

2018-2019  
**ANNUAL  
SUMMARY**

**SAFE HARBOR BEHAVIORAL HEALTH  
OF UPMC HAMOT**

Partner with Western Psychiatric Institute and Clinic of UPMC

FY 2018-2019

**346,001**  
SERVICES

**168,772**  
HOURS

**16,145**  
UNIQUE  
INDIVIDUALS

**85+**  
COMMUNITY  
EVENTS

**365+**  
SERVICE  
HOURS

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“Other service providers have helped me to stay symptom free, but Safe Harbor is the one that has really helped me to recover and stay well.”

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“I established connections with supportive recovery resources.”

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“Since I started this program, I have learned to start over without drugs and to work hard at staying clean. I’m finding myself again and it feels great and I’m enjoying life being clean.”

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“I have become more active in treatment ... I have been making progress toward goals ... All of this has been made possible by the assistance of Women’s Recovery Center.”

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“I have gained not only confidence but also an amazing support to help me in my journey of recovery and being the mother I need to be for my children.”

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“I now have my own apartment and will be moving from transitional living. I have kept a job and maintained a good work ethic.”

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“I have gained a lot of confidence in myself and my ability to remain sober with the help and support of everyone in the program. I feel my confidence was a huge barrier in the beginning.”

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“I am a better person inside and out and I’m staying clean.”

# COMPASSION, INTEGRITY, INNOVATION, ADVOCACY

Living the mission is part of the day at Safe Harbor Behavioral Health of UPMC Hamot. Our core values of compassion, integrity, innovation, and advocacy infuse interactions among staff and in the care we deliver. There are many activities that have occurred in the 2018–2019 fiscal year that highlight this commitment.

## TRAUMA-INFORMED CARE

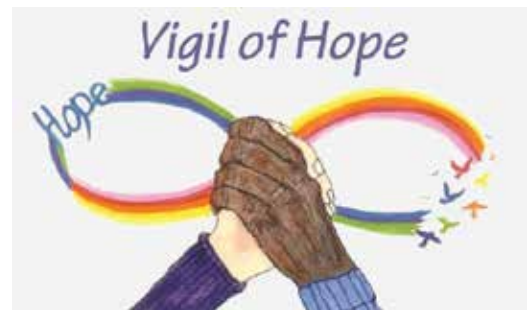
The Safe Harbor team is proud to announce that a trauma-informed care project was completed with the National Council for Behavioral Health this year.

**Trauma-informed care** has been a major focus of **compassion** at Safe Harbor with efforts including surveying staff and individuals served and building a trauma-informed care committee to oversee continuous improvements in the agency. Fostering a trauma-informed environment means that our staff realize that trauma is widespread and that there are many paths to recovery. They also recognize the signs and symptoms of trauma, respond by incorporating knowledge and values of trauma-informed care into our daily activities, and resist retraumatizing circumstances or actions. Trauma-informed care also presents an opportunity to support staff who may have personal experiences with trauma, but who also support individuals with trauma related experiences, content, behaviors, and difficult situations.

## COMMUNITY INVOLVEMENT

At Safe Harbor, we are more than a treatment provider. One way we demonstrate this is by being active in the larger community and sharing our values of **compassion** with others. In 2018, Safe Harbor worked with the Maria House Project and UPMC Home Health and Family Hospice to create the annual **Vigil of Hope**, a memorial gathering for individuals who have lost a loved one to substance use disorder.

We have also been fortunate enough to create community **support groups** at the agency over the past year. These include the **Mindful Moms** group for pregnant and postpartum women dealing with mood and/or anxiety disorders, as well as the **Survivors of Suicide** group for individuals who have lost a loved one to suicide.



## WOMEN'S RECOVERY CENTER

Participation in the **Women's Recovery Center** at UPMC Magee-Womens Hospital–UPMC Hamot Campus, showed continued success this year. We are delighted to be a part of the evidence-based work developed at UPMC Magee-Womens Hospital in Pittsburgh and continue to honor the **integrity** of the program's specialized focus. Since the “birth” of the program in January 2018, the team has welcomed 10 babies born to women who were engaged in medication-assisted treatment, and eight babies whose mothers were engaged in other aspects of programming related to substance use disorder. Thanks to the program's comprehensive services, only one baby needed neonatal intensive care, a risk for babies that is associated with maternal substance use. The program has served more than 140 women and more than 100 children.



From left: Emily Hirsch, MSN, MHA, RNC-MIC; Vicki Church; Erin Murphy, Kelly Rohan; Jessianne Montie, LPC, CAADC; Carla Picardo, MD, MPH; and Tina Vergitz

### **ADDICTION MEDICINE SERVICES**

Promoting integrity has occurred across service lines, thanks to the **Addiction Medicine Services (AMS)** program. Our AMS team has been involved as a subawardee in a Medication Assisted Treatment Prescription Drug and Opioid Abuse grant. This designation enabled more than 120 staff members to receive evidence-based **Screening, Brief Intervention, Referral to Treatment (SBIRT)** training.

### **PROJECT KIDIFY**

In the winter of 2018, **Project Kidify** came to an exciting conclusion! With the help of **innovation** from **Mercyhurst University's interior architecture and design** students, Safe Harbor had a "kiddierific" makeover! The students mocked up several design options and helped the team at Safe Harbor make changes to their lobby areas and clinical spaces to be friendlier and more engaging for children we serve. These efforts to improve the comfort in our facility would not have been possible without the generous support from donors and **Hamot Health Foundation's Children's Care Fund**.

### **NATIONAL RECOGNITION**

The Women's Recovery Center and Warm Hand-Off received national attention with a visit from a White House Office of National Drug Control Policy senior adviser in spring 2019, along with a visit to Washington, D.C., to share more about the program. These opportunities for **advocacy** help Safe Harbor to have a voice in shaping services across the region and nation.

### **LGBTQ WELLNESS COMMITTEE**

Safe Harbor has initiated an **LGBTQ Wellness Committee** to improve the knowledge and competencies of staff in order to better serve the LGBTQ community. As part of this project, Safe Harbor has worked with the **Persad Center**, a Pittsburgh organization well known for their **advocacy** and training capabilities. During the past year, we have trained all staff in LGBT 101, instituted the training in our monthly agency orientation, participated in a train-the-trainer project with Persad, and have started a path toward increased clinical training opportunities to serve the LGBTQ population with greater skill.

# COMMUNITY PARTNERSHIPS

## FAMILY SERVICES OF NW PA

In 2018, **Safe Harbor Behavioral Health of UPMC Hamot** and **Family Services of NW PA** entered a partnership to support the opening of Family Services' psychiatric clinic. The clinic provides psychiatric care to both adults and children and is a foundation for Family Services outpatient license.

The agencies continue working together to deliver a quality service to children and families and continue to explore additional opportunities to collaborate across programs.



## CRIME VICTIM CENTER OF ERIE COUNTY

Safe Harbor has continued to collaborate with the **Crime Victim Center of Erie County**, providing contracted clinical supervision to the Crime Victim Center to help support the agency's staff. In addition, Safe Harbor is a contracted partner with a Crime Victim Center grant awarded by the Pennsylvania Commission on Crime and Delinquency to increase collaboration and access to services across multiple agencies and settings for individuals impacted by crime. To learn more about the Crime Victim Center of Erie County, please visit [cvcerie.org](http://cvcerie.org).



## HAMOT HEALTH FOUNDATION

Safe Harbor has continued to receive tremendous support from Hamot Health Foundation. With more than **\$90,000 in gifts this year**, the Foundation has supported many activities including:

- Staff **scholarships** to further their professional education and support for training.
- Support of the **Women's Recovery Center**, a collaborative project of Safe Harbor Behavioral Health of UPMC Hamot; UPMC Magee-Womens Hospital-UPMC Hamot Campus; and Magee-Womens Specialty Center. The program helps pregnant women, women with children, and women of childbearing age who are impacted by substance use disorder. The coordinated care includes medication-assisted treatment through Magee-Womens Specialty Center and therapy, mobile case management, and access to a **certified recovery specialist** through Safe Harbor. A new role for fiscal year 2018-2019, a certified recovery specialist is a recovering individual who engages with patients through shared living experiences. Grants received from Hamot Health Foundation, United Way of Erie County, KeyBank, Erie Women's Fund at The Erie Community Foundation, and the Beckwith Institute all made the project possible. The **Women's Recovery Center** received more good news in spring of 2019, when Hamot Health Foundation was awarded a **Rural Communities Opioid Response Program** planning grant from the **Health Resources Services Administration (HRSA)**. The grant enables Safe Harbor and Hamot Health Foundation to work with an array of community members, including the Women's Recovery Center team, UPMC Northwest, Corry Memorial Hospital, Primary Health Network, and Venango County Human Services.



**HAMOT  
HEALTH  
FOUNDATION**

## Community Partnerships continued...

- “**Project Kidify**,” which has helped make our lobbies and treatment areas more inviting for children and their families, could not have happened without gifts from Hamot Health Foundation.
- In spring 2019, Hamot Health Foundation awarded Safe Harbor a **Community Promise Grant** entitled “It’s a Small World.” The grant supports development of new programming to support refugee women and to improve competencies to serve this population in multiple community agencies. This project also helps start our new **postdoctoral psychology residency** program successfully and with critical focus.

## CONTINUED PARTNERSHIPS

### COMMUNITY SCHOOLS

In 2016, Safe Harbor became the lead agency in the community school at Wayne School, an elementary school within the Erie School District, and then moved to East Middle School when Wayne closed. The community school is an evidence-based model that joins education, health, community, volunteer, recreation, and social service organizations to improve education outcomes for youth. Following the completion of a needs assessment led by United Way of Erie County, students benefit from opportunities customized to the school, students, families, and the neighborhood. Community schools offer flexibility in programming hours, improved engagement and access for parents, and a variety of school services and resources to address education barriers faced by both young people and their caregivers.

During the 2018–2019 school year, there were several highlights at **East Middle School**:

- Attendance was 2,425 at programs that served or engaged students and parents.
- There were 67 engagement opportunities involving field trips and events.
- There were 10 after- and in-school programs serving 216 students, a third of the school’s total population.

The most attended events were two first-time events: the schoolwide **Black History Month** play and the **science fair**, both hosting 400 guests consisting of community members, students, and parents.

A new partnership at the end of the 2018–2019 school year was created with Second Harvest Food Bank. This partnership enabled the school to start an onsite food pantry serving 30 students weekly.

Community Schools engages the larger community as well, with 36 volunteer opportunities and 738 volunteers giving 3,111 hours of service for the year.

*Continued Partnerships continued...*

## SUICIDE PREVENTION

The **Erie County Suicide Prevention Advisory Group** at Safe Harbor has been busy and continues to collaborate with organizations across Erie County. The group's annual suicide prevention conference was a hit in fall 2018, with nearly 200 individuals attending from across the area.

Our agency's staff have continued to be active with the **American Foundation for Suicide Prevention**, including being major supporters and organizers of the **Out of the Darkness Walk** at Presque Isle.

Safe Harbor also now hosts a **Survivors of Suicide** support group for individuals who have lost a loved one to suicide. Bringing together these individuals not only provides a supportive network, but also helps to reduce stigma. Talking about suicide and resources in our community can further the goal of prevention in many ways, and this support is an important part of our mission. Ongoing prevention efforts at Safe Harbor continue to include **training** in local businesses, schools, social service agencies, and community events.

# SOURCES OF STRENGTH: CELEBRATING THE ARTS



## SOURCES OF STRENGTH

Safe Harbor hosted its **second annual art show**, "Sources of Strength," which drew members of the Safe Harbor community including individuals served, staff, and family members of those connected to Safe Harbor.

## LIGHTING THE NIGHT: GLOW YOGA

We were back in black light in 2019 for Glow Yoga! This unique fundraising event at the Ambassador Conference Center focused on positive energy and allowed participants to glow from the inside and out. Participants came together to celebrate healthy effects of yoga for improving mental health. These positive vibes raised more than **\$5,500** for Safe Harbor with the help of **yogaErie**.



# OUTPATIENT THERAPY AND MEDICATION CLINIC

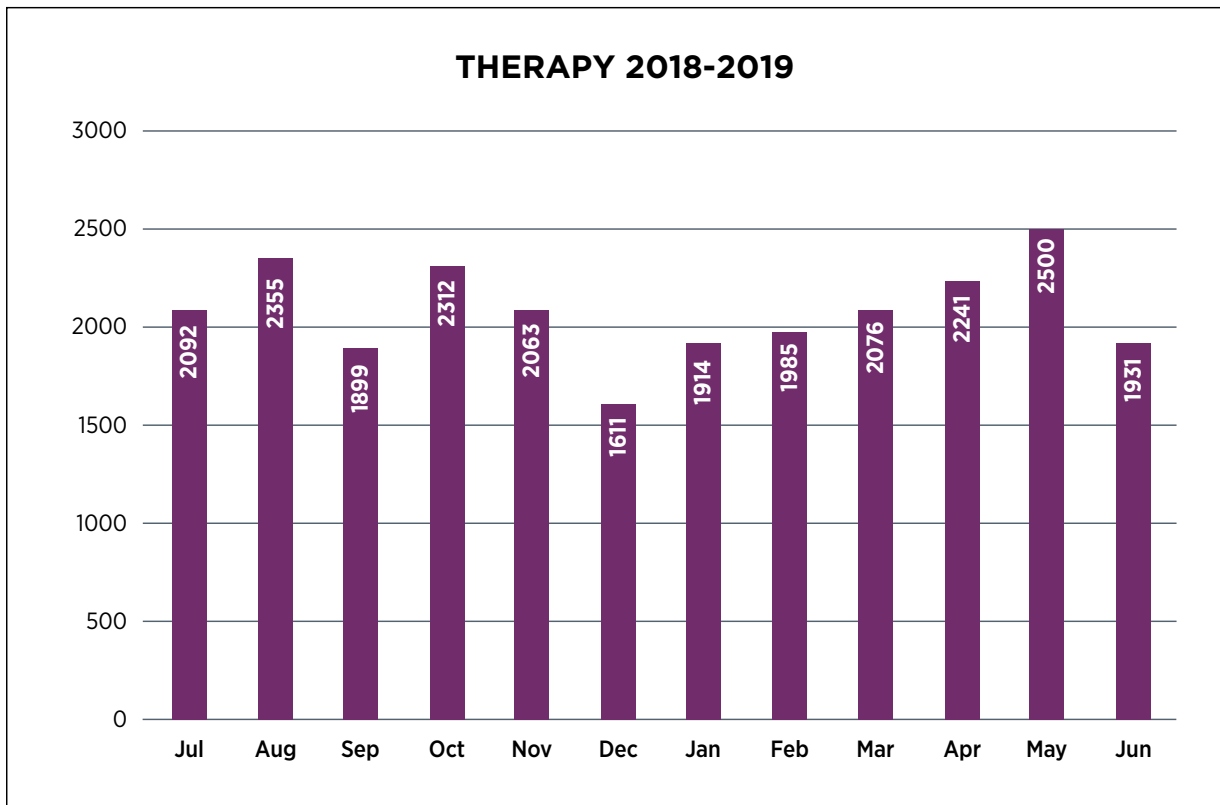
From July 1, 2018, through June 30, 2019, the Outpatient Program at Safe Harbor Behavioral Health of UPMC Hamot served a total of 7,414 individuals, an increase of 1,352 individuals over the prior year. The Child Outpatient Program served a total of 1,433 individuals, and the Adult Outpatient Program served a total of 5,981 individuals.

The therapy clinic served 3,713 unique adults (age 18+) and 649 unique children (age <18).

The medication clinic served 5,338 unduplicated adults, which includes psychiatric evaluations and medication visits. This is an increase of 873 individuals served in the prior year. The medication clinic served 516 unduplicated children (age <18), which is a decrease from the prior year.

Safe Harbor's therapy team provided 23,163 individual sessions and 240 family sessions at all sites combined.

