



Community Guidance Center

Psychiatric Rehabilitation Program
Annual Quality Improvement Report
Fiscal Year 2020 - 2021



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INTRODUCTION

Community Guidance Center (CGC) is a private, non-profit 501(c)(3) corporation operating a psychiatric rehabilitation service (Psych Rehab, PRS) program at five of its six office 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 Office 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: 8 - 8 Friday: 8 - 5 Saturday & Sunday: Closed
DuBois	490 Jeffers St DuBois, PA 15801	814-371-1100	Monday & Wednesday: 8 - 8 Tuesday & Thursday: 8 - 6 Friday: 8 - 5 Saturday & Sunday: Closed
Clearfield	600 Leonard St Clearfield, PA 16830	814-765-5337	Monday, Tuesday & Wednesday: 9 - 6 Thursday & Friday: 9 - 5 Saturday & Sunday: Closed
Punxsutawney	200 Prushnok Dr, Ste 103 Punxsutawney, PA 15767	814-938-4444	Monday: 8 - 8 Tuesday: 8 - 5 Wednesday & Thursday: 8 - 6 Friday: 8 - 5 Saturday & Sunday: Closed
Clarion	214 S 7th Ave Clarion, PA 16214	814-226-1081	Monday: 9 - 3 Tuesday & Wednesday: 9:30 - 4 Friday: 9 - 3:30 Thursday, Saturday & Sunday: Closed

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 as long as they choose to participate, have met their goals, or discharge will not cause regression of symptoms. Admissions during the 2020-2021 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	8	Indiana	0
DuBois	14	DuBois	3
Clearfield	16	Clearfield	3
Punxsutawney	16	Punxsutawney	4
Clarion	7	Clarion	0
Total Admissions	61	Total Admissions	10

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

Total admissions in the Psych Rehab program were 71 FY2019-2020 and 71 FY2020-2021.

This data indicates no change year over year.

Hospitalizations for Psych Rehab consumers during the year totaled 14. These incidents occurred at all CGC Psych Rehab locations and involved ten consumers. Dubois and Clearfield had multiple consumers hospitalized (6 and 4, 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	0	0
DuBois	6	4
Clearfield	4	3
Punxsutawney	2	2
Clarion	1	1
Total Admissions	14	10

Discharges from the Psych Rehab program can occur for several reasons and identify in two ways. The first identifier labels as D/C Program. It indicates a consumer was discharged from the Psych Rehab program but 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 2020-2021 fiscal year.

Table 4

PRS Discharges by Location (on-site and mobile)

Location	D/C Program	D/C Summary
Indiana	16	2
DuBois-Site	8	7
DuBois-Mobile	1	0
Clearfield-Site	3	8
Clearfield-Mobile	0	1
Punxsutawney-Site	9	5
Punxsutawney-Mobile	0	1
Clarion-Site	0	9
Total Discharges	37	33

OUTCOMES FOR PRS

Outcomes for the Psych Rehab program at CGC are measured using the Daily Living Activities (DLA). This assessment measures the impact of mental illness or disability on daily living areas and how much such effect occurs (Presmanes, n.d., p.1). An initial DLA screening occurs at intake, and follow-up screenings are done every 90 days by Psych Rehab staff.

The Psych Rehab program at CGC aims to help consumers improve these metrics through education, training, and assistance with daily life activities. Tasks such as cooking, typing, and other common daily requirements are learned and practiced by consumers under the direction of qualified PRS staff. Furthermore, Psych Rehab uses the Sanctuary Model® as a basis for recovery from trauma and as an instructional modality to help consumers achieve goals and improve outcomes in their daily lives.

Scores measure on a 7-point frequency scale ranging from none of the time to all of the time in twenty categories. This scale provides a possible total score range of 20 to 140. The first four score values indicate daily living practices occur between none of the time and some of the time with extremely severe to moderate impairment existing. In this range, significant to low levels of supports are recommended. A “Within Normal Limits” (WNL) distinction applies at 5, where frequency occurs a good bit of the time, mild impairment exists, and moderate supports are necessary. A 7 ranking indicates normal and adequate functionality for an average adult. The average current DLA score for participants in the psych rehab program is 39 (see Table 5).

