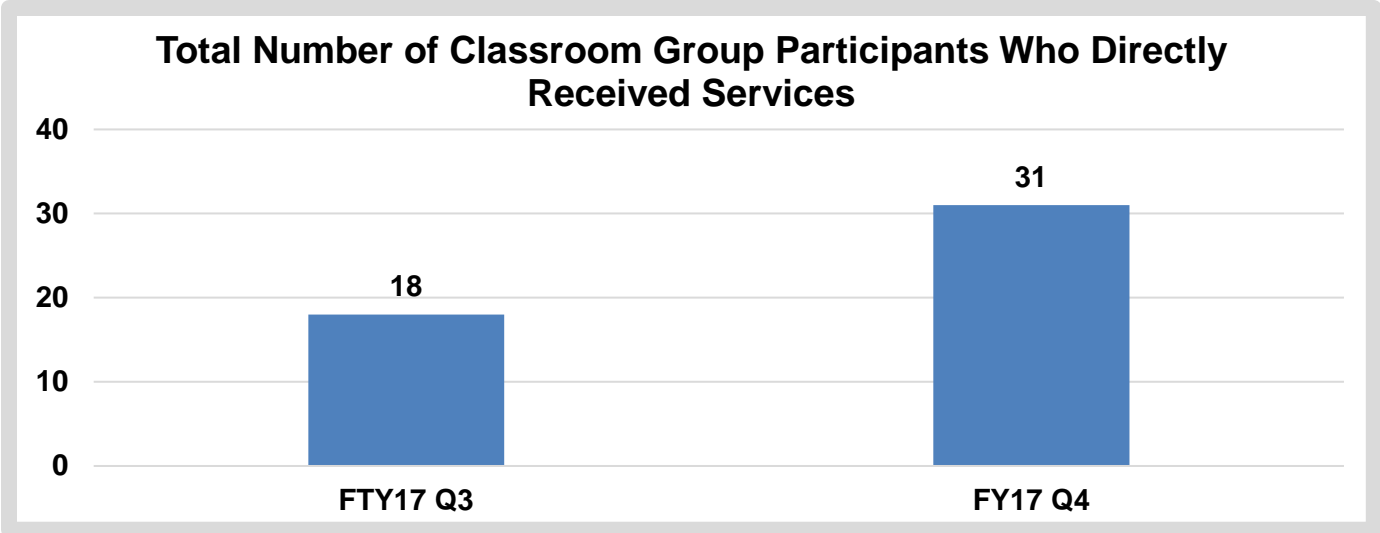




WSU PECE-PACT

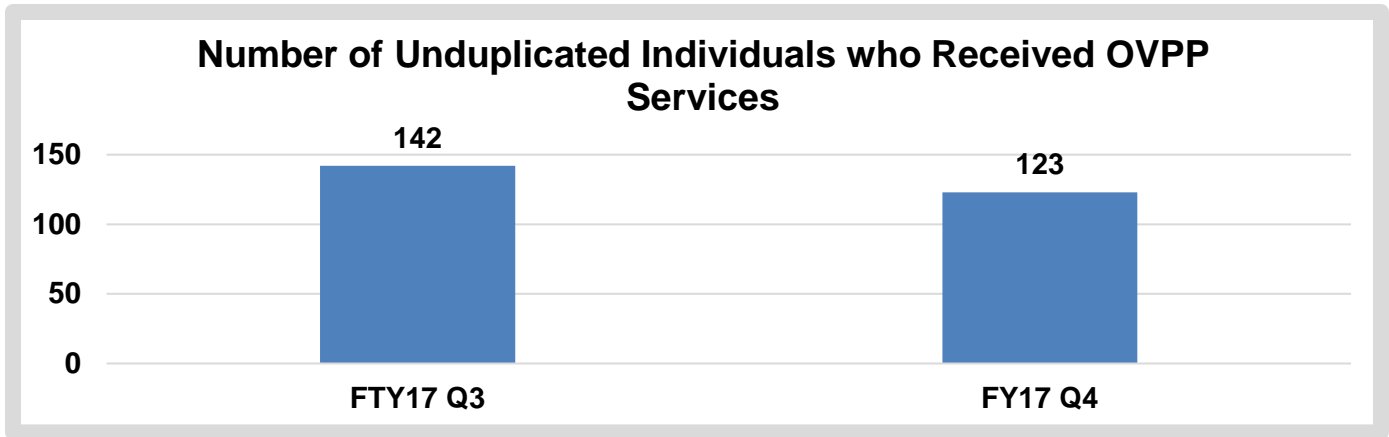
Second Step: Outputs



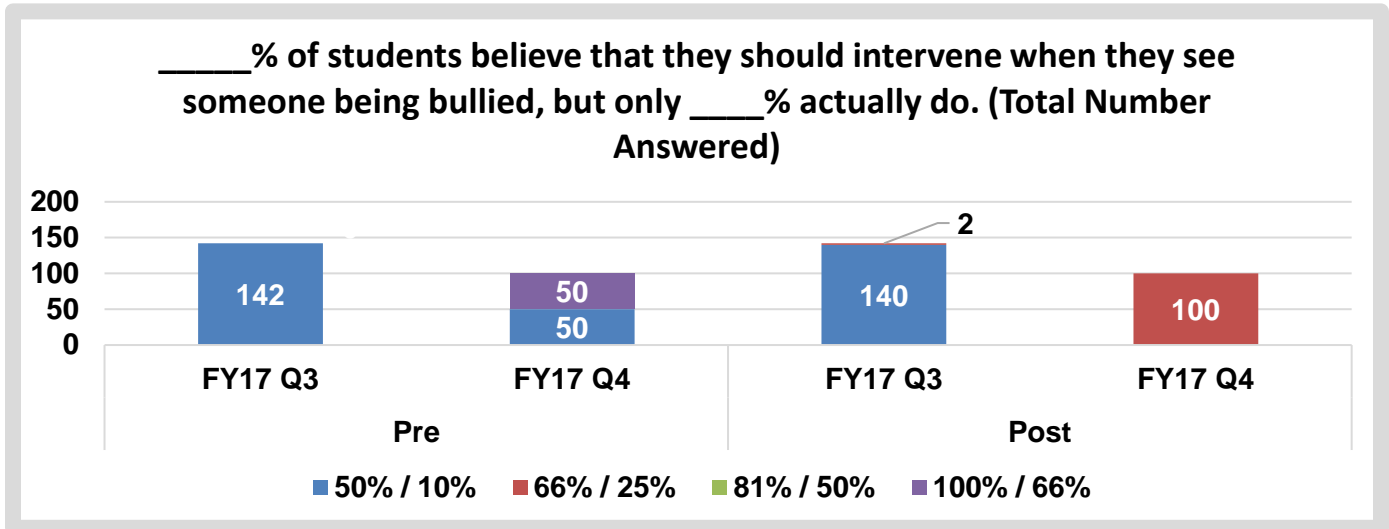
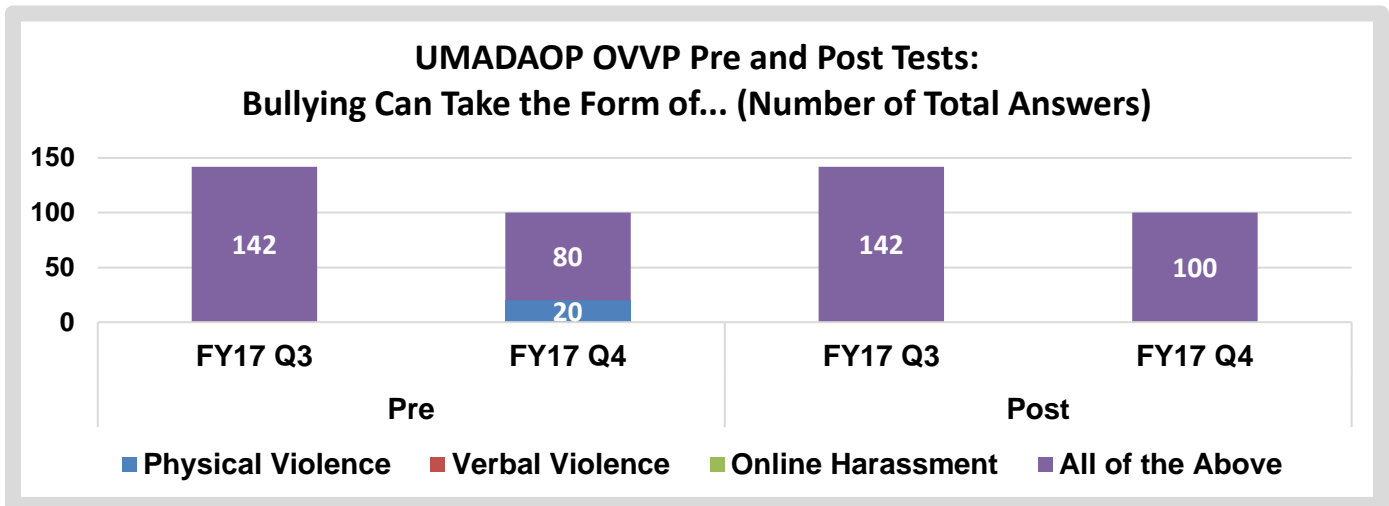


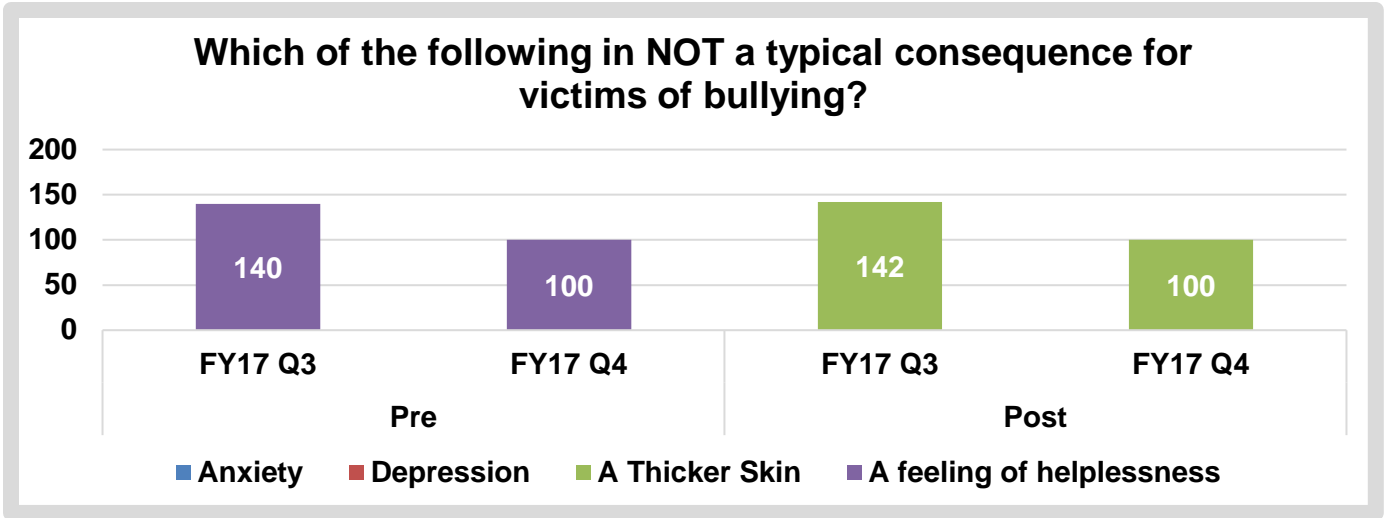
UMADAOP

OVPP: Outputs



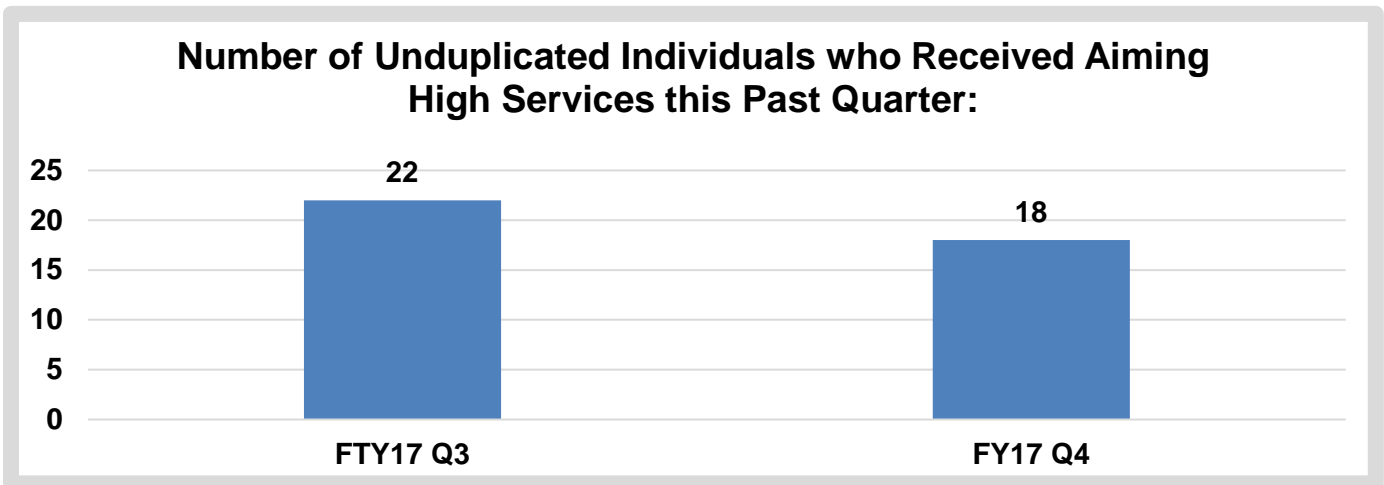
OVPP: Outcomes (Examples)



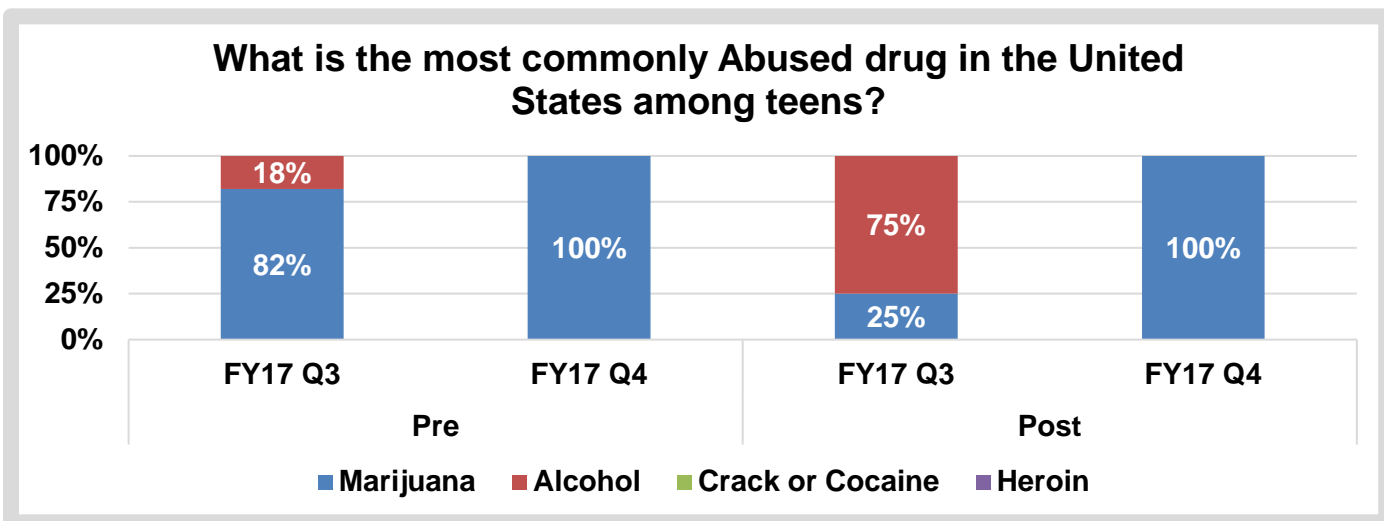


UMADAOP

Aiming High: Outputs

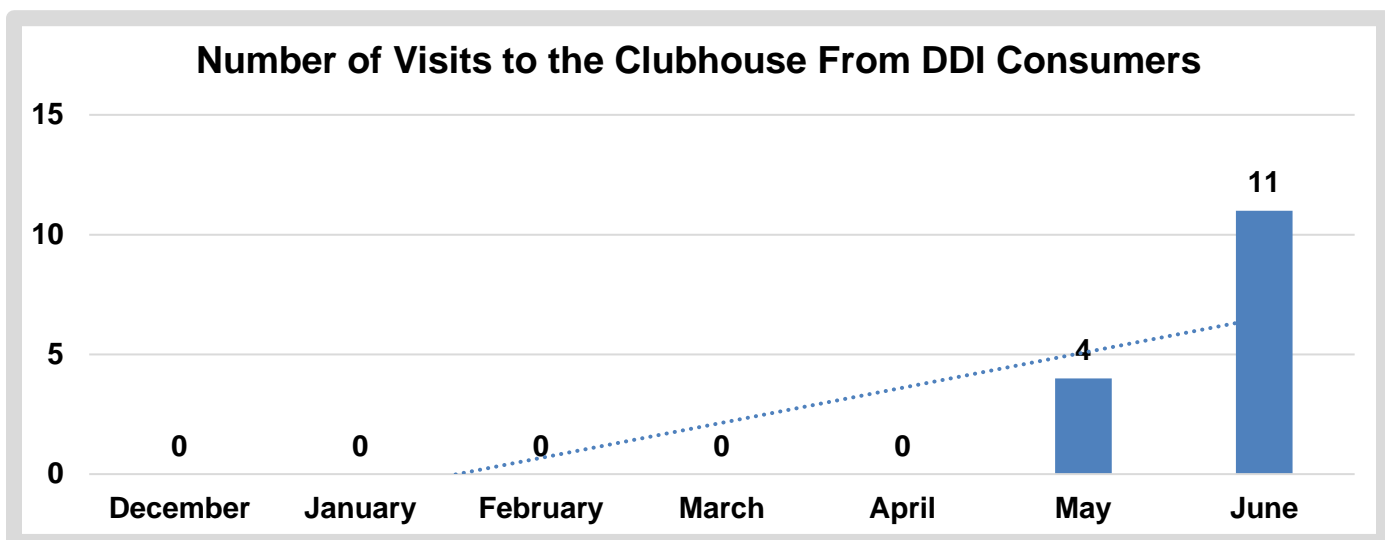
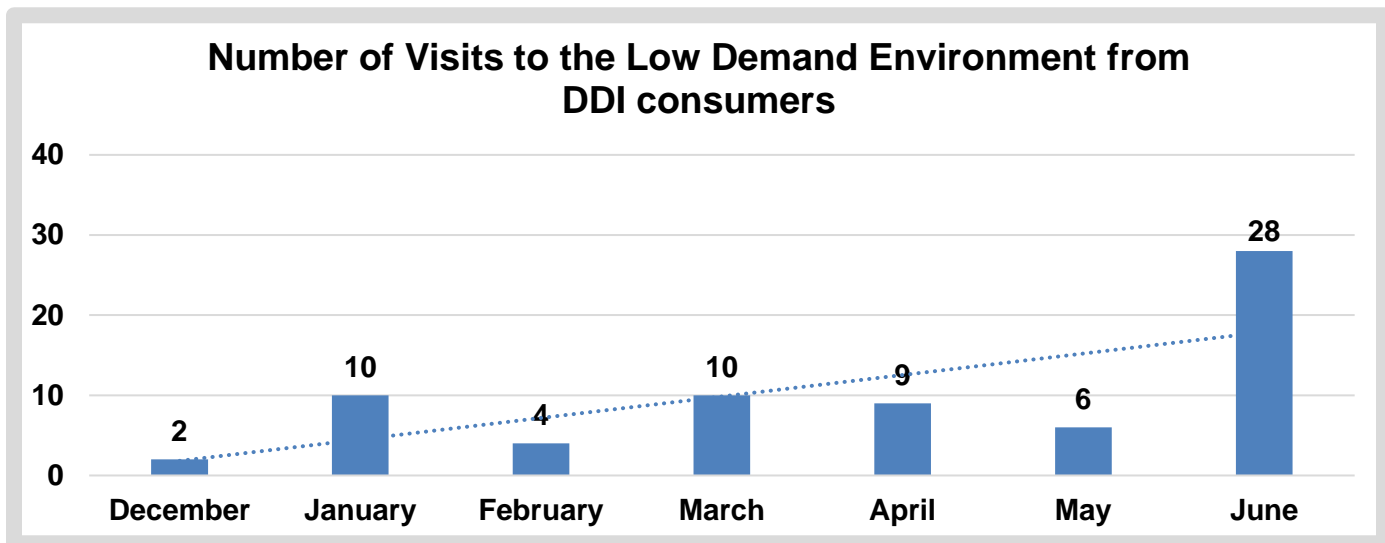
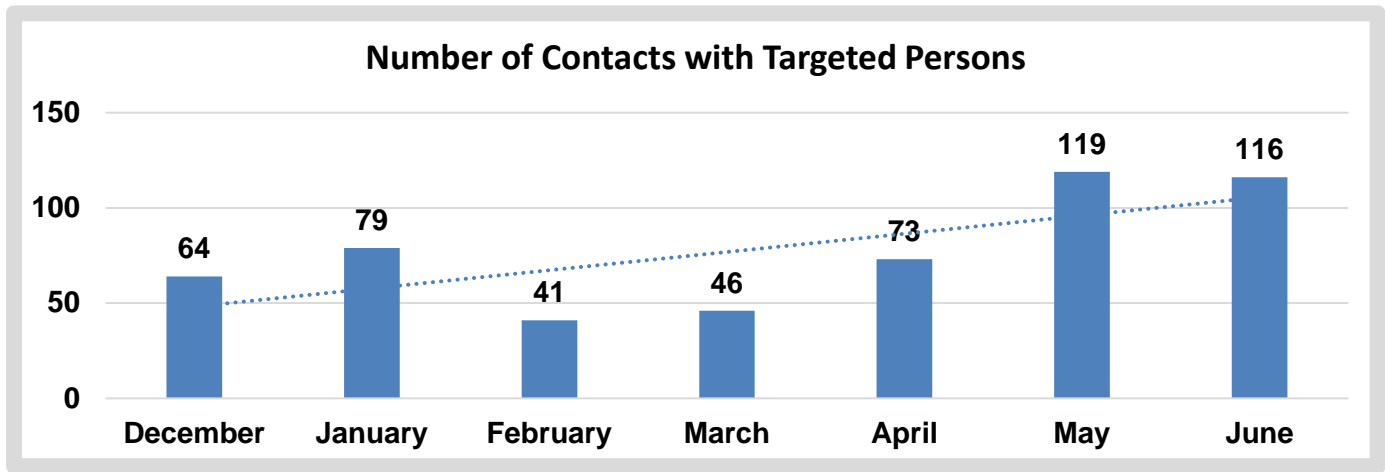


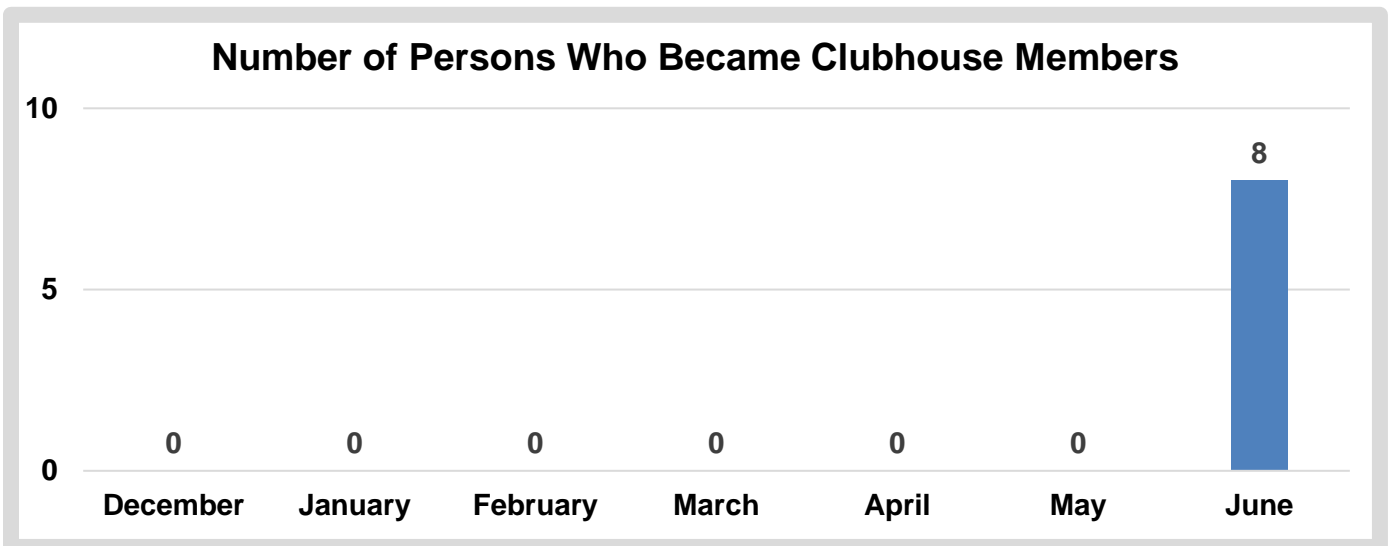
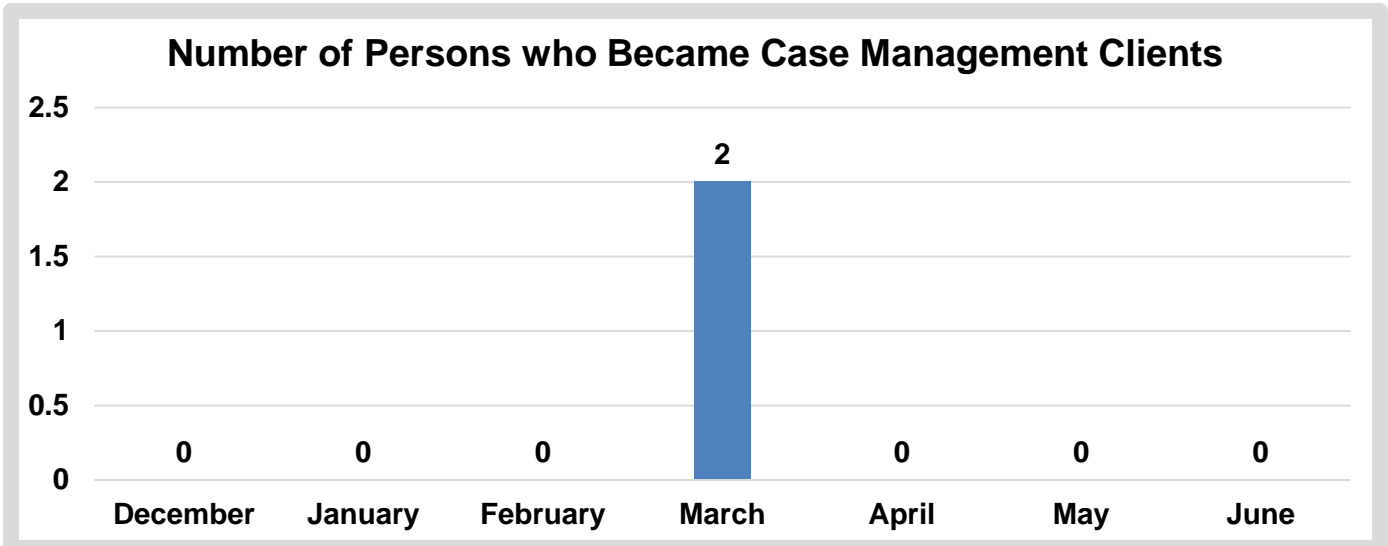
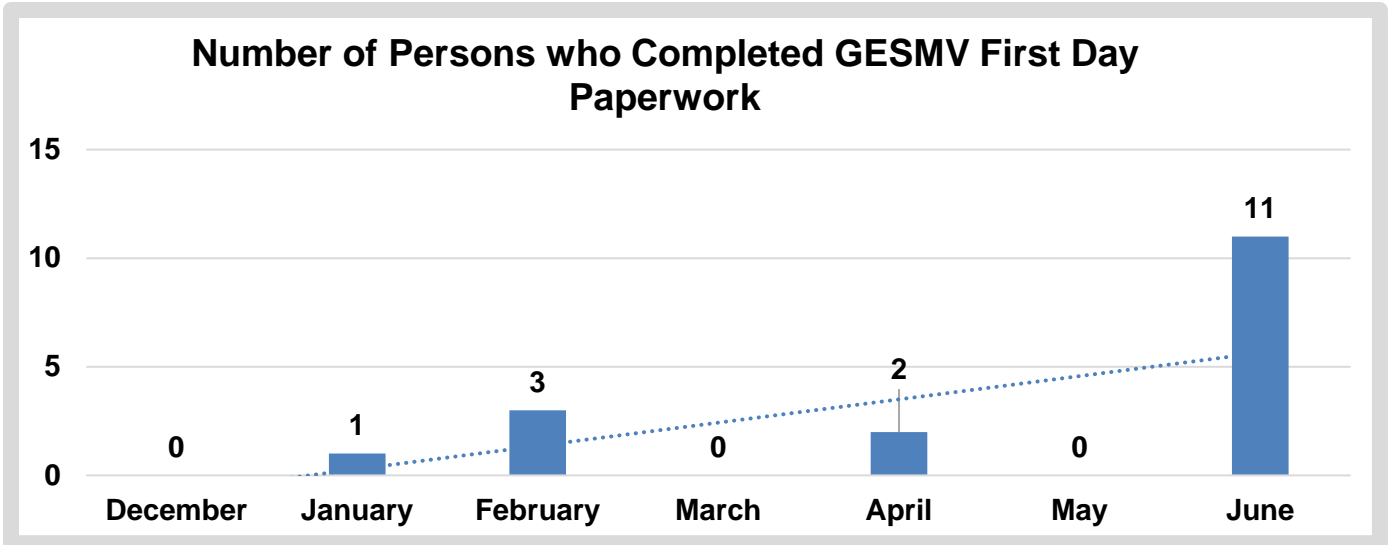
Aiming High: Outcomes (Example)

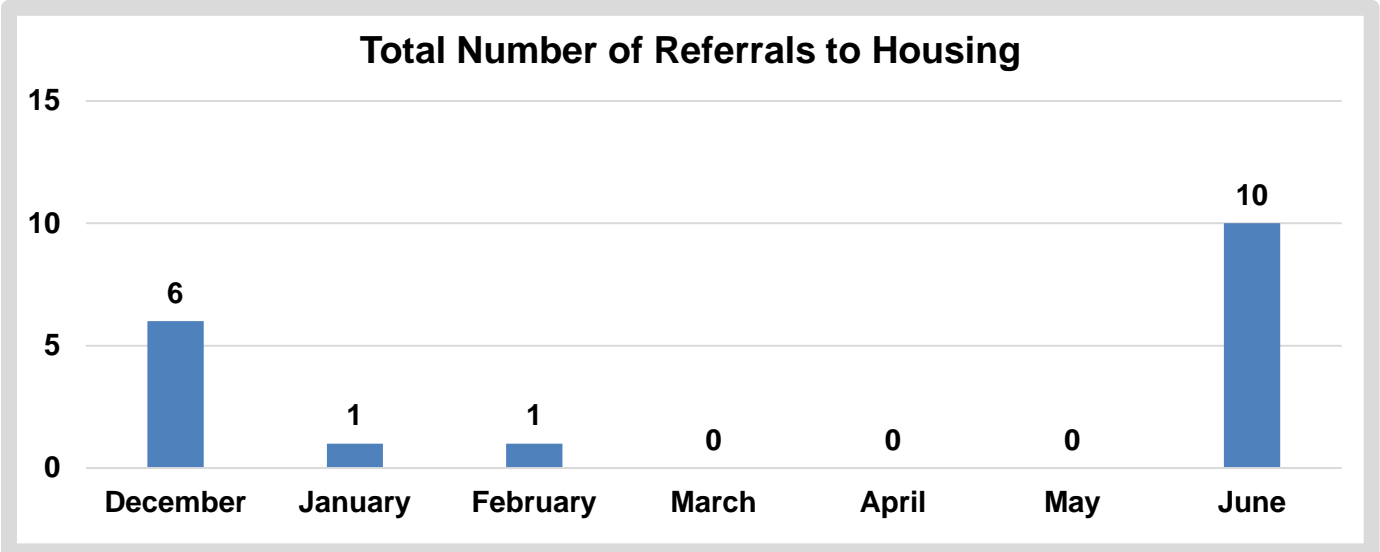
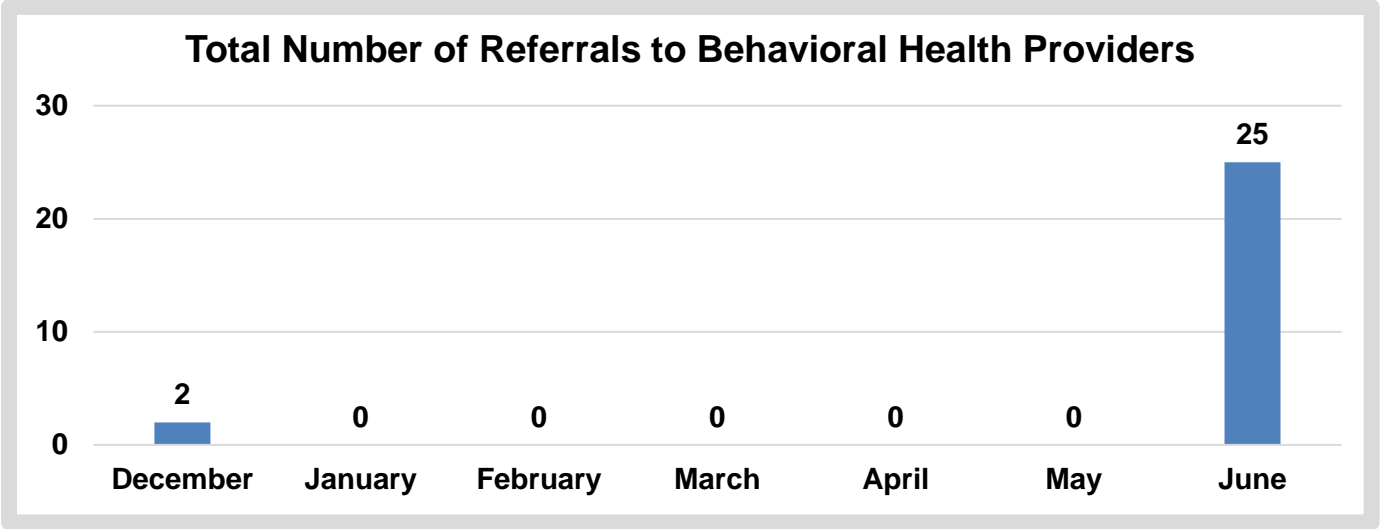
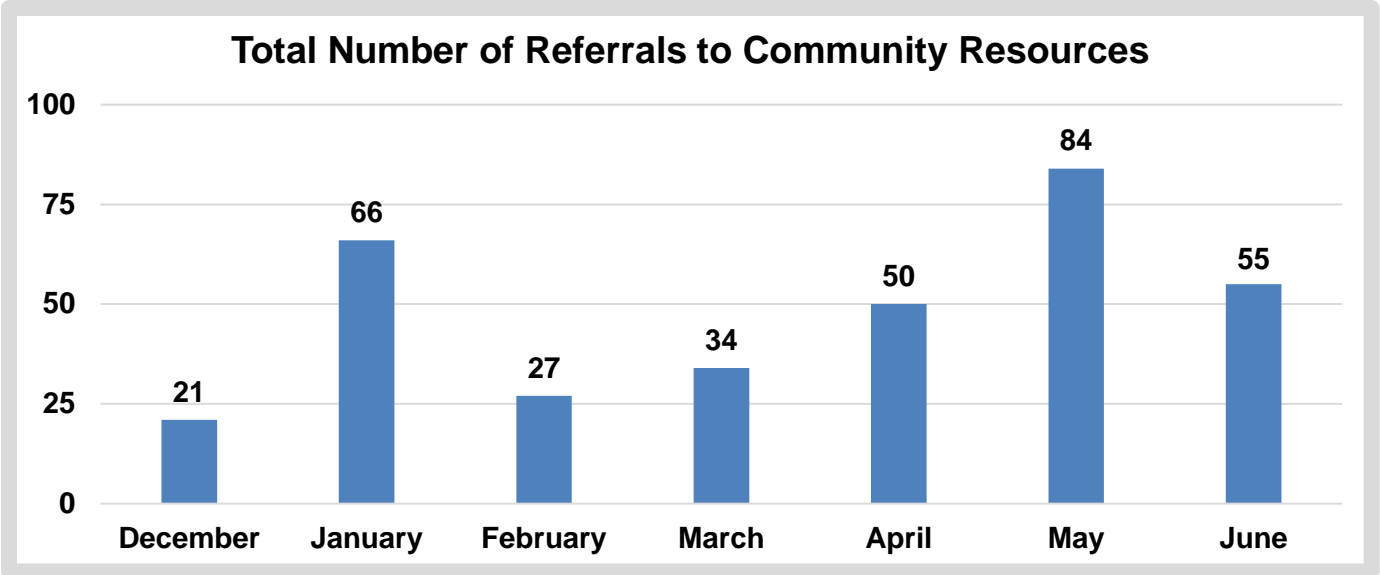