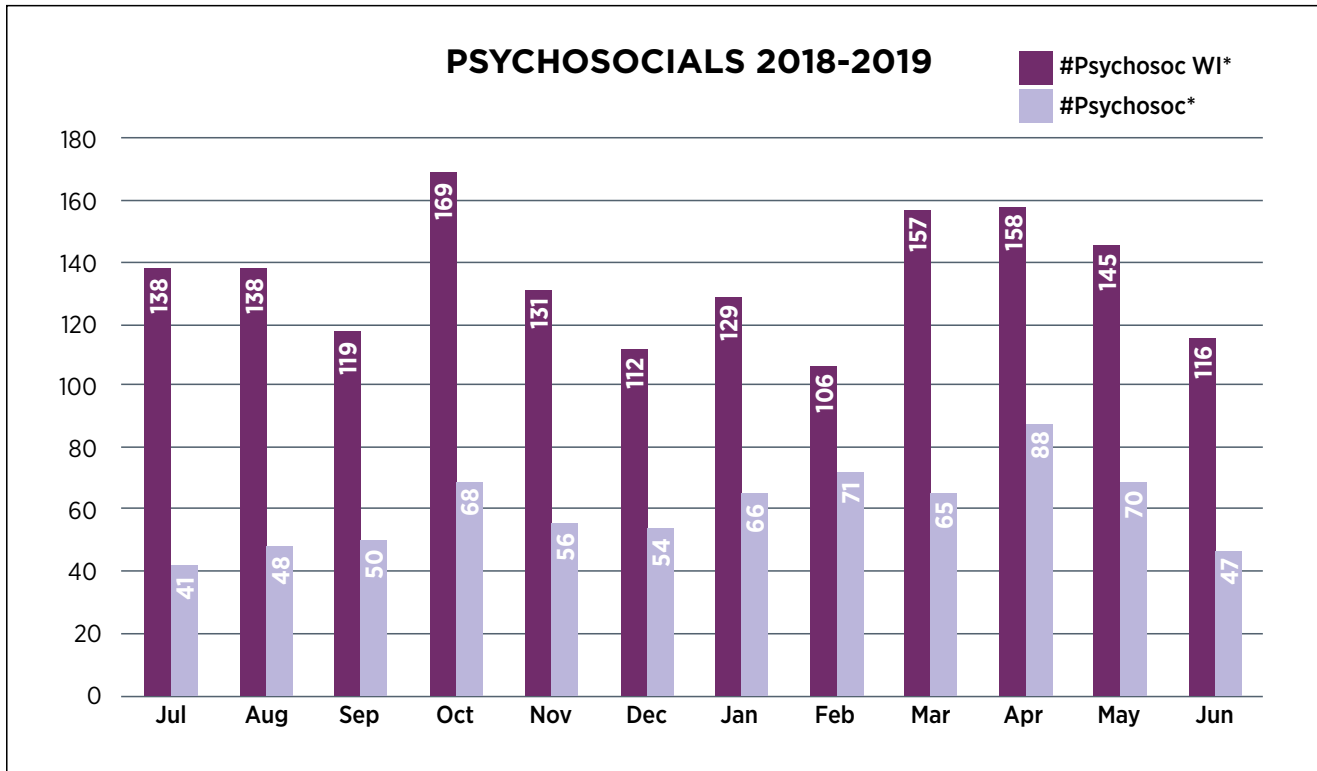
Accessibility is an important element of outpatient services at Safe Harbor. As such, we completed 881 medication check visits utilizing telepsychiatry and initiated a telepsychiatry satellite location in the Lincoln Elementary School in the Erie School District. Within our satellite programs, there were 6,582 individual therapy sessions provided to more than 800 unduplicated individuals. Many of these were children in area schools and at the Wayne Primary Care site, Pinecrest Family Practice, Vineyard Primary Care, Sterling Square, and Safe Harbor West on West 12th Street. This year, Safe Harbor was pleased to add therapy sites at Primary Care Partners in Fairview and Heritage Primary Care in Waterford, continuing the practice of community-based services in collaboration with other professionals.



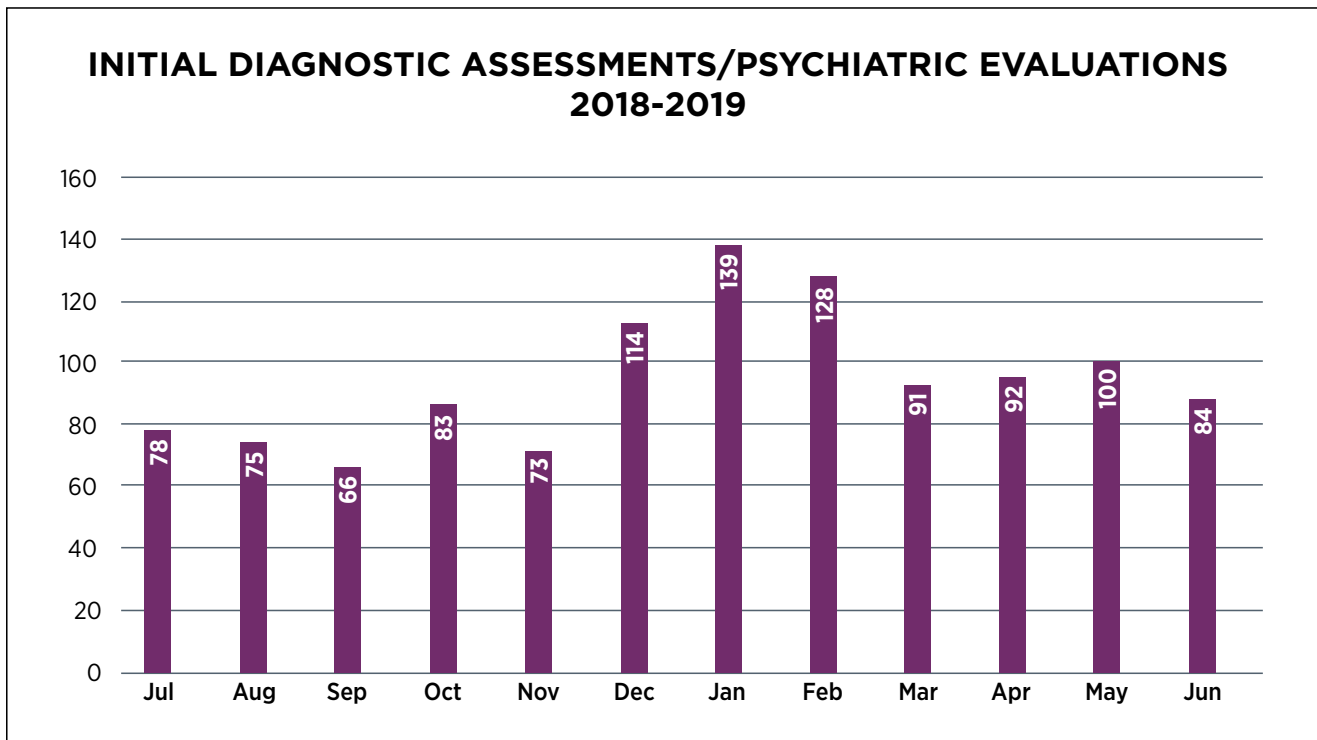


*Outpatient Therapy and Medication Clinic continued...*

When **new individuals** enrolled in services, clinicians completed 1,704 walk-in psychosocial assessments (an increase of 138 over last year) and 880 scheduled psychosocial assessments (an increase of 141 over last year) for 2,584 unique individuals (an increase of 279).



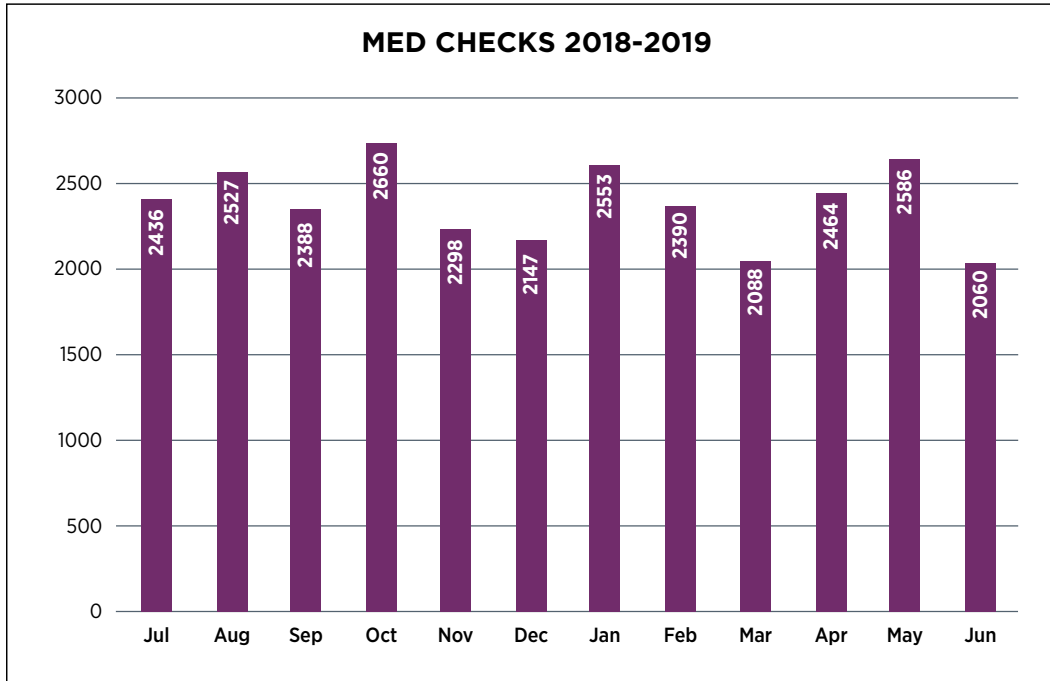
There were 1,124 initial psychiatric evaluations completed.



*Outpatient Therapy and Medication Clinic continued...*

As of June 2019, the **medication clinic** included approximately 10 full-time prescribers, with supplemental hours being provided by telepsychiatry. These prescribers provided a combined 13,323 medication checks, of which 882 medication checks were delivered through telepsychiatry. The clinic continues to have a thriving telehealth service and provides specialty services for injection medications and Clozaril.

**Accessible nursing and scheduling** remain a focus for the agency, and we have continued to monitor the ability to speak to a nurse or scheduler live. In FY 2018–2019, our schedulers were able to answer the phone live 74% of the time and nursing approximately 46% of the time. In addition, in May 2019, we initiated a **same-day access** initiative for existing patients through nursing case management and assessment services. These changes have benefited scores of individuals and continues to expand.



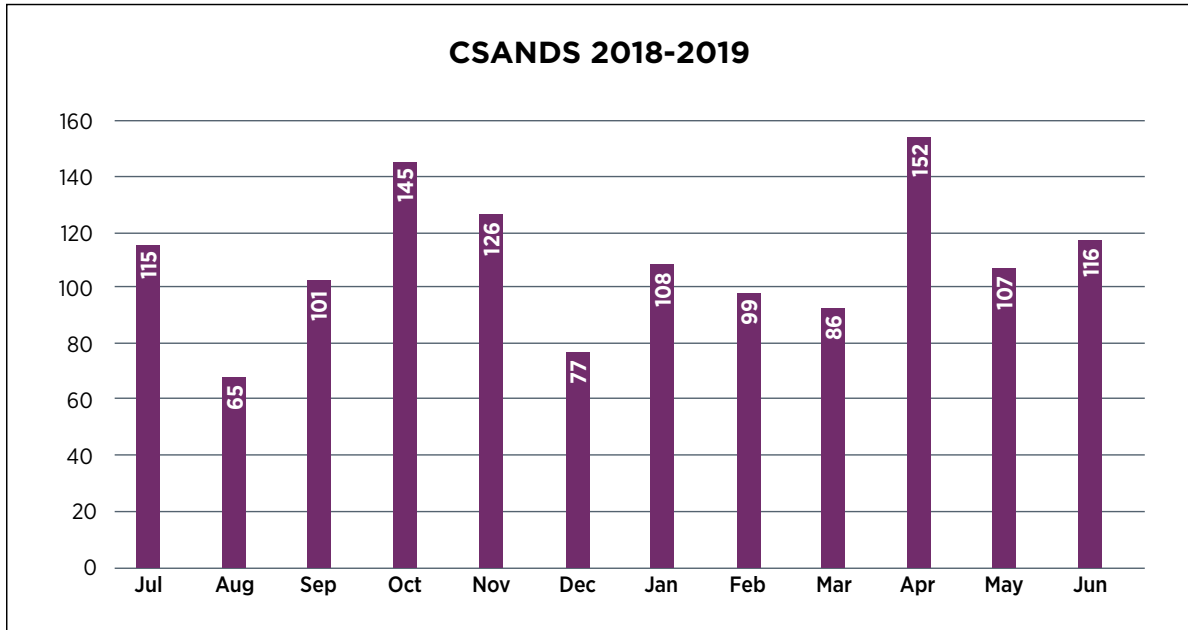
Age and payer of **active individuals in outpatient (billable service within the past six months)** Jan. 1, 2019 to June 30, 2019 are summarized below:

**ACTIVE CLIENTS IN OP** (clients with billable type services in past 6 months)  
**Unduplicated Clients:** January 1, 2019 > June 30, 2019  
**Includes Programs:** Adult Med, Adult Therapy, Child Med, Child Therapy  
**ONLY INCLUDES # VISITS**  
**Excludes:** AMS; Csands; Adult and Child Ancillary; Interactive Complexity; Connectivity; WHO

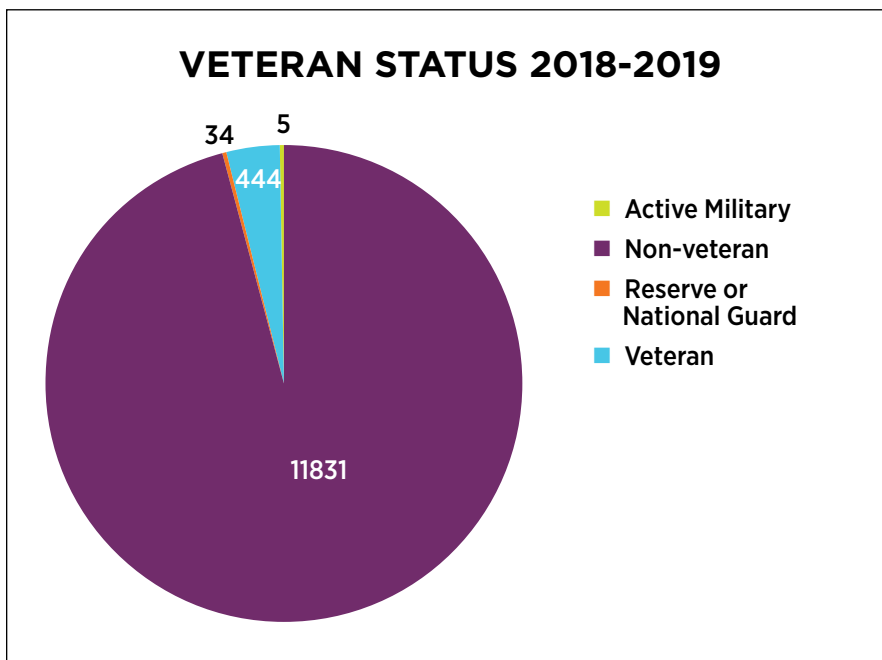
Age <18					Age 18+				All ages							
Insurance at Last Service	Active	Closing	Contracted as Only Service	Total	Active	Closing	Contracted as Only Service	Total	Active	Closing	Contracted as Only Service	Total				
CC (CCBH)	668	40		702	1952	64	11	2027	2620	104	11	2735				
CO (County)	13	2		14	171	11		182	184	13	0	197				
MA (Medical Assistance)	9	2		11	80	4		84	89	6	0	95				
MC (Medicare)					1475	28	11	1514	1475	28	11	1514				
NO (No Insurance)	4	3		7	44	4		48	48	7	0	55				
PR (Private)	208	27		238	860	57	9	926	1068	84	9	1161				
SE (Self Pay)	7			9	24	1	1	26	31	1	1	33				
VB (Value Behavioral Health)	2			5	18		2	20	20	0	2	22				
<b>Total</b>	<b>911</b>	<b>74</b>	<b>0</b>	<b>986</b>	<b>4624</b>	<b>169</b>	<b>34</b>	<b>4827</b>	<b>5535</b>	<b>243</b>	<b>34</b>	<b>5812</b>				
	<b>0.0%</b>				<b>31.9%</b>				<b>26.6%</b>				<b>26.0%</b>			

