



Community Guidance Center



Psychiatric Rehabilitation Program Annual Quality Improvement Report Fiscal Year 2022 - 2023



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INTRODUCTION

Community Guidance Center (CGC) is a non-profit 501(c)(3) corporation operating a psychiatric rehabilitation service (Psych Rehab, PRS) program at five of its six center locations as part of its mental and behavioral health services. Psych Rehab is a voluntary, non-clinical adult program that promotes recovery for people 18 and over with a diagnosed severe, persistent mental illness by helping them live more independently. The program promotes recovery, full community integration, and overall improvement in quality of life. It further allows consumers to develop skills and access resources to help them be successful and satisfied in their lives.

Table 1

CGC Psychiatric Rehabilitation Program Center Locations and Hours of Operation

CGC Office	Address	Phone Number	Hours
Indiana	793 Old Route 119 Hwy N Indiana, PA 15701	724-465-5576	Monday -Thursday: 8a– 8p Friday: 8a– 5p
DuBois	490 Jeffers St DuBois, PA 15801	814-371-1100	Monday & Wednesday: 8a– 8p Tuesday & Thursday: 8a– 6p Friday: 8a– 5p
Clearfield	600 Leonard St Clearfield, PA 16830	814-765-5337	Monday, Thursday, & Friday 8a– 5p Tuesday: 8a– 7p Wednesday: 8a– 6p
Punxsutawney	200 Prushnok Dr, Ste 103 Punxsutawney, PA 15767	814-938-4444	Monday: 8a– 8p Tuesday: 8a– 5p Wednesday -Thursday: 8a– 6p Friday: 8a– 5p
Clarion	214 S 7th Ave Clarion, PA 16214	814-226-1081	Monday: 9a– 3:30p Tuesday -Wednesday: 9:30a- 4p Thursday: Closed Friday: 9a– 3p

All Centers are CLOSED Saturday & Sunday

OVERVIEW OF PRS POPULATION AT CGC

CGC admits Psych Rehab consumers to the program from three primary sources: transfers from internal CGC programs (e.g., Outpatient, Partial Hospitalization, Blended Case Management), external referrals from other physical, mental and behavioral health providers, and self-referrals. All admitted consumers to Psych Rehab must have a diagnosed severe, persistent mental illness. Diagnoses can be made by external providers or at CGC as part of the intake process.

Admitted consumers can remain in the program indefinitely providing they choose to participate, meet their goals, or not reinforce symptom regression. Admissions during the 2022-2023 fiscal year for Psych Rehab are outlined below in Table 2.

Table 2

PRS On-Site Admissions

PRS Mobile Admissions

Location	Admissions	Location	Admissions
Indiana	11	Indiana	0
DuBois	16	DuBois	0
Clearfield	16	Clearfield	1
Punxsutawney	20	Punxsutawney	1
Clarion	4	Clarion	0
Total Admissions	67	Total Admissions	2

Note. Only admissions with completed functional assessments were included. Assessment is completed during intake process.

Total admissions in the Psych Rehab program were 69 FY2022-2023 and 104 FY2021-2022.

This data indicates a decrease of 35 year over year.

Hospitalizations for Psych Rehab consumers (site and mobile) during the year totaled 15.

These incidents occurred at all CGC Psych Rehab locations and involved 15 consumers. Indiana, Clearfield-Site, and Punxsutawney-Site had multiple consumers hospitalized (2, 3, and 2, respectively).

Table 3 identifies where each incident occurred and provides the number of consumers involved in hospitalization at each location.