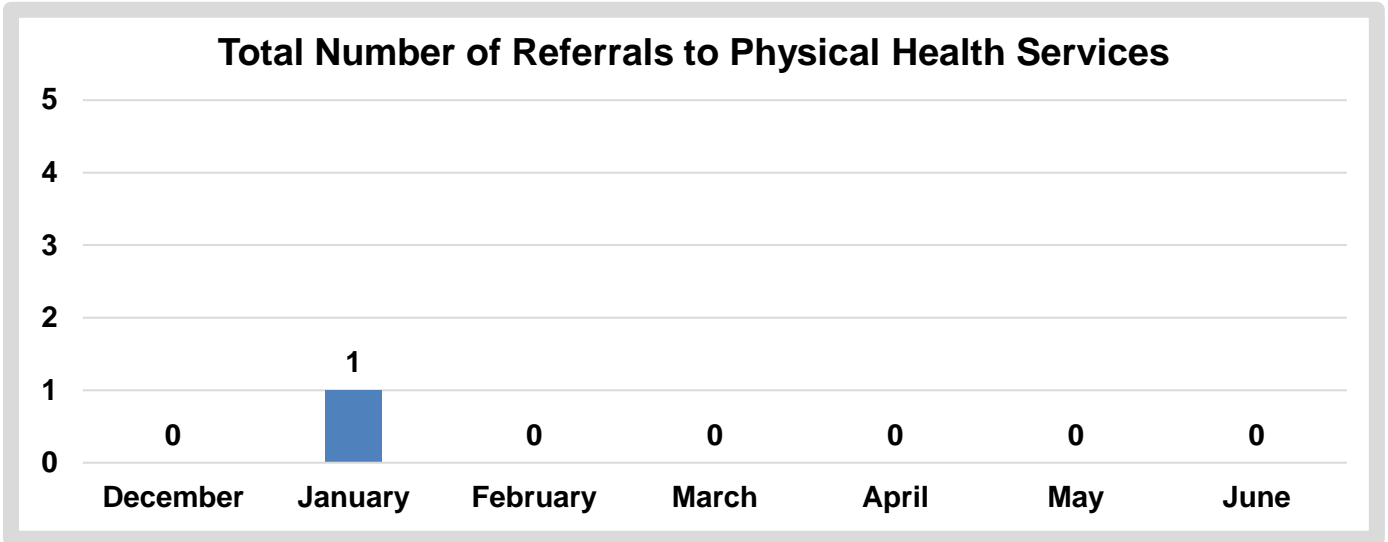
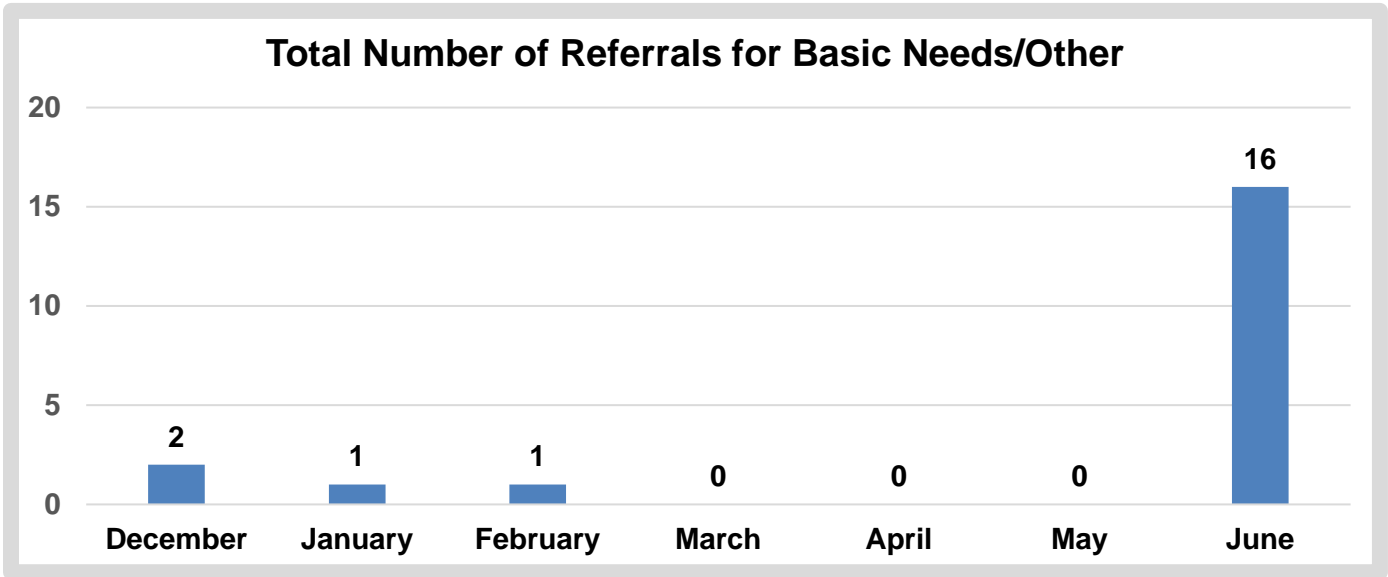
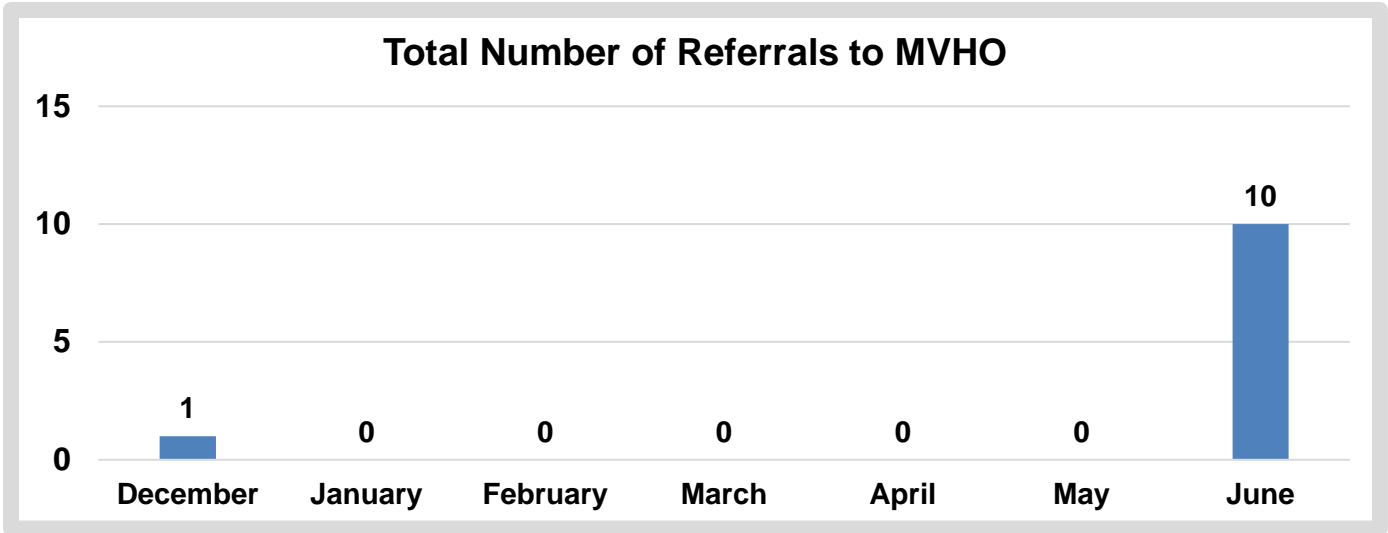
Support and Specialized Services

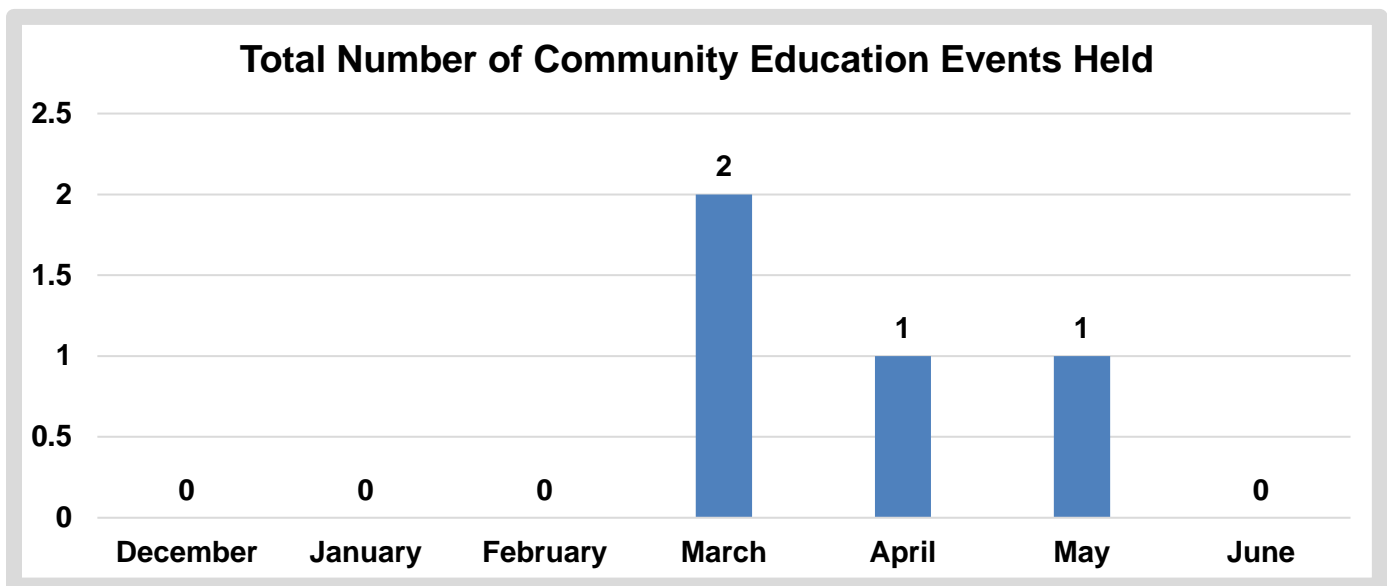
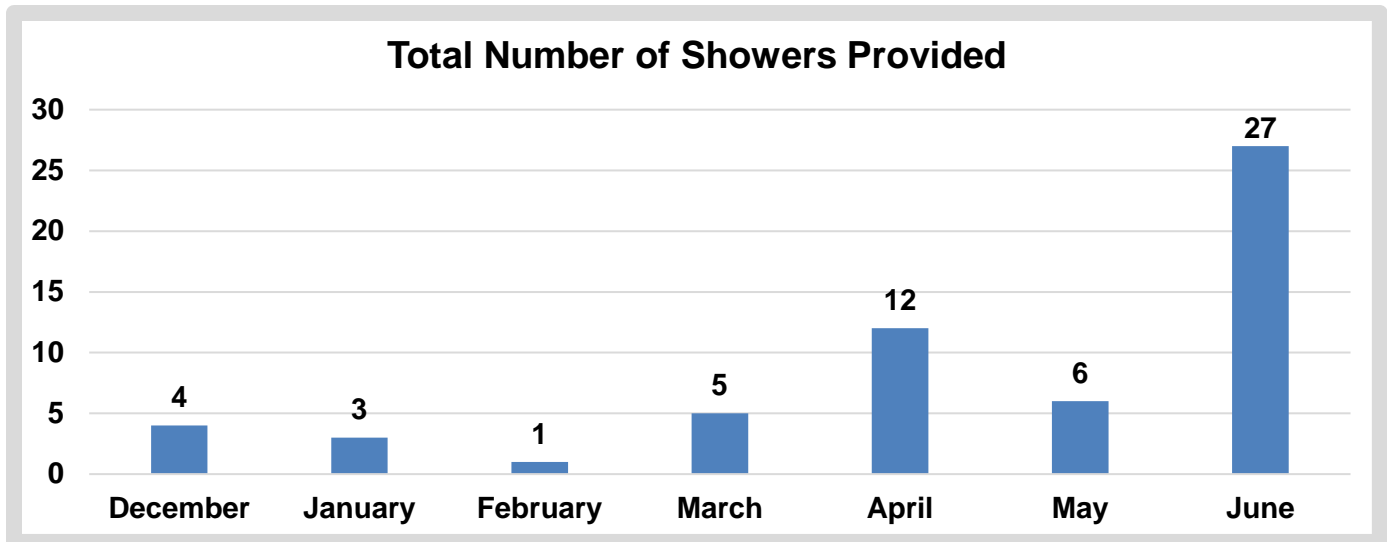
DDI (Specific data point collection began in December of 2016)











DDI Success Stories 2016 – 2017

December, 2016:

“Anti-Stigma presentations with Dayton Police Department were held at the Cannery on December the 6th and The Downtown Dayton Ambassadors on December 22nd. Both were well received and provided recipients with anti-stigma education and information on how to respond to persons with behavioral health issues and what resources (DPD, DDI Team, etc.) that are available to assist.”

March, 2017

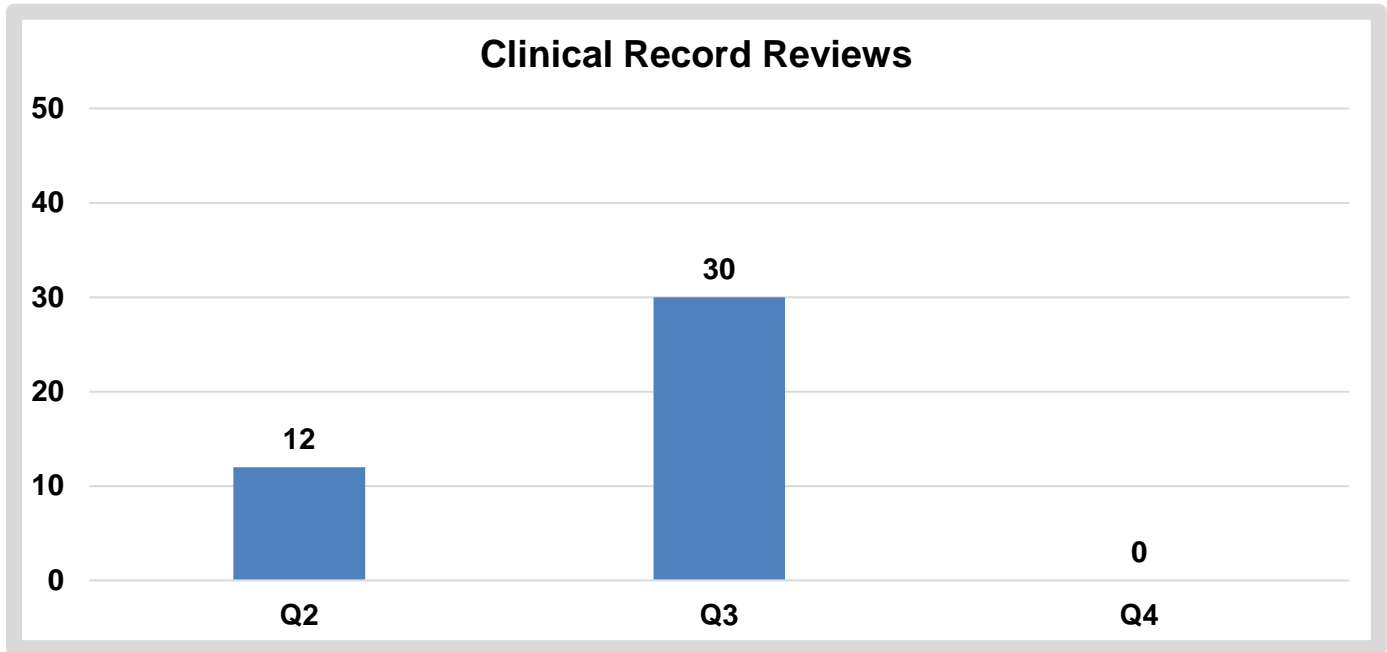
“In January, a man who was on the original list of targeted persons and has only been minimally responsive to engagement efforts finally accepted housing through SafeHaven after DDI Team and DDP Ambassadors warned him that he needed to move his belongings off of Main Street or they might be removed and thrown away (by the police, by the Ambassadors). DDI staff has asked him if there was anyone who got in contact with him and through that process ended up housing at SafeHaven where he’s been making his own meals, showering and taking care of his basis ADLs. Previously he would only occasionally accept food and water from the team and talk with them very briefly (since beginning of the program).”

June, 2017

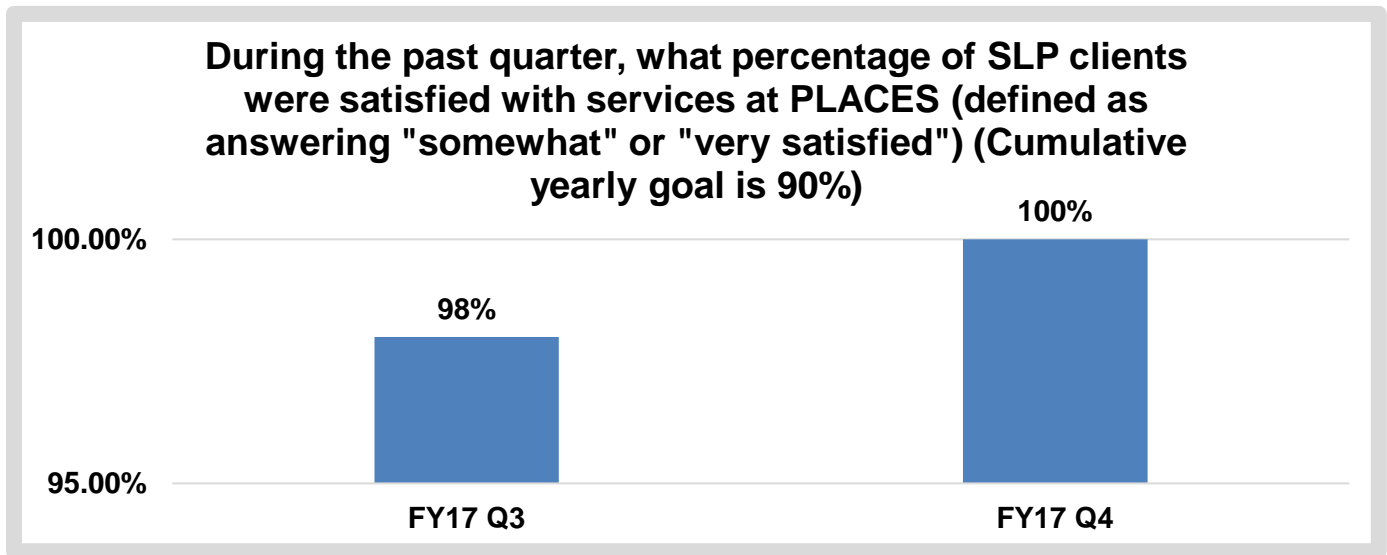
“I would like to introduce Patrisha, who was homeless living on the streets. I met her while she was living behind the dumpsters across the street from Dayton Convention Center in November 2016. She explained to me that she had been homeless for the last two months before we met. She explained to me she has several disabilities and needed food, clothing and shelter. I begin to explain the services offered at Goodwill Easter Seals and how we could possibly help. She listened in disbelief and would only take food from me the first couple of months. Eventually, I was able to talk her into meeting down at the Main Street Campus in which she allowed me to give her some toiletries and offer her a shower. She finally agreed to go over to The Space and take a shower if we could get her some clean clothes. She began to trust me and started to feel comfortable enough to share her situation. She explained to me that she didn’t have any family support and was in an abusive situation. Patrisha also disclosed she was embarrassed to talk about her disabilities to other people. I told her I would support her and make sure she was not alone. After explaining how the Downtown Dayton Initiative works Patrisha was ready to move forward with getting her life on track. We sat down and completed First Day paperwork and proceeded to connect her with Charles Gee to get a diagnostic assessment. Patrisha showed up for her appointment and requested additional support. I referred her to Trent for Case Management and contracted Heather from MVHO for housing. With additional support we were able to get her back in to the shelter to be safe until we could locate adequate housing arrangements. The team was in place to help Patrisha get food stamps, medical counseling, apply for SSDI and eventually housing. Patrisha, despite not having a phone, was able to remember her appointments and attend. After getting a phone Patrisha was determined to get housing. I am glad to say she is in her new place as of this month, July. I was able to support her with food and small household items to get her started. Patrisha continues to come and receive services at Goodwill Easter Seals Miami Valley by the way of the Downtown Dayton Initiative until this day!”

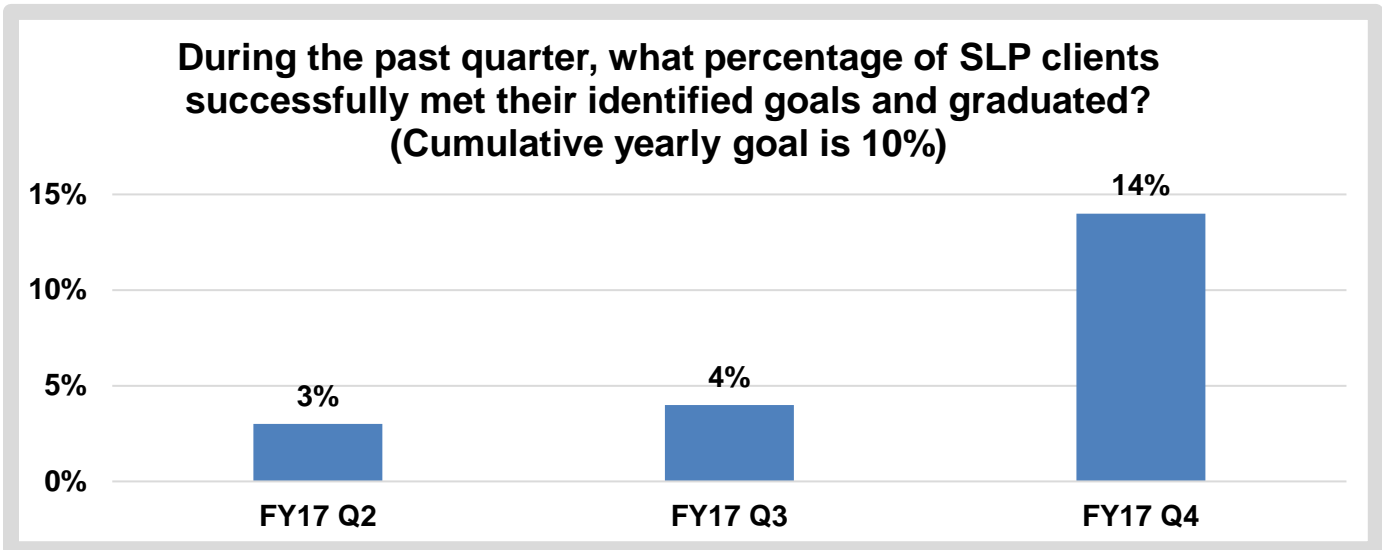
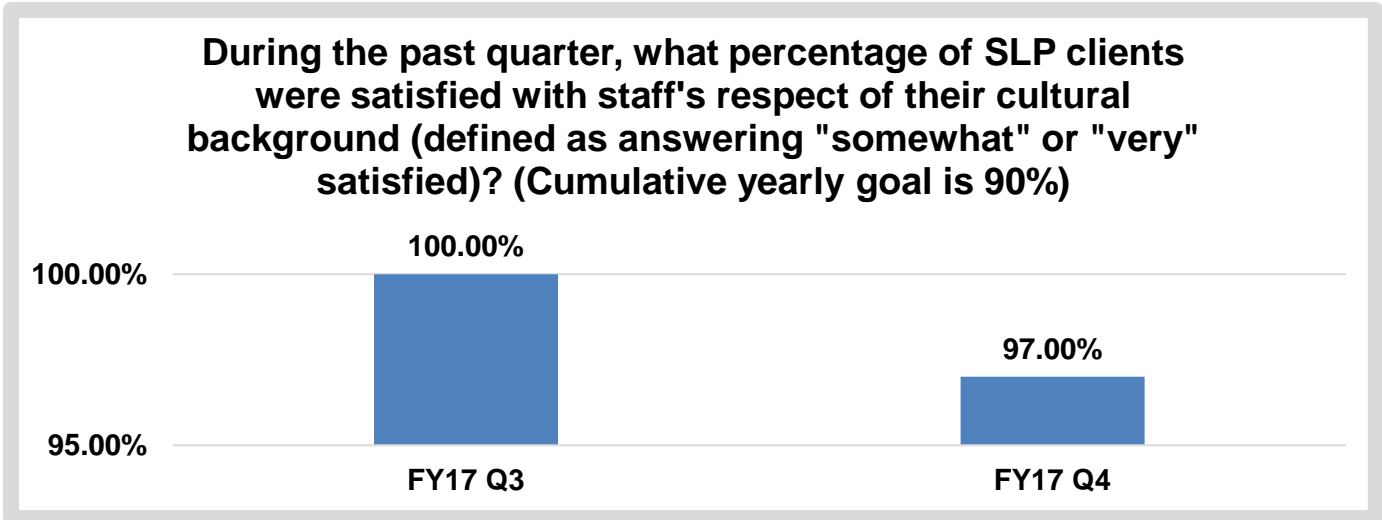
PLACES Inc. (Data collection began Q2 FY 2017)

- No Involuntary Terminations during FY 2017;
- No Reportable Incidents during FY 2017;
- No Client or Family Member Grievances during FY 2017.

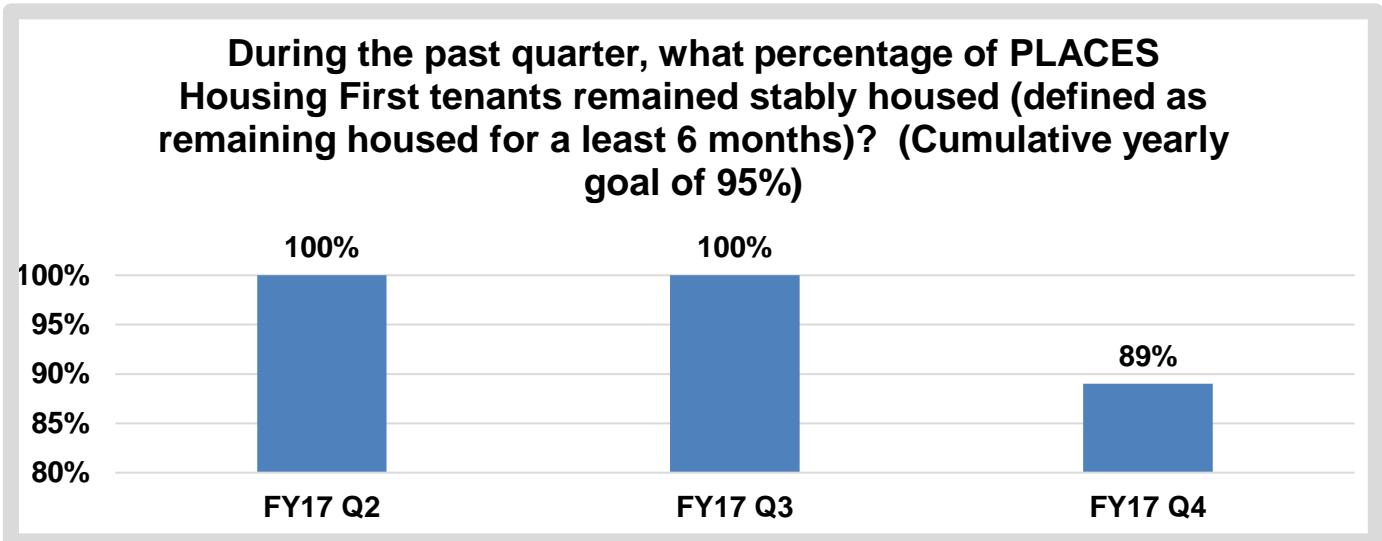


Supportive Living



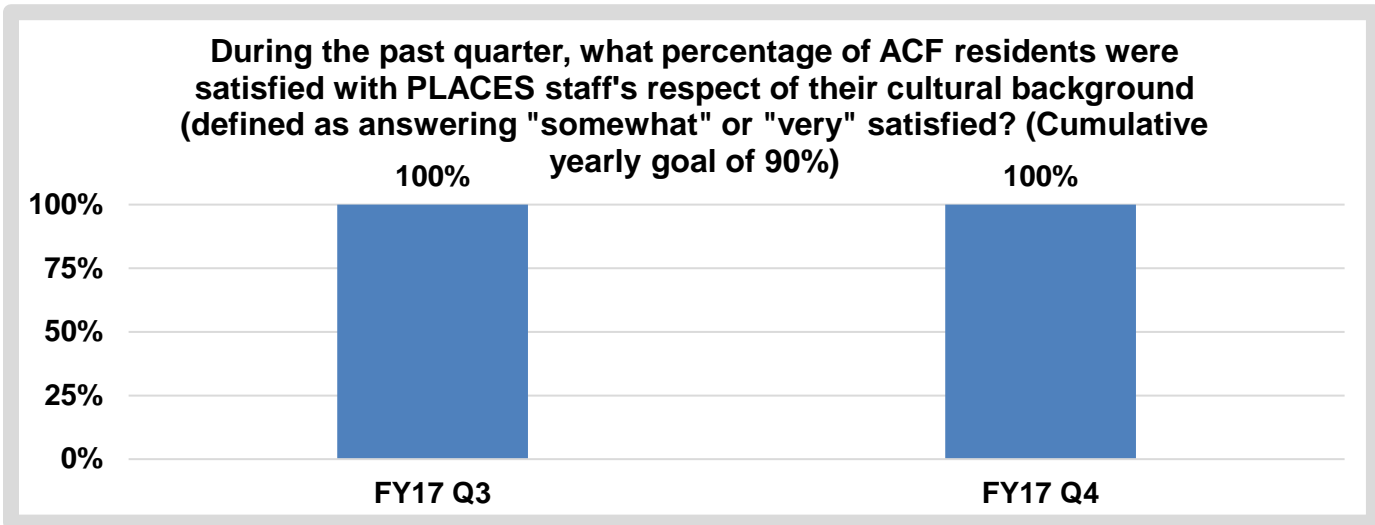
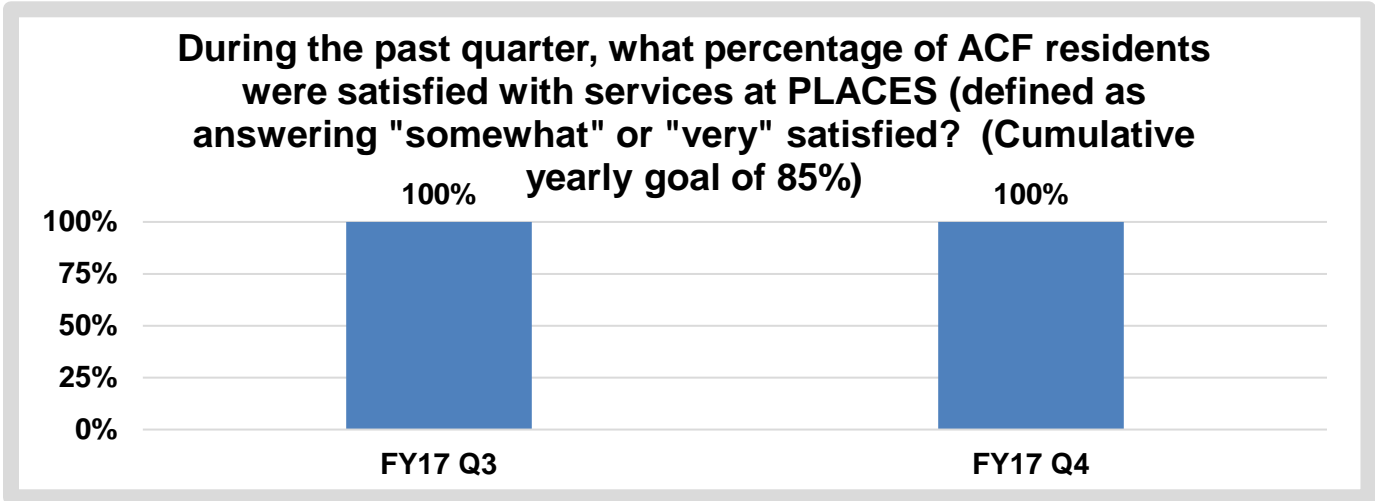