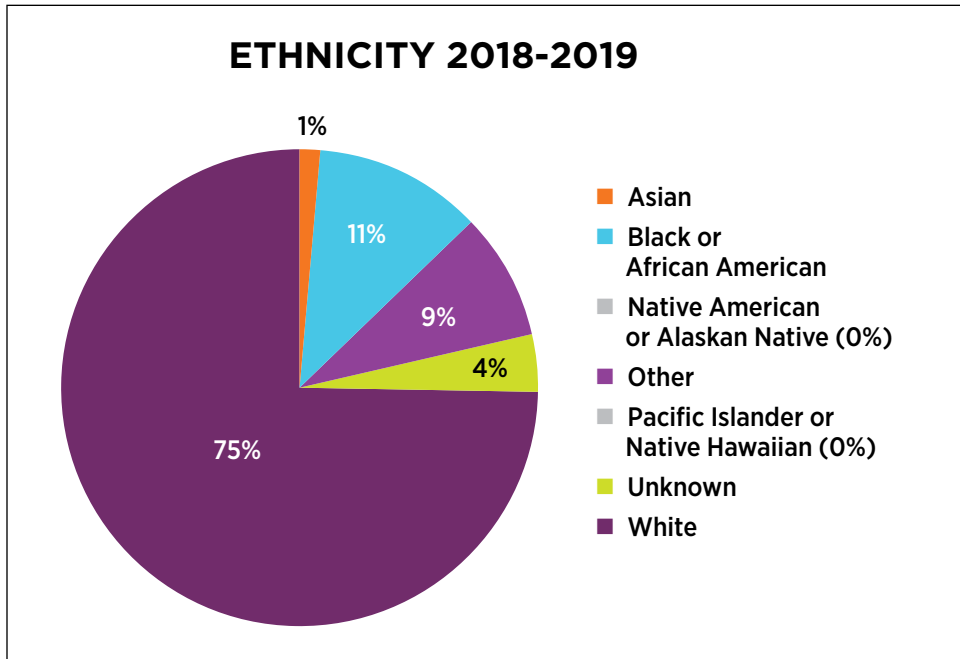
*Outpatient Therapy and Medication Clinic continued...*

The **specialized Crisis Services Acute Needs and Diversion Services (CSANDS)** program delivered services to 185 unique individuals, with services including 106 psychosocial intakes, 814 therapy sessions, 151 psychiatric evaluations, and 81 medication checks.

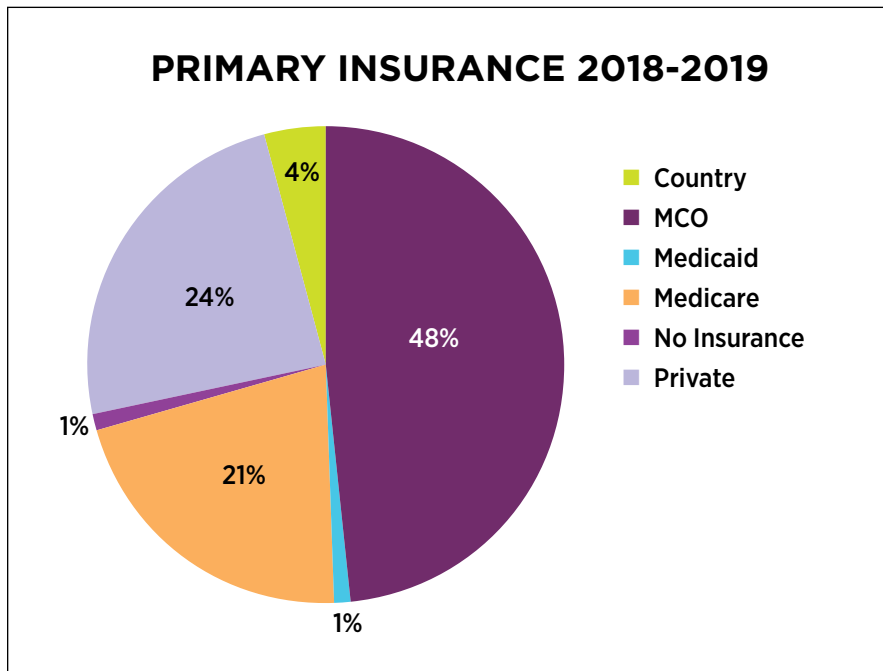


A diverse population is seen in our Addiction Medicine Services, therapy, med clinic, Ancillary, and CSANDS programs. Fifty-seven percent identify as female and 43% are male. The agency served 444 individuals who self-identified as veterans, and who identified a range of ethnic backgrounds.



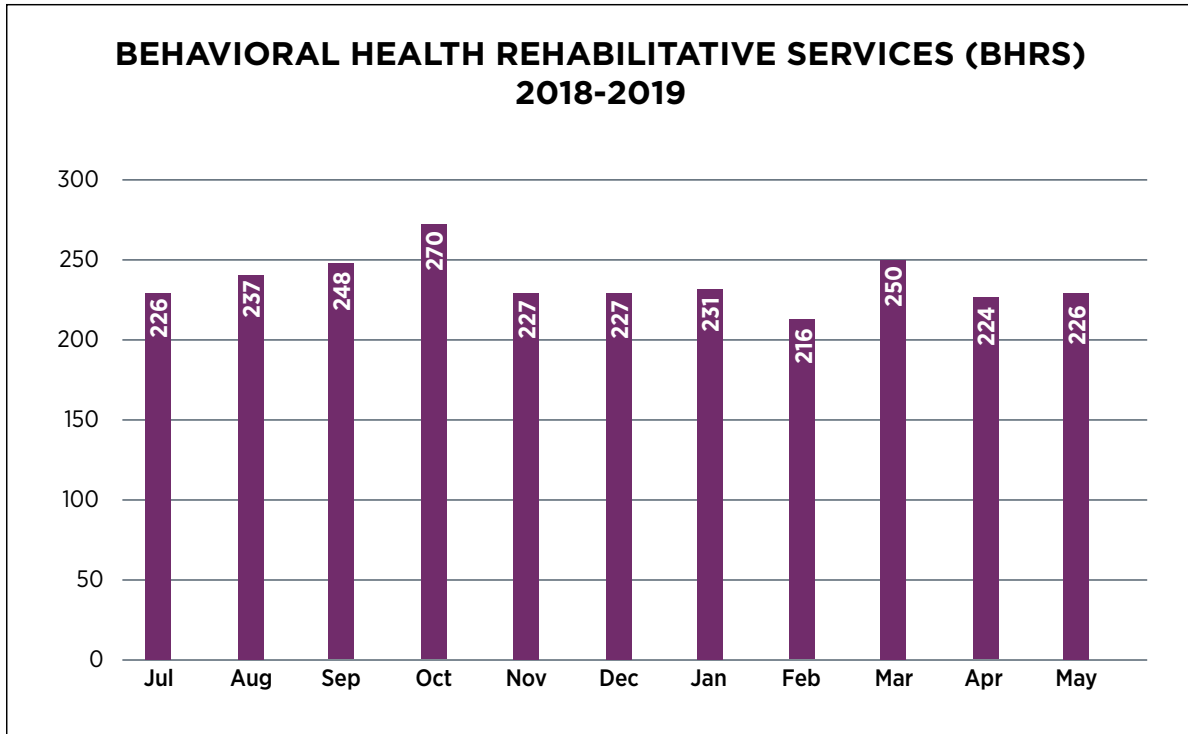


Safe Harbor has continued to provide services to individuals of all socioeconomic classes and who have an array of insurances.



## BEHAVIORAL HEALTH REHABILITATION SERVICES

**Behavioral Health Rehabilitation Services** continued to serve high-risk children and families in the community. The program has helped to successfully initiate the Community School-Based Behavioral Health Team at Lincoln Elementary, which has concluded its second year.

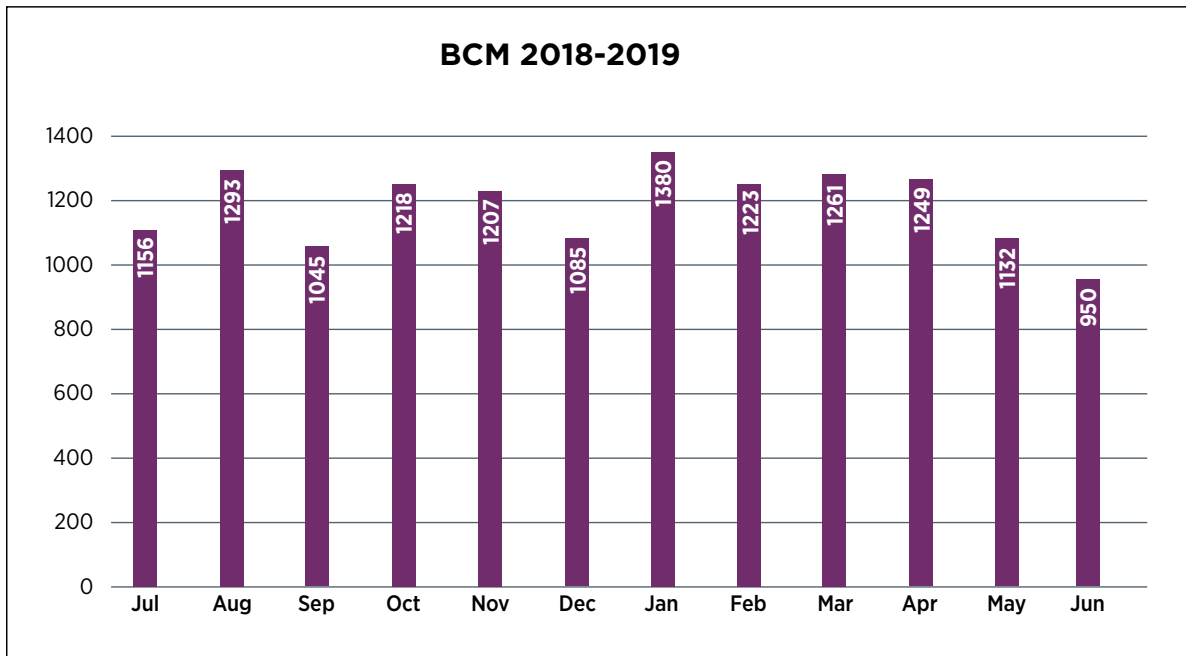


## EARLY INTERVENTION SERVICES

Safe Harbor continues to provide services to infants in need of developmental screenings to determine their eligibility for Early Intervention (EI). This year, the EI team has worked with county partners to shift the service delivery of EI to encourage same-day determination of eligibility and planning with families to expedite care. EI served 1,046 children in fiscal year 2018-2019 and completed 929 evaluations.

## BLENDING CASE MANAGEMENT

**Blended Case Management (BCM)** served 719 unduplicated individuals receiving 10,233 face-to-face visits in the adult BCM program and 32 unduplicated individuals in the child BCM Program receiving 276 face-to-face visits in fiscal year 2018–2019. The BCM program continued to participate in **value-based** contracting with Erie County and Community Care Behavioral Health (CCBH) for this fiscal year. We are pleased to report the team has been successful in most of these benchmarks, which reflect specific outcomes for individuals served. Value-based contracting provides an opportunity for the BCM teams to earn an incentive payment based on program outcomes established by Erie County and CCBH. Final results of the value-based project will be released in late 2019.



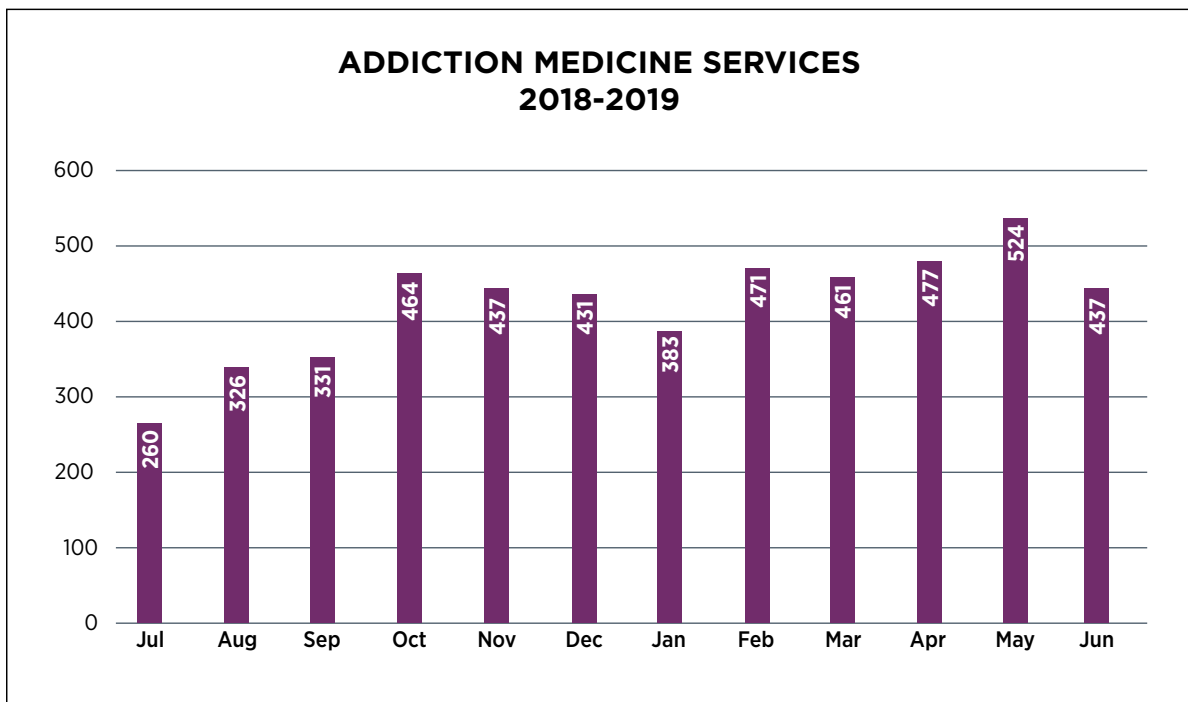
## ADDICTION MEDICINE SERVICES

**Addiction Medicine Services** has continued to grow dramatically in fiscal year 2018–2019.

The **Warm Hand-Off** program provides assessment, referral, and support to individuals whose substance use leads to medical treatment at UPMC Hamot. The program assists individuals in securing and following through with substance use disorder treatment upon their discharge. Staff are available on all shifts and work with individuals in the community when needed. The program made 896 referrals in fiscal year 2018–2019, and 724 individuals were seen face-to-face. Of those individuals, 213 accepted services from the Warm Hand-Off team.

*Addiction Medicine Services continued...*

The Addiction Medicine Services program provided 3,929 individual and group visits to 311 unique individuals. The program’s **certified recovery specialist**, who provides both individual and group services in the office and community, saw 36 unique clients and completed 635 visits.