Table 3

PRS Hospitalizations by Location

Location	Hospitalizations	Number of Consumers
Indiana	2	2
DuBois-Site	2	2
DuBois-Mobile	1	1
Clearfield-Site	3	3
Clearfield-Mobile	0	0
Punxsutawney-Site	1	1
Punxsutawney-Mobile	0	0
Clarion-Site	4	4
Clarion-Mobile	0	0
Total Admissions	15	15

Discharges from the Psych Rehab program can occur for several reasons and are identified in two ways. The first identifier labels as D/C Program. It indicates a consumer was discharged from the Psych Rehab program but is open to another internal CGC program (e.g., Case Management, Outpatient). The second discharge is the D/C Summary. This type of discharge indicates that the consumer is closed to all CGC programs and services. Reasons for discharges vary but typically occur because consumers request a discharge, or they are unlocatable. Table 4 provides discharge data for the 2022-2023 fiscal year.

Table 4

PRS Discharges by Location (on-site and mobile)

Location	D/C Program	D/C Summary
Indiana	10	3
DuBois-Site	14	8
DuBois-Mobile	2	1
Clearfield-Site	15	6
Clearfield-Mobile	2	1
Punxsutawney-Site	12	7
Punxsutawney-Mobile	2	0
Clarion-Site	0	4
Clarion-Mobile	0	0
Total Discharges	57	30

CONSUMER RECORD REVIEWS

To comply with state regulations, the PRS Director and Assistant Director conduct monthly audits of consumer charts with a minimum of one consumer chart per program location. PRS staff completes one self-audit per quarter. The audit tool used contains information directly from PRS regulations and CGC policy. The auditing results live in a binder in the PRS Director's office and on CGC's internal shared drive.

CONSUMER SATISFACTION

Consumer satisfaction is measured by utilizing a Consumer Satisfaction Survey. Analyses show positive progress and outcomes set forth by the Psych Rehab department as measured by consumers' perception of their progress toward achieving these goals; on average 86% report great/good satisfaction with goal achievement and recovery assistance. Likewise, using the same data collected, the likelihood that consumers would recommend our psych rehab services program to family and friends increased YoY to 86% (great/good) as shown below in Table 5.

Table 5

Consumer Satisfaction Combined Totals

PR Consumer Satisfaction Survey 2023

	GREAT	GOOD	OK	FAIR	POOR		GREAT	GOOD	OK	FAIR	POOR
	5	4	3	2	1						
Ease of getting Care:											
Psych Rehab Hours	29	16	7	3	1	56	52%	29%	13%	5%	2%
Convenience of Center's Location	30	14	9	0	0	53	57%	26%	17%	0%	0%
Prompt return of calls	32	12	10	1	1	56	57%	21%	18%	2%	2%
Staff:											
Psych Rehab Staff											
Listens to you	35	17	2	1	1	56	63%	30%	4%	2%	2%
Interacts with you	35	16	3	3	0	57	61%	28%	5%	5%	0%
Makes you feel hopeful	29	16	6	3	1	55	53%	29%	11%	5%	2%
Uses Open Communication	36	16	4	0	0	56	64%	29%	7%	0%	0%
Friendly and helpful to you	35	12	5	2	1	55	64%	22%	9%	4%	2%
Answers your questions	35	14	4	1	1	55	64%	25%	7%	2%	2%
Treats you with dignity and respect	37	13	0	3	1	54	69%	24%	0%	6%	2%
Helps you achieve your goals	34	14	5	1	1	55	62%	25%	9%	2%	2%
Helps you with your recovery	33	14	4	4	0	55	60%	25%	7%	7%	0%
Keeps you involved in your care	34	12	5	2	1	54	63%	22%	9%	4%	2%
Presents groups that matter to you	30	15	7	3	0	55	55%	27%	13%	5%	0%
Your opinions are valued	30	16	6	3	1	56	54%	29%	11%	5%	2%
Misc:											
Meal Prep	33	13	6	1	0	53	62%	25%	11%	2%	0%
Transportation	27	6	12	3	3	51	53%	12%	24%	6%	6%
COVID:											
Appropriate Services available during COVID	30	8	8	1	2	49	61%	16%	16%	2%	4%
Facility:											
Room meets your needs	25	13	13	3	1	55	45%	24%	24%	5%	2%
Availability of materials	32	11	8	1	1	53	60%	21%	15%	2%	2%
Comfort and safety while in program	32	14	8	1	0	55	58%	25%	15%	2%	0%
Confidentiality:											
Keeping personal information private	37	8	3	3	0	51	73%	16%	6%	6%	0%
Likelihood of you recommending Psych Rehab to others:	31	13	6	1	0	51	61%	25%	12%	2%	0%