Housing First I-IV



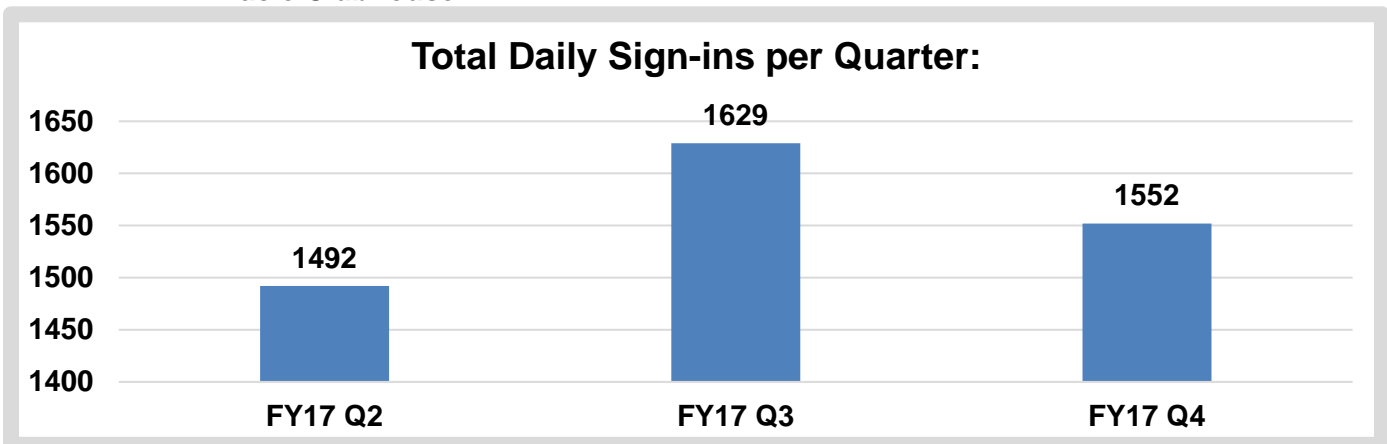
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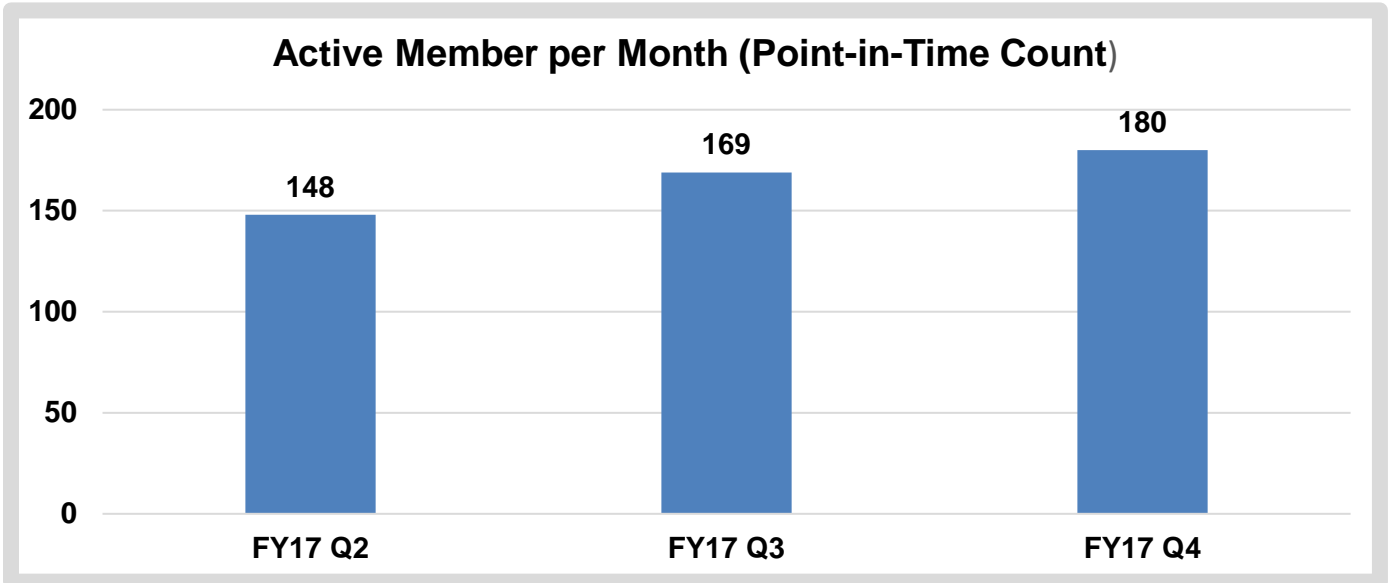
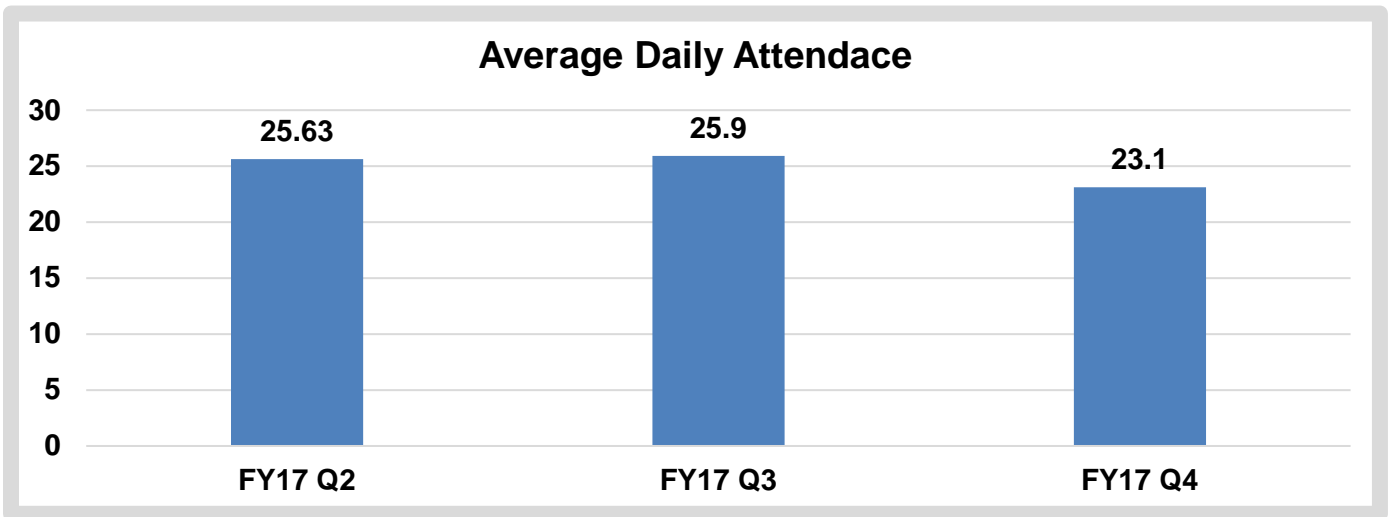
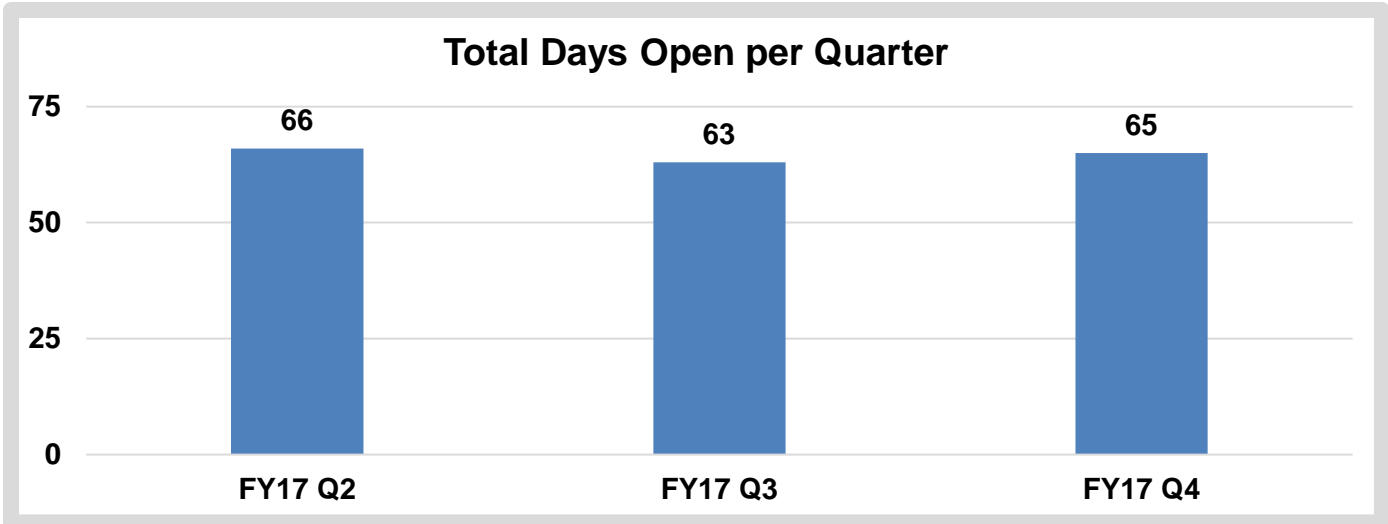
Adult Care Facilities

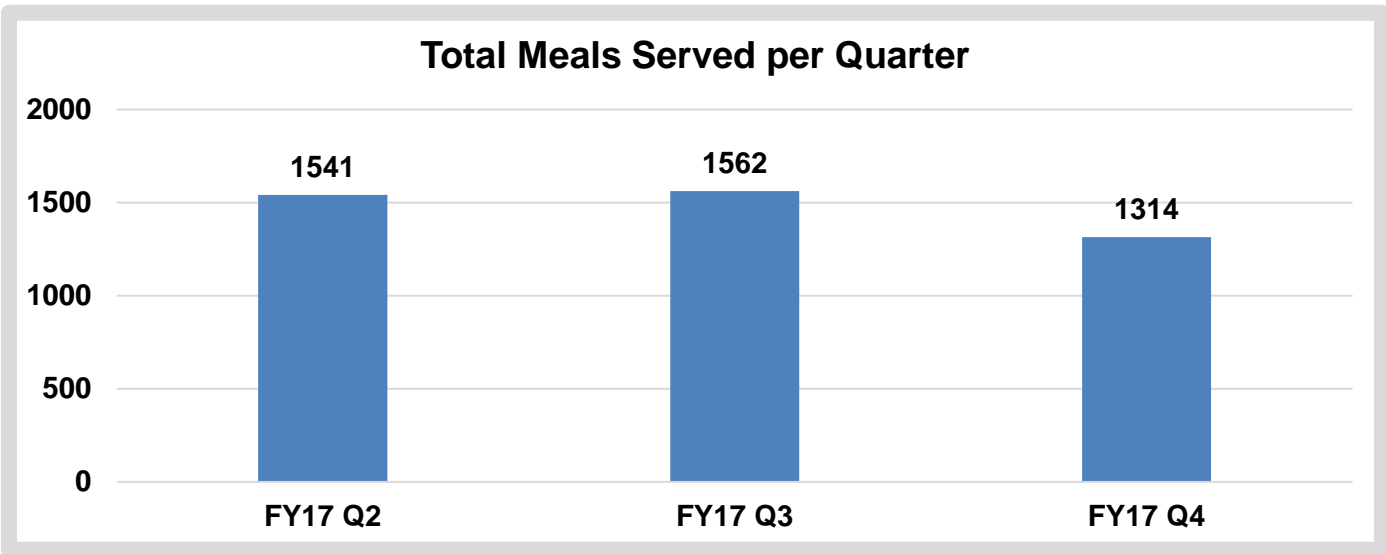
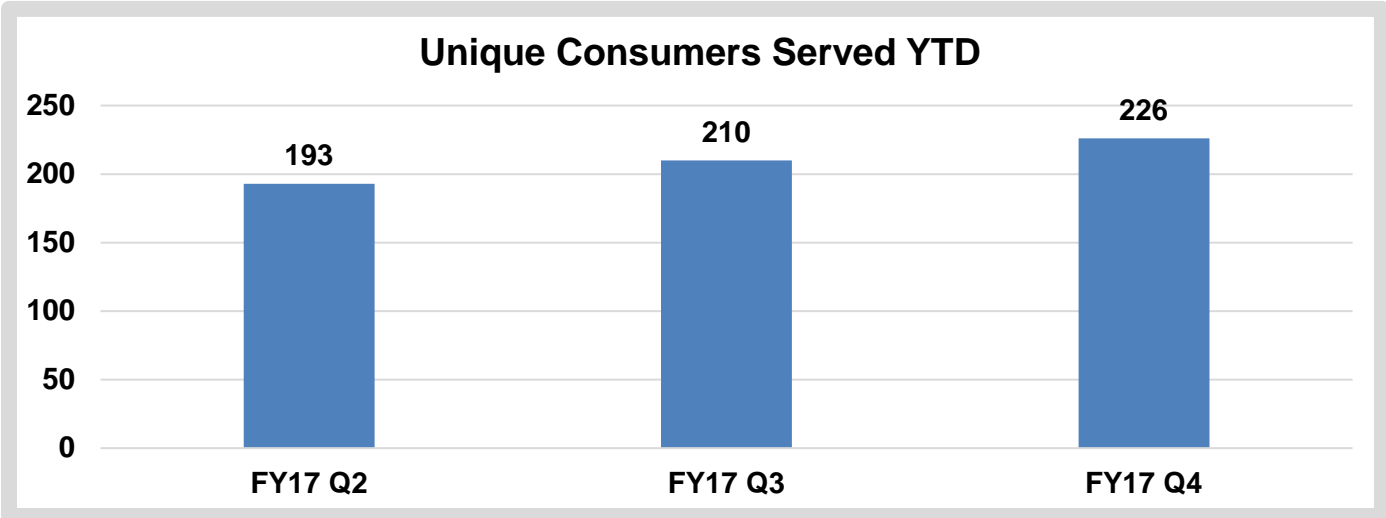
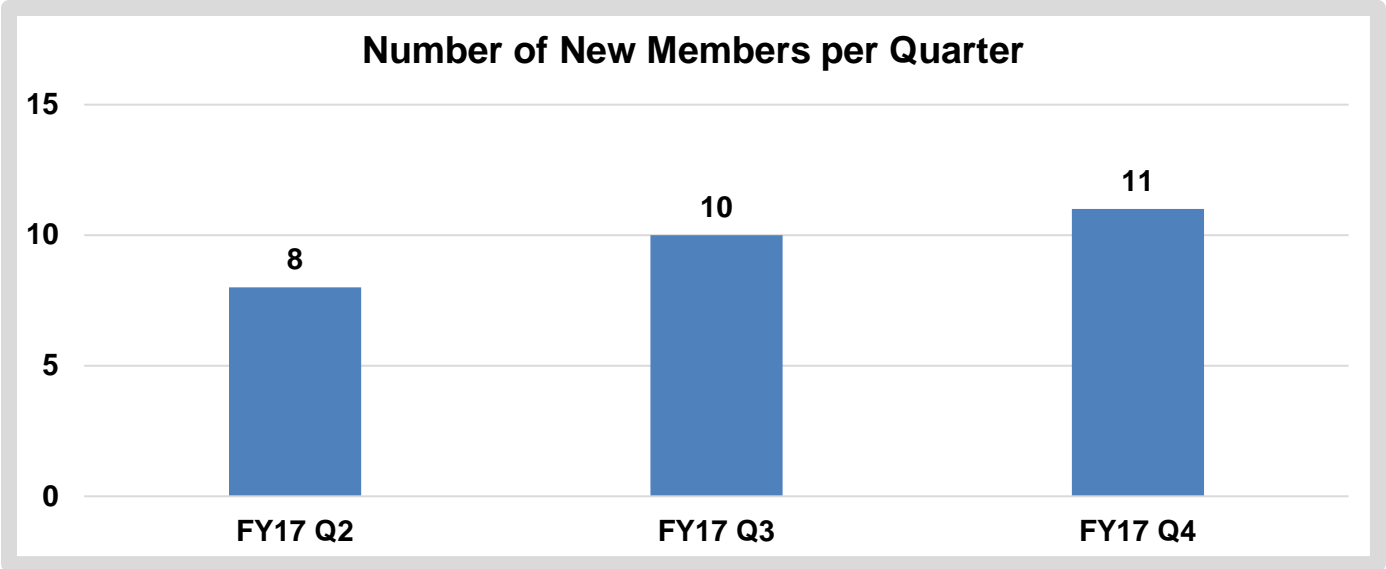


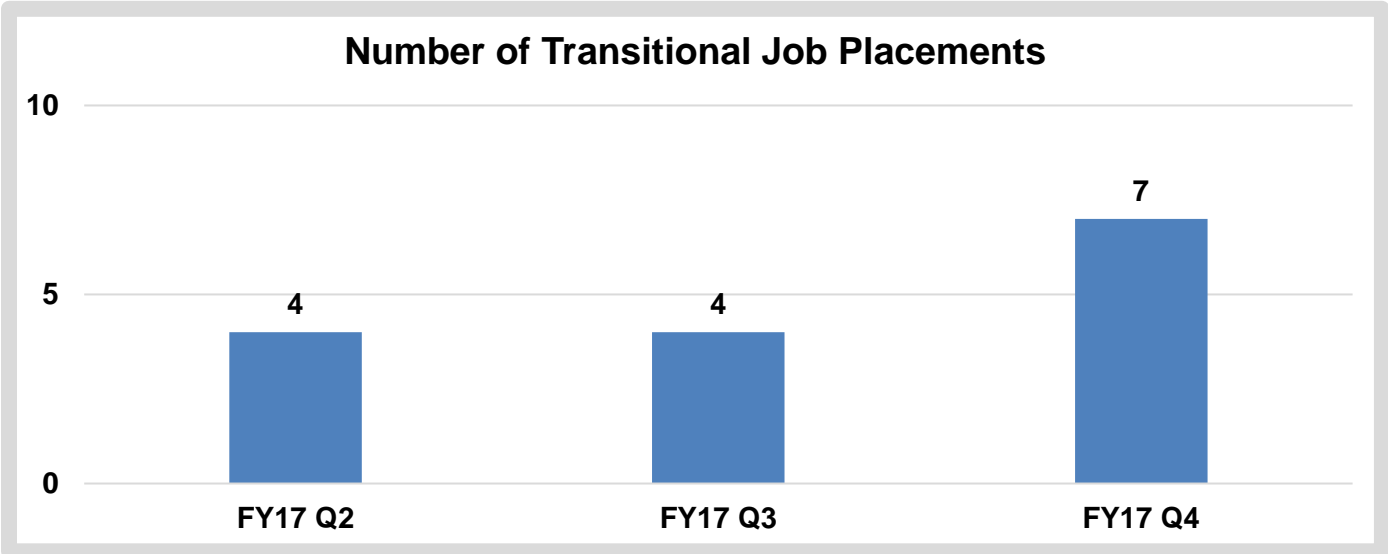
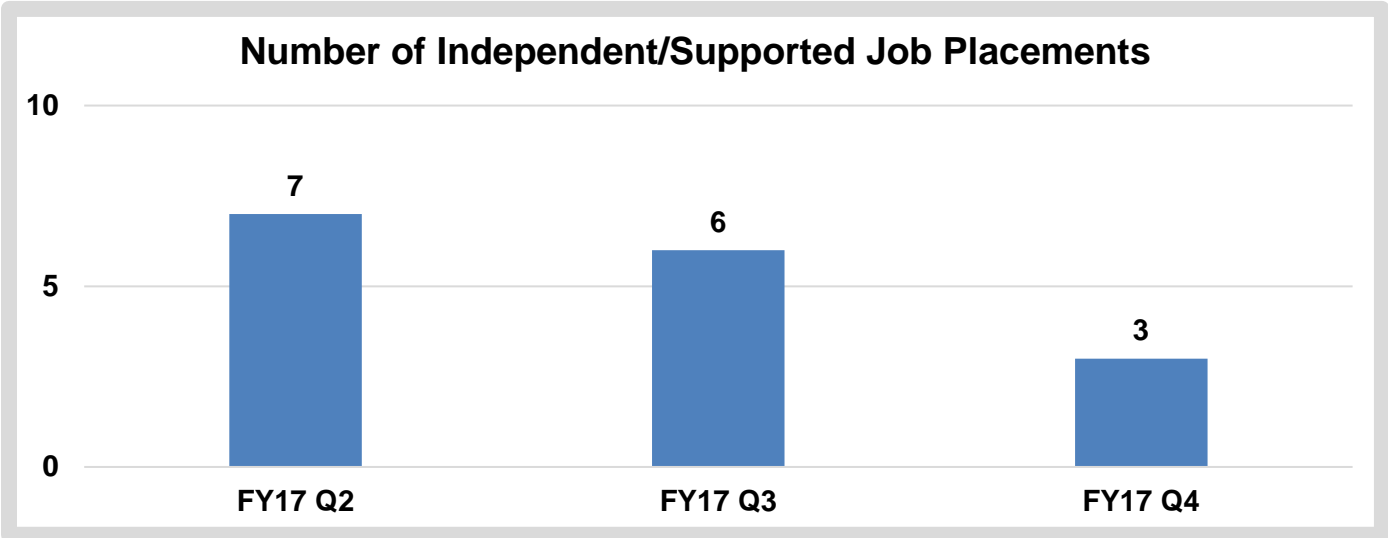
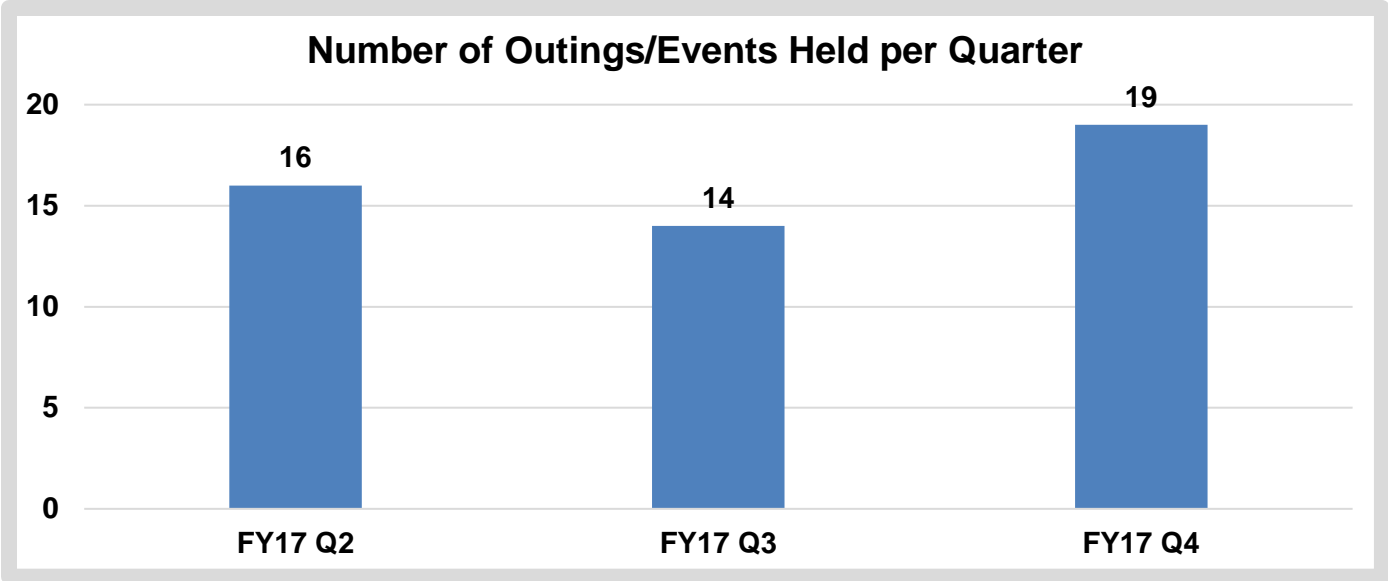
Miracle Club House and Social Clubs (Data collection began Q2 FY2017)

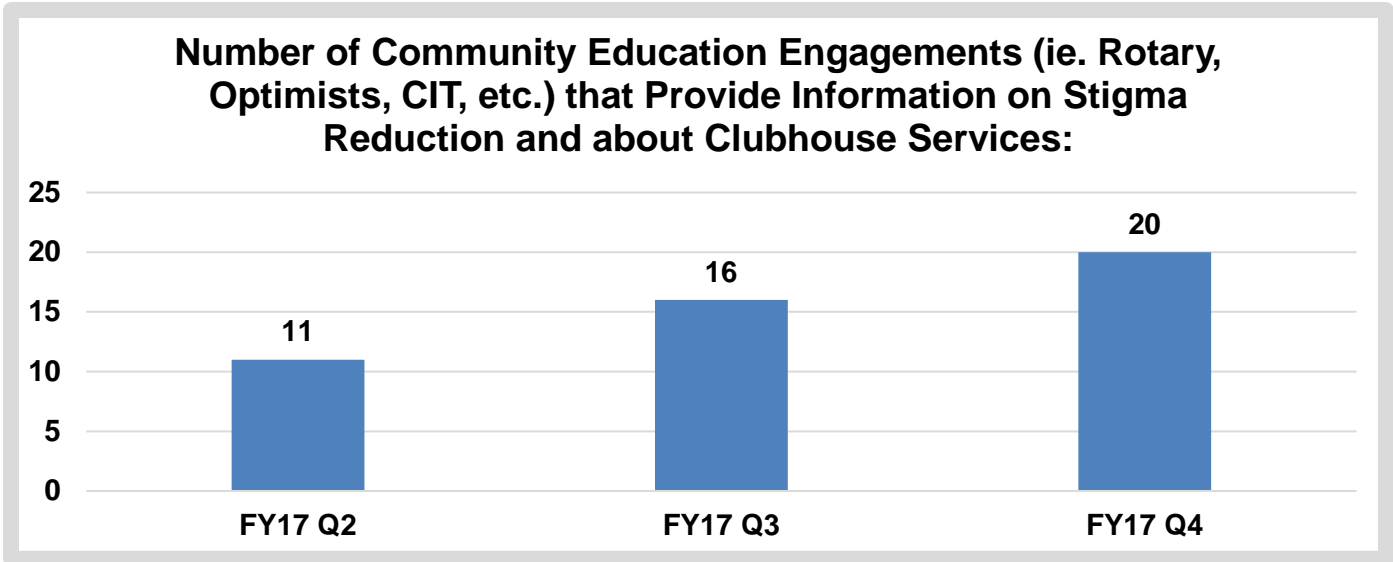
Miracle Clubhouse



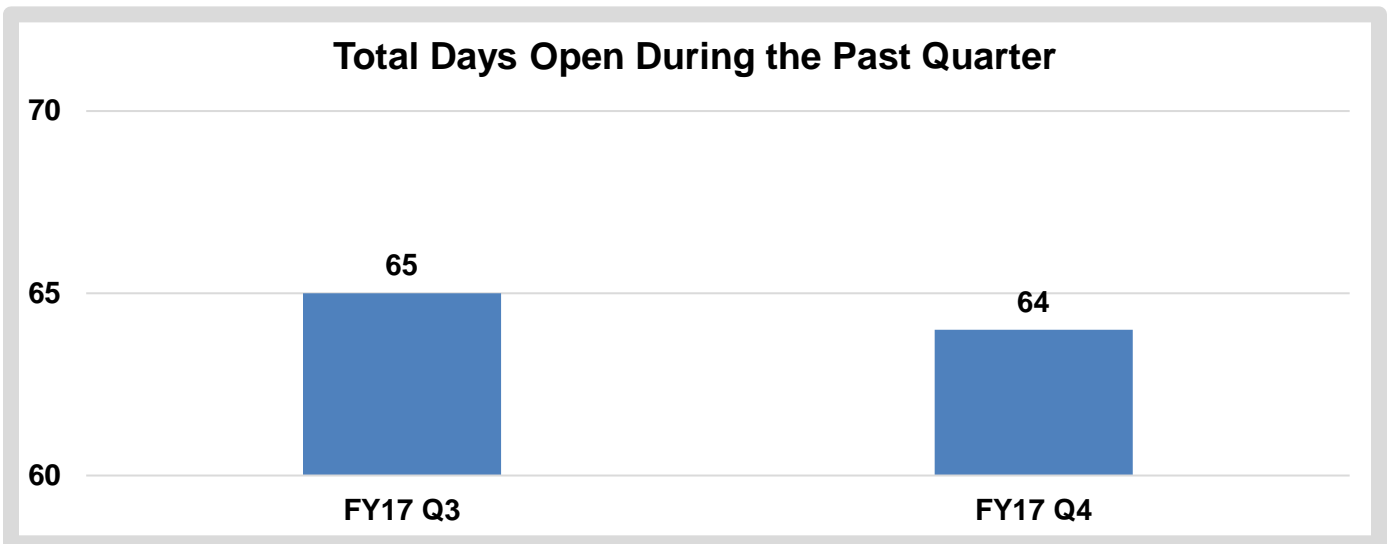
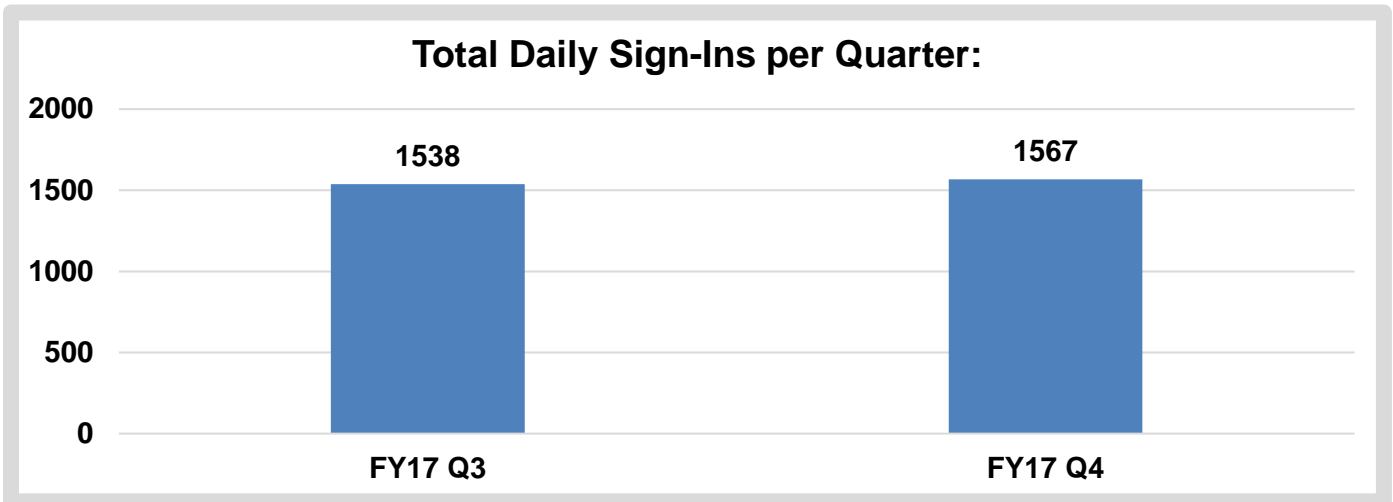


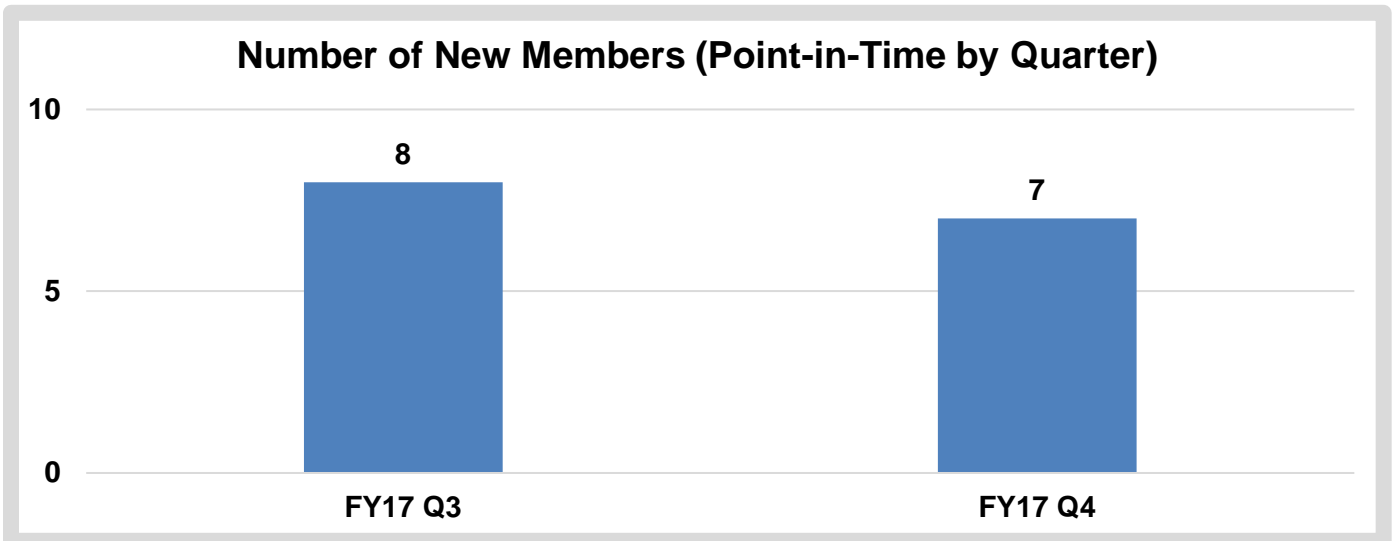
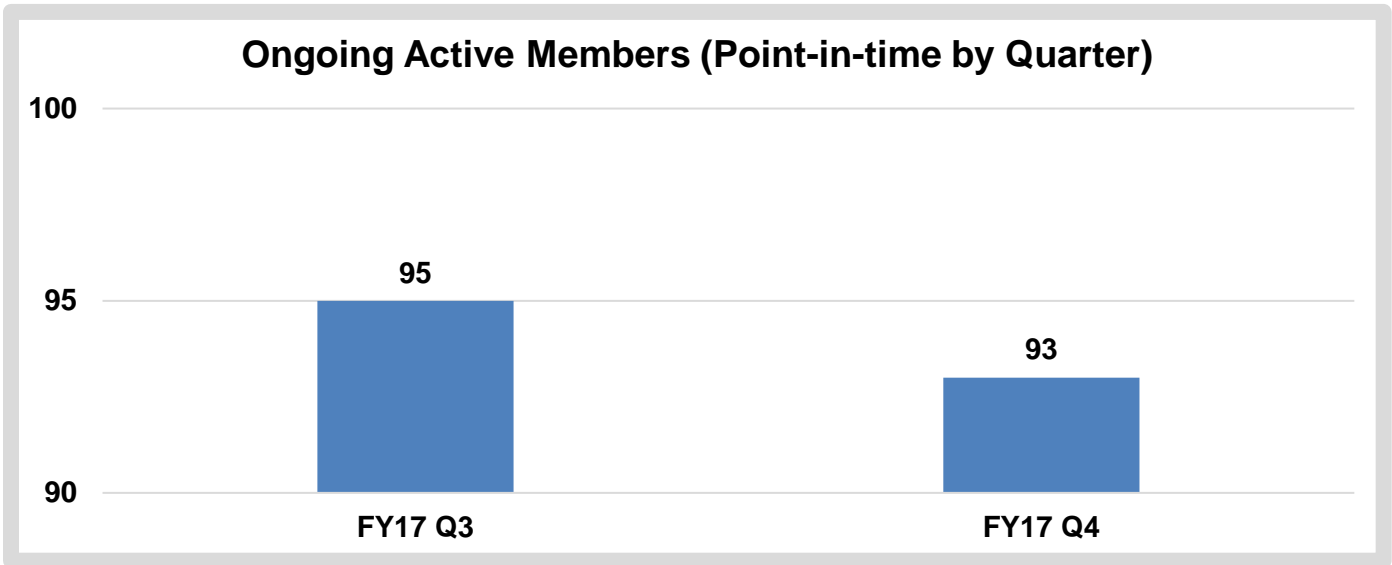
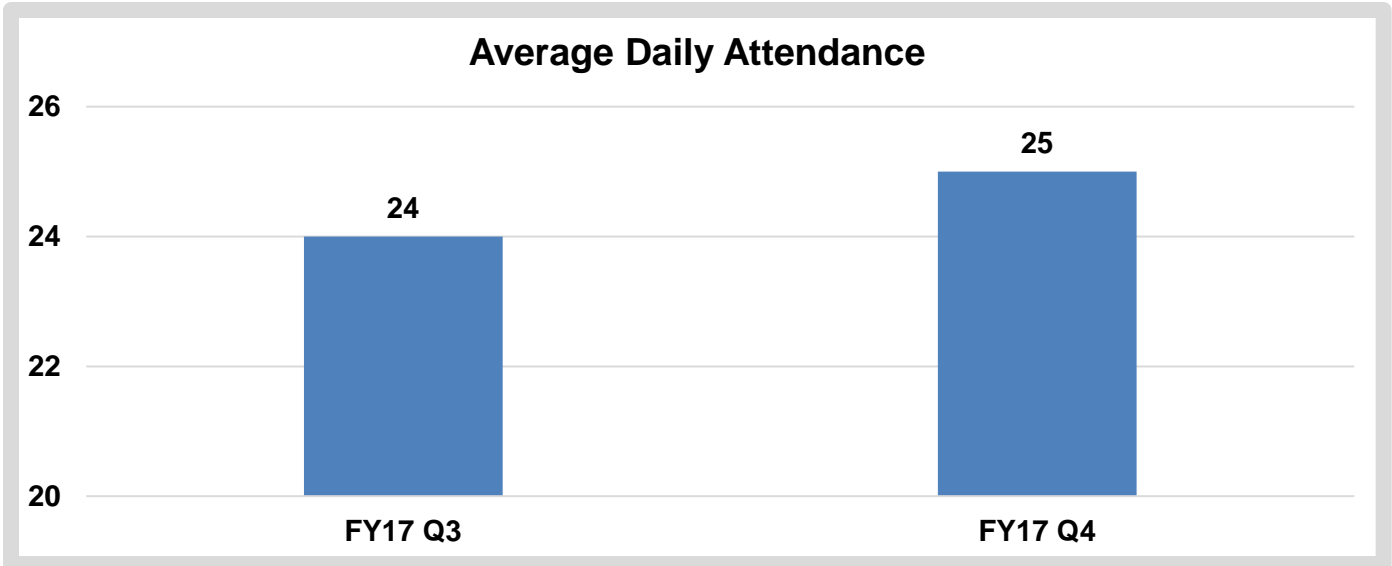