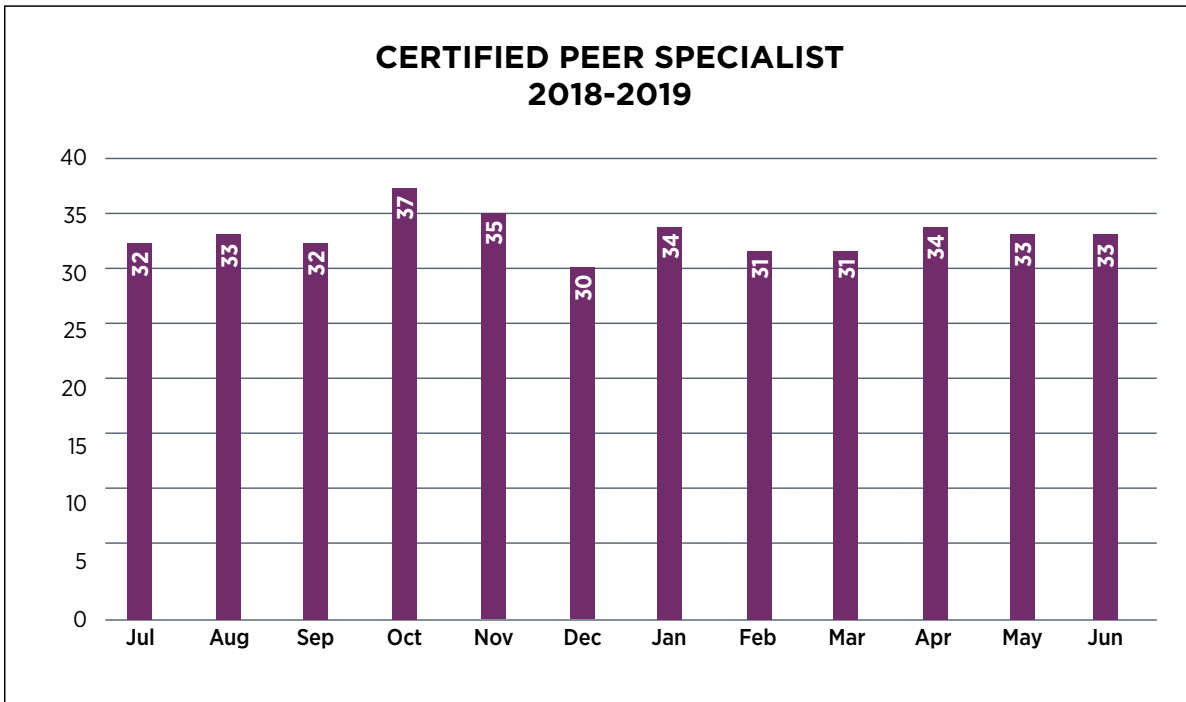


The **Medication-Assisted Treatment** program celebrated its first anniversary in June 2019. Over the course of the fiscal year, the program grew to serve 24 individuals and provided more than 100 medication visits.

The **Women’s Recovery Center** celebrated its one-year anniversary in January 2019, and continues to offer mobile case management, counseling, and medication-assisted treatment to women who are pregnant or who have children and are seeking recovery from substance use disorder. **Magee-Womens Specialty Center** assists with medication-assisted treatment for women who have opioid dependence, and Safe Harbor delivers counseling and case management services. Since the program’s inception, it has received national attention, including a visit from a representative of the White House Office of National Drug Control Policy and follow-up visit in Washington, D.C. The center also received a Health Resources Services Administration (HRSA) grant through Hamot Health Foundation. This year, we served 122 women who had 15 babies. Seven of the babies were born to mothers in our medication-assisted treatment program.

## CERTIFIED PEER SPECIALIST

Safe Harbor Behavioral Health of UPMC Hamot's certified peer specialist (CPS) supported a total of 32 unduplicated individuals in the outpatient setting, receiving 395 visits. This year, the team at Safe Harbor redesigned the peer program to prepare for future expansion, including the provision of community-based services and services for the youth/young adult population. In addition, this year the peer specialist program began a Cultivating Gratitude group.



## PSYCHOLOGY

Psychological services more than doubled since last year, with 1,035 unique individuals receiving this care. The agency also continues to support an American Psychological Association-accredited, doctoral-level internship for psychologists in training, and in summer of 2019 initiated a postdoctoral training program.

The psychology team also continues to provide support to the **transplant team at UPMC Hamot** by providing assessment and consultation. This service was provided 37 times. Likewise, the psychology program helps to provide assessment for **bariatric surgery at UPMC Hamot** and completed more than 100 of these evaluations.



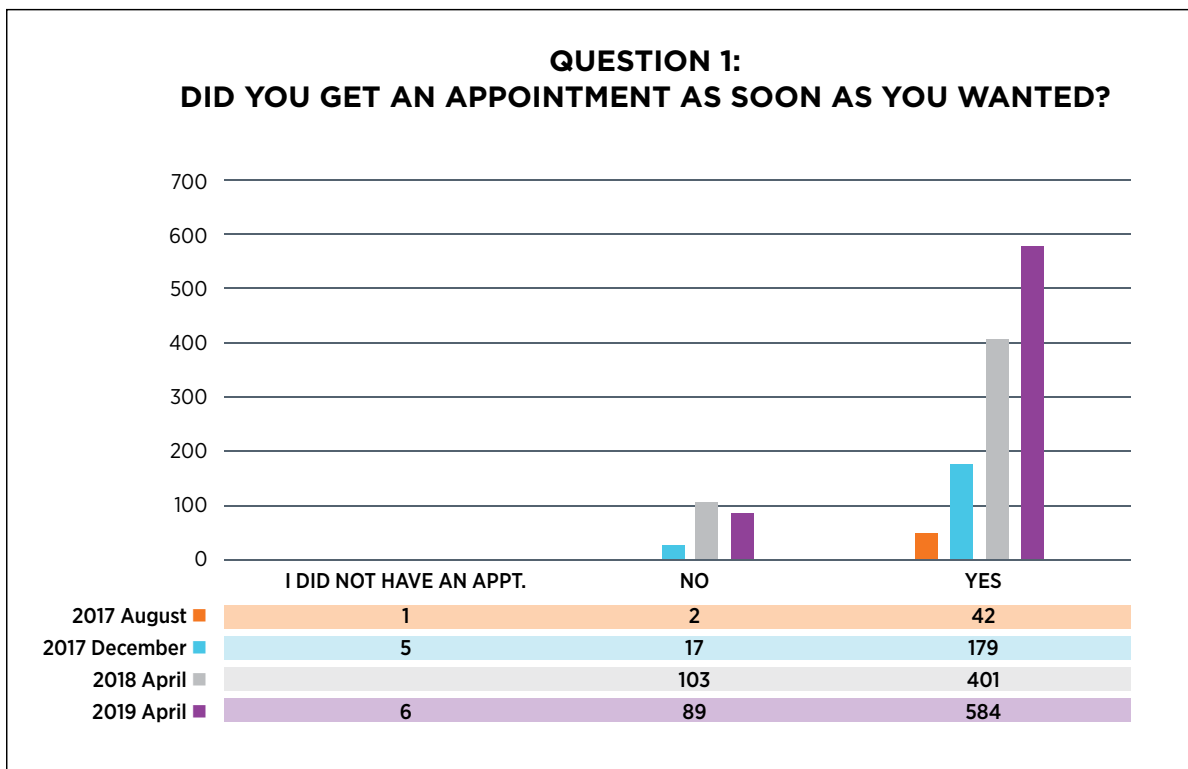
# QUALITY ASSURANCE/QUALITY IMPROVEMENT

Quality indicators are monitored monthly by program managers using the “plan, do, study, act” process. During the past year, an additional initiative was added to support improved access and engagement. Outcomes of these activities are graphed and presented within the highlights.

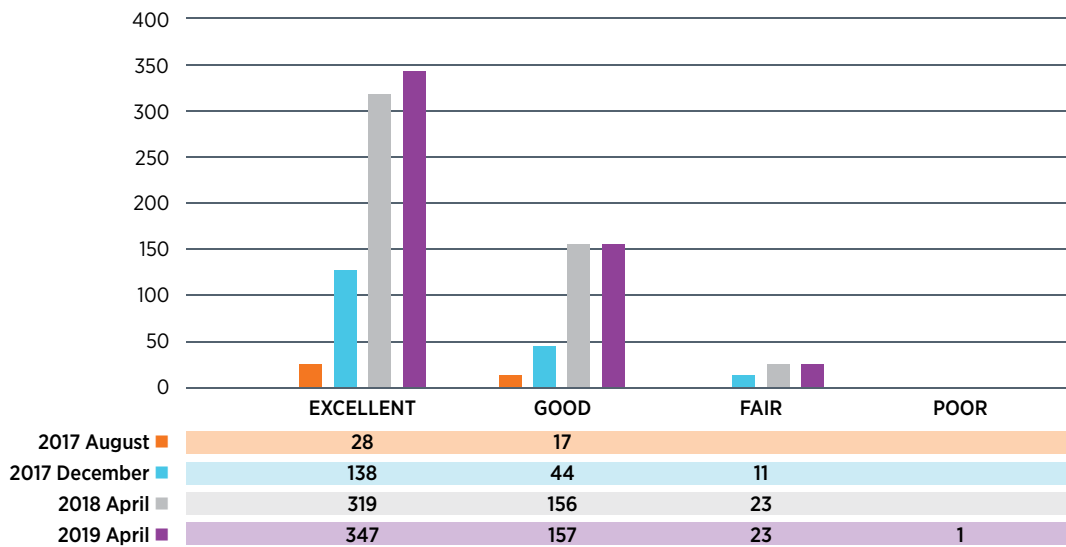
Outpatient quality indicators largely focus on improving access and wait times, as well as compliance with regulations for treatment planning and CPT codes. In addition, the 2019 goals were developed to further support the improvement of annual client satisfaction survey outcomes. The focus has been to improve on six measures that indicate the clinical health of the programs for client experience. The 2020 client satisfaction survey outcomes will be the drivers for continued activities enhancing the current initiatives.

## COMPARISON OF TARGETED CLIENT SATISFACTION SURVEY QUESTIONS

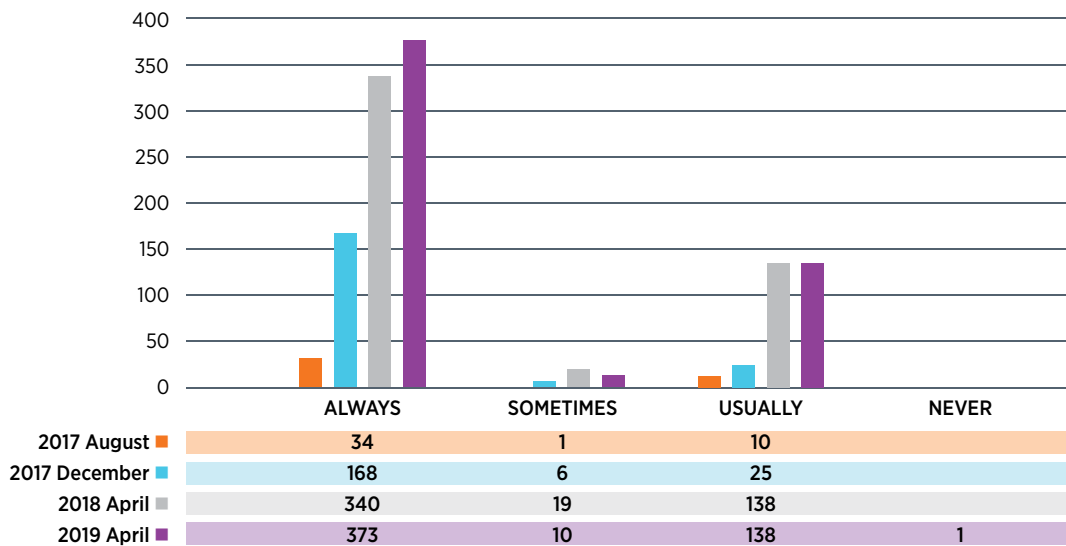
- 2017 August Total Response: 45
- 2017 December Total Response: 201
- 2018 April Total Response: 516
- 2019 April Total Response: 643