What do you like best about Psych Rehab?	Like coming in Gets me out of the house everything is good Help getting CM and TH I get a chance to learn more about me, my feelings, my problems, my feelings and issues	I like PR Learning new things Able to be Creative Community Meeting	I like coming here Everyone is friendly and helpful Story time and food Safety	People staying out of inpatient Goals Staff	Groups, cooking and clean up Food and People I have accepted people over the years Being around friends and making friends
What do you like least about Psych Rehab?	too many people in the room start time/getting up early The Drama & close quarters	others not following rules being in all day - like being at work Less breaks	time and hours...being closed bc of staffing Transportation is unreliable More teaching about sewing and laundry	leaving nothing people	Noise Groups Cleaning
Suggestions/Comments:	new building....more bathrooms Go places...grocery shopping I just need to forget the past. This program has helped me, what I am all about I would like to be more involved in lunch sched	need new chairs and new staff different transportation	Joel is good Health ride needs to read their emails Book/Movie Group, Tablets, Crafts, Bingo, Social and Team skills	Better hours Change times	veggies Change times

USE OF EXCEPTIONS TO ADMISSION AND EXTENDED STAY REQUIREMENTS

Exceptions to admissions occur when a consumer does not have a qualifying diagnosis for the program (F20.xxx-F29.xxx; F30.xxx-F39.xxx or F60.3). The exception details the reason for the request for an exception.

The continued stay criteria for PRS are as follows:

- A consumer chooses continued participation in the PRS.
- A continued need for service based upon one or both of the following:
 - a. As a result of mental illness, functional impairment or skill deficit is addressed with the service plan.
 - b. The withdrawal of service could result in the loss of rehabilitation gain or goal attained by the consumer (5230.32 PRS regs).

EVALUATION OF COMPLIANCE WITH THE AGENCY SERVICE DESCRIPTION

The PRS Director and Assistant Director participate in CGC's Utilization Review (UR) meetings as well as Quality Assurance (QA) meetings monthly. The Director's peers and supervisors review compliance with CGC and PRS regulations for the entire consumer base within each department. The PRS departmental staff participates in annual compliance training, and CGC has a compliance reporting system and hotline. CGC utilizes a Consumer Advisory Committee (CAC) that reviews all documentation that impacts the consumer population.

PROGRAM ACCOMPLISHMENTS

- Fully operational, following CDC guidelines, for face-to-face services
- Commenced mobile PRS in Clearfield, Dubois, and Punxsutawney
- CGC continues collaboration with Cen-Clear in the ICWC- offering mobile PRS
- Second staff added to Clearfield site to increase census, this program continues to grow.
- Punxsutawney continues to grow census (looking at a second staff in the future)
- PRS Director and Assistant Director continue to expand relationships within the community.
- PRS Director and Assistant Director continue to work with consumers to advocate for the program and the needs of consumers.
- PRS Director obtained degree and transition to position
- CGC promotes growth and change with their employees, and PR staff transition into the Assistant Director position.
- 86% of consumers would likely recommend our PRS Program (61% responded Great, 31% responded Good)

CONCLUSION

The Psych Rehab program at CGC has been one of the organization's staple programs for many years. Its schedule and interactive design help consumers improve the quality of their lives by allowing staff to make significant, positive contributions towards achieving desired goals and outcomes daily. Consumers contribute positively to their well-being and CGC's culture by producing outstanding projects and meaningful relationships that help forge a powerful connection of progress, hope, and happiness between our organization and our community. Our goal is to continue to provide excellent programs and services as we strive together toward a brighter future for all our society.