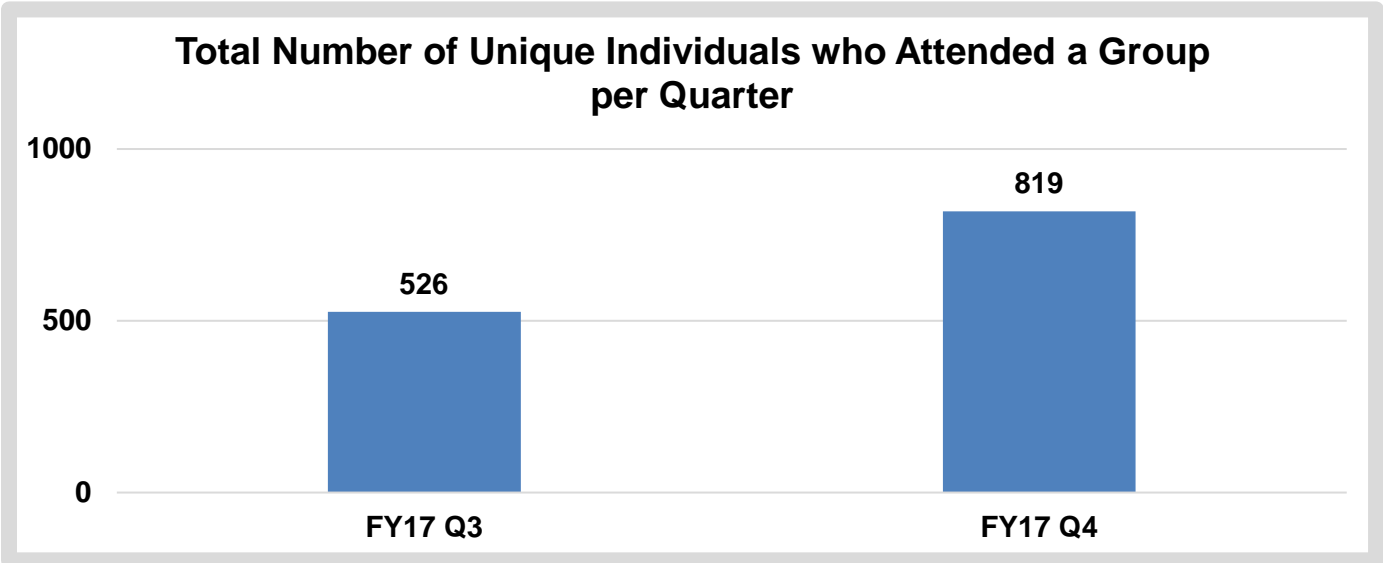
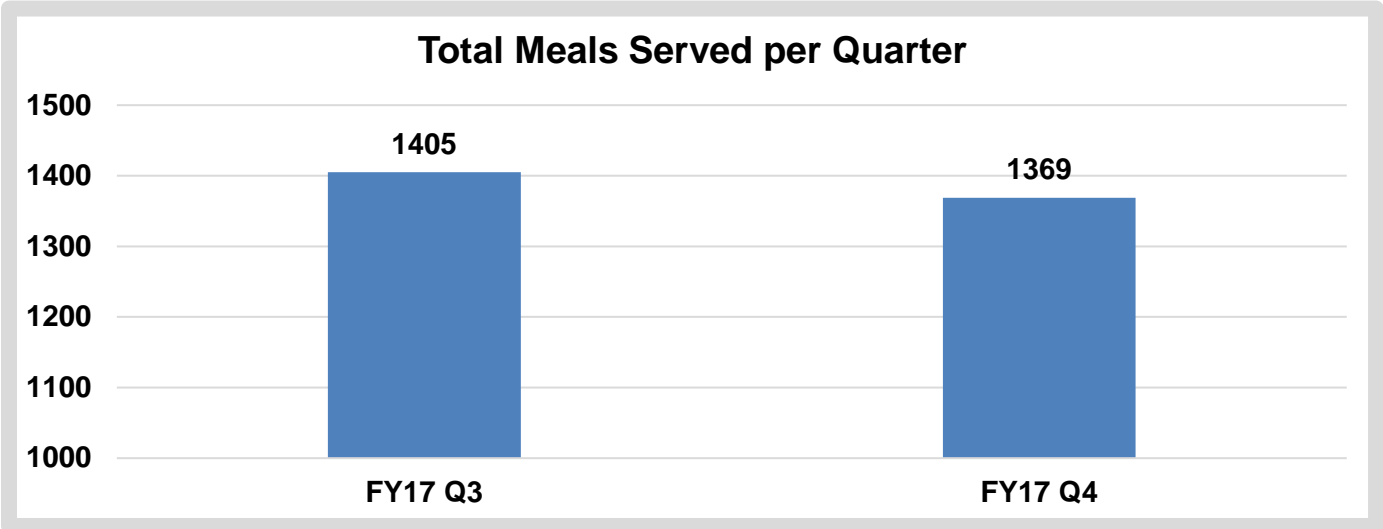
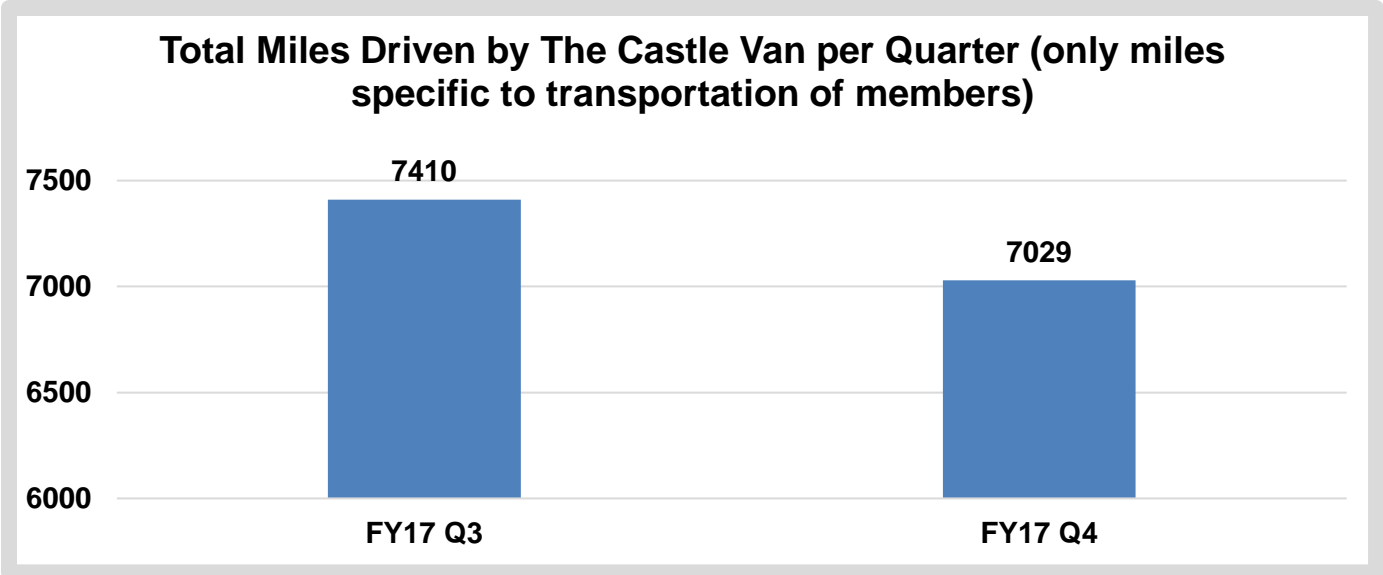


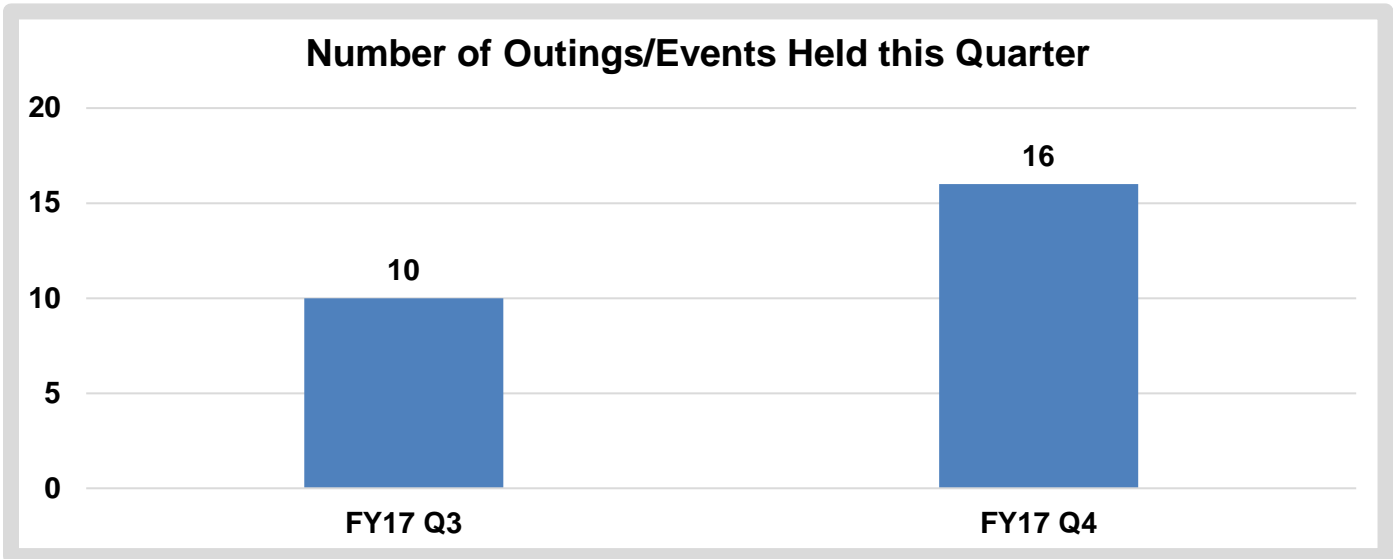
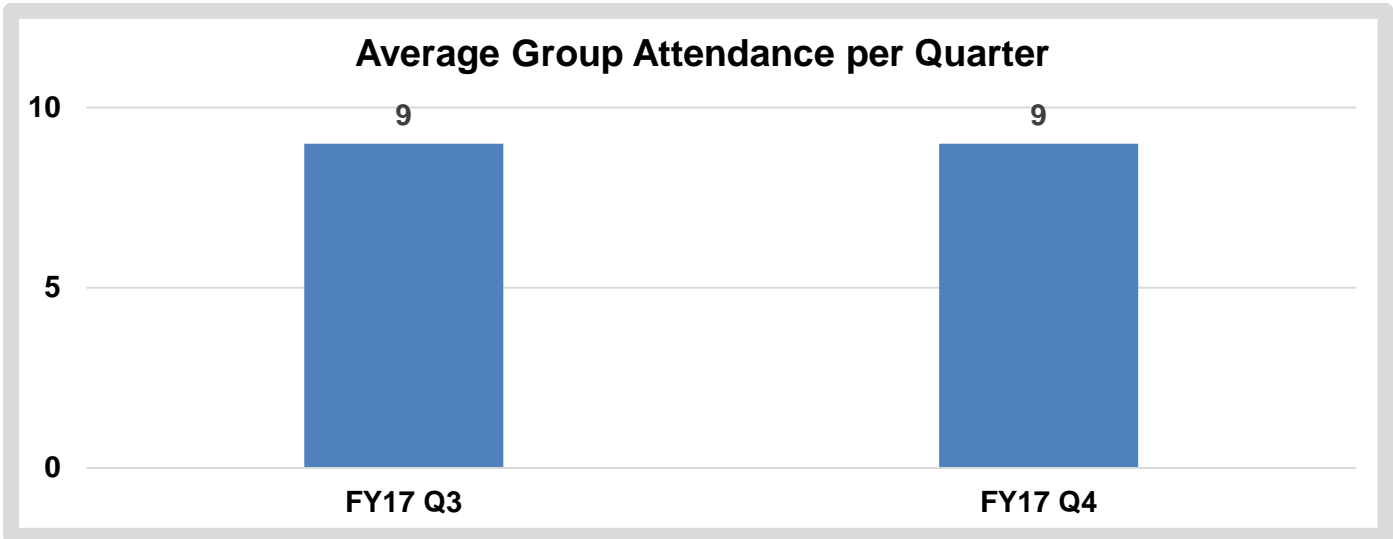
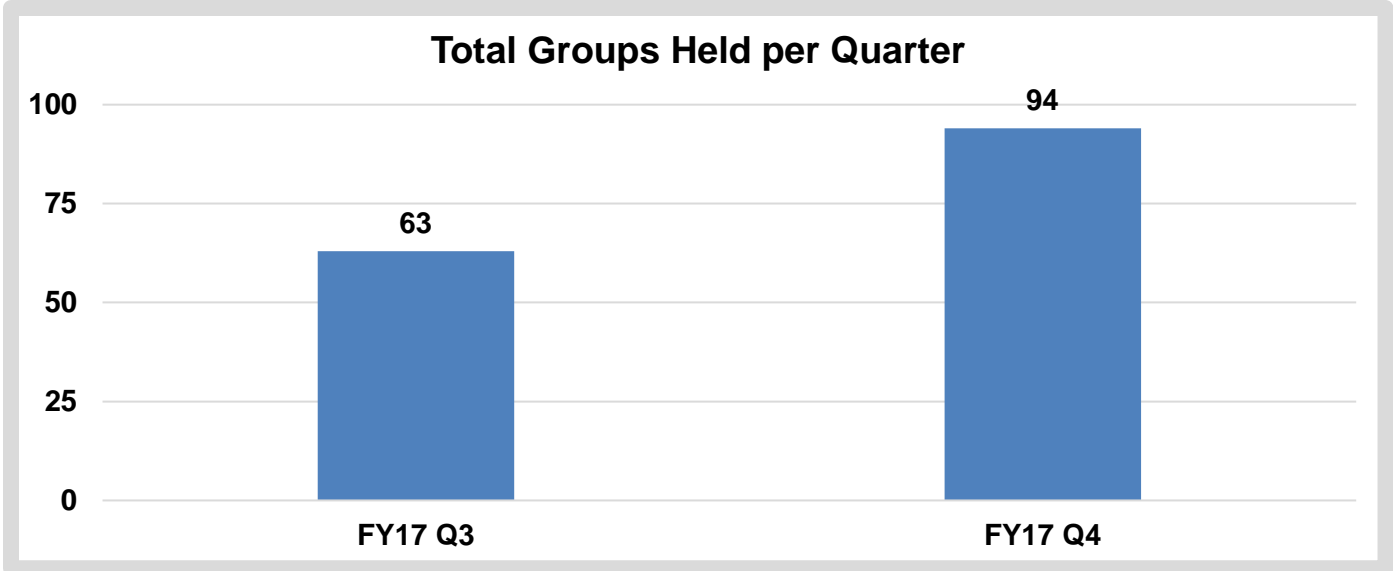


The Friends of the Castle (Collection began Q3 FY2017)

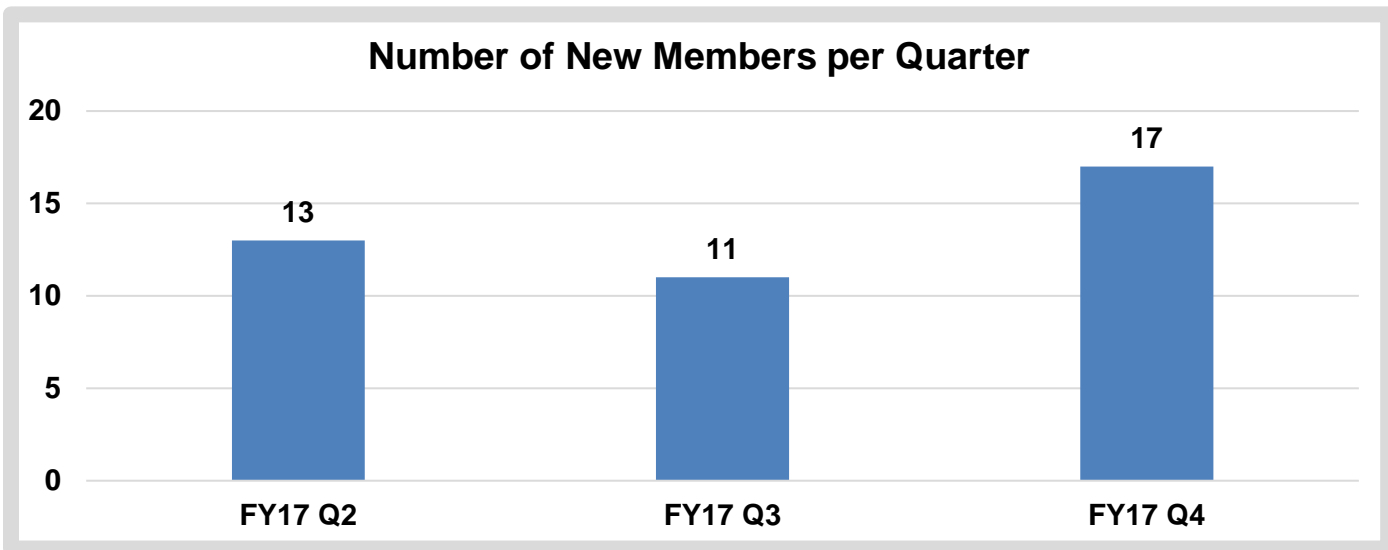
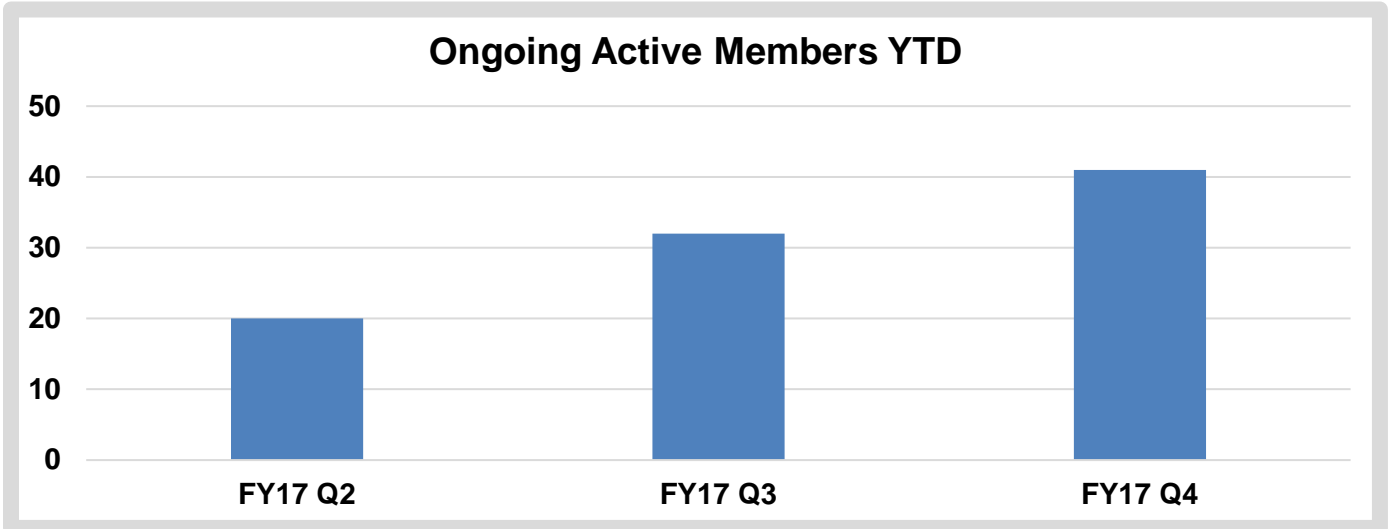
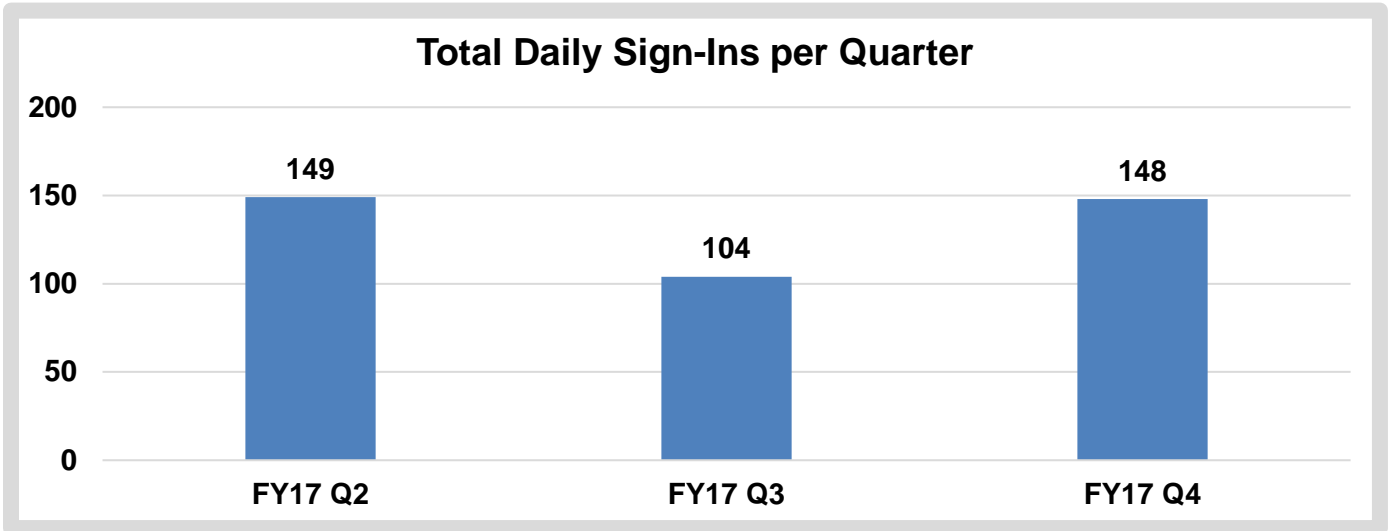


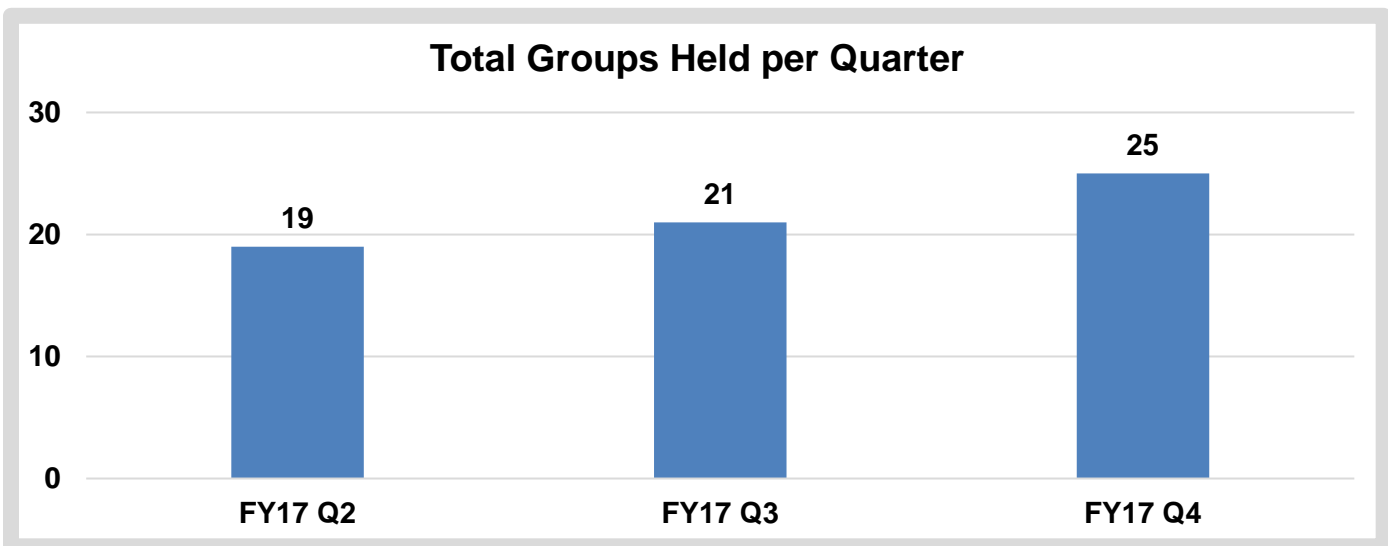
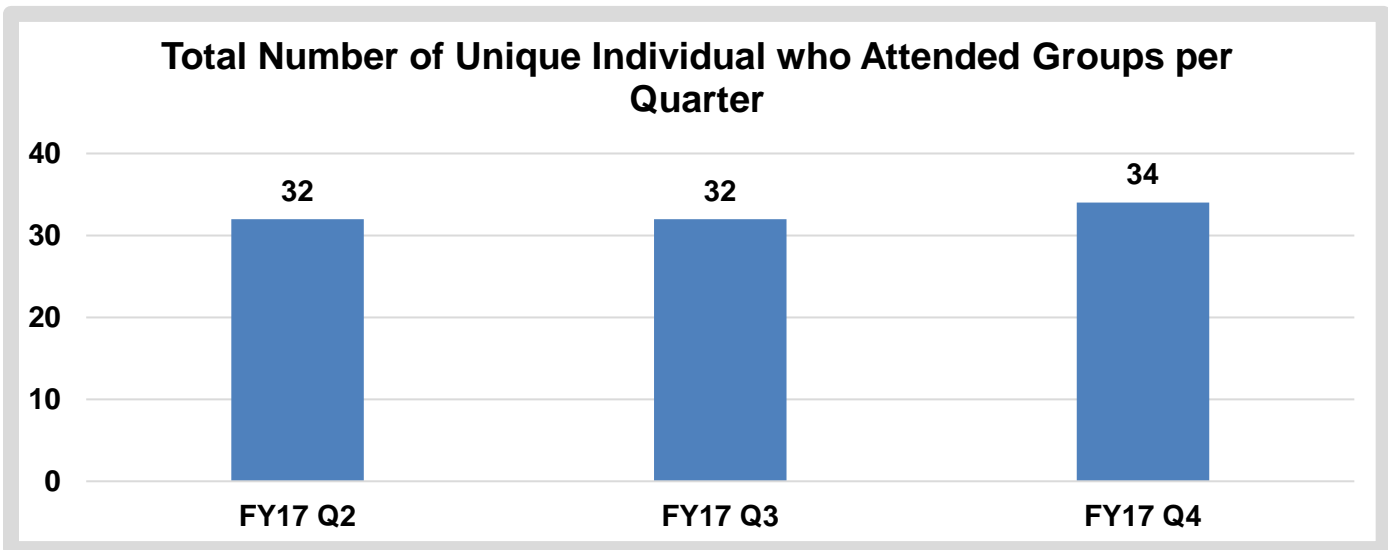
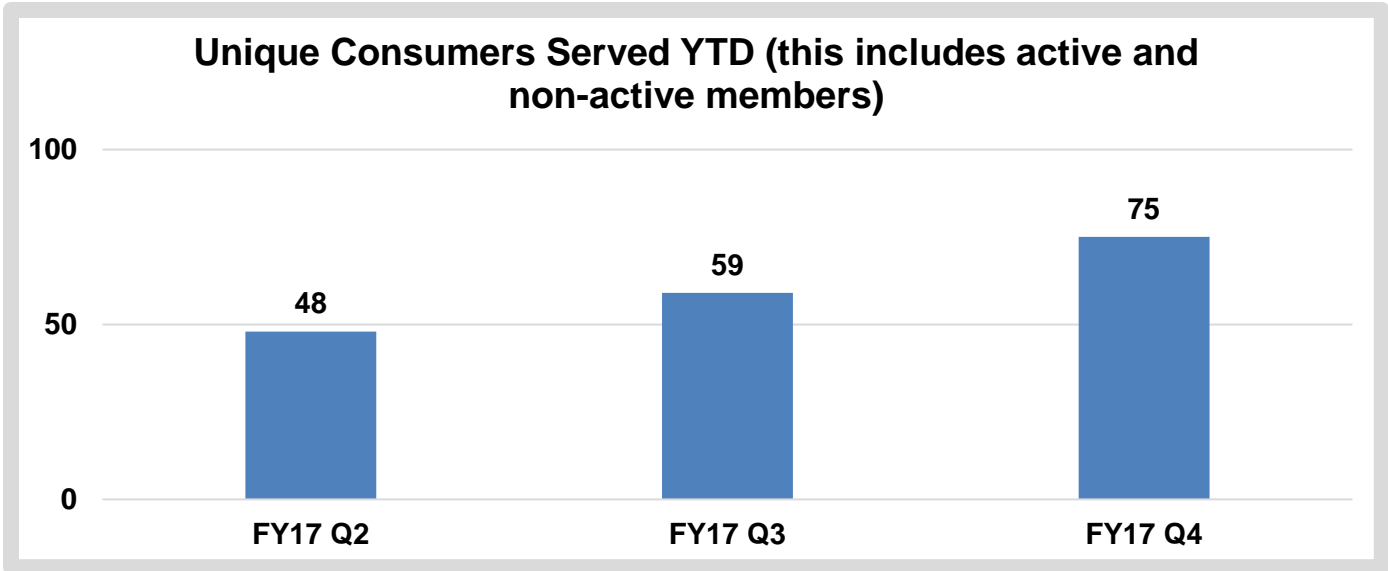


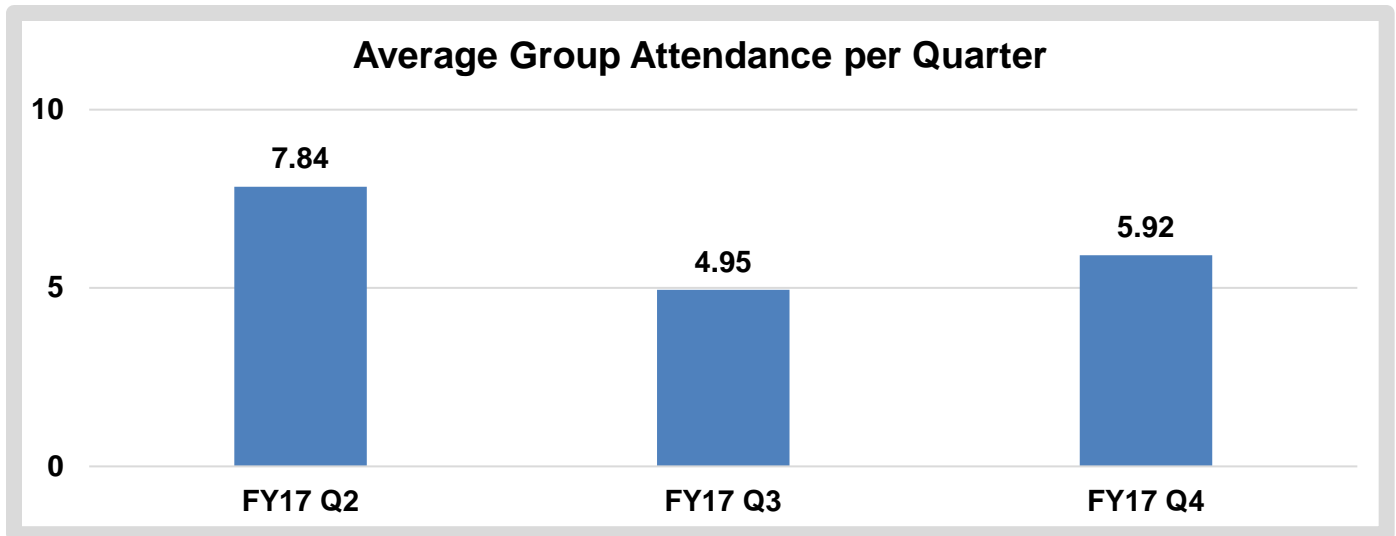




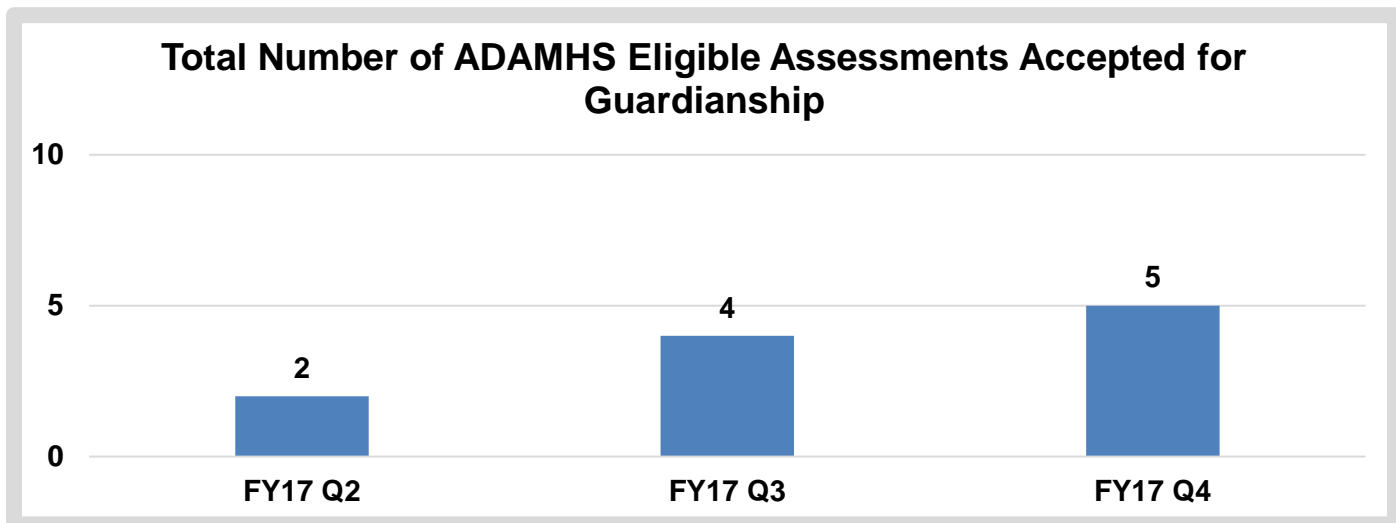
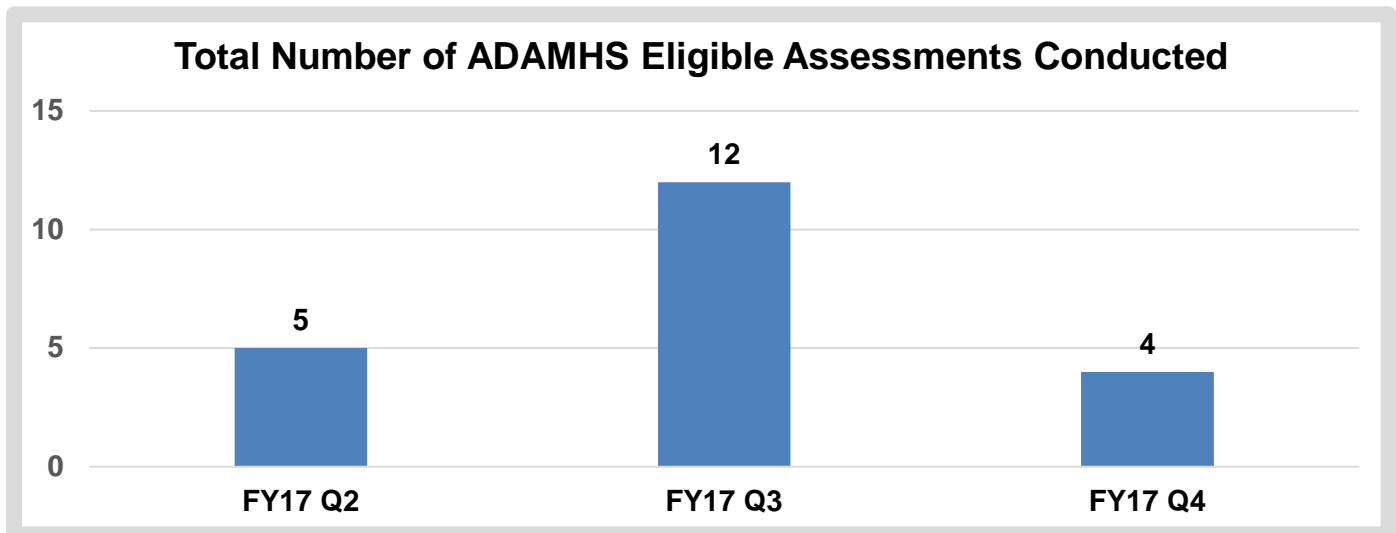
Eastway Social Club (Data Collection Began Q2 FY2017)