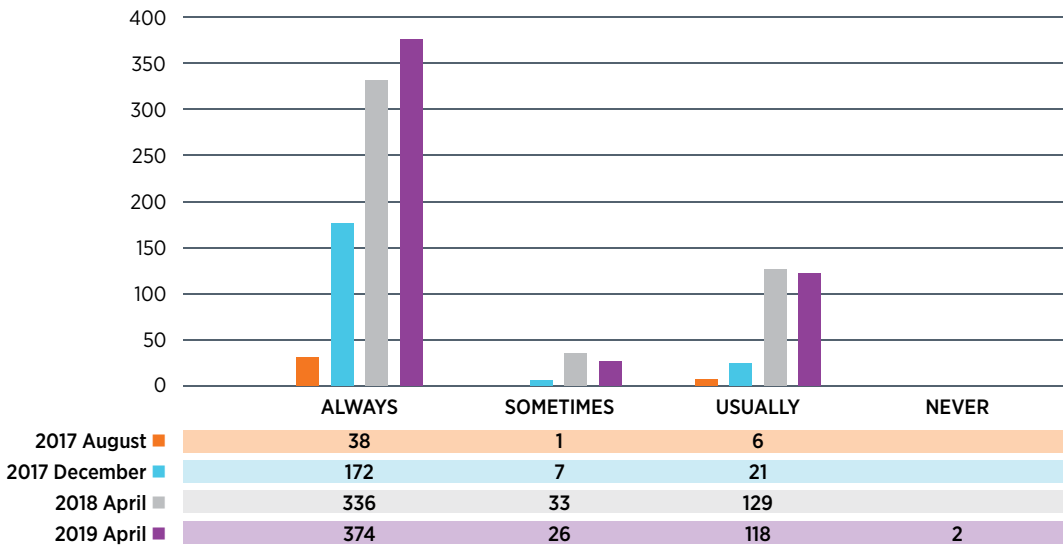
**QUESTION 2:  
HOW WELL DOES OUR STAFF LISTEN TO YOU?**



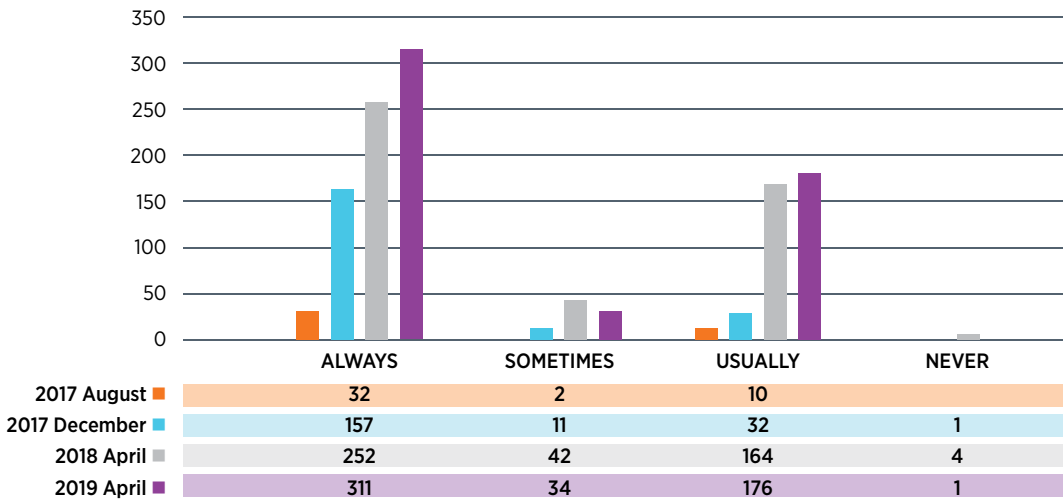
**QUESTION 3:  
DOES OUR STAFF EXPLAIN THINGS  
IN A WAY YOU UNDERSTAND?**

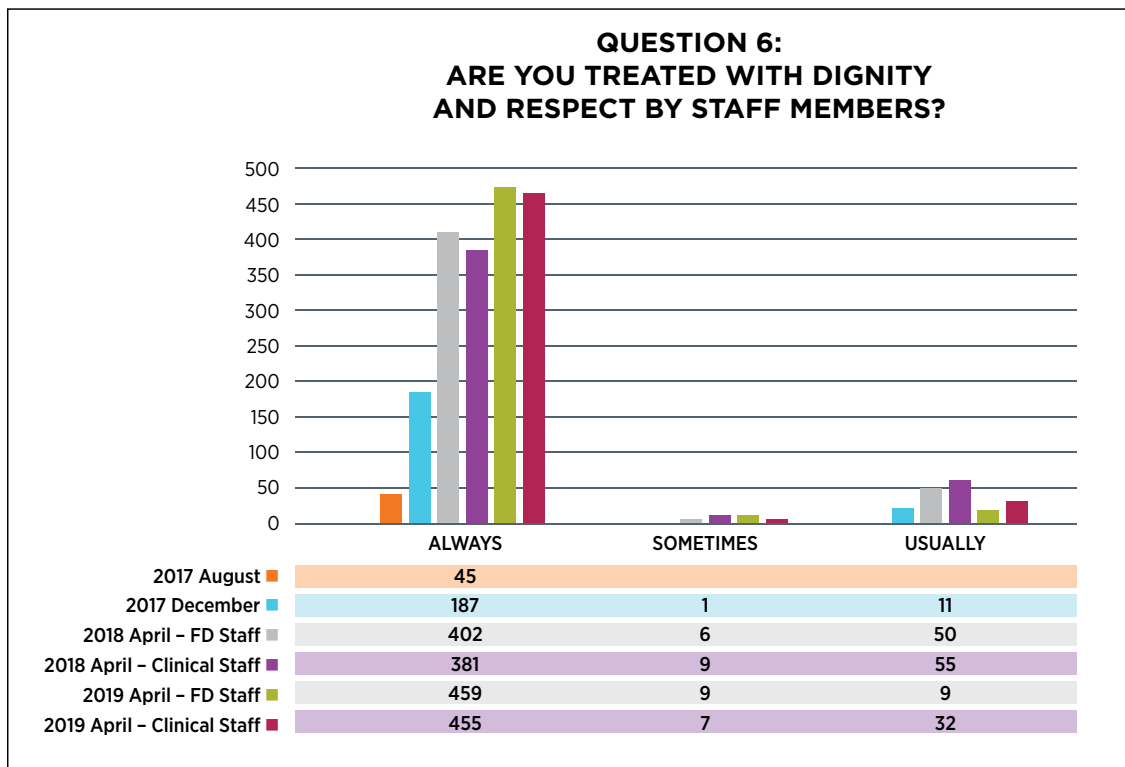


**QUESTION 4:  
DOES OUR STAFF GIVE YOU REASSURANCE AND SUPPORT?**



**QUESTION 5:  
DO YOU FEEL OUR STAFF UNDERSTAND YOUR NEEDS?**



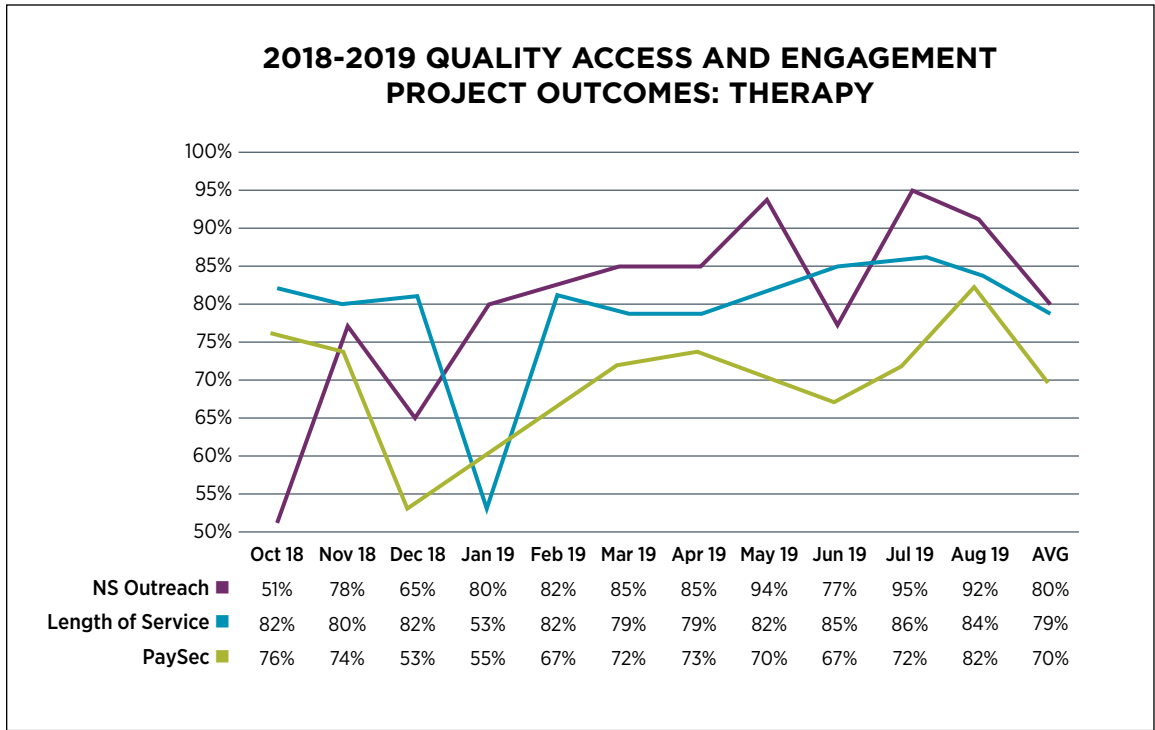


### INTAKE OPEN ACCESS

- Overall time of the process from start to finish has shown consistency of completing the entire intake process within two hours.

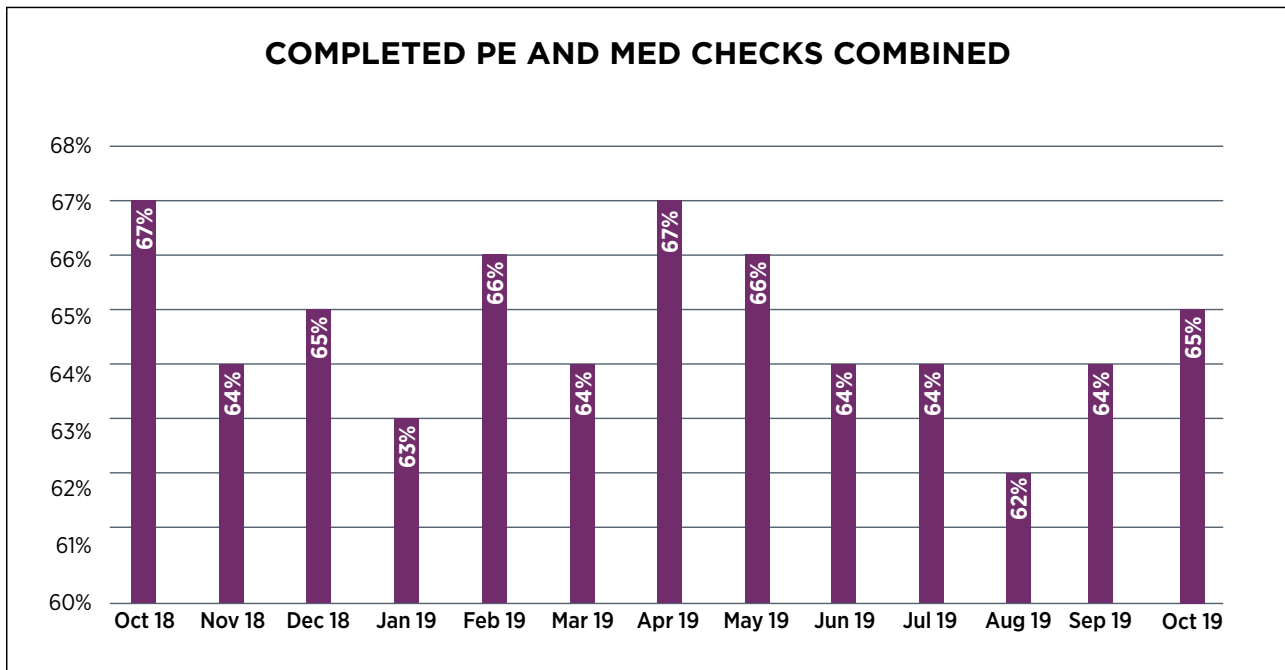
### OUTPATIENT THERAPY

- The measure of treatment plans being updated within 120 days continues with a 99% compliance rate.
- Charts are reviewed utilizing a quality assurance checklist and consistently meets all requirements to include: SMART goals and objectives in the treatment plan; needs statement in the treatment plan; completed assessments; smoking cessation follow-up; and development of a safety plan. Access and Engagement initiatives for outpatient therapy were the following: therapists call clients within 45 minutes of the appointment when the client does not show; individual therapy sessions to have a length of service of 53 minutes to provide a full session; each therapist is to complete at least one psychosocial a month. The outcomes are graphed here:



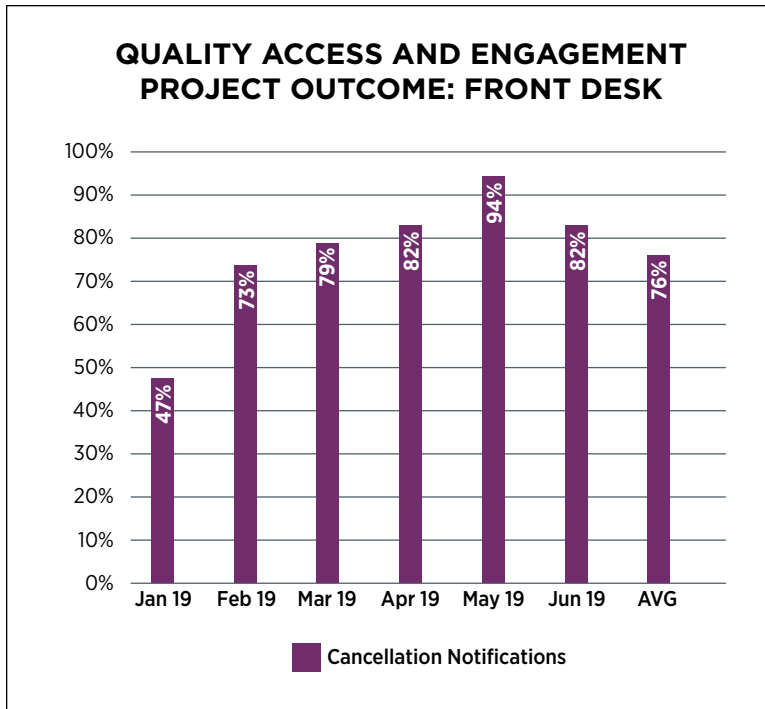
#### OUTPATIENT MED CLINIC

- No-show rates for psychiatric/diagnostic evaluations and med checks combined maintains an average of about 20.7%.
- Completed psychiatric/diagnostic evaluations and med checks combined maintains an average of 62.2%. Quality of technology during telepsychiatry consistently earns a positive rating and is monitored by the state.
- Med clinic treatment plans show consistent and timely completion.



*Quality Assurance/Quality Improvement continued...*

The front desk team participated in the access and engagement project by initiating a process of filling available med check appointments when a client cancels more than 24 hours ahead of time. The outcomes are graphed here:



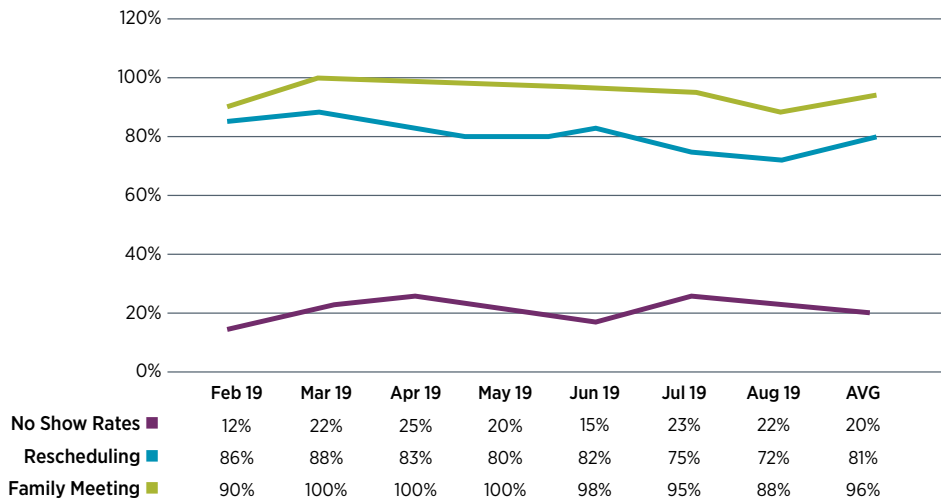
**BLENDING CASE MANAGEMENT**

- Coordination of care with other behavioral health programs is a measure that evaluates the fulfillment of the program’s primary goals.
- Value-based payment measures continue to be a main area of focus:
  - > Outpatient follow-up visits within 7 days after a BCM individual is discharged from inpatient
  - > Average number of BCM contacts within the 30 days after a BCM individual is discharged from inpatient
  - > BCM contacts within the three days after a BCM individual is discharged from inpatient
  - > BCM contact/claims the day of or the day before an inpatient admission

**BEHAVIORAL HEALTH REHABILITATION SERVICES**

- Services provided as prescribed to ensure children receive maximum access to care opportunities.
- Timeliness of packet submission to monitor timely access to initiate care.
- Access and engagement initiatives for Behavioral Health Rehabilitation Services were the following: review of completion rates with staff each month; rescheduling cancelled appointments within the same week; treating BSC and MT meet with family monthly to review progress. The outcomes are graphed here:

### 2018-2019 QUALITY ACCESS AND ENGAGEMENT PROJECT OUTCOMES: BHRS



#### CSANDS

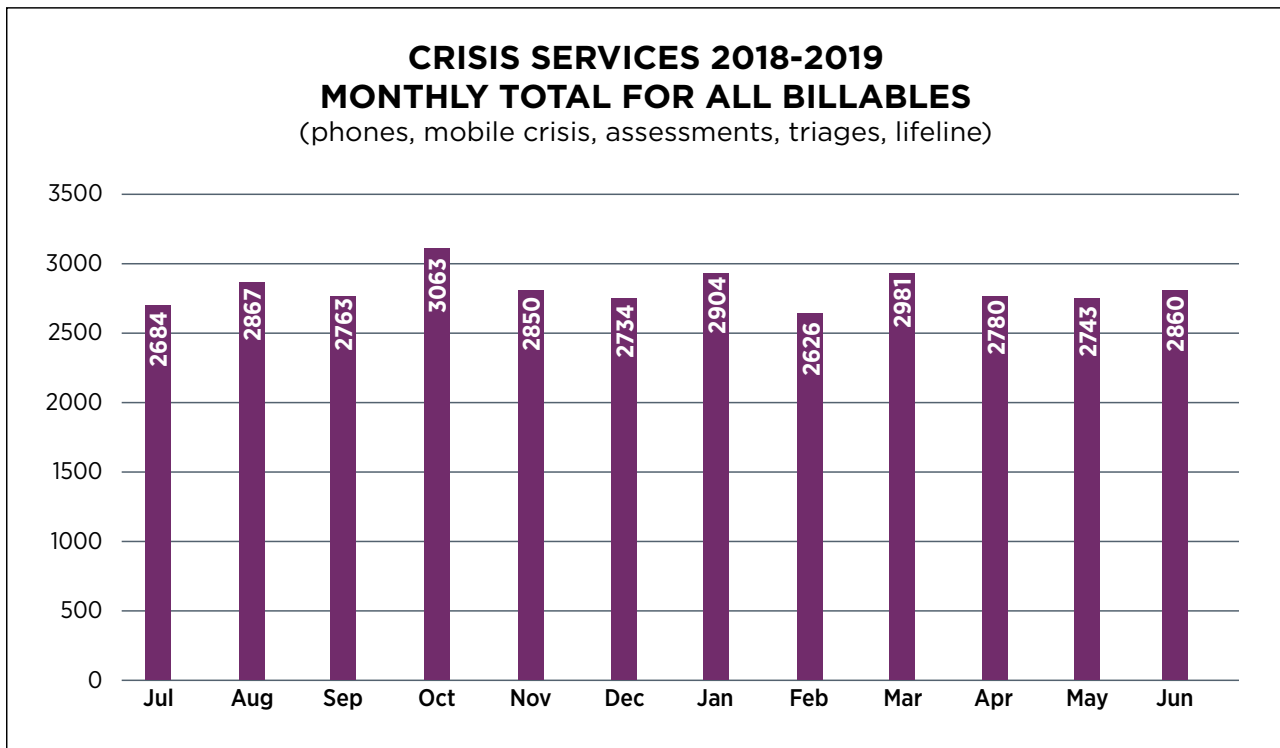
- Monitoring signed physicians orders for services, which is required by regulation and also serves to monitor appropriateness for services.