Table 5

DLA Scores by Site

Indiana: On-Site		
Average of DLA_admit to program	Average of DLA_program continued stay	Average of DLA_discharge from program
38	42	39
DuBois: On-Site		
Average of DLA_admit to program	Average of DLA_program continued stay	Average of DLA_discharge from program
44	44	40
Dubois: Mobile		
Average of DLA_admit to program	Average DLA_program continued stay	Average of DLA_discharge from program
35	37	39
Clearfield: On-Site		
Average of DLA_admit to program	Average DLA_program continued stay	Average of DLA_discharge from program
35	37	31
Clearfield: Mobile		
Average of DLA_admit to program	Average of DLA_program continued stay	Average of DLA_discharge from program
36	35	35
Punxsutawney: On-Site		
Average of DLA_admit to program	Average of DLA_program continued stay	Average of DLA_discharge from program
41	39	41
Punxsutawney: Mobile		
Average of DLA_admit to program	Average of DLA_program continued stay	Average of DLA_discharge from program
40	36	36
Clarion: On-Site		
DLA_admit to program	Average of DLA_program continued stay	DLA_discharge from program
37	44	45

Note. (Some consumers discharged or transitioned to Mobile Psych Rehab due to COVID)

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 utilizing DLA-20 results (see p. 6) and C/FST (Consumer/Family Satisfaction Teams) survey results as well as departmental and CGC based satisfaction surveys. Analyses of DLA-20 are conjunctive with positive progress and outcomes set forth by the Psych Rehab department and measured by consumers' perception of their progress toward achieving these goals. As identified above, overall satisfaction is primarily positive, with the only significant negative case being an outlier within these reported results. Likewise, using the C/FST and other survey results, the likelihood that consumers would recommend our psych rehab services program to family and friends is 81% using the Customer Experience Index (CxPi) measuring scale, as shown below in Table 6.

Table 6

C/FST Results Combined Totals

PR Consumer Satisfaction Survey		2021	Respondants					69		
			GREAT	GOOD	OK	FAIR	POOR	NO ANSWER	AVG Score	
			5	4	3	2	1			
Ease of getting Care:										
	Psych Rehab Hours		39	21	3	4	0	2	4.41791	
	Convenience of Center's Location		35	22	6	2	1	2	4.268657	
	Prompt return of calls		35	21	5	2	2	4	4.307692	
Staff:										
Psych Rehab Staff										
	Listens to you		52	11	3	2	0	1	4.661765	
	Interacts with you		47	16	2	0	1	3	4.636364	
	Makes you feel hopeful		42	17	3	2	2	3	4.439394	
	Uses Open Communication		44	18	4	0	0	3	4.606061	
	Friendly and helpful to you		47	13	4	1	0	4	4.630769	
	Answers your questions		47	14	5	1	0	2	4.597015	
	Treats you with dignity and respect		51	10	3	0	0	5	4.75	
	Helps you achieve your goals		35	24	4	0	1	4	4.4375	
	Helps you with your recovery		43	18	4	0	0	4	4.6	
	Keeps you involved in your care		47	15	4	0	1	2	4.597015	
	Presents groups that matter to you		41	17	7	1	0	3	4.484848	
	Your opinions are valued		45	15	4	1	0	4	4.6	
Misc:										
	Meal Prep		40	15	8	0	0	6	4.507937	
	Transportation		37	12	10	1	1	8	4.360656	
COVID:										
	Appropriate Services available during COVID		36	13	7	2	2	9	4.316667	
Facility:										
	Room meets your needs		34	13	6	1	6	9	4.133333	
	Availability of materials		37	16	6	1	1	9	4.42623	
	Comfort and safety while in program		40	15	4	3	0	7	4.483871	
Confidentiality:										
	Keeping personal information private		51	8	3	0	1	6	4.714286	
Likelihood of you recommending Psych Rehab to others:			36	10	6	1	1	14	4.462963	
									CxPi 81%	

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 participate 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
- Director and Assistant Director presented a lecture in a workshop entitled “Escaping the Reenactment Triangle.”
- Two staff members (Clearfield, Punxsutawney) earned advanced certification – Certified Psych Rehab Practitioners (CPRP)
- CGC continues collaboration with Cen-Clear in the ICWC- offering mobile PRS

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.

REFERENCES

Presmanes, W. (n.d.). Daily Living Activities (DLA) Functional Assessment- Beyond Global Assessment of Functioning: Ensuring Valid Scores and Consistent Utilization for Healthcare Report Cards. MTM Services. Retrieved from <https://www.thenationalcouncil.org/wp-content/uploads/2012/11/DLA-Sample.pdf>