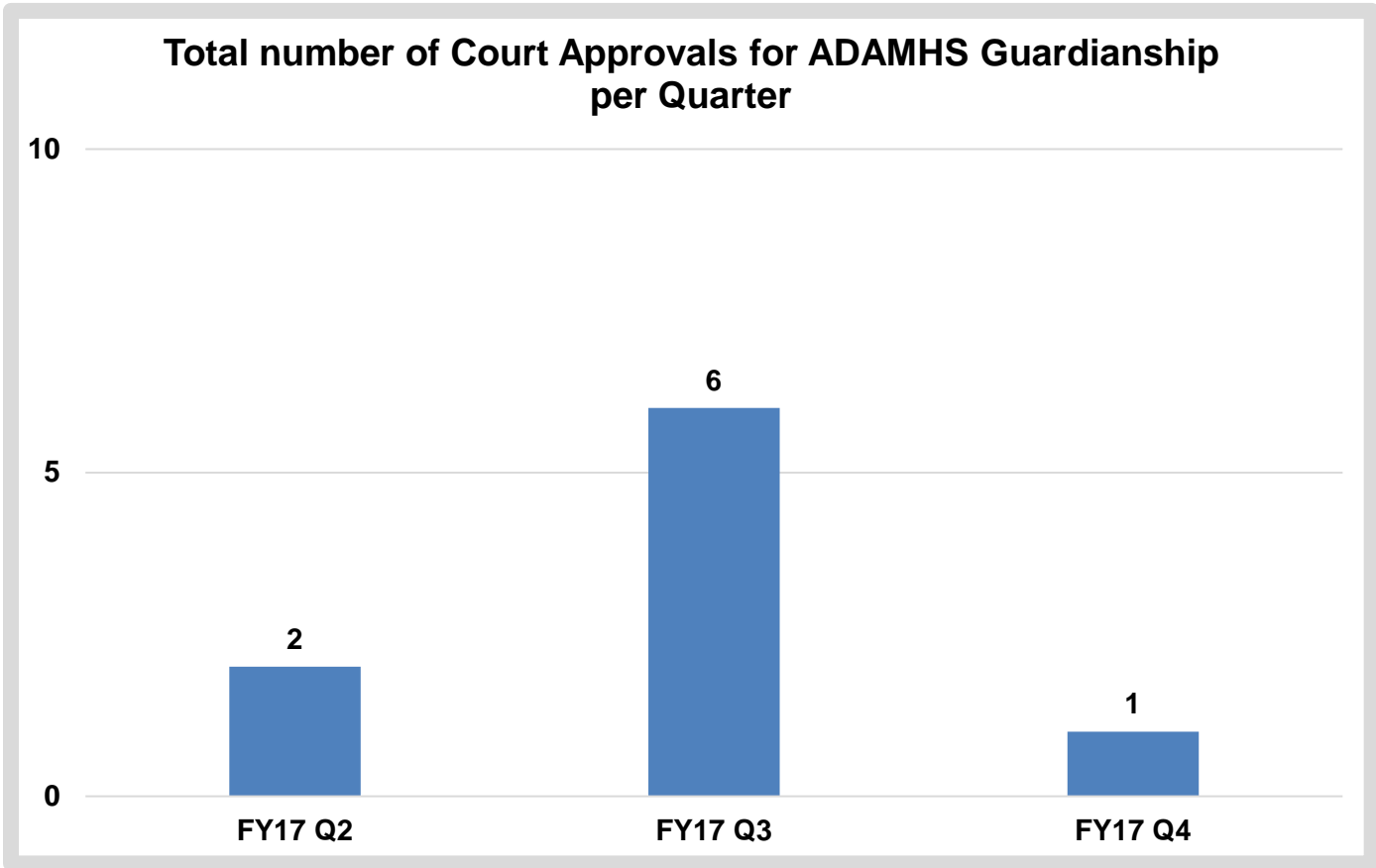
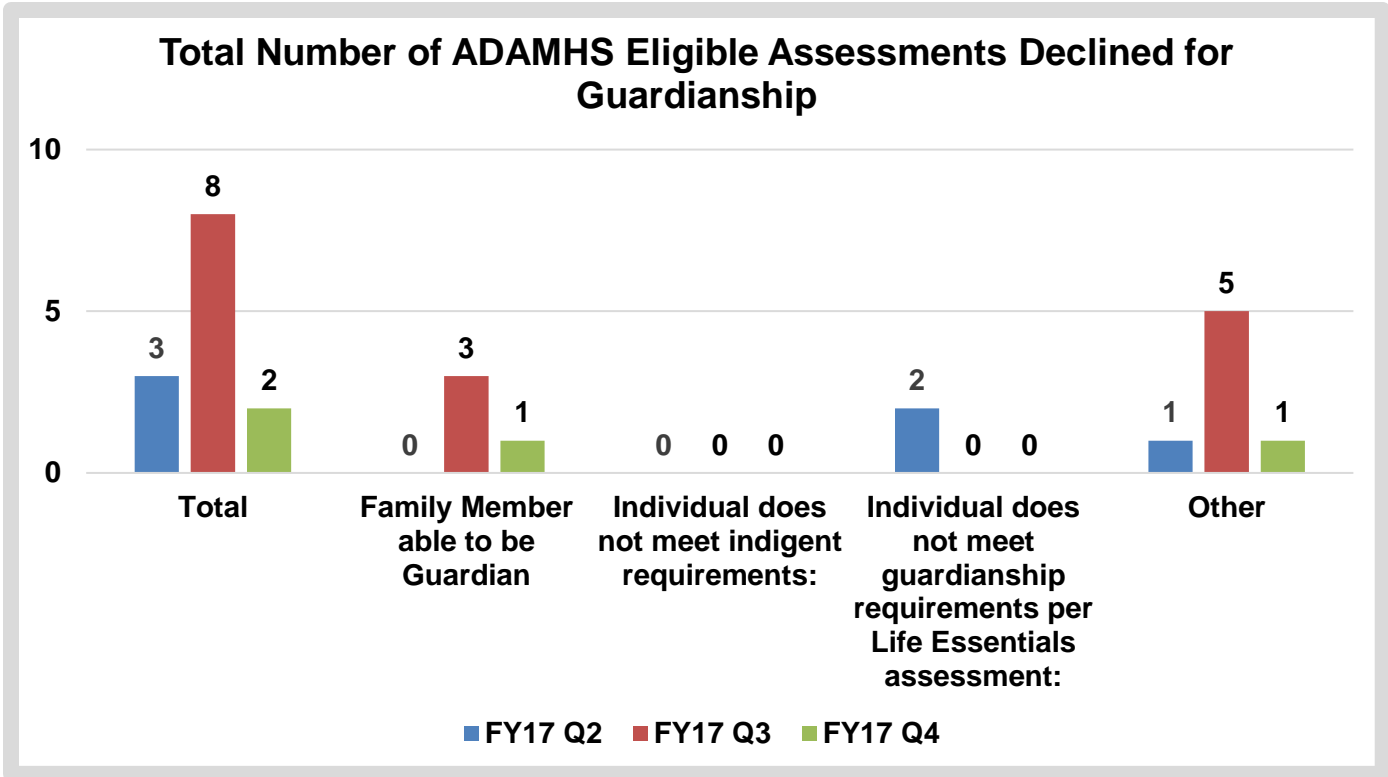




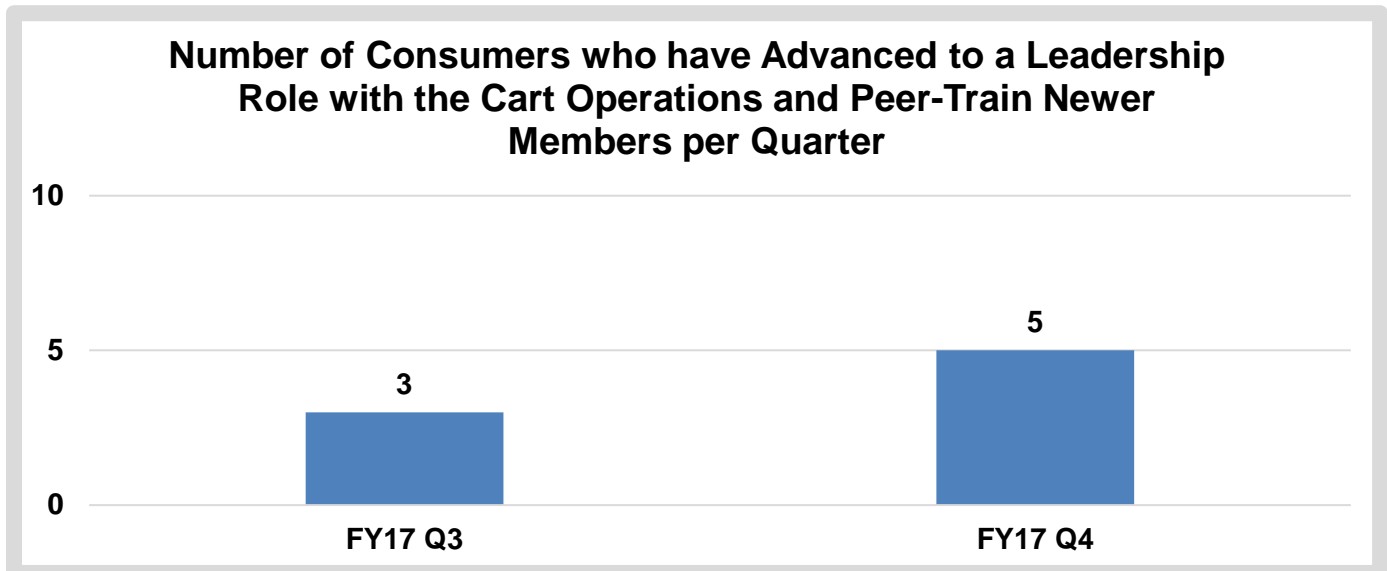
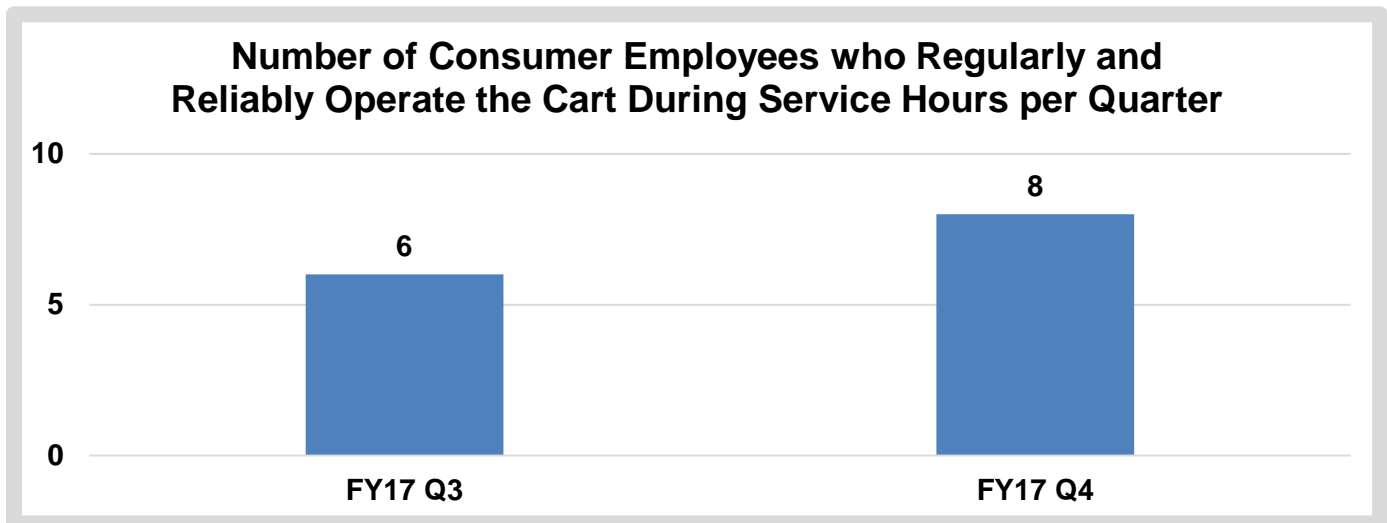
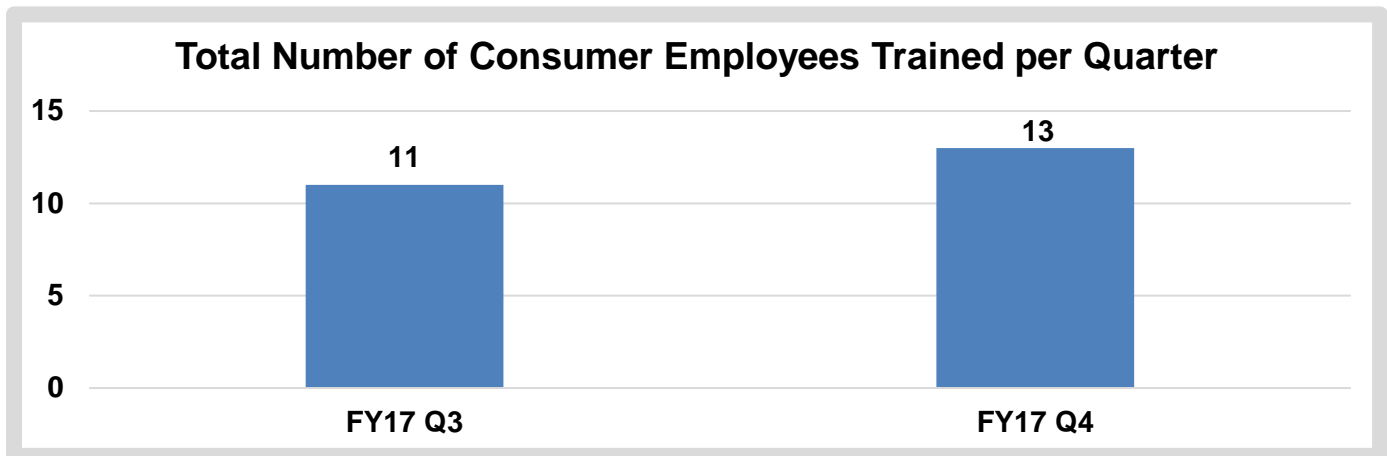


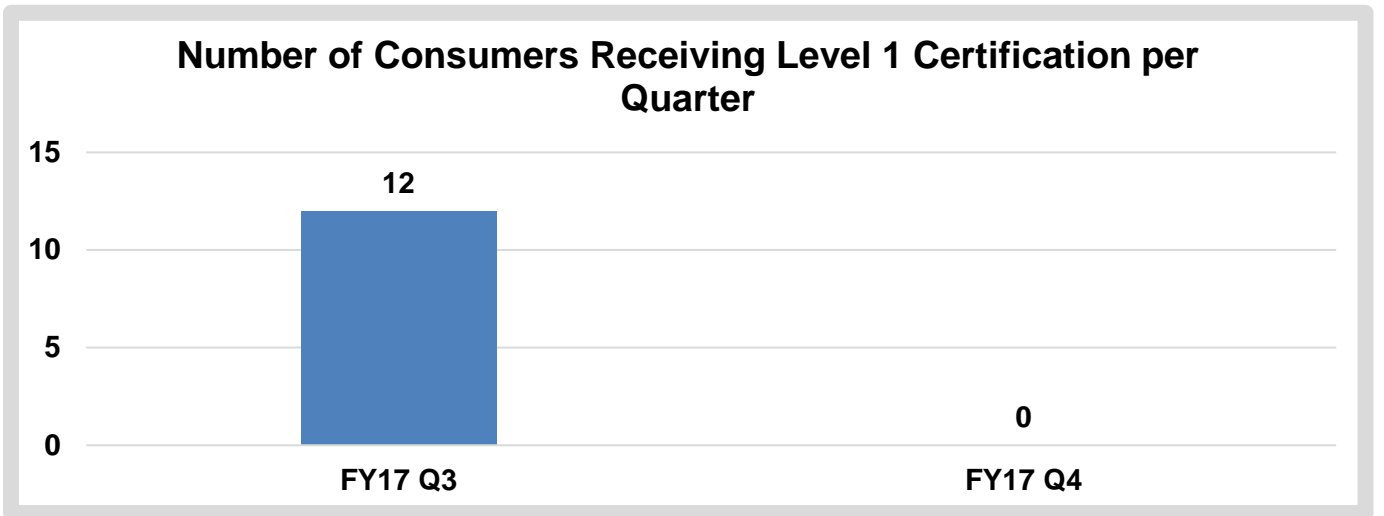
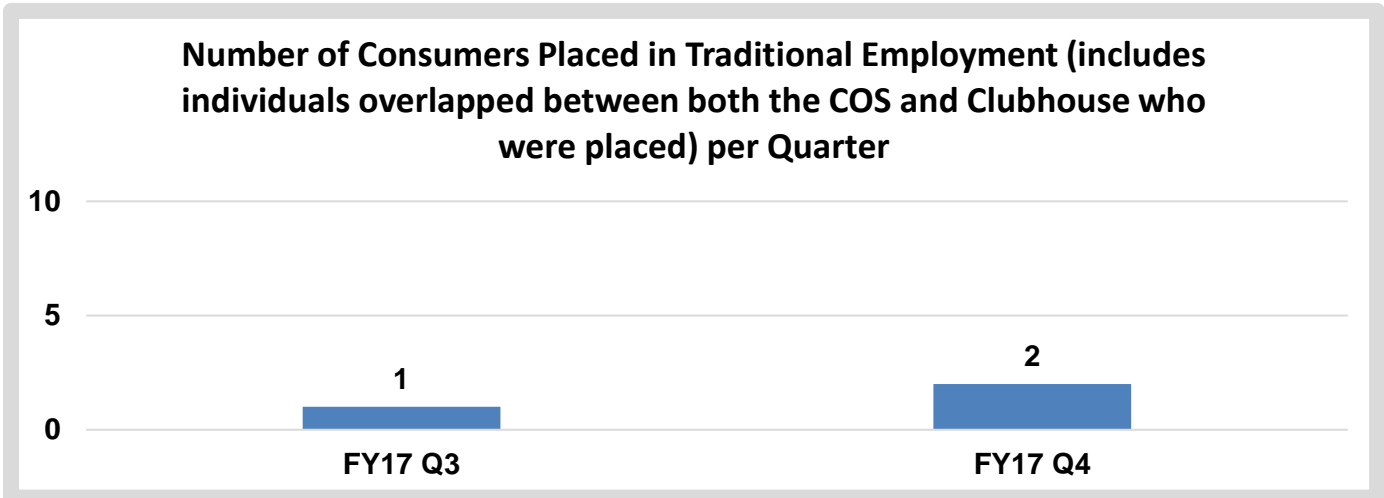
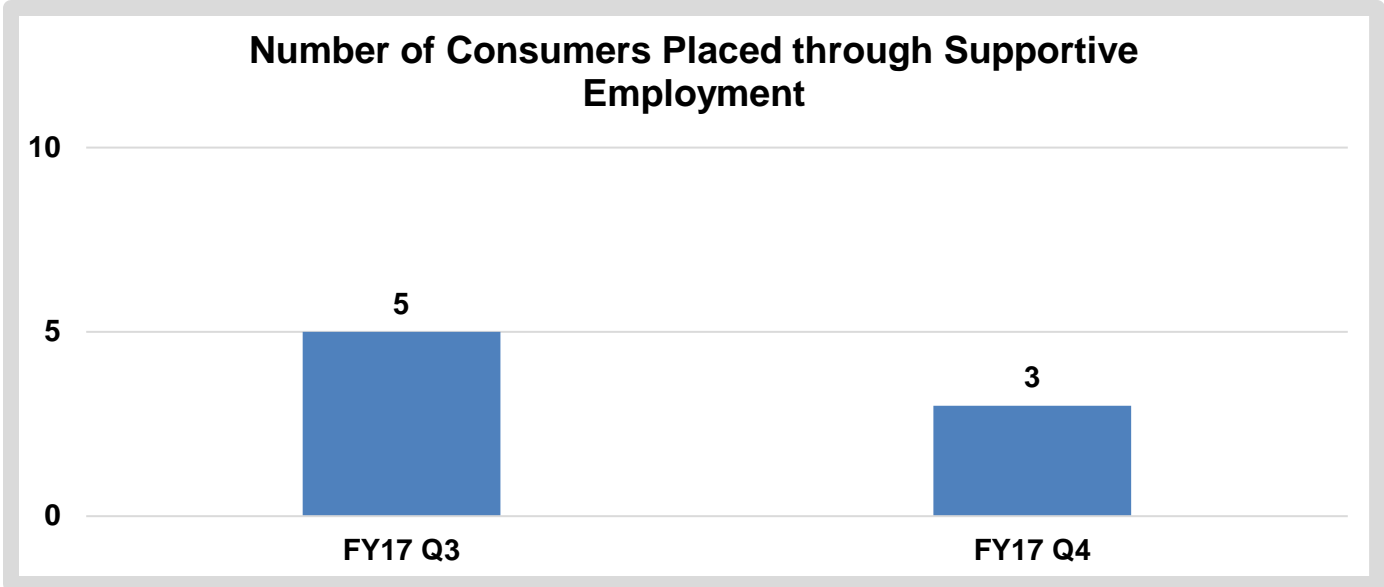
Life Essentials (Data Collection Began Q2 FY2017)



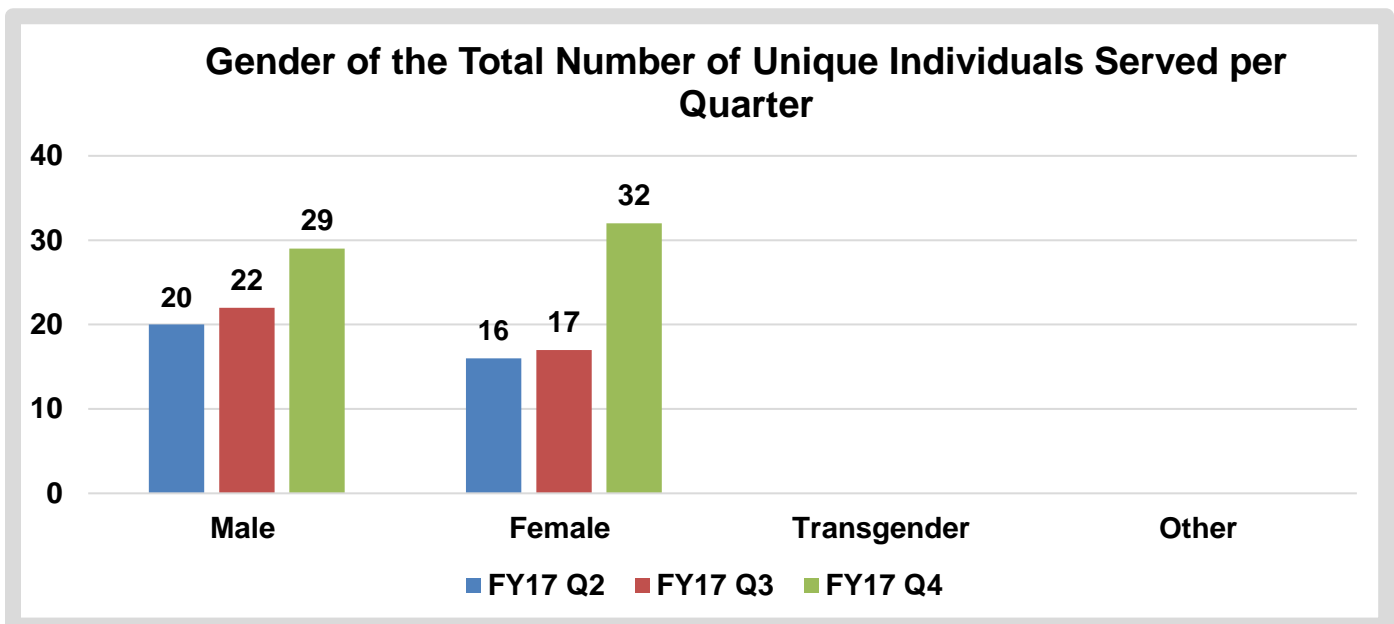
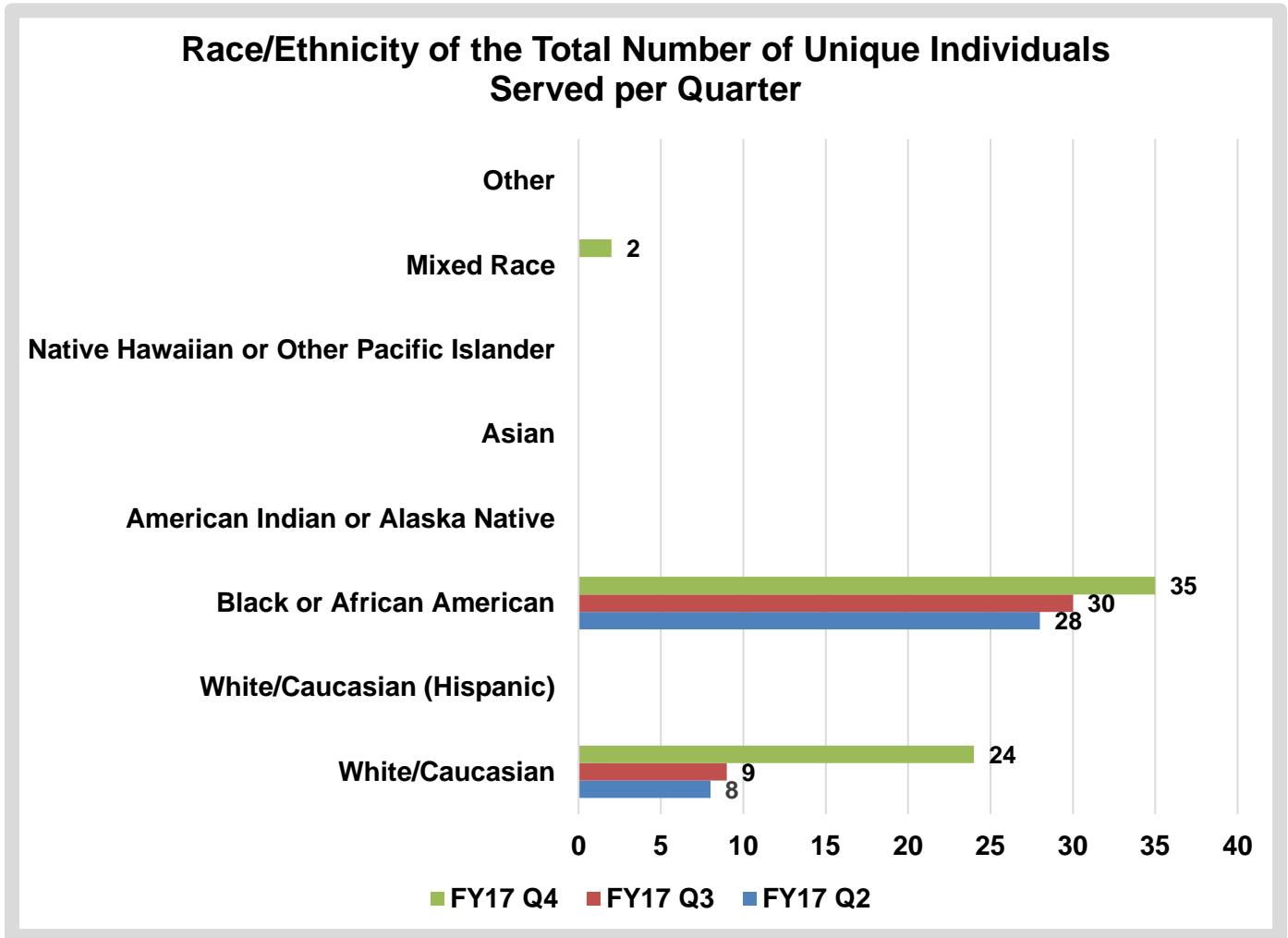


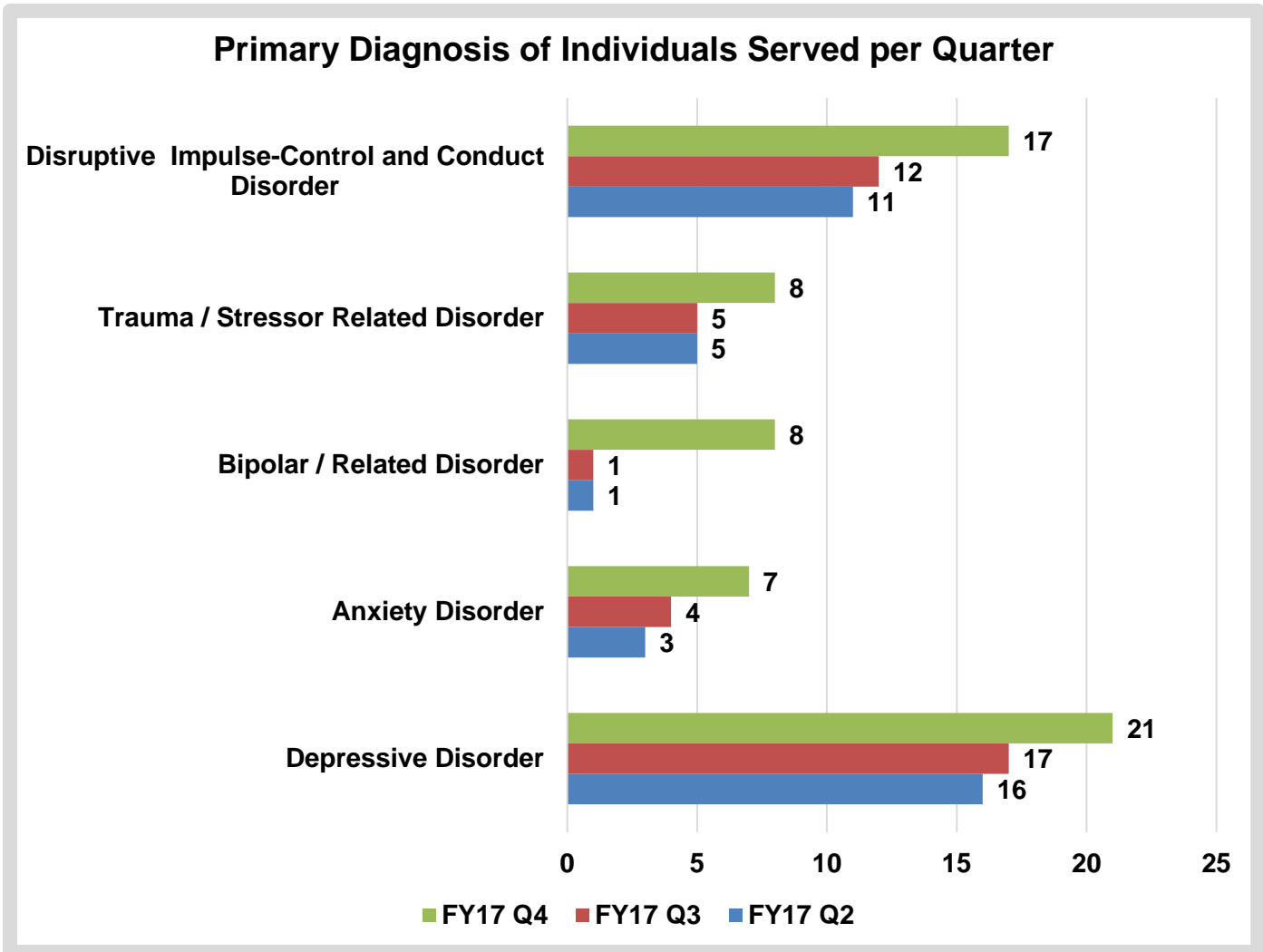
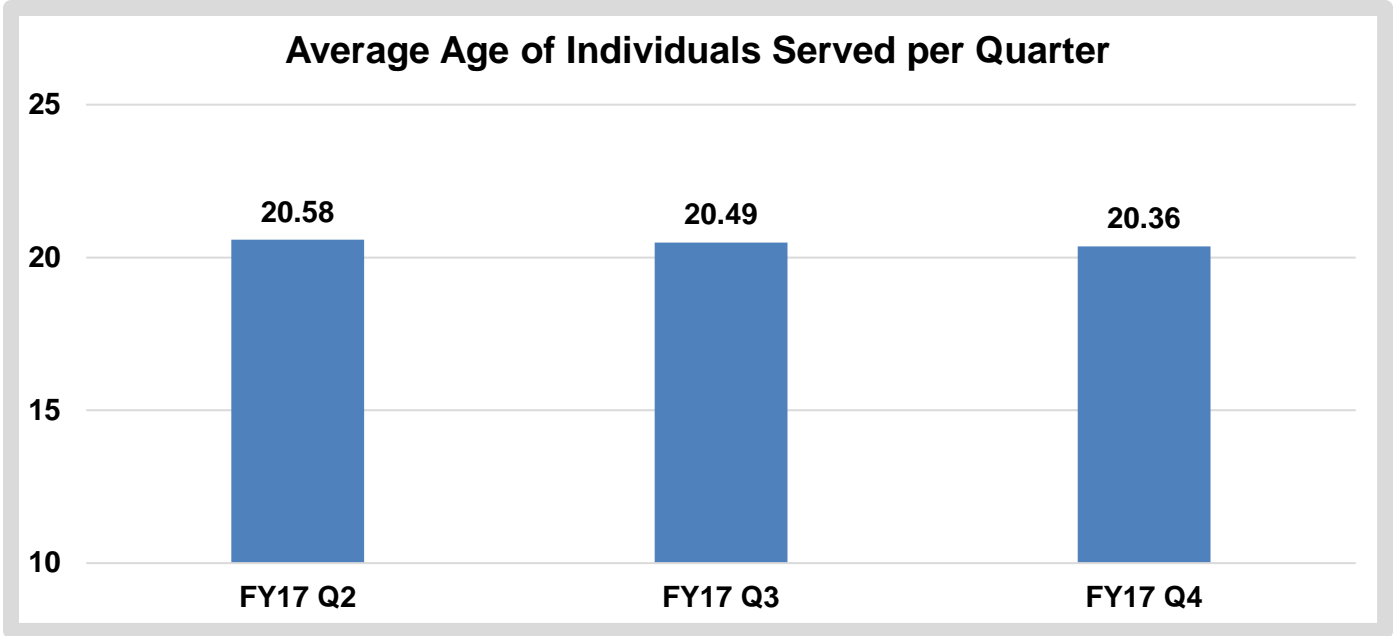
Consumer Operated Services – GESMV (Data Collection Began Q2 FY2017)

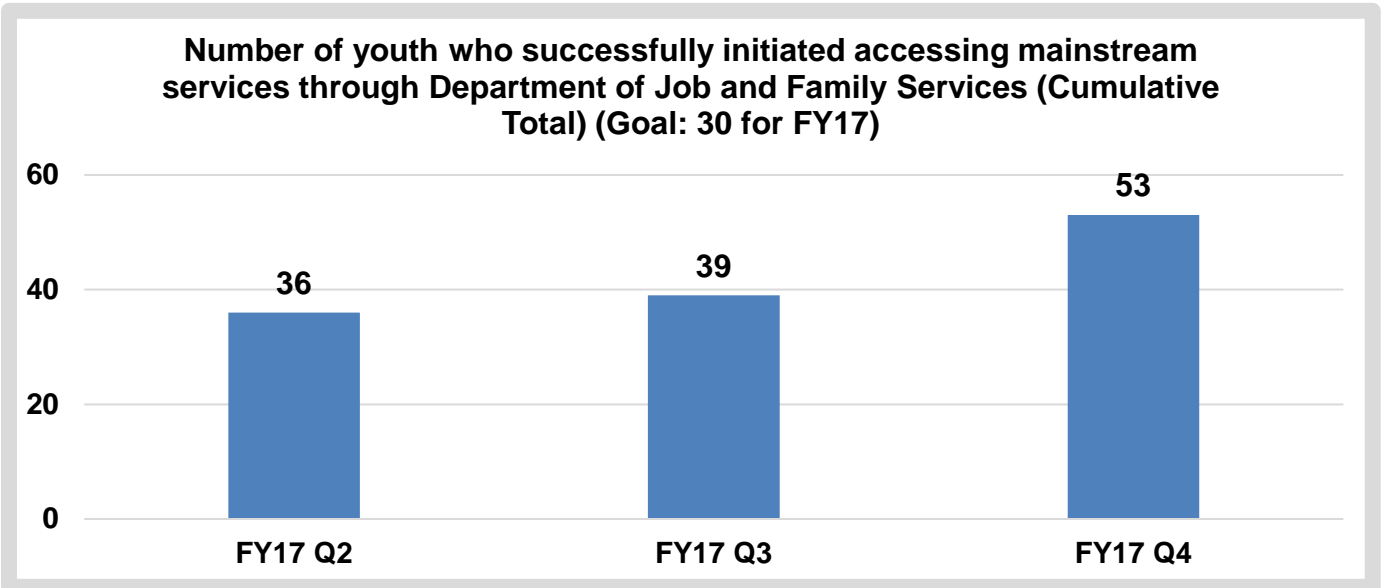
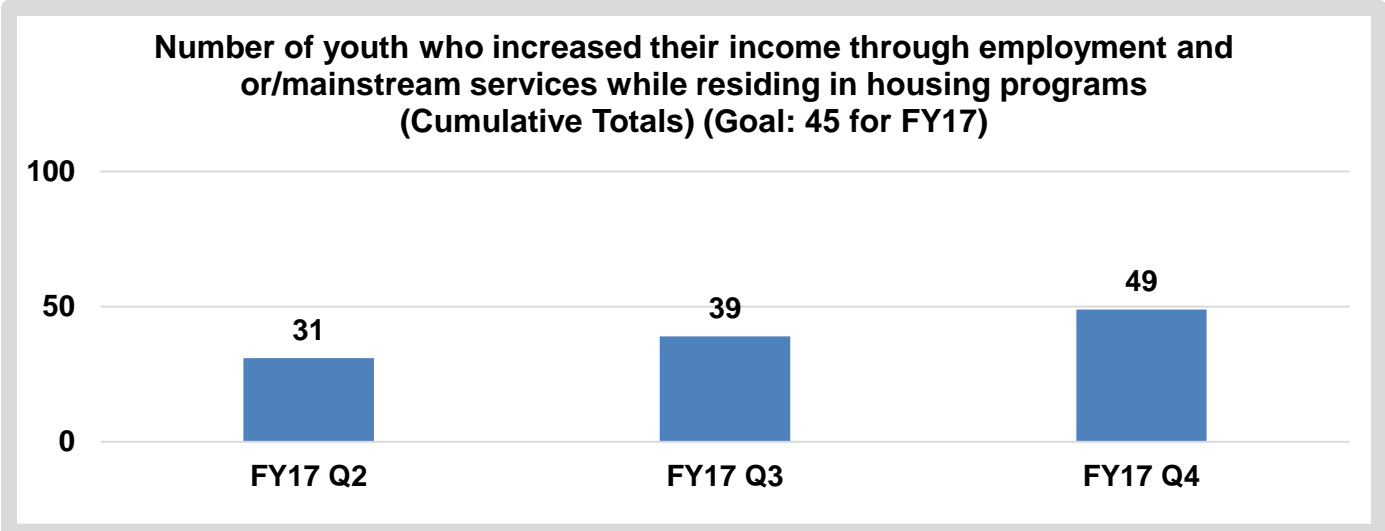
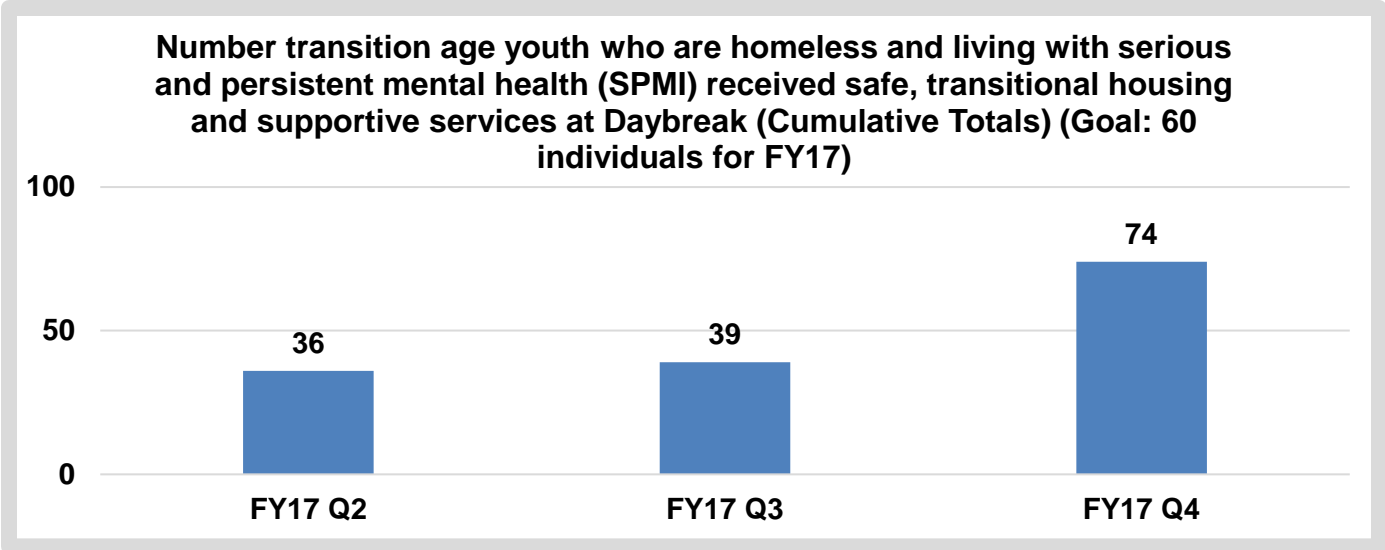