#### ADDICTION MEDICINE SERVICES

- Chart audit scores are measured to enhance preparation for auditing and opportunities for staff education.
- The Warm Hand-Off focuses QI on individual linkage to addiction services after the Warm Hand-Off assessment, referral and support process.
- Access and engagement initiatives for Addiction Medicine Services focused on training all staff on motivational interviewing techniques.

## CRISIS SERVICES

- **Crisis Residential Services** admitted 587 unduplicated individuals. Crisis Services served 5,293 unduplicated individuals.
- **Mobile** Crisis Services served 1,796 unduplicated individuals, with a total of 3,258 mobile visits.
- 1,277 unduplicated individuals received **walk-in** services, with a total of 2,987 walk-in visits.
- 5,199 unduplicated individuals received **phone services**, with a total of 49,957 phone contacts to address these needs
- The **WarmLine**, which is a peer-led service to provide alternative access and support to peer counseling, served 128 unduplicated individuals, who had 2,181 contacts.



## QUALITY

- Crisis indicators focus on coordination, safety, access, and satisfaction.
- Crisis BCM identification and contact to enhance care coordination for individuals with service involvement.
- Crisis triage priority response time and monitoring for fidelity to program standards.
- Crisis Residential Unit satisfaction survey, allowing for rapid response to any areas of concern.
- Lifeline suicide assessment and veteran status questions, which ensure the safety and resources are addressed.
- Access and engagement initiatives for Crisis Services focused on: the follow up of contacts resulting in linkage to services; tracking of missed opportunities for mobile crisis; time between triage and mobile crisis.



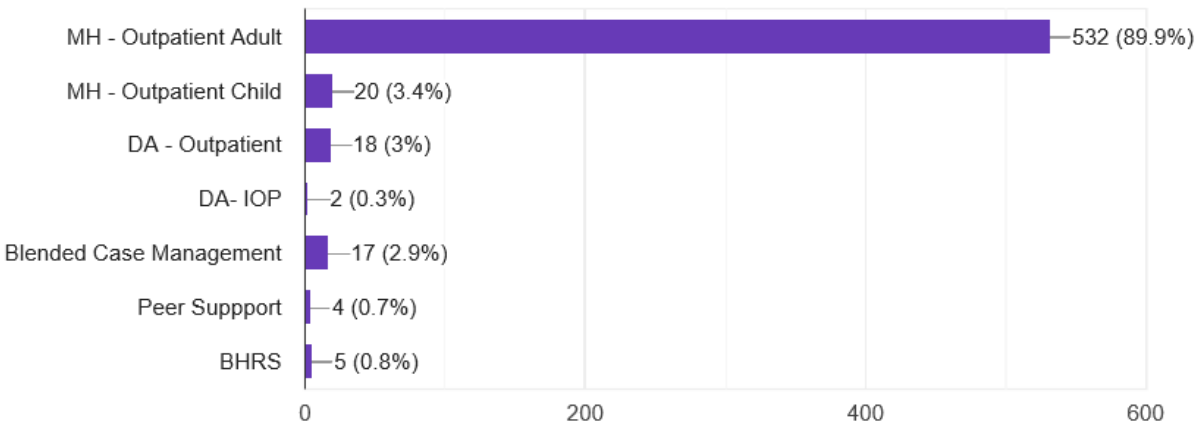
# SAFE HARBOR BEHAVIORAL HEALTH OF UPMC HAMOT

Partner with Western Psychiatric Institute and Clinic of UPMC

## 2019 ANNUAL CLIENT SATISFACTION SURVEY N=643 (increased by 127 from 2018)

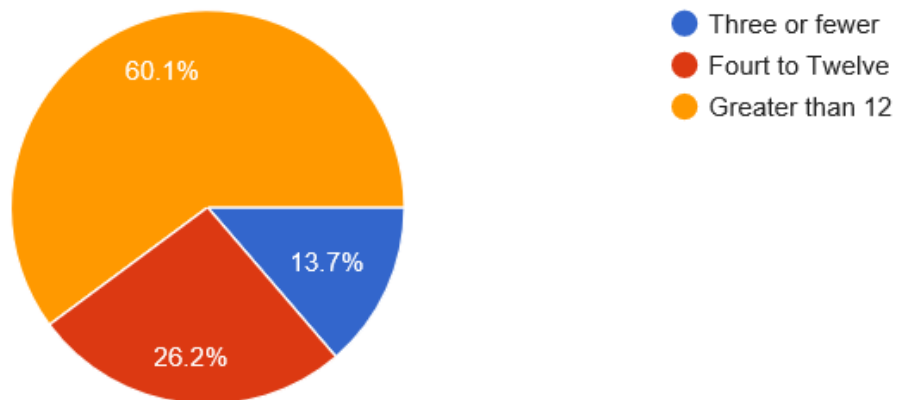
### Service/Program

592 responses



### Number of Completed Session:

409 responses

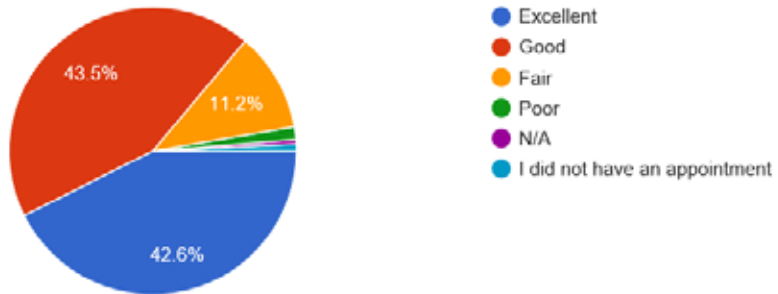


# SAFE HARBOR BEHAVIORAL HEALTH OF UPMC HAMOT

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## 1. Please rate your level of satisfaction with wait time before your appointments:

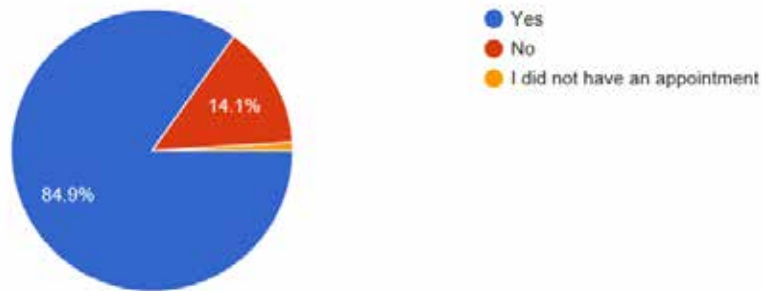
627 responses



\*Increase in Excellent/Good by 3.7%

## 2. *Did you get an appointment as soon as you wanted it?*

629 responses



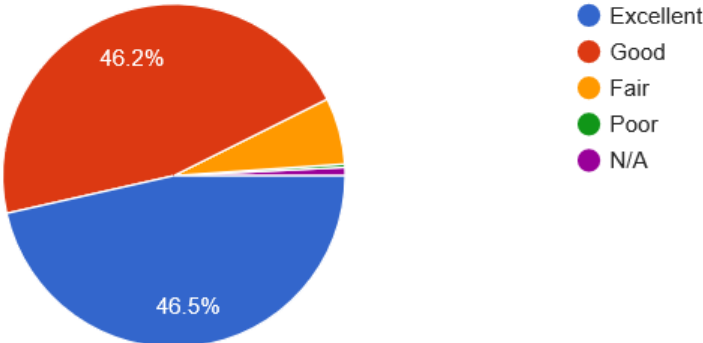
\*Increase in Yes by 5.5%

# SAFE HARBOR BEHAVIORAL HEALTH OF UPMC HAMOT

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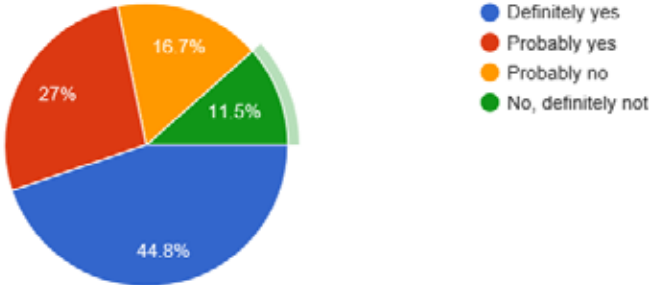
### 3. Please rate the appearance and comfort of our facility:

639 responses



### 4. Do you have family or friends who are important and involved in your treatment?

634 responses

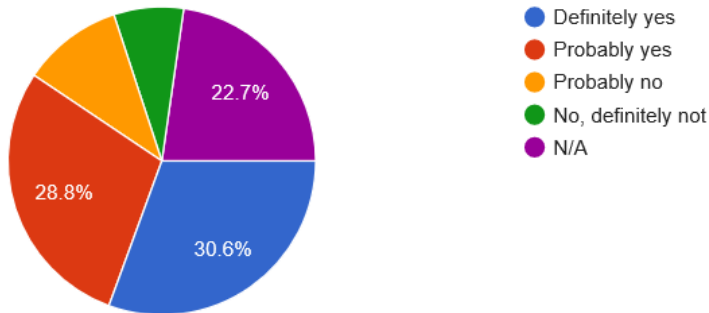


# SAFE HARBOR BEHAVIORAL HEALTH OF UPMC HAMOT

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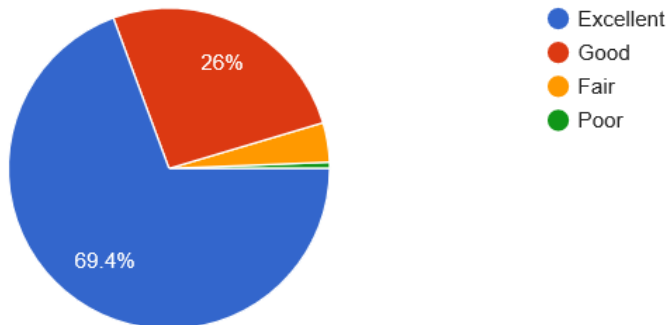
## 5. If you answered yes to question 4, have we attempted to involve them in your treatment as much as you would have liked?

559 responses



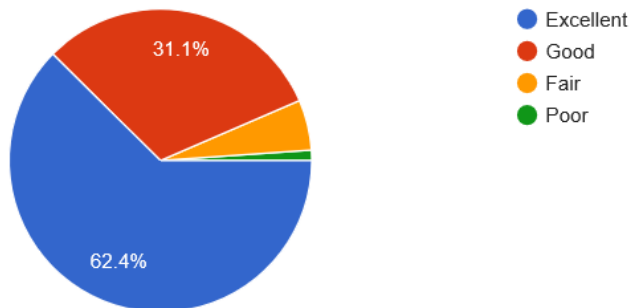
## 6. Please rate the privacy and confidentiality of our services:

630 responses



## 7. *\*How well does our staff listen to you?*

633 responses



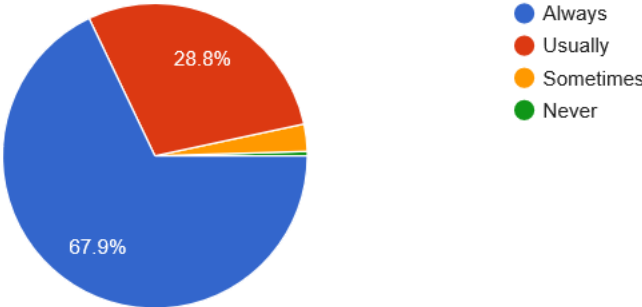
# SAFE HARBOR BEHAVIORAL HEALTH OF UPMC HAMOT

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\*Decrease in Excellent/Good by 0.8%

## 8. *\*Does our staff explain things in a way you understand?*

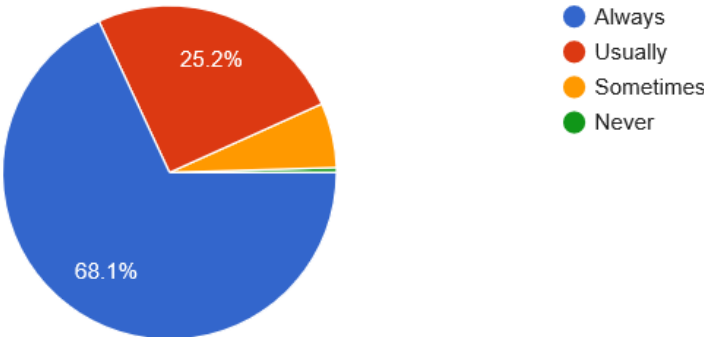
626 responses



\*Decrease in Always by 0.4%

## 9. *\*Does our staff give you reassurance and support?*

623 responses



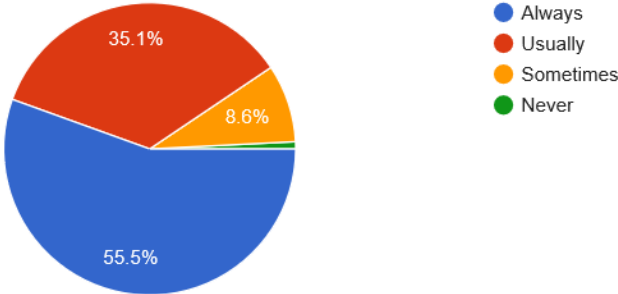
\*Increase in Always by 1.2%

# SAFE HARBOR BEHAVIORAL HEALTH OF UPMC HAMOT

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## 10. *\*Do you feel our staff understand your needs?*

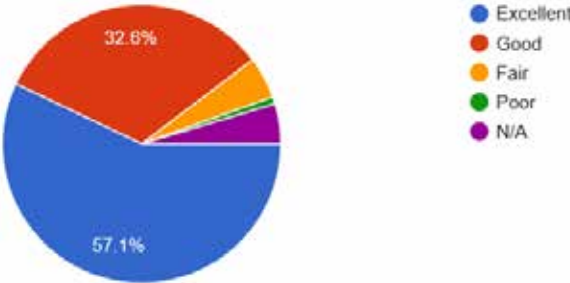
627 responses



\*Increase in Always by 1%

## 11. *\*new for 2019\** How well does our staff meet your needs in ways that fit with your culture and background?

620 responses

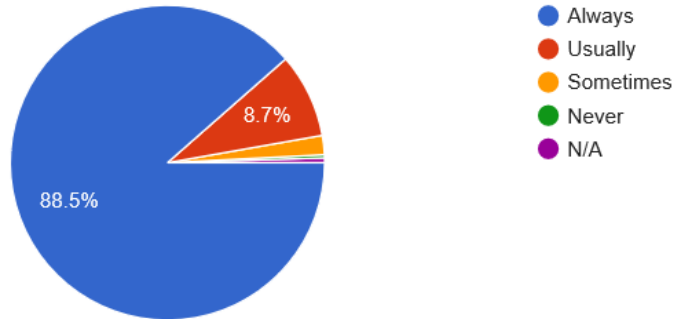


# SAFE HARBOR BEHAVIORAL HEALTH OF UPMC HAMOT

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## 12a. *\*Are you treated with respect and dignity by the following staff members?* FRONT DESK

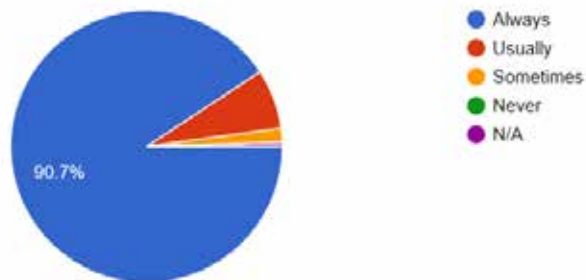
611 responses



\*Increase in Always by 1.5%

## 12b. *\*Are you treated with respect and dignity by the following staff members?* CLINICAL STAFF

594 responses



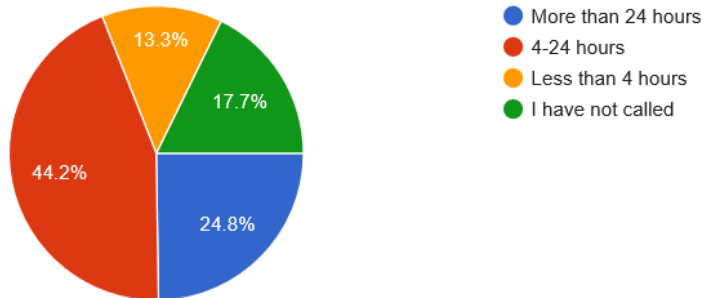
\*Increase in Always by 5.7%

# SAFE HARBOR BEHAVIORAL HEALTH OF UPMC HAMOT

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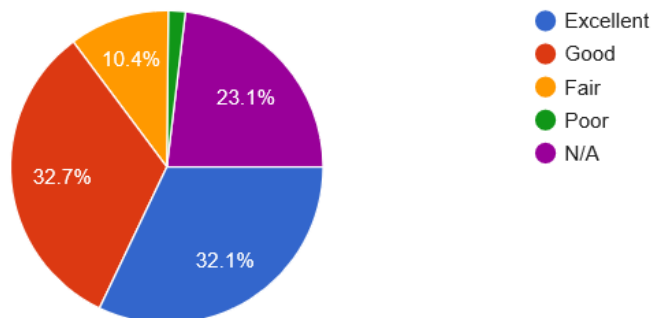
## 13. When you call our staff, how long does it usually take for your calls to be returned?