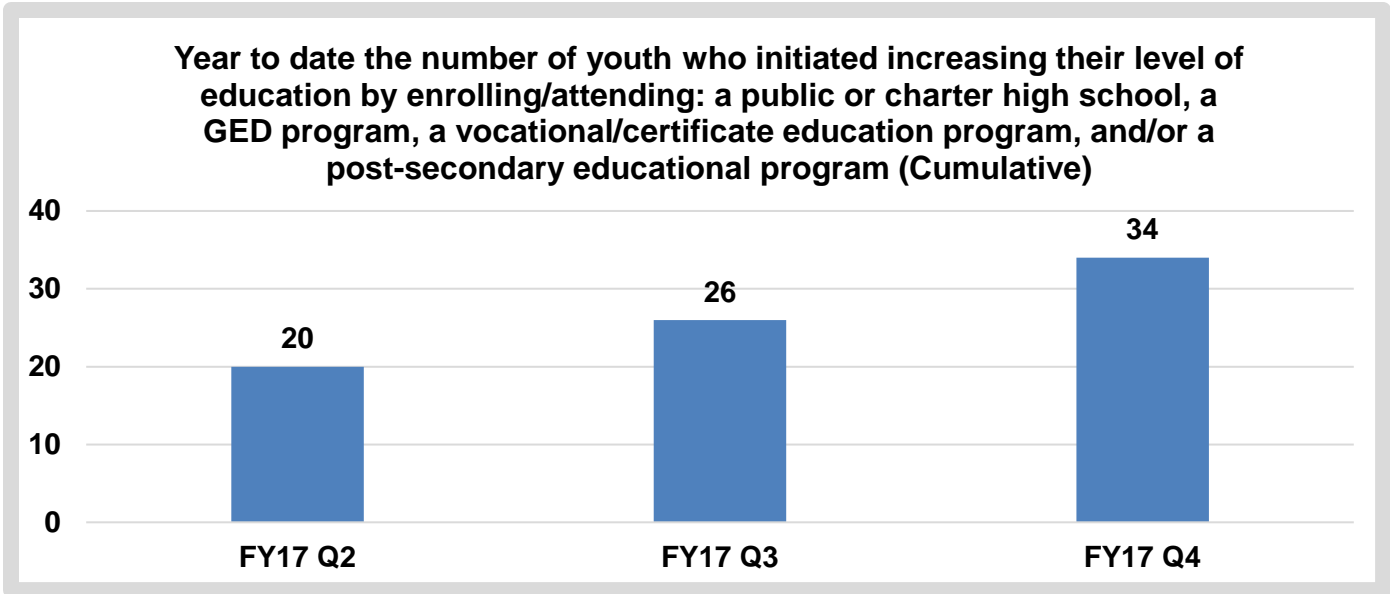


Daybreak (Data Collection Began in Q2 FY2017)

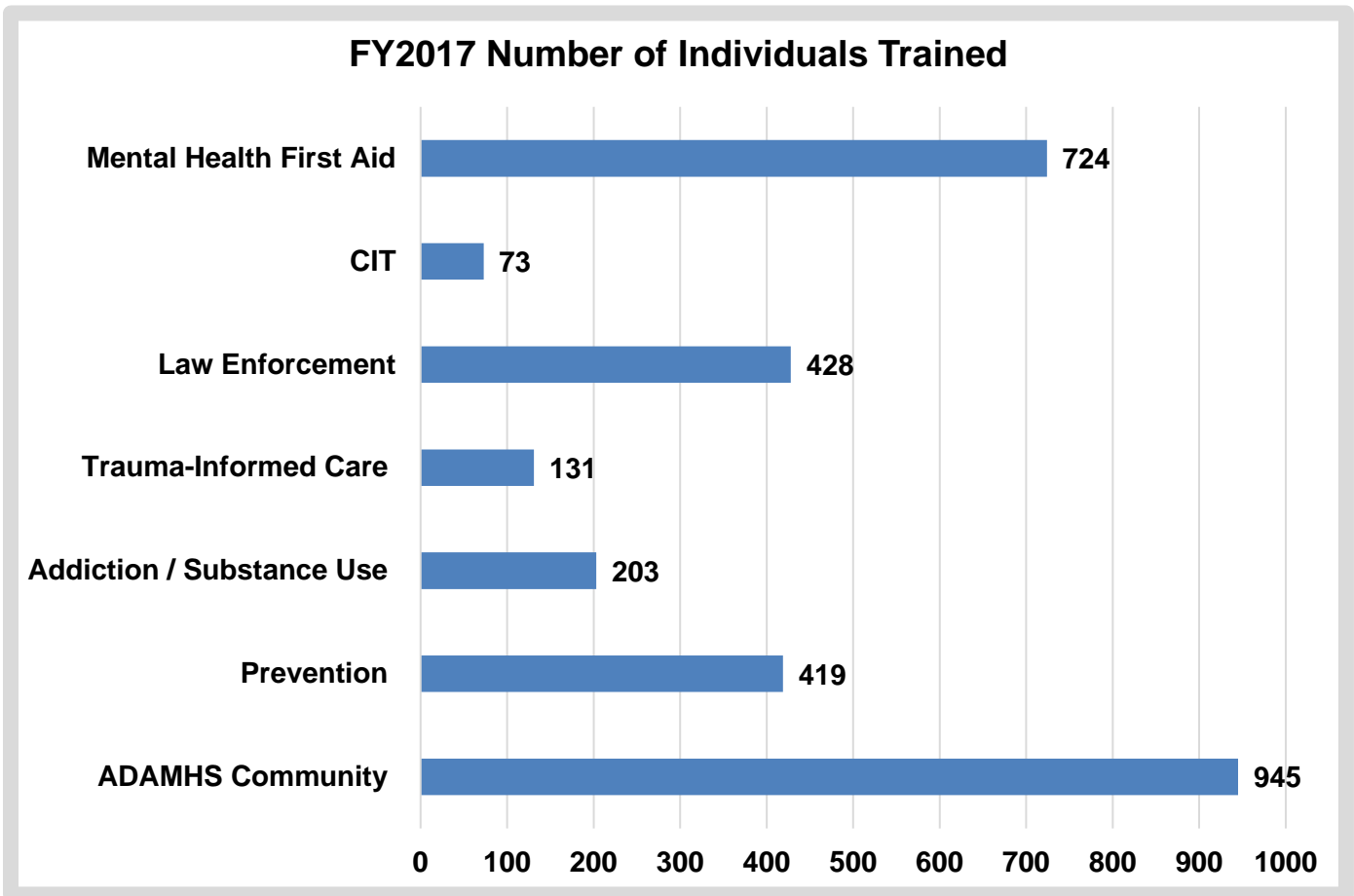


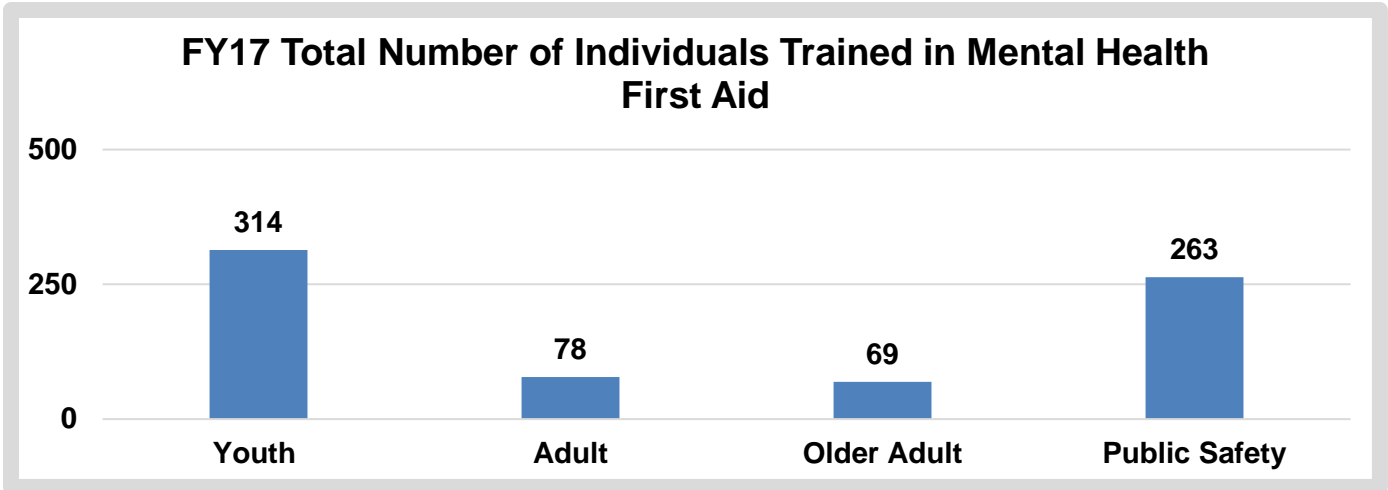




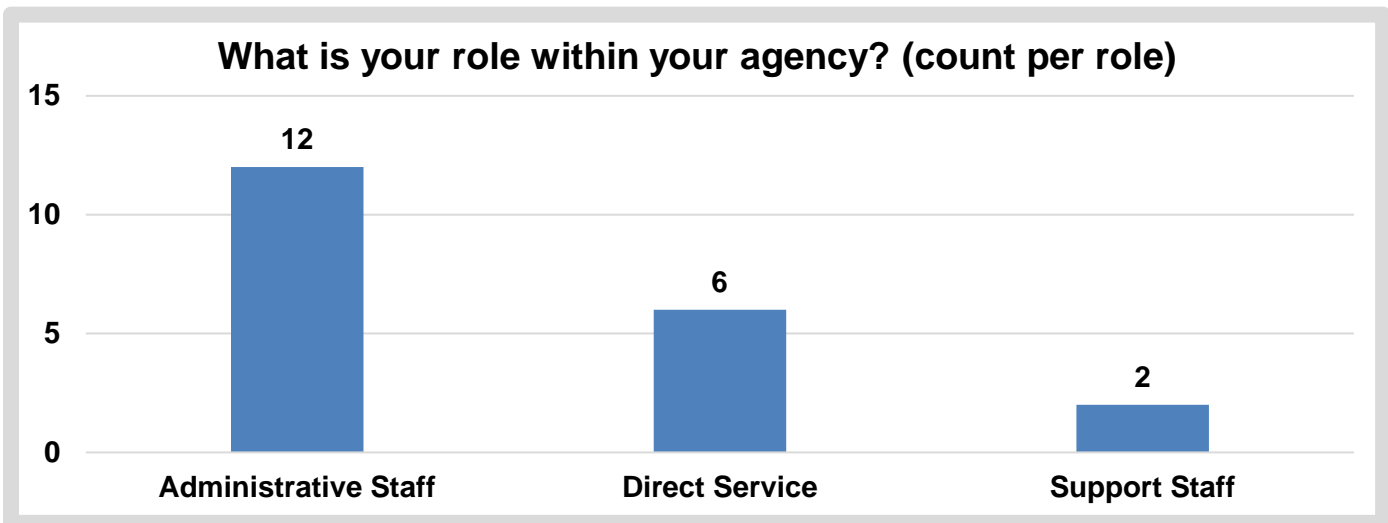
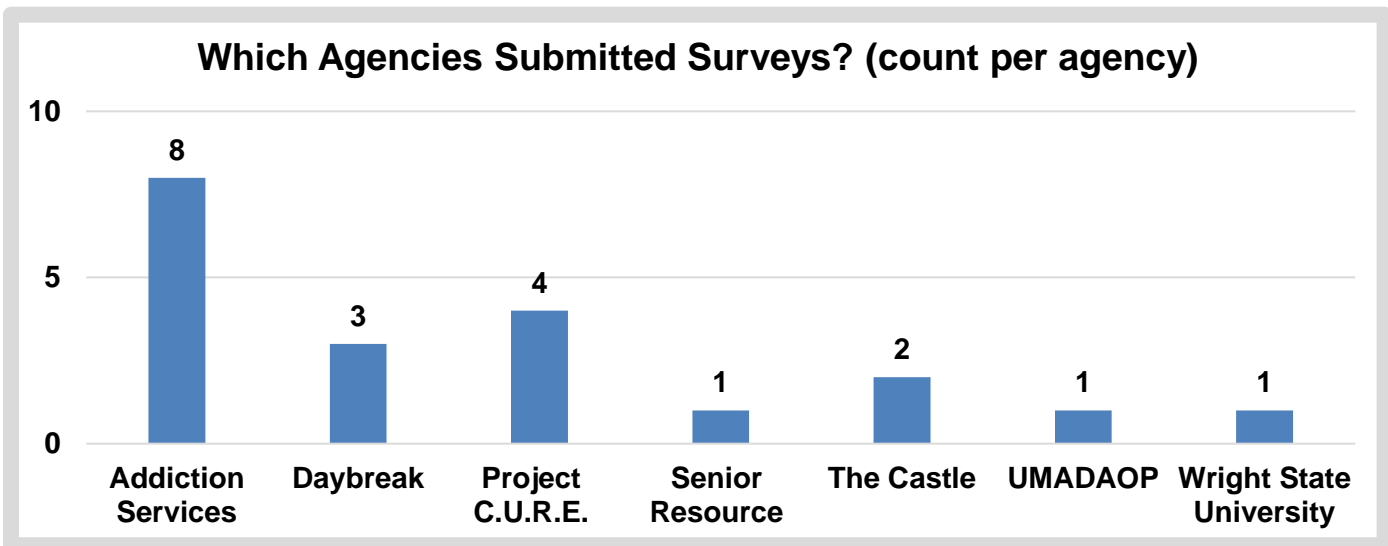


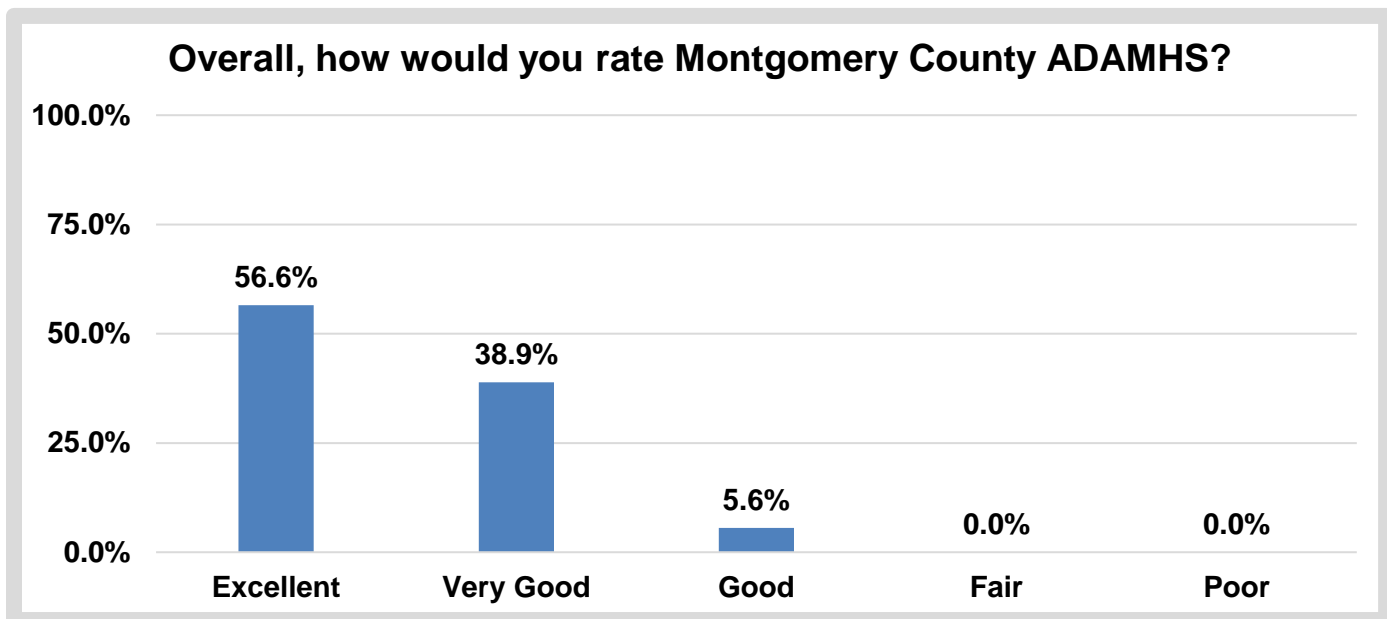
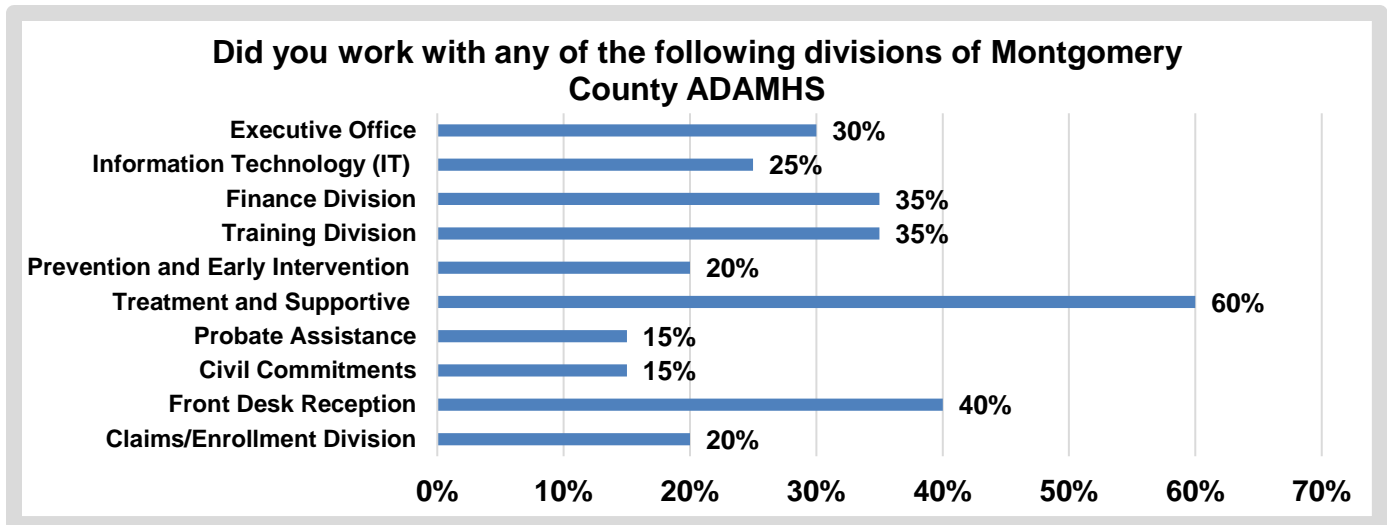
Training





Provider Satisfaction Survey Data





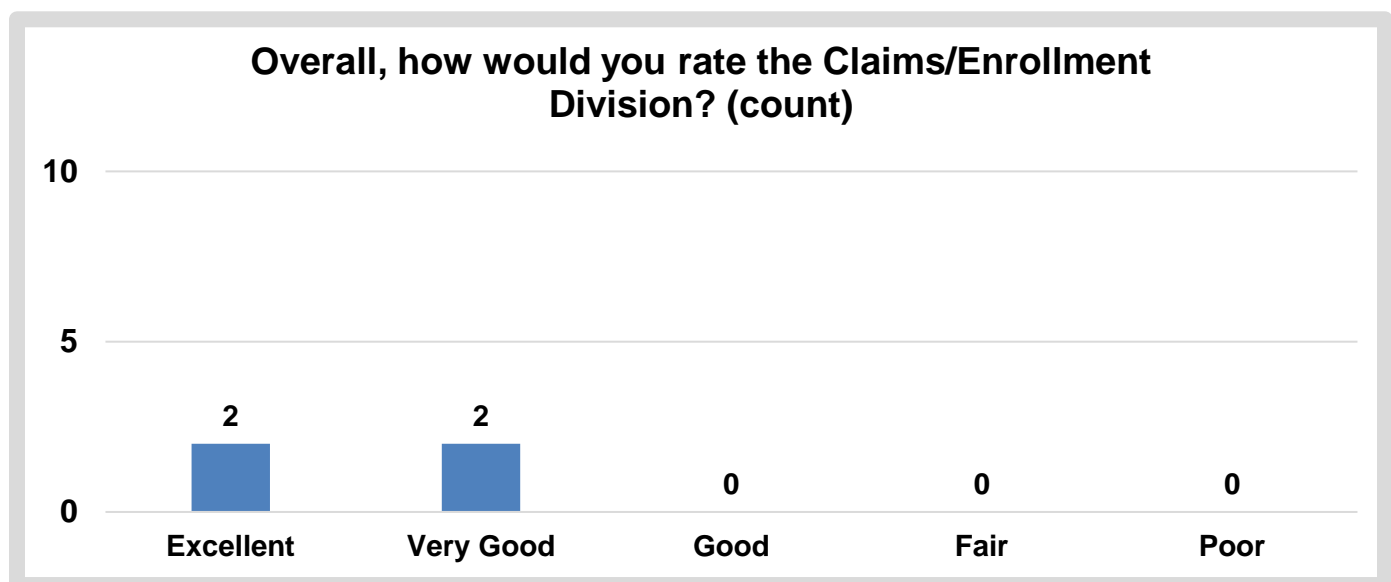
Please describe what you like most about Montgomery County ADAMHS?

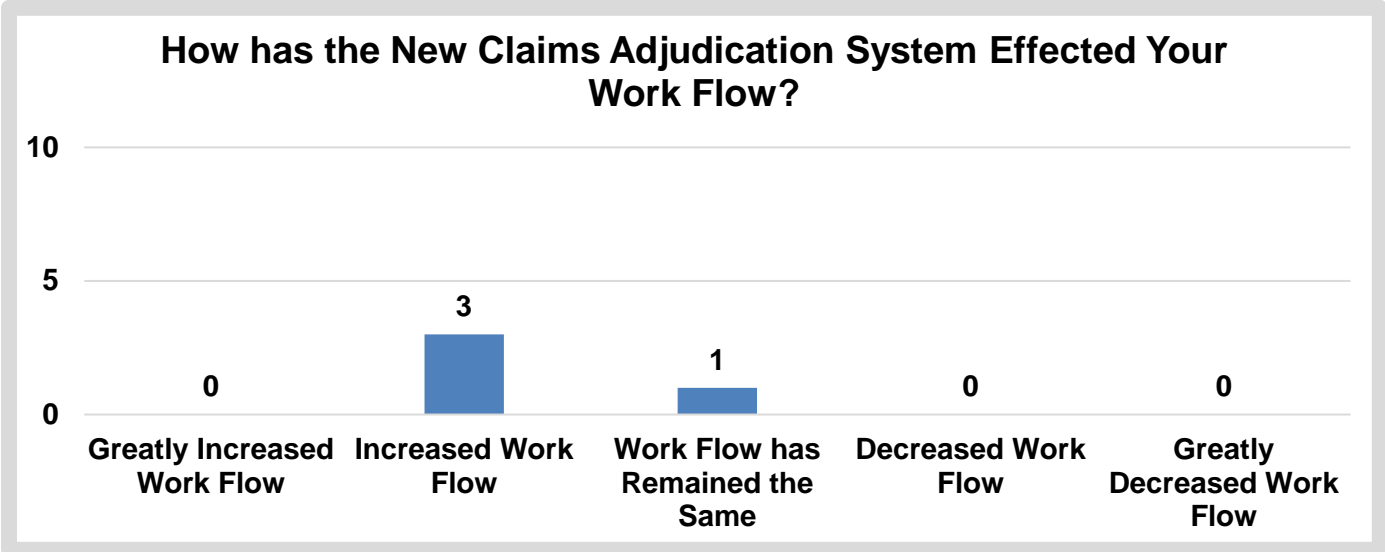
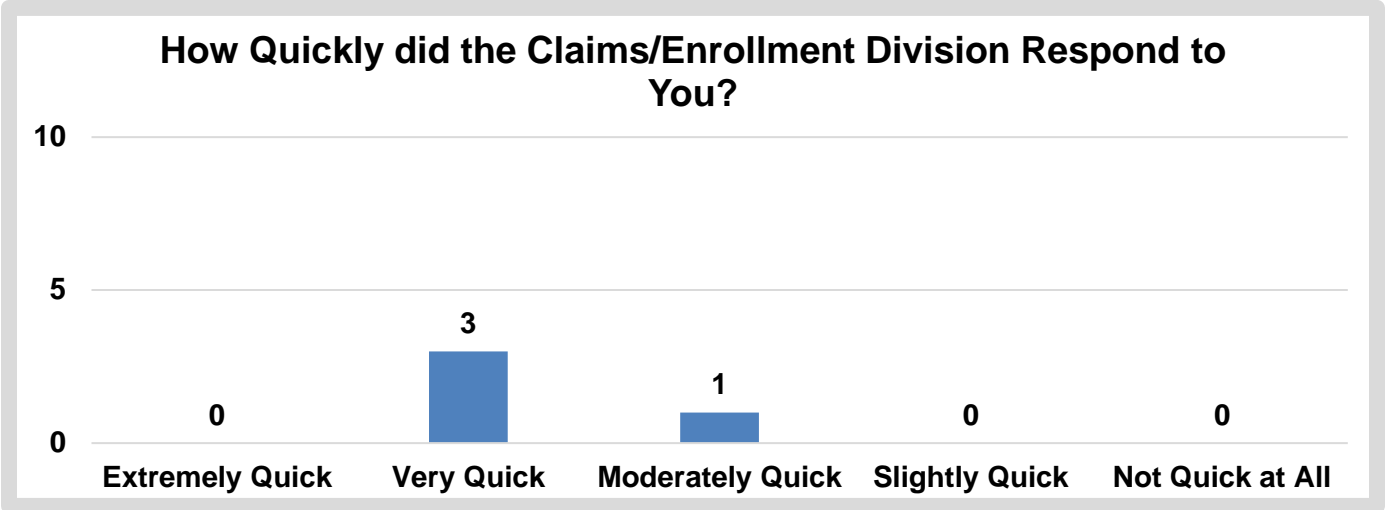
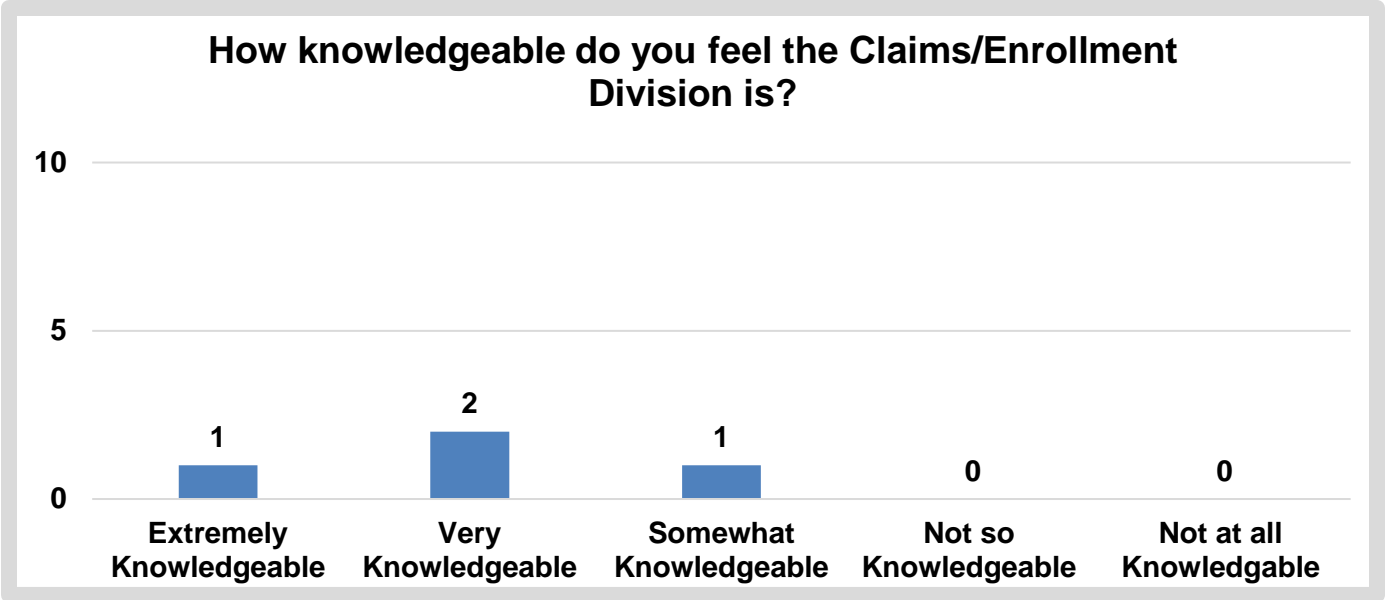
- "The staff is very personable and helpful; everyone has been willing to answer questions and provide assistance when needed."
- "Technical assistance with matter are resolved in a timely fashion."
- "Willingness in assisting treatment providers to become successful in serving the consumers."
- "Their willingness to our agency, collectively and individually, with any concern that may be brought to their attention."
- "Open and engaging."

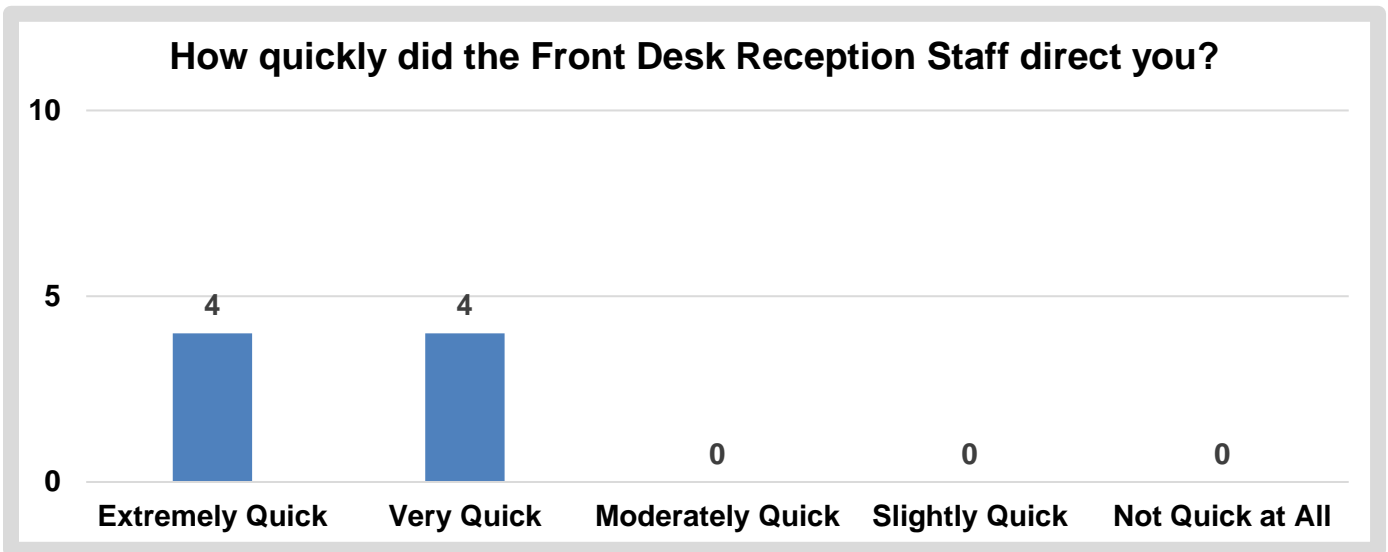
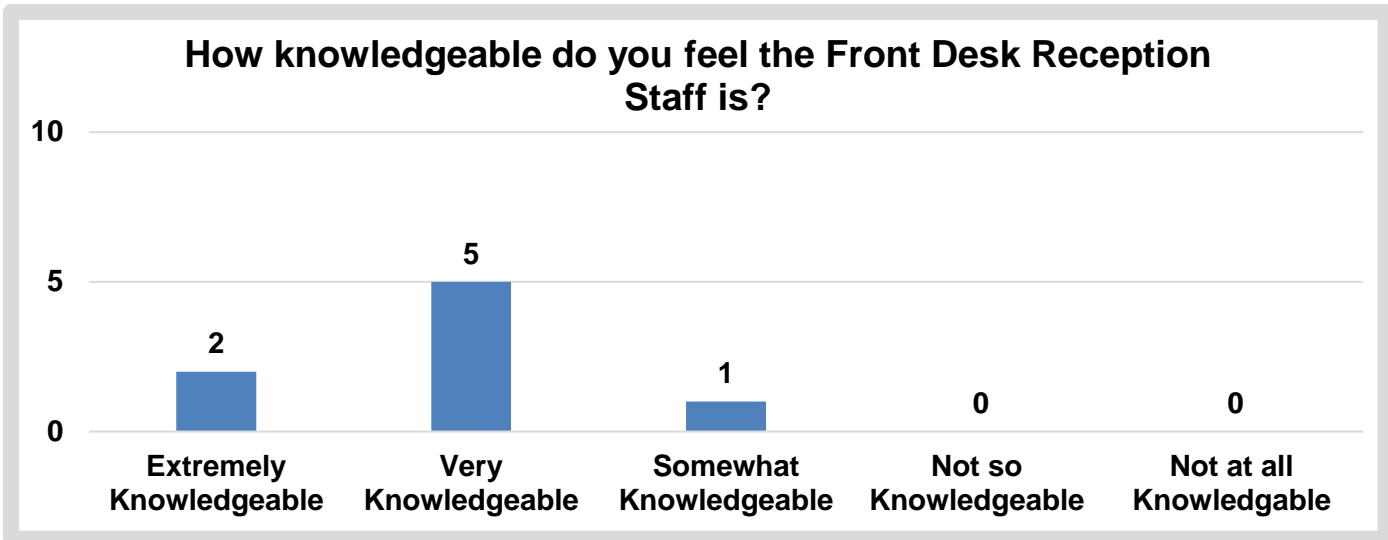
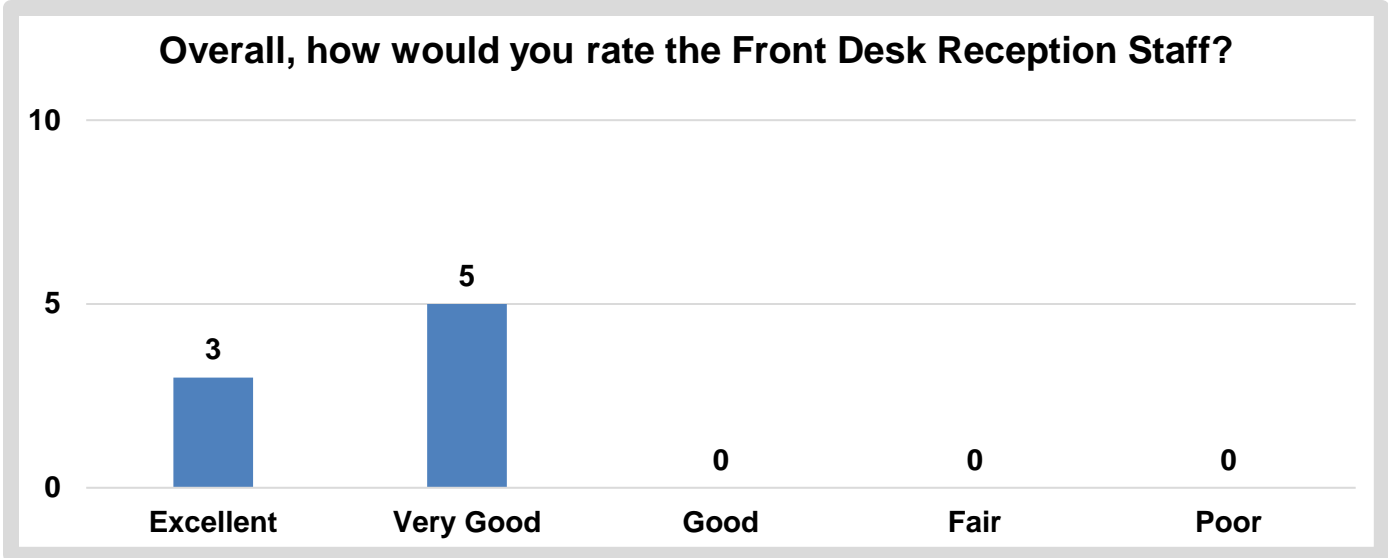
- “Helpful.”
- “Greater involvement and support demonstrated.”
- “Their consultation type nature.”
- “They help our organization and help the member who come to The Castle.”
- “The staff always respond to my questions in a very timely manner.”
- “The staff are great to work with, they are very helpful and supportive.”
- “All of the staff that I have had contact with have been very helpful, supportive, open and flexible.”

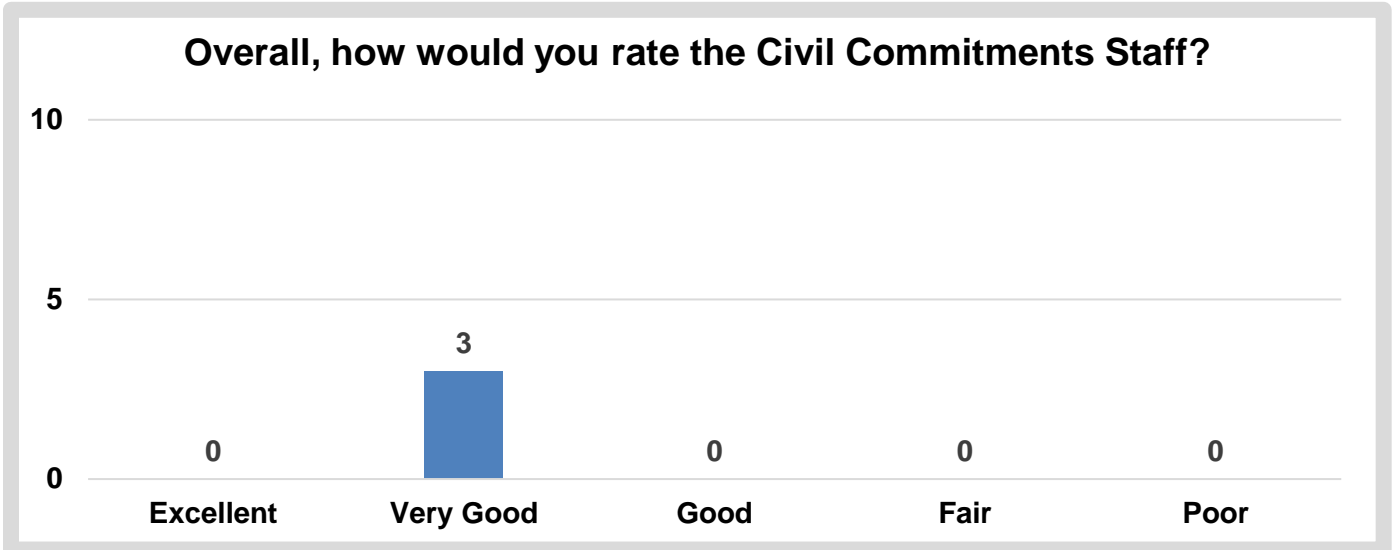
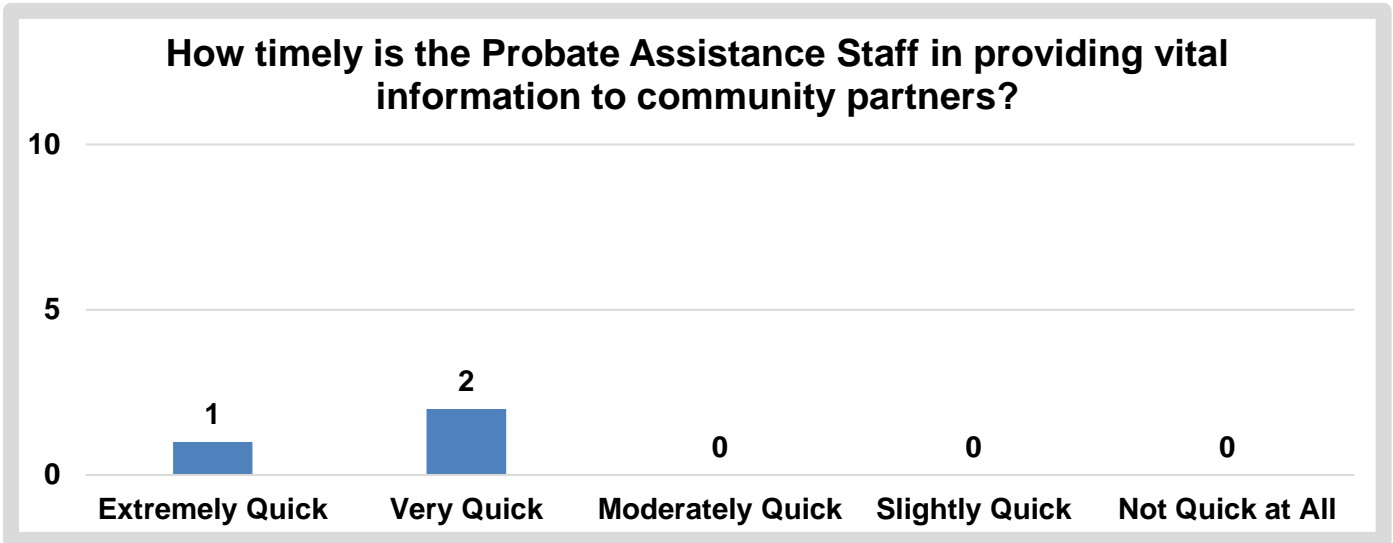
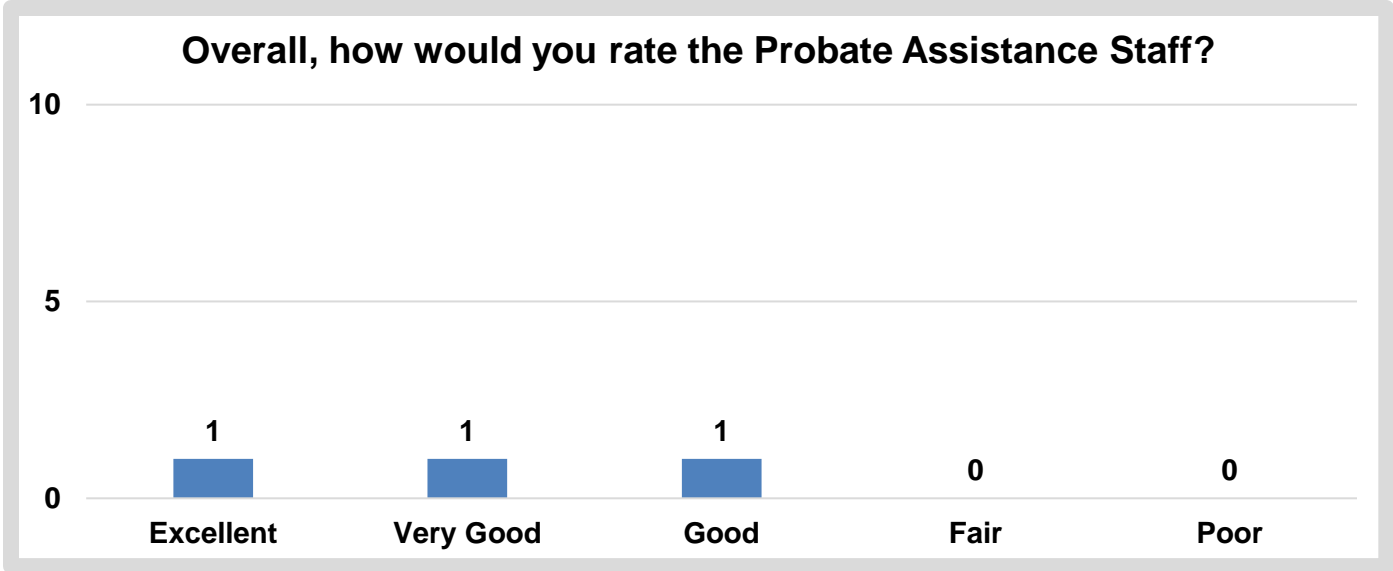
Please Describe what you like least about Montgomery County ADAMHS?

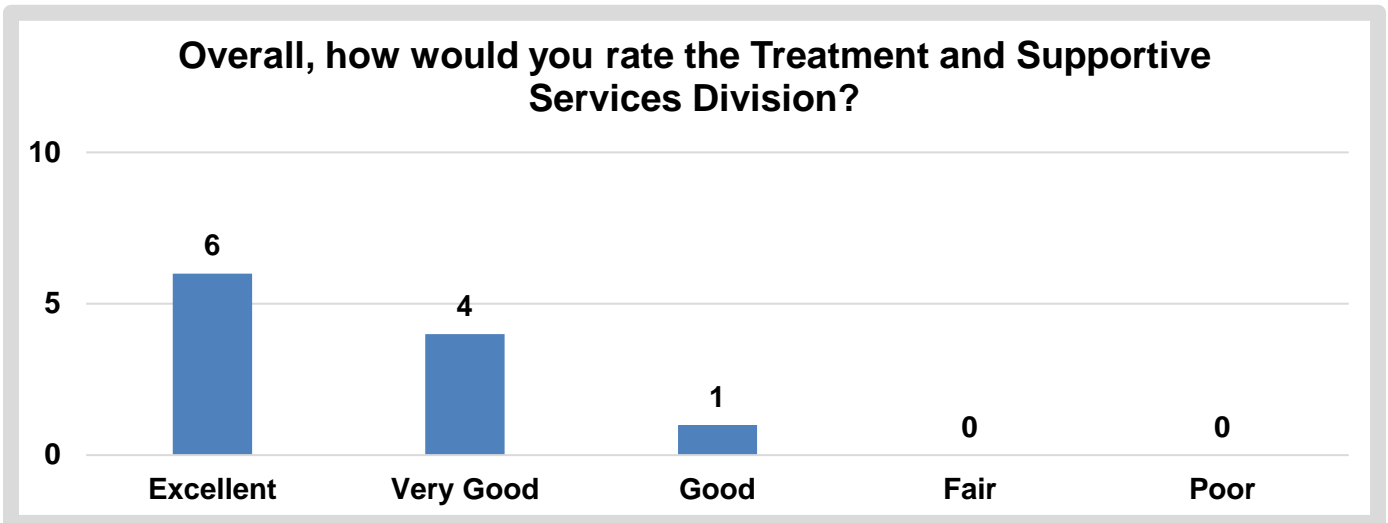
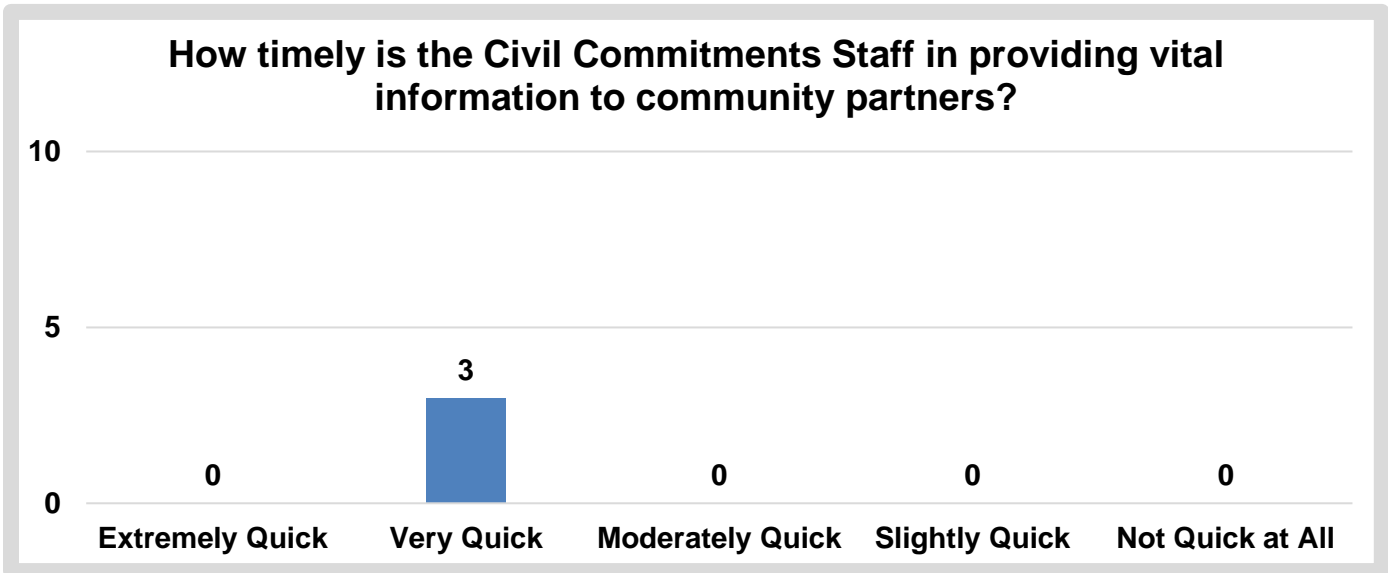
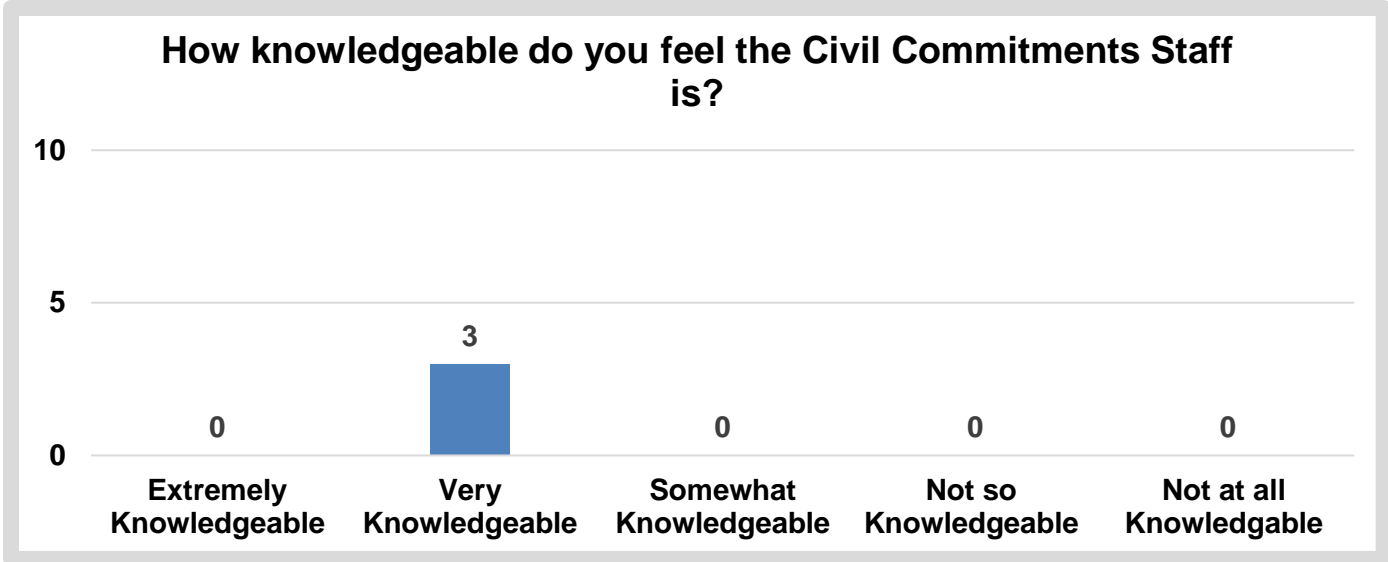
- “Sometimes it is hard to reach the proper individual to speak to.”
- “Takes a while to get a call through.”
- “Difficult at times to traverse the paperwork mountain.”
- “Cannot think of anything.”
- Multiple N/As

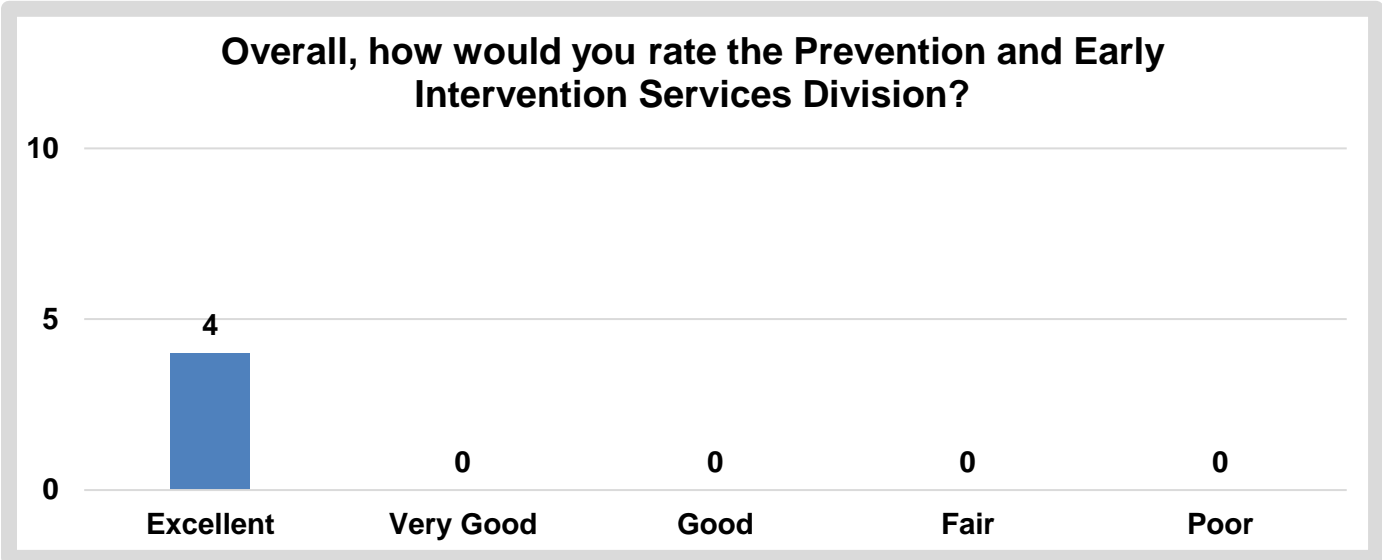
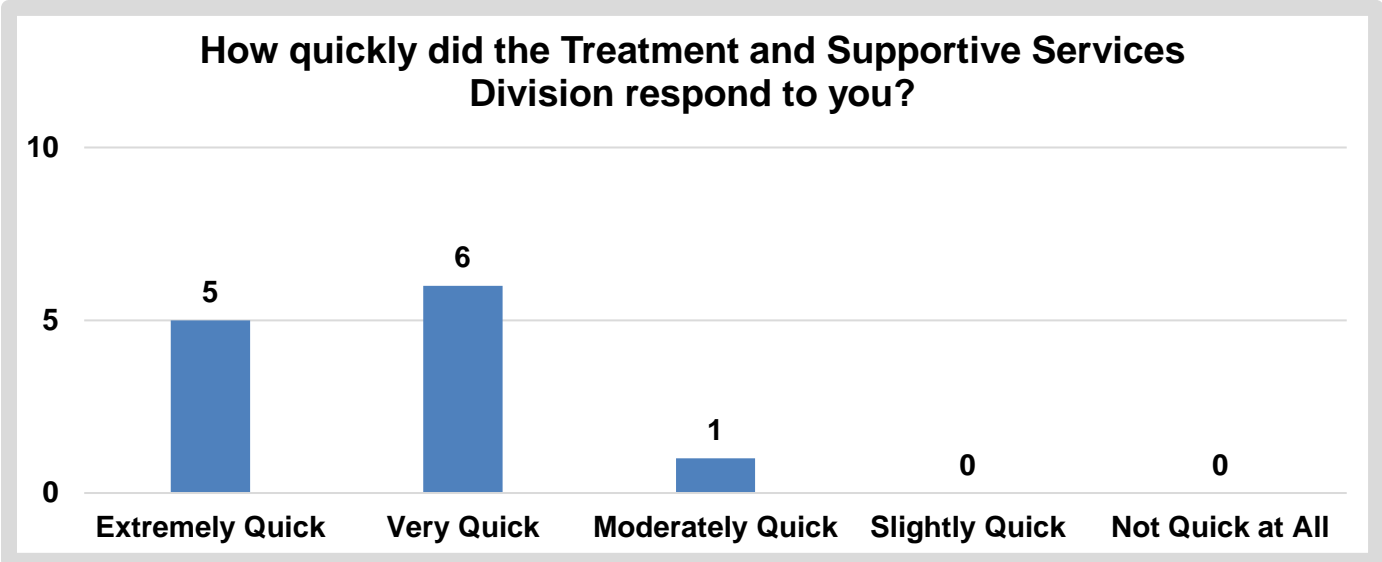
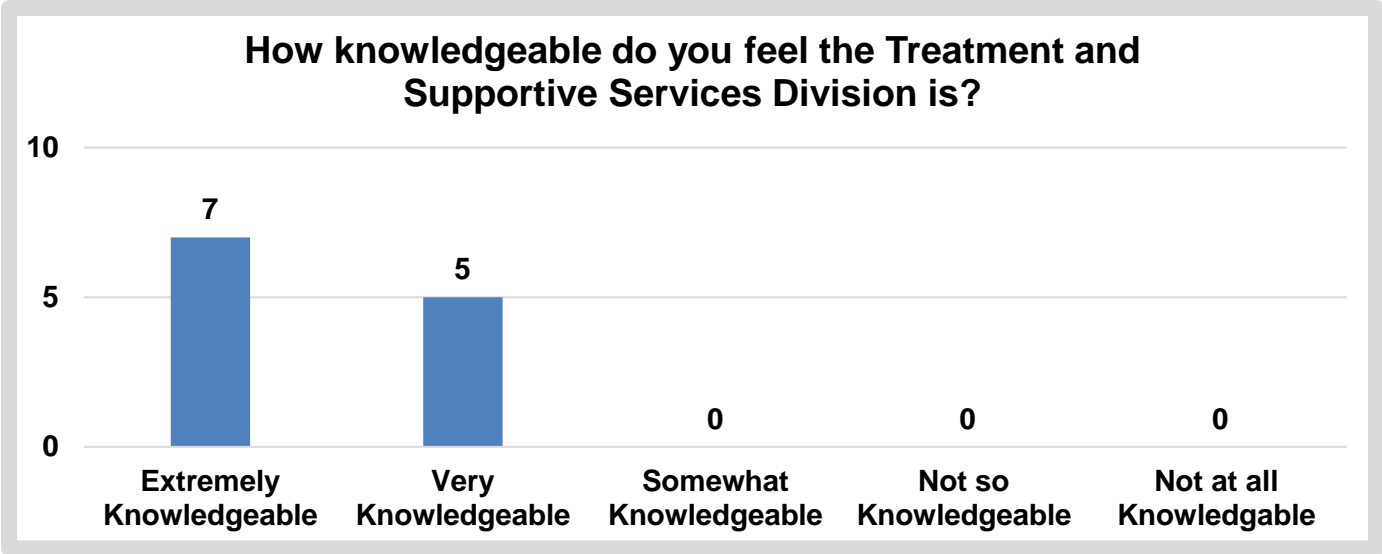


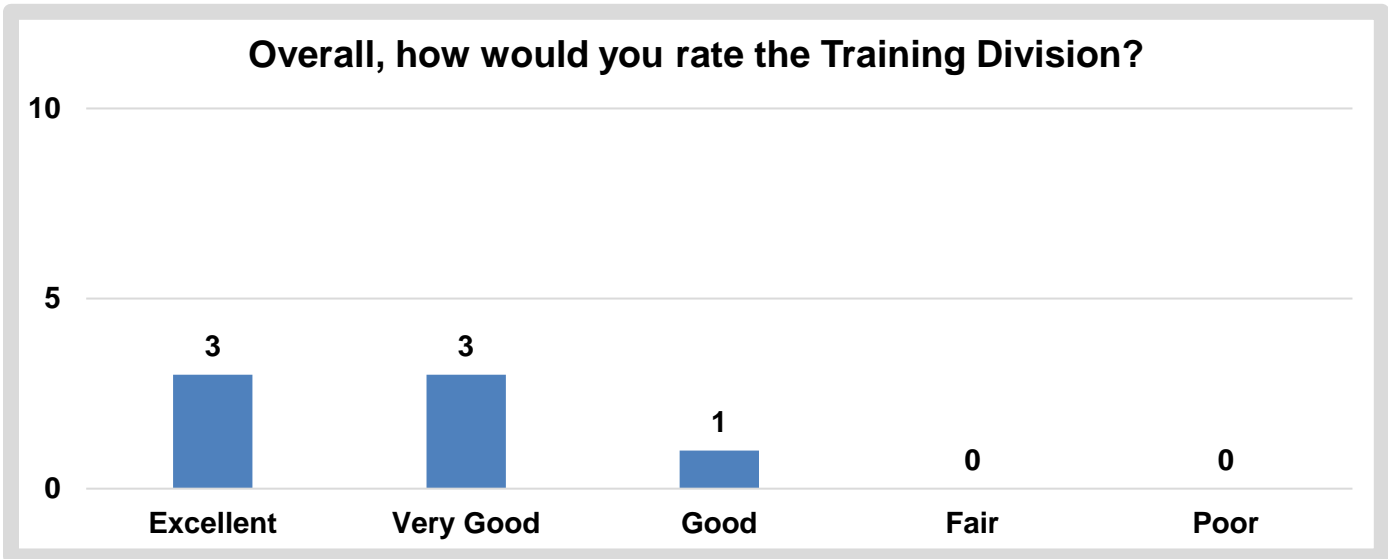
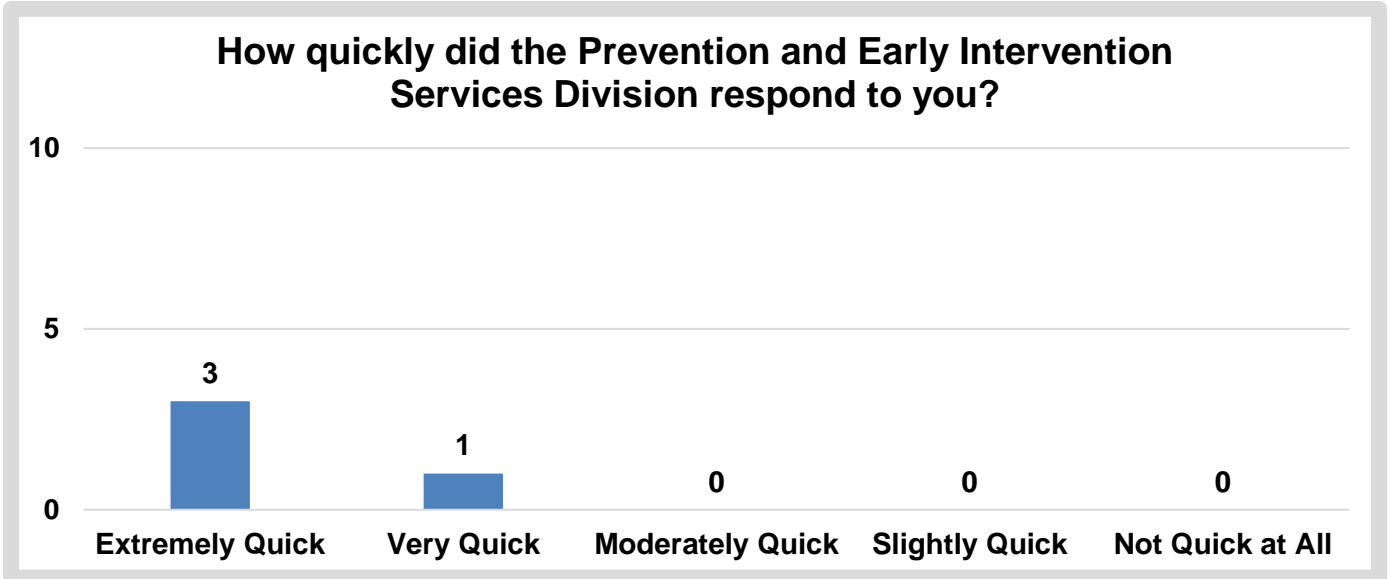
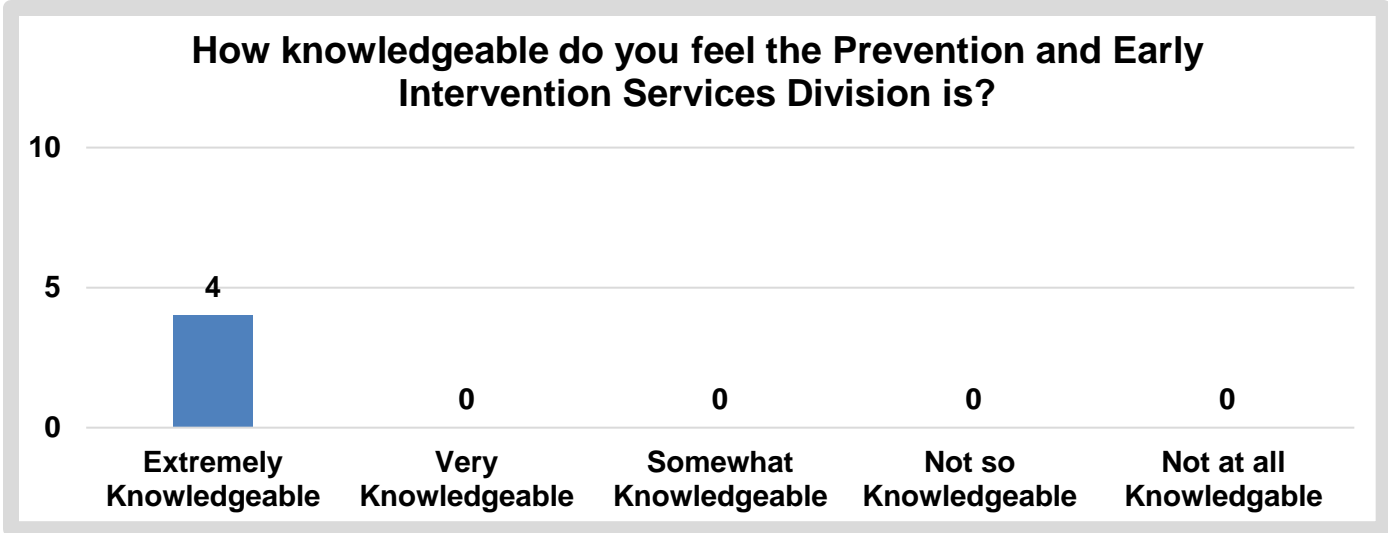


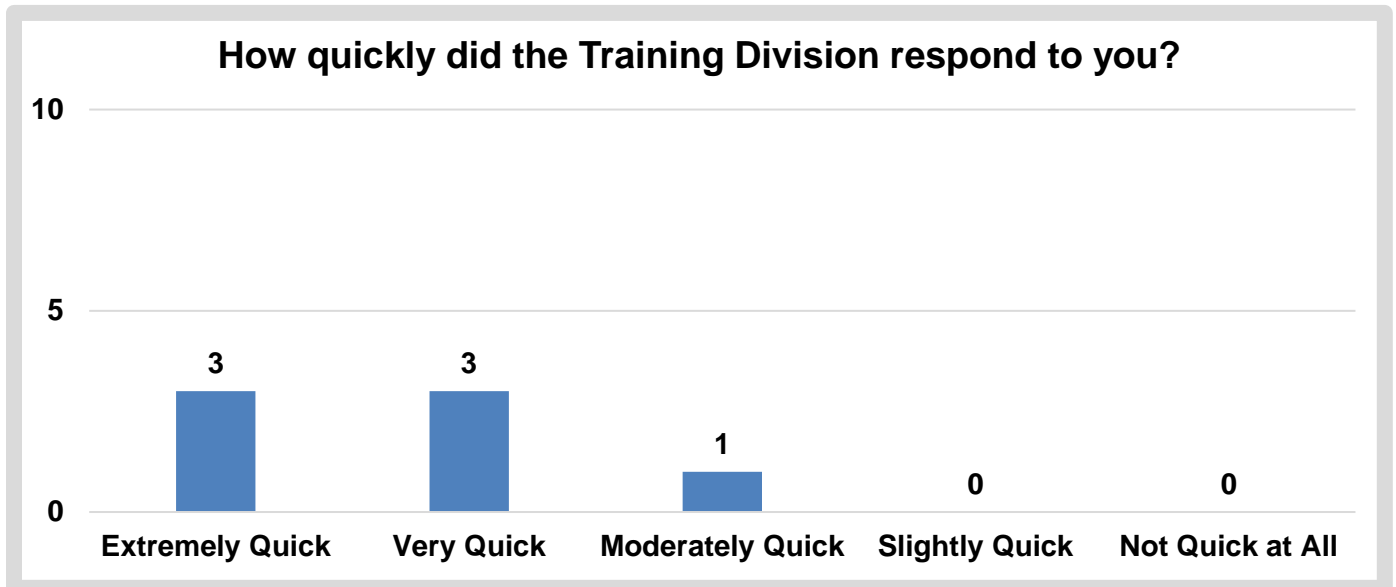
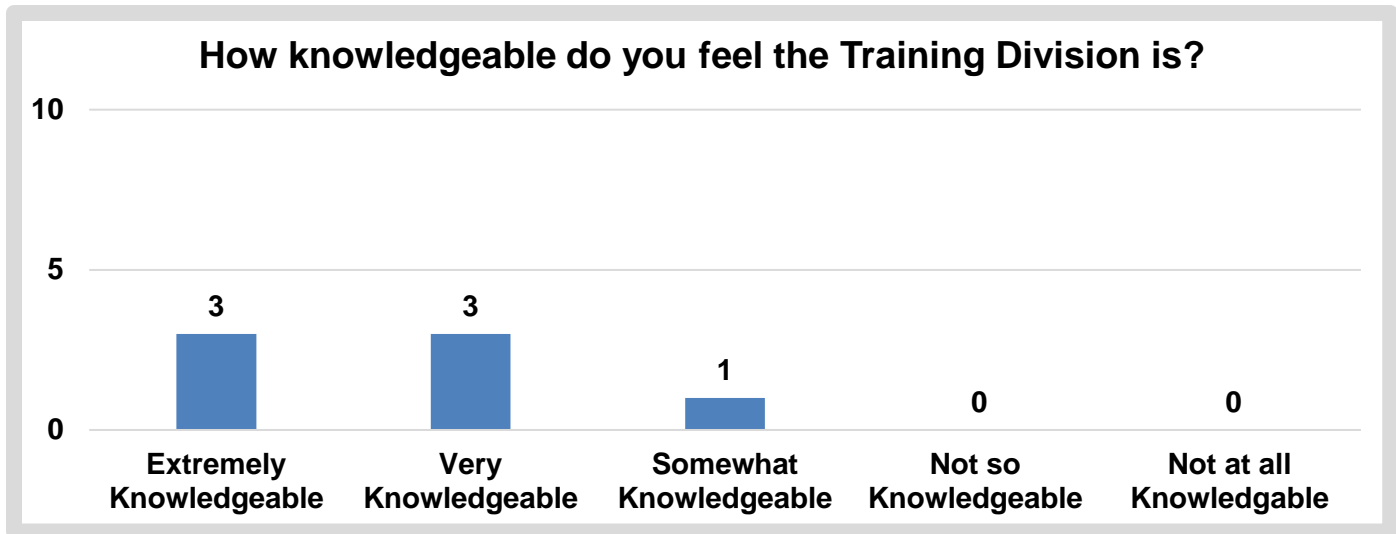