513 responses



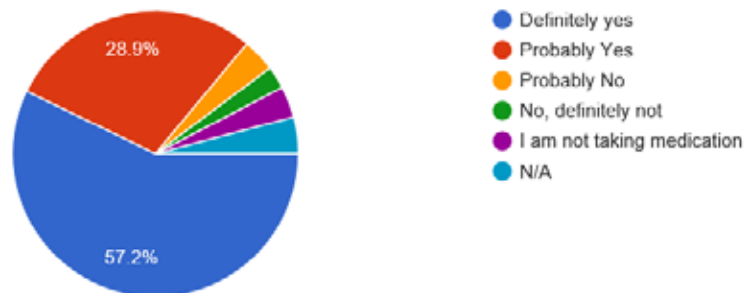
## 14. How well does our staff deal with your problems and complaints about our services?

511 responses



## 15. Did our staff explain the benefits and risks of the medication you are taking in a way you understand?

509 responses



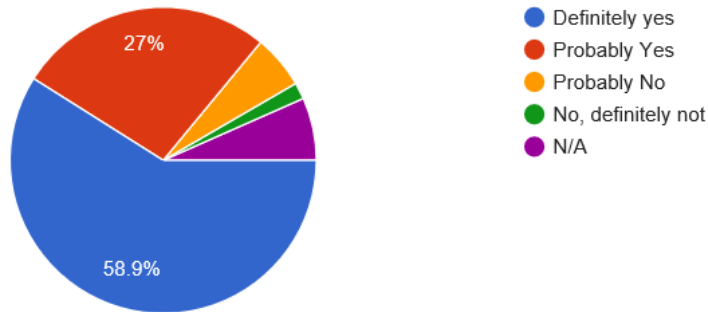


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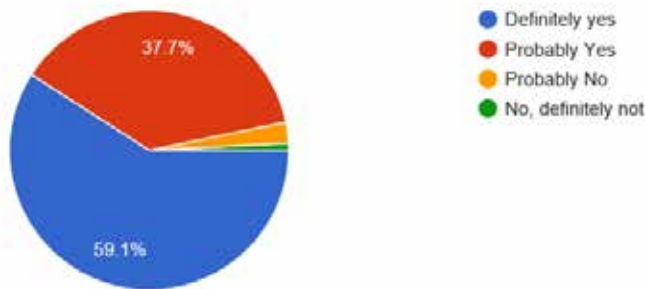
## 16. Did our staff explain what to do in case of side effects or emergency in a way you understand?

514 responses



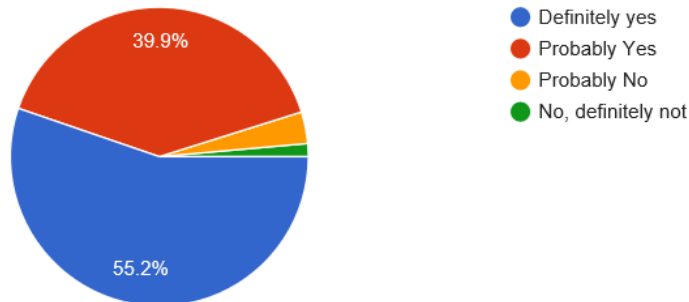
## 17. Our staff helps you to maintain and achieve recovery goals:

496 responses



## 18. Our staff helps you learn how to deal with your problems yourself:

496 responses

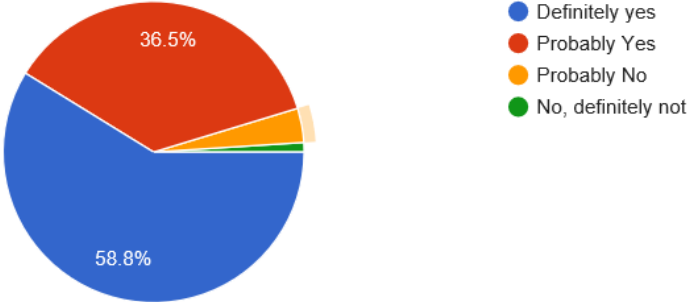


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Partner with Western Psychiatric Institute and Clinic of UPMC

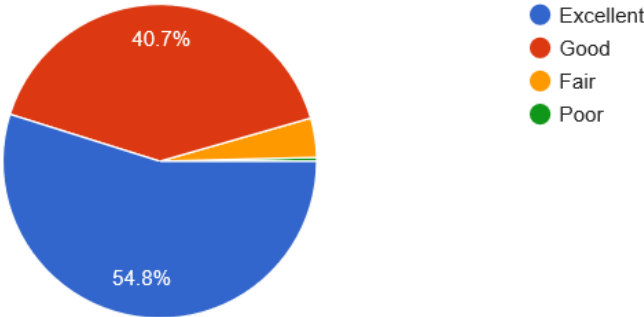
## 19. Are you involved as much as you want to be in planning your recovery and goals?

490 responses



## 20. How would you rate your relationship with our staff?

496 responses

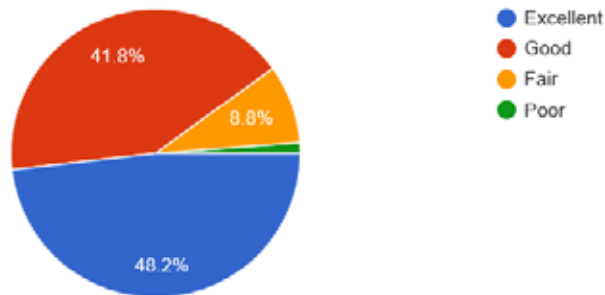


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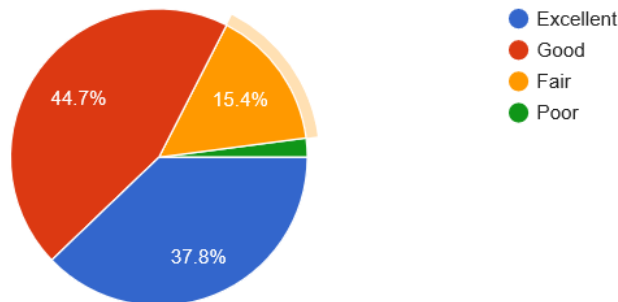
## 21. How much have you been helped by the care you received?

500 responses



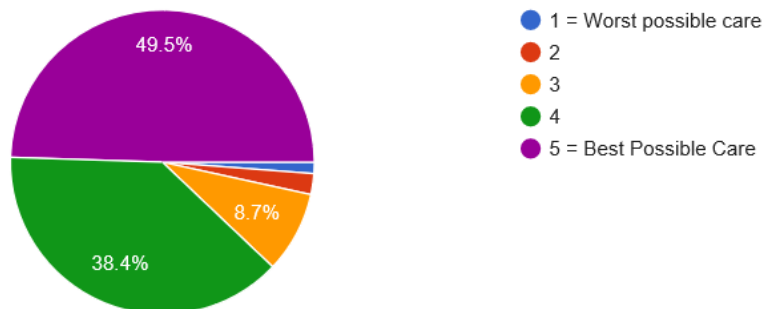
## 22. How much have the services you received helped you improve your relationships?

481 responses



## 23. Using any number from 1 to 5, what is your overall rating of the care you received?

497 responses

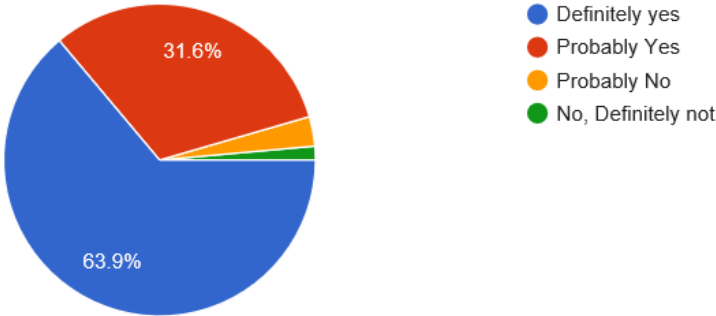


# SAFE HARBOR BEHAVIORAL HEALTH OF UPMC HAMOT

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## 24. How likely are you to recommend our services to others?

490 responses



## 2019 PEER SATISFACTION SURVEY OUTCOMES (N=4)



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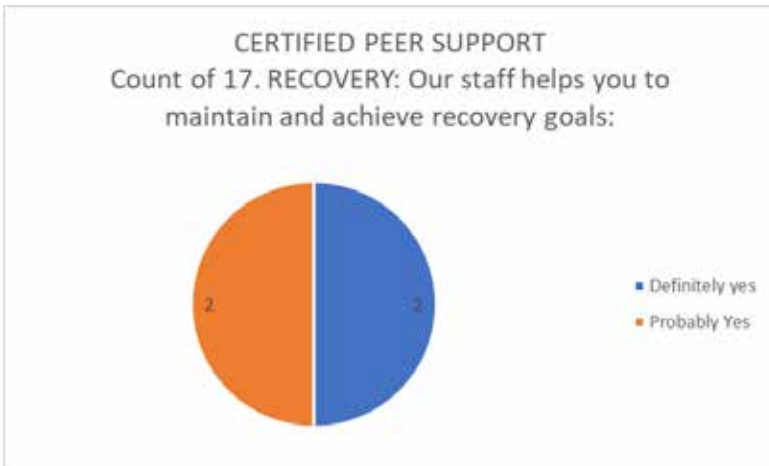
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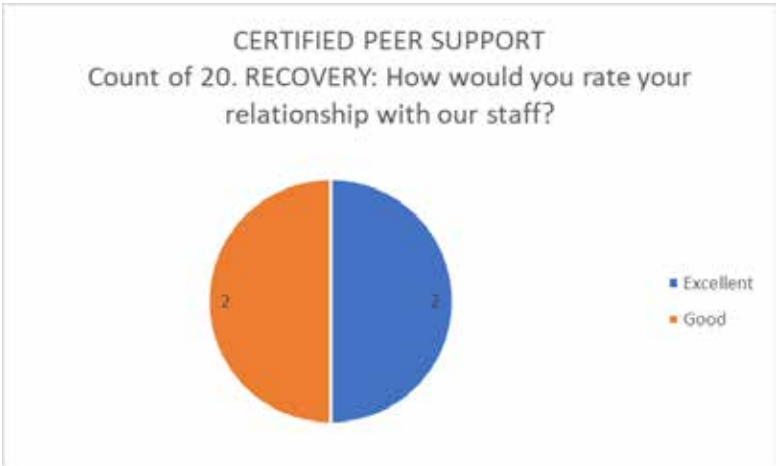
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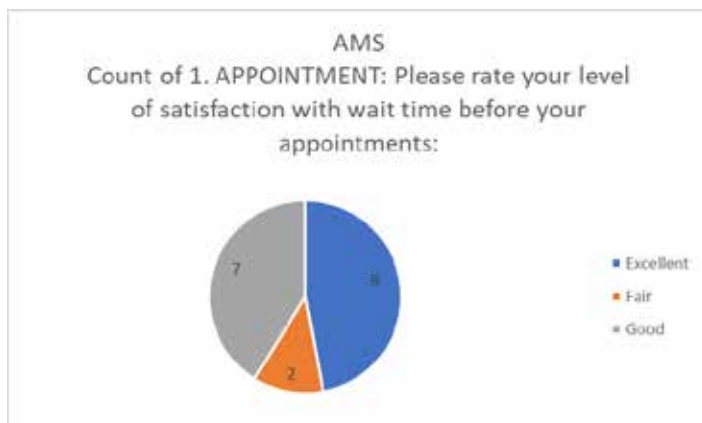
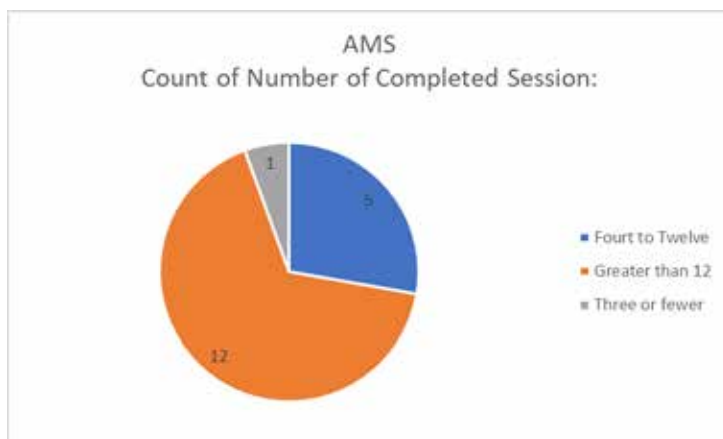


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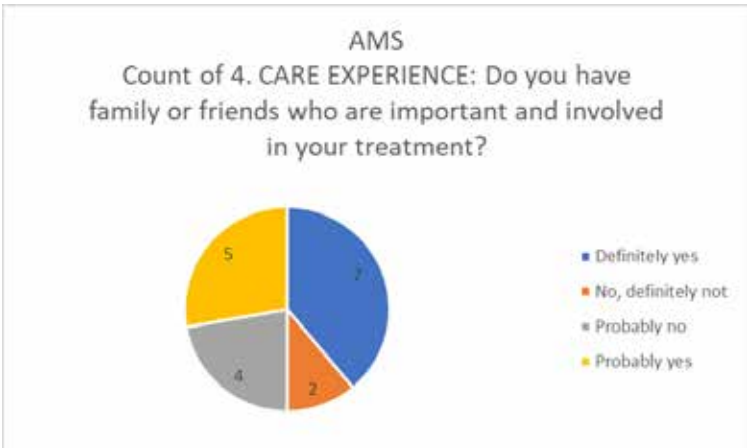
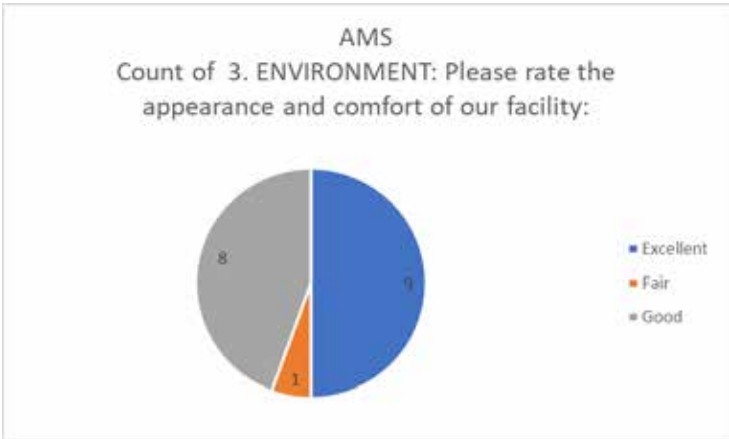


## 2019 AMS SATISFACTION SURVEY OUTCOMES (N=18)



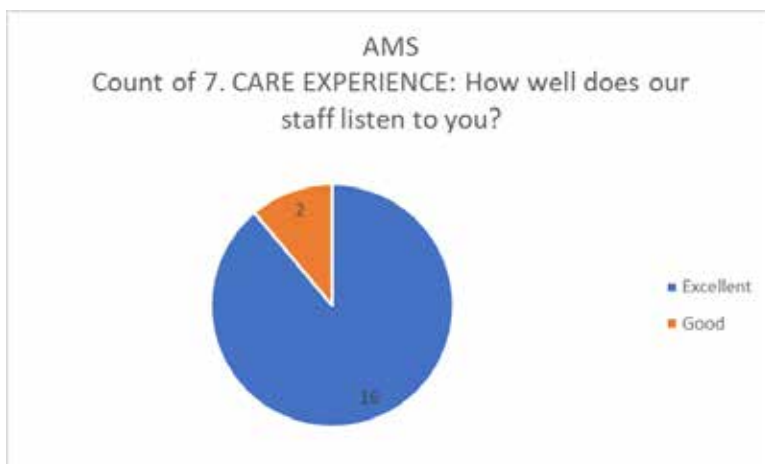
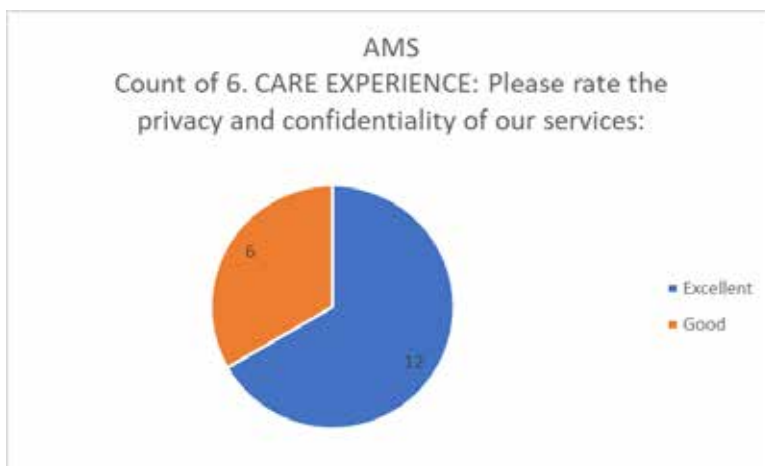
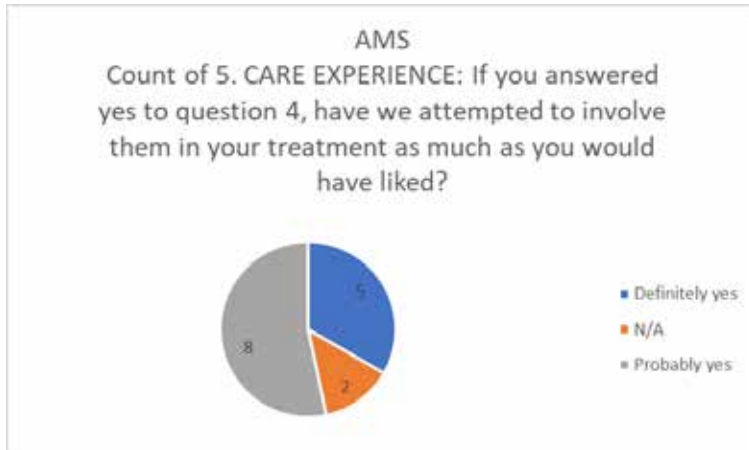
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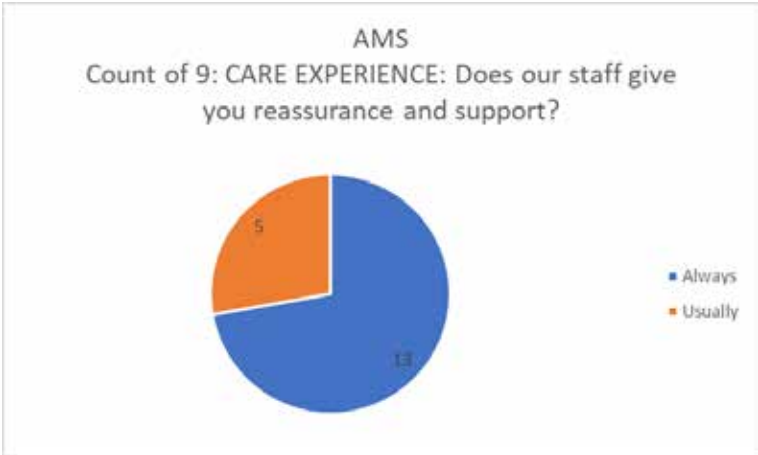
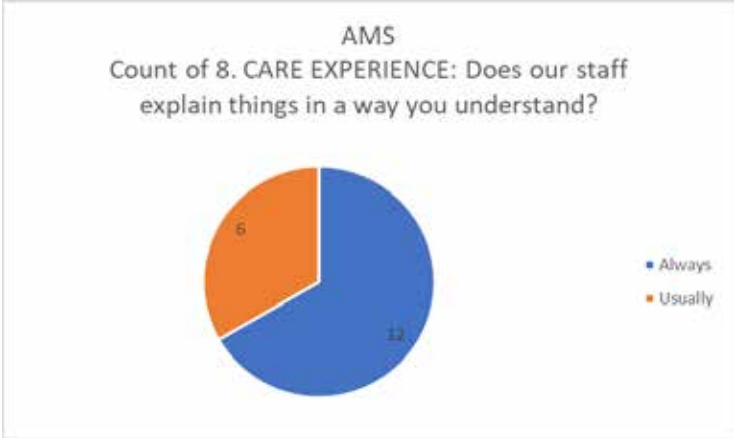
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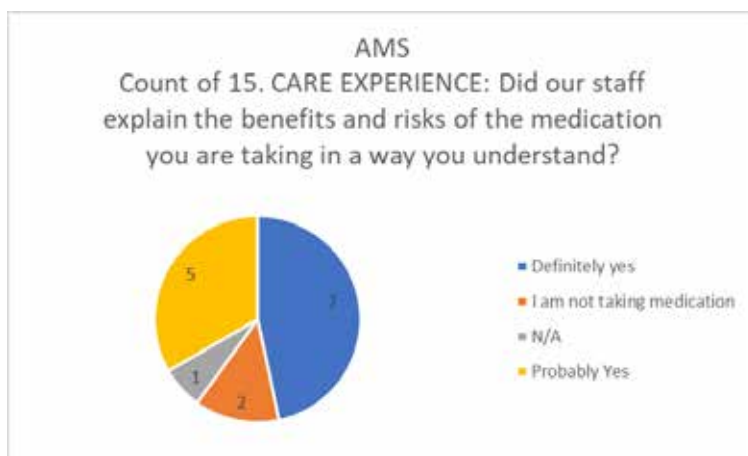
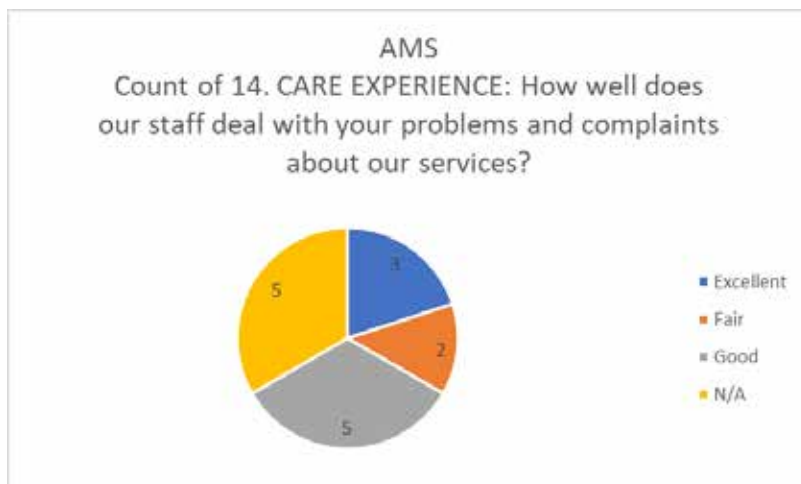
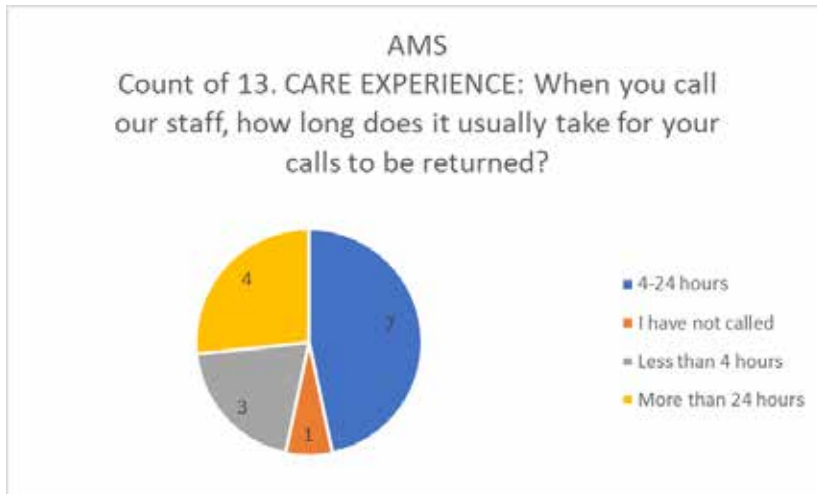
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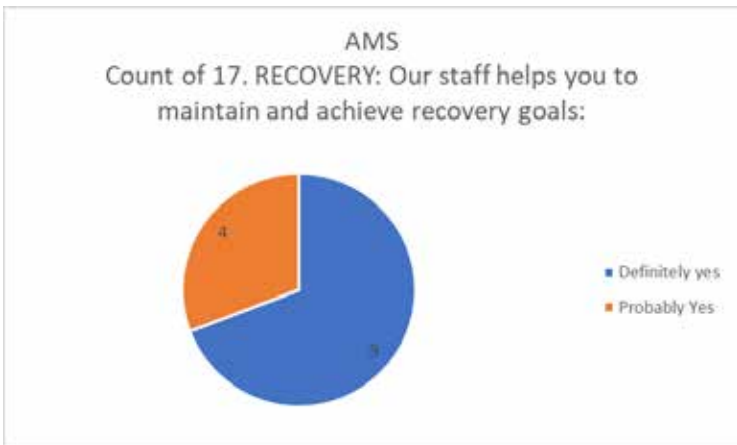
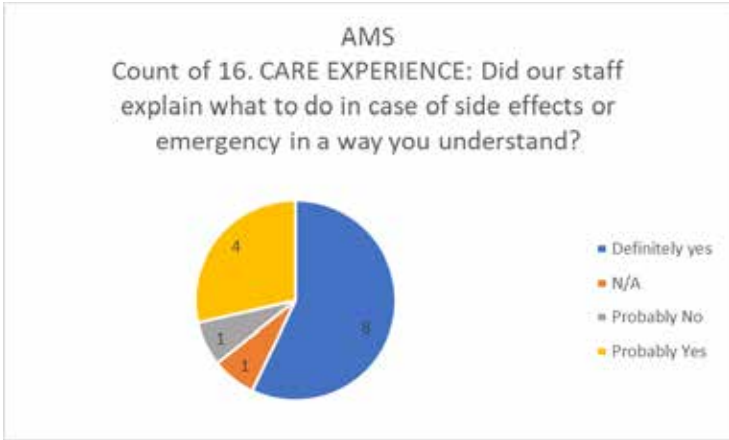
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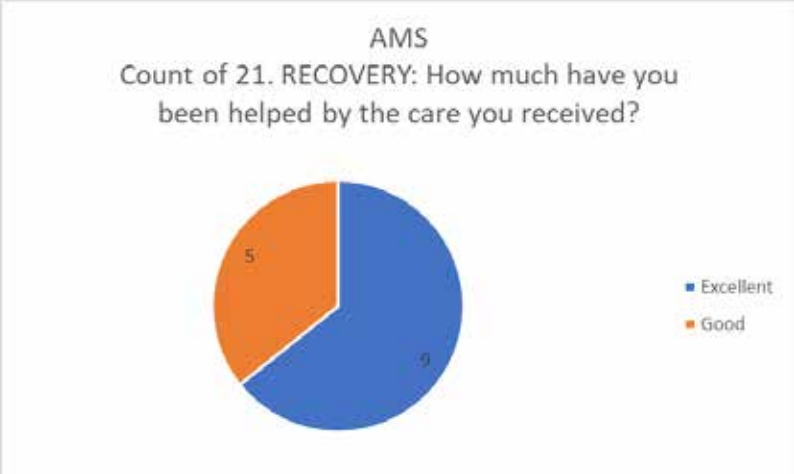
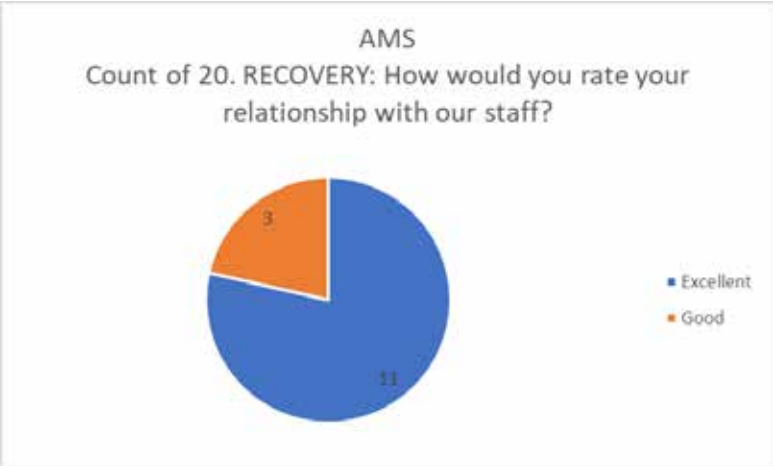
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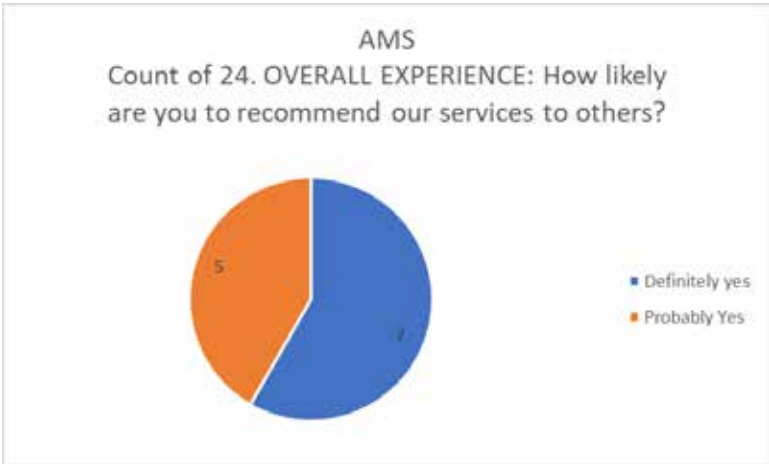