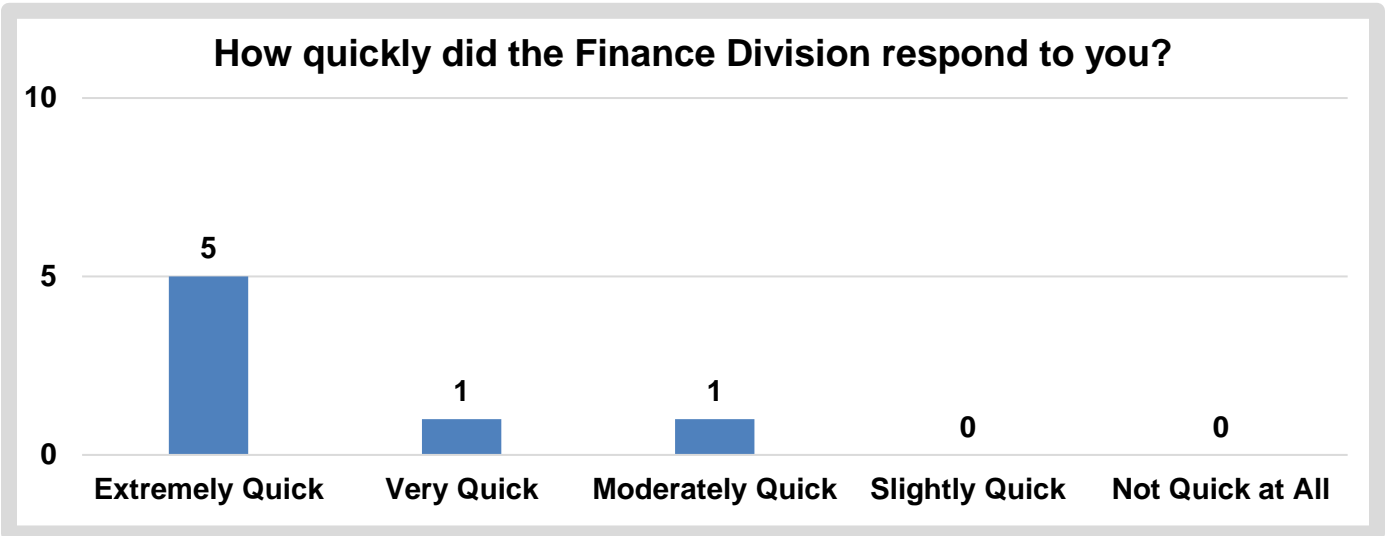
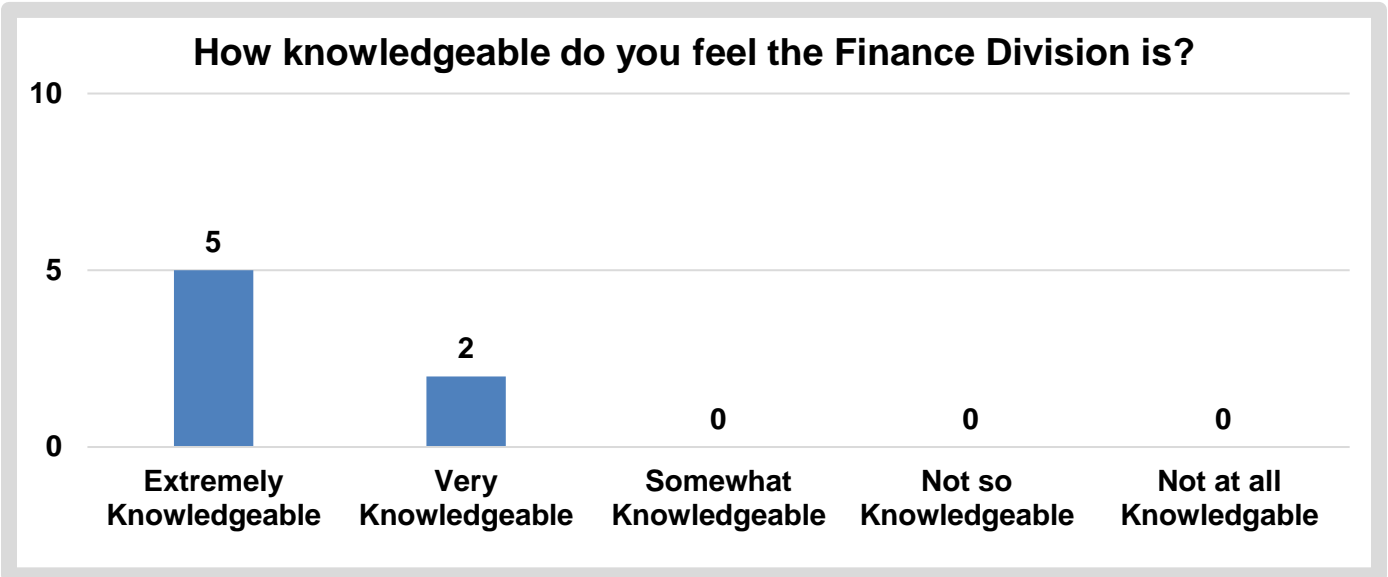
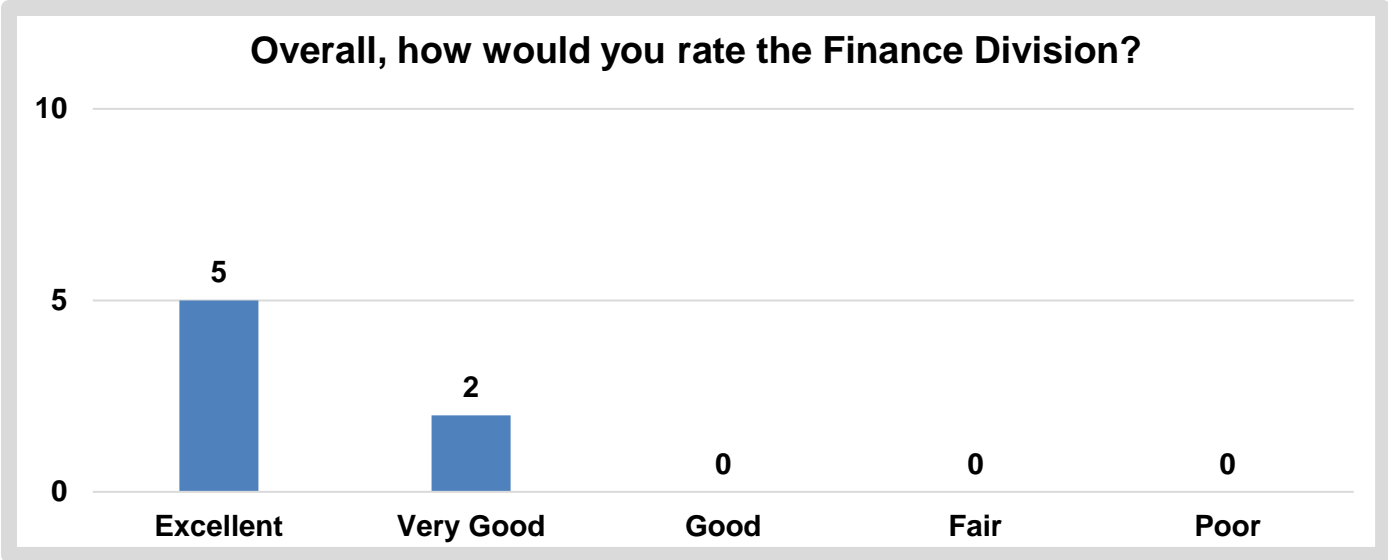


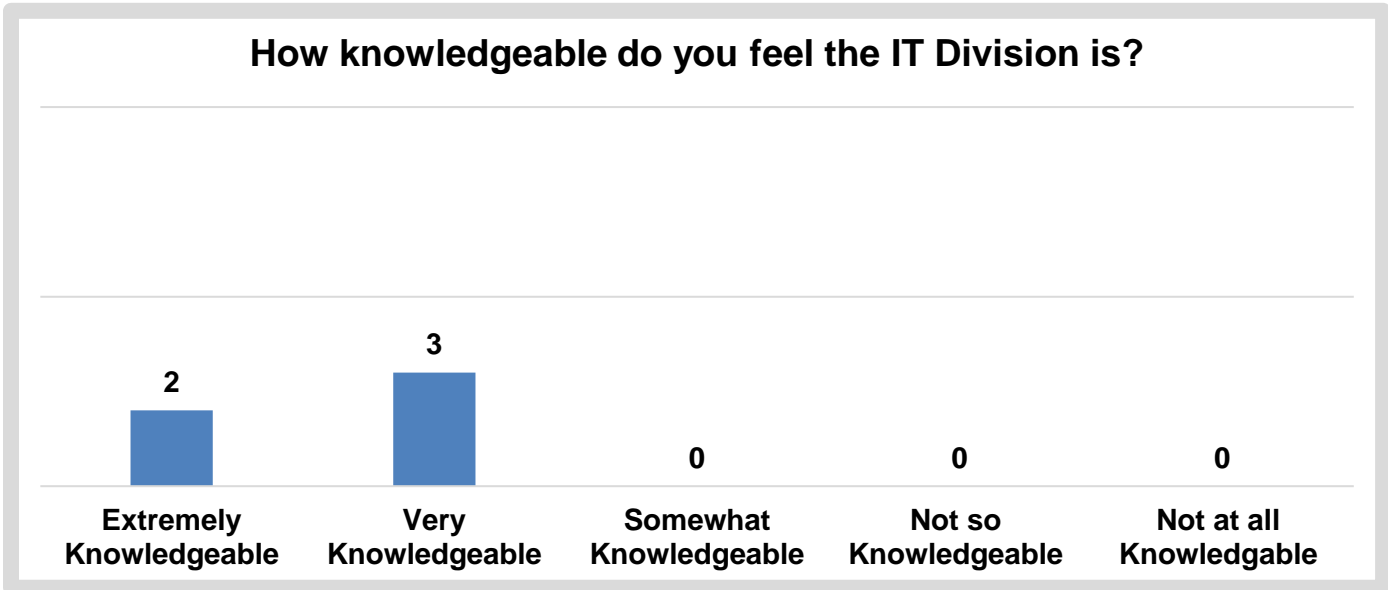
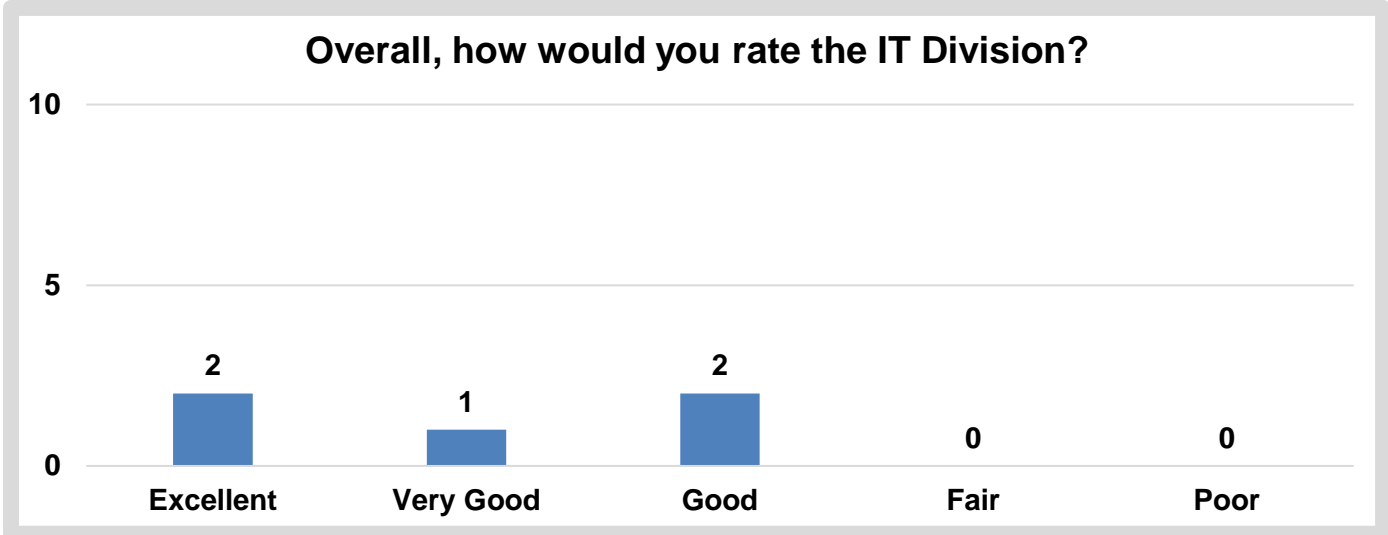
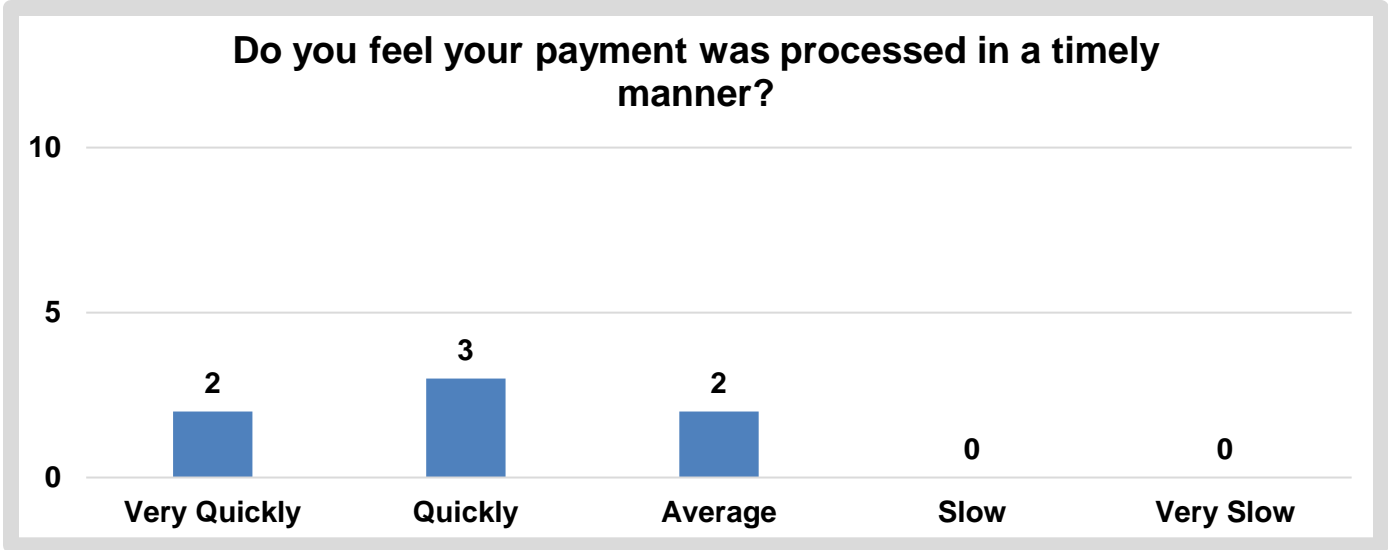




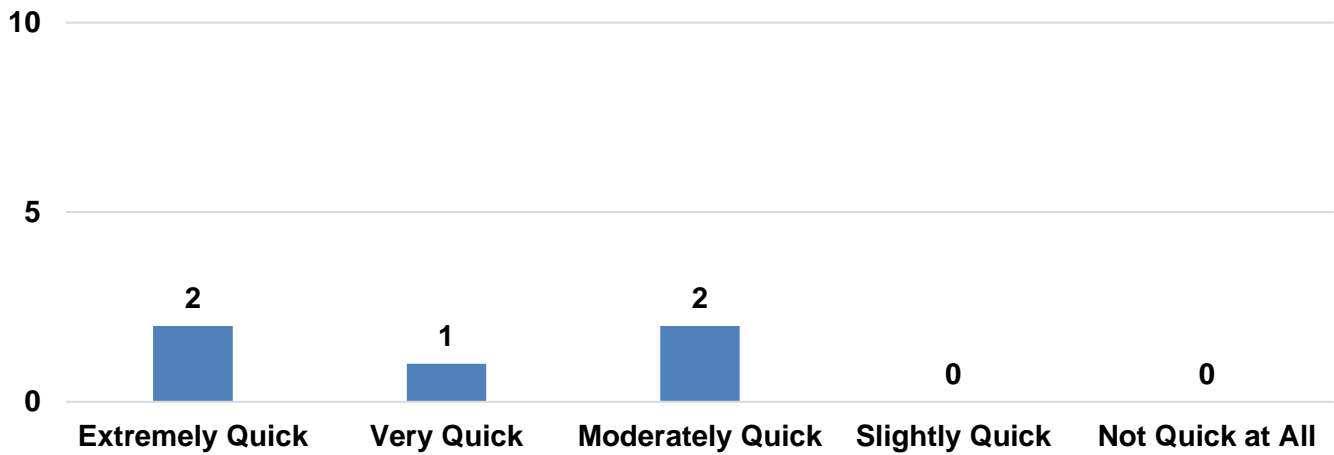
What training topics would you like to see in the future? (Specify if you would like CEUs, CIE, BE, RCHs or other credit for these trainings)

- “preferred CEU or RCH”
- “Moving to abstinence CEU’s”
- “TIC, CBT, REBT, DBT, and MI”
- “More supervision, ethics and safety in the workforce”

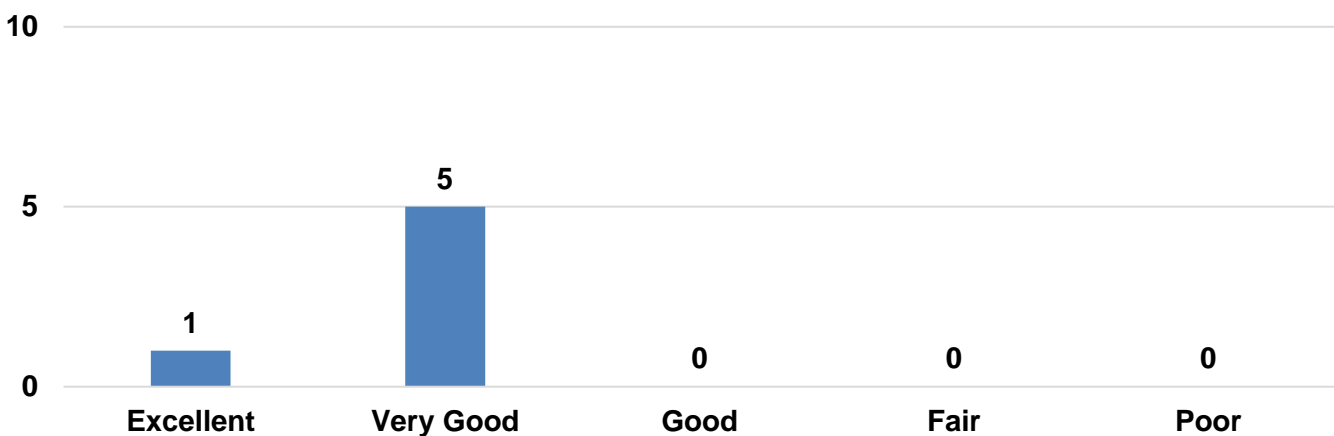




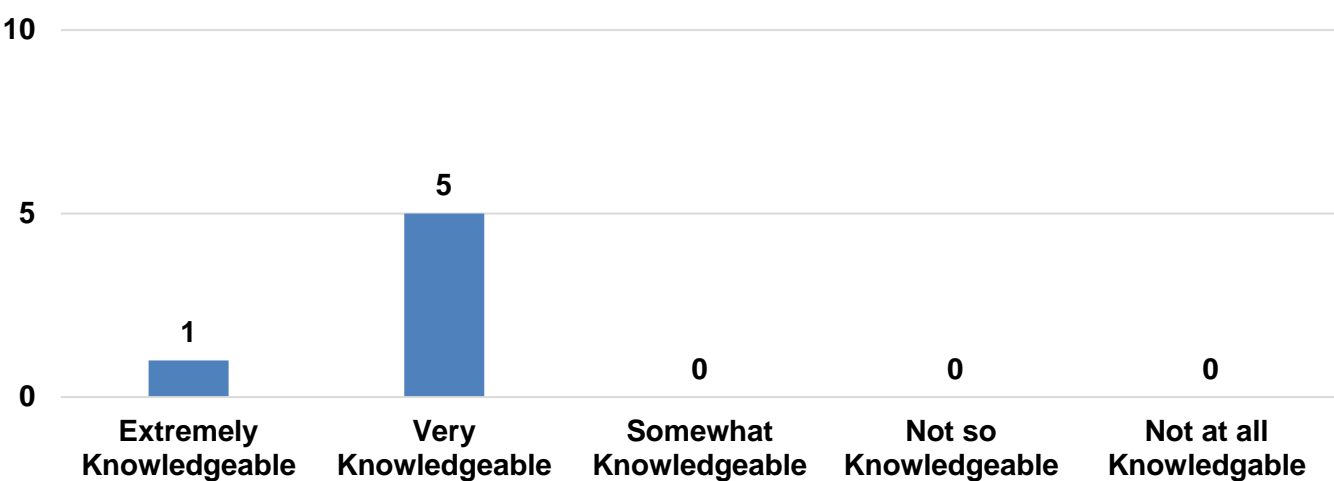
How quickly did the IT Division respond to you?

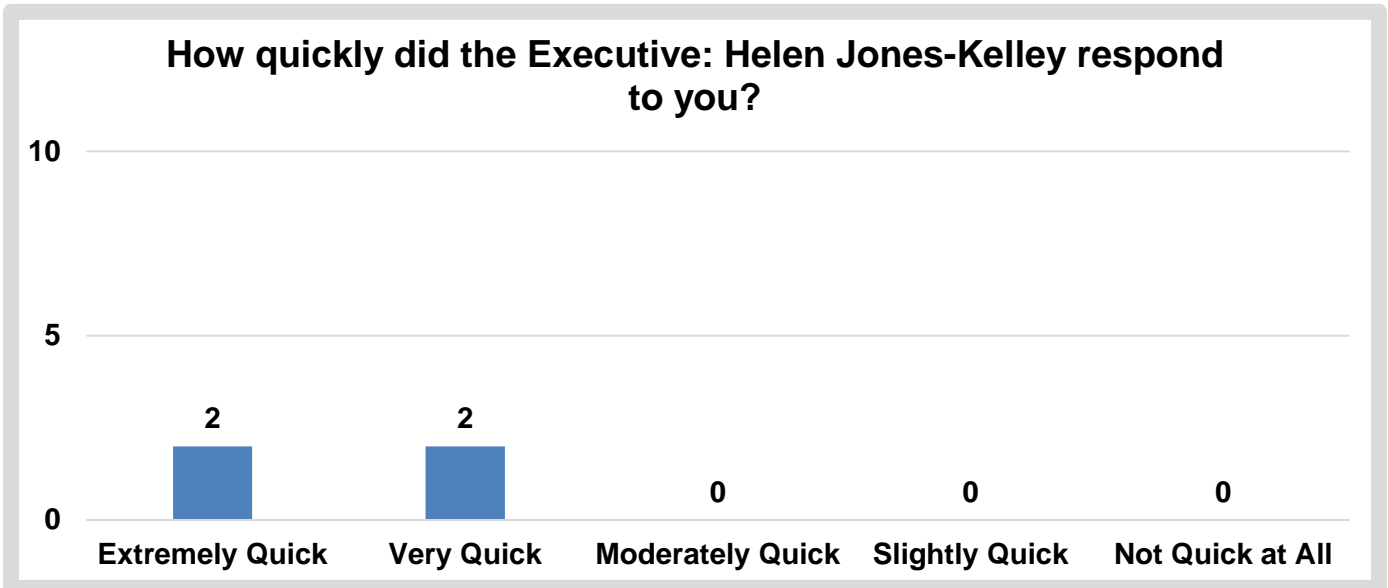
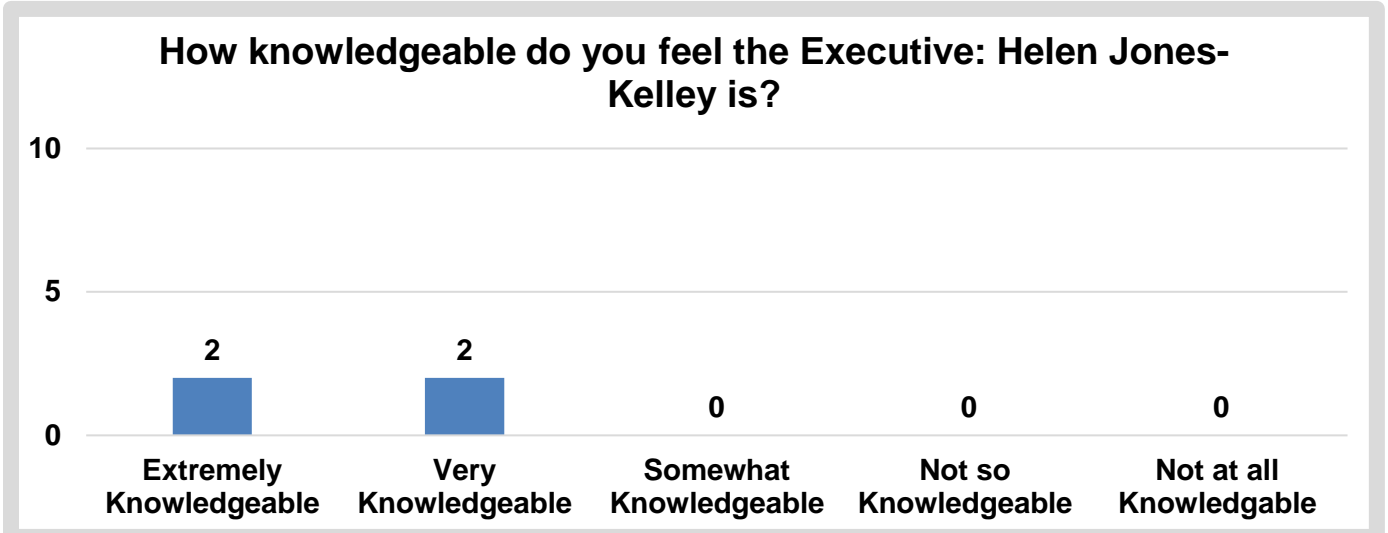
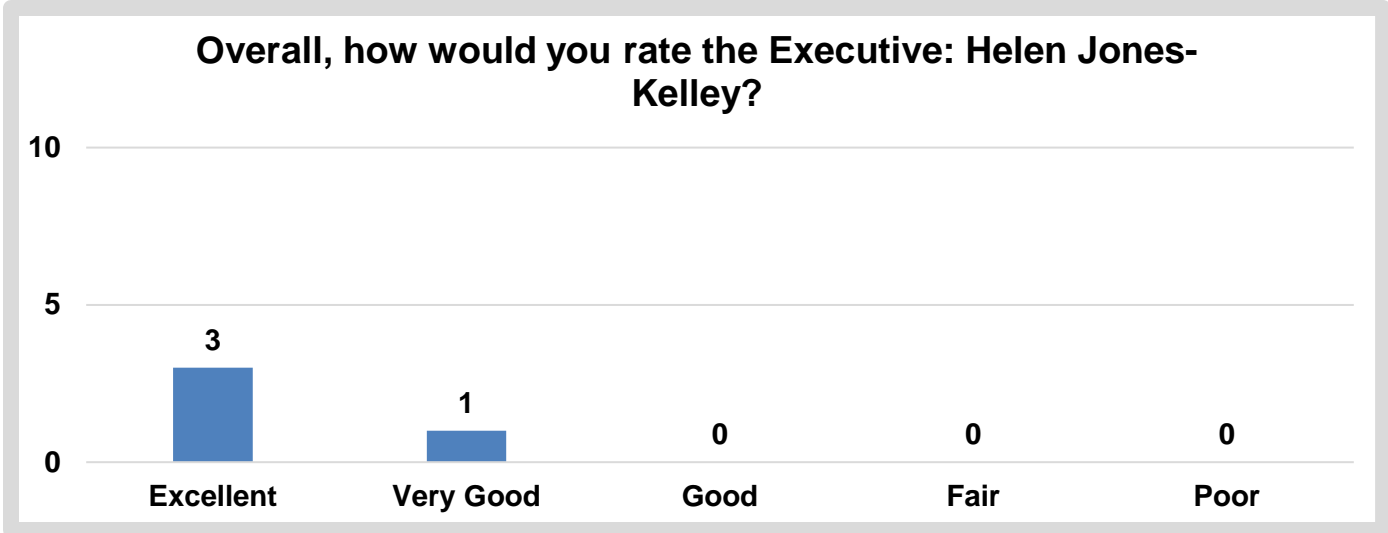


Overall, how would you rate the Executive Office?

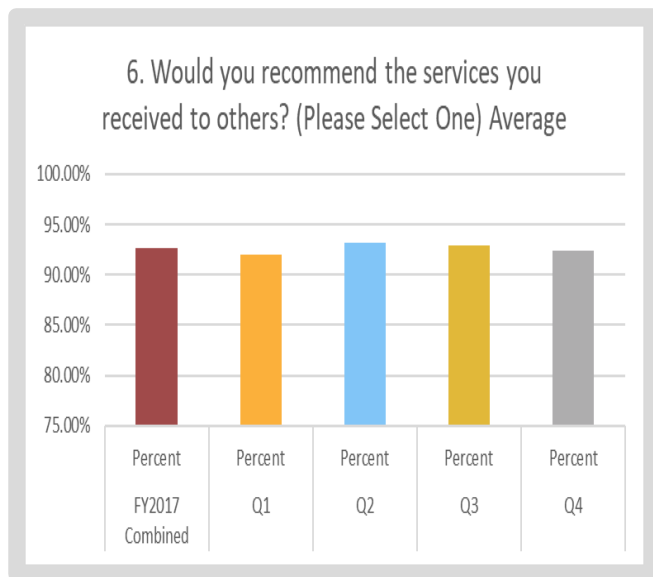
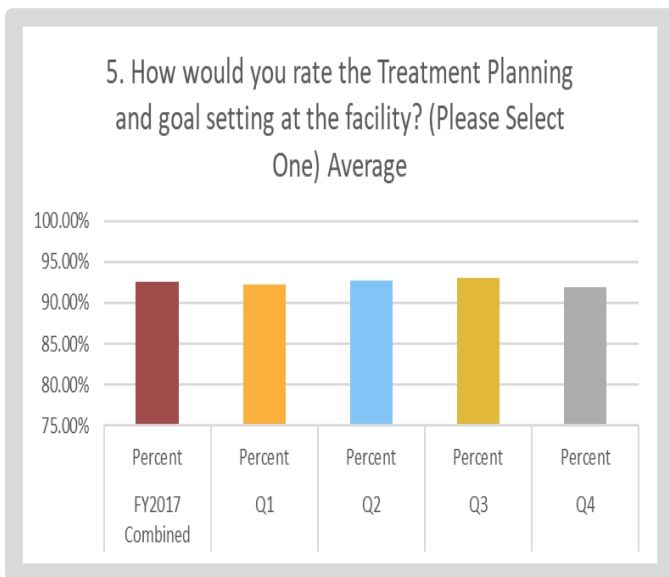
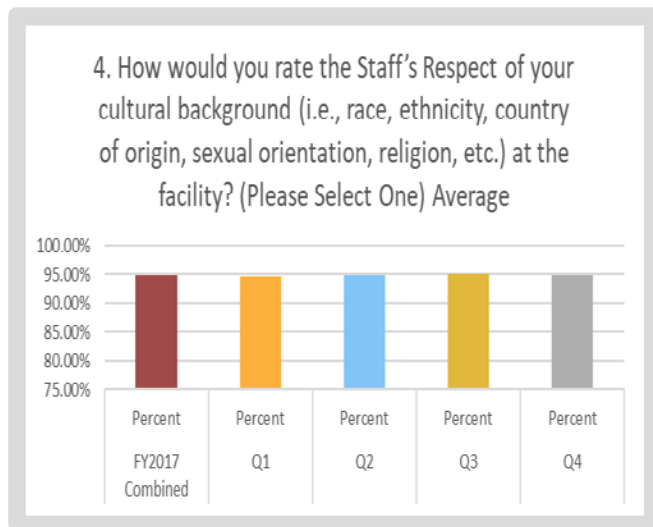
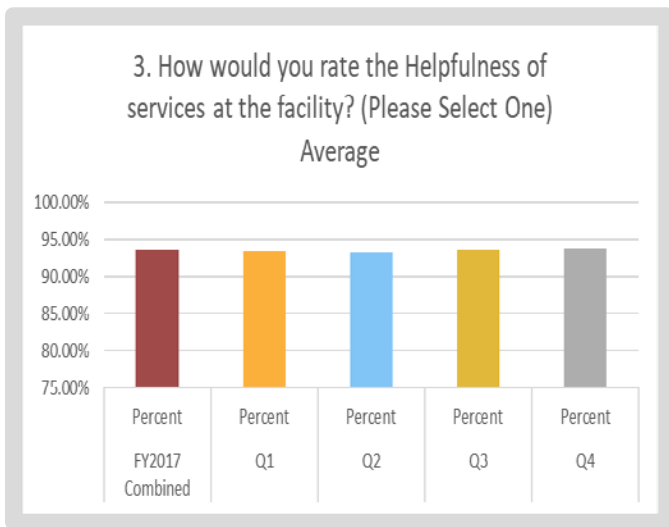
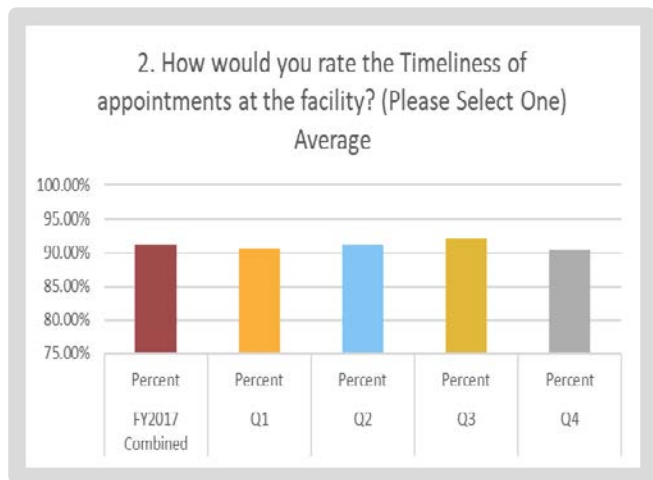
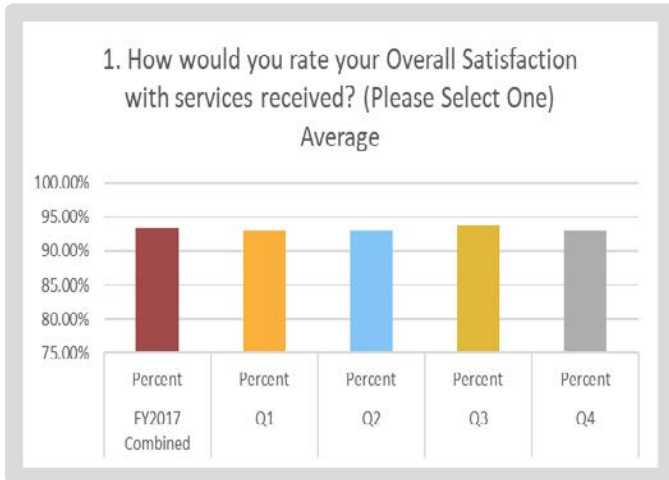


How knowledgeable do you feel the Executive Office is?





Client Satisfaction Survey Data



Client Satisfactions		FY2017 Combined		Q1		Q2		Q3		Q4	
		Percent	Reponses	Percent	Reponses	Percent	Reponses	Percent	Reponses	Percent	Reponses
1. How would you rate your Overall Satisfaction with services received? (Please Select One)	Average	93.40%	6273	92.97%	1032	93.07%	953	93.91%	2628	93.04%	1660
2. How would you rate the Timeliness of appointments at the facility? (Please Select One)	Average	91.25%	6274	90.65%	1032	91.24%	953	92.06%	2628	90.34%	1661
3. How would you rate the Helpfulness of services at the facility? (Please Select One)	Average	93.52%	6269	93.36%	1032	93.18%	953	93.60%	2627	93.68%	1657
4. How would you rate the Staff's Respect of your cultural background (i.e., race, ethnicity, country of origin, sexual orientation, religion, etc.) at the facility? (Please Select One)	Average	94.93%	6271	94.65%	1033	94.88%	952	95.08%	2628	94.90%	1658
5. How would you rate the Treatment Planning and goal setting at the facility? (Please Select One)	Average	92.53%	6265	92.19%	1031	92.71%	950	93.00%	2628	91.89%	1656
6. Would you recommend the services you received to others? (Please Select One)	Average	92.63%	6263	91.94%	1033	93.20%	952	92.88%	2627	92.34%	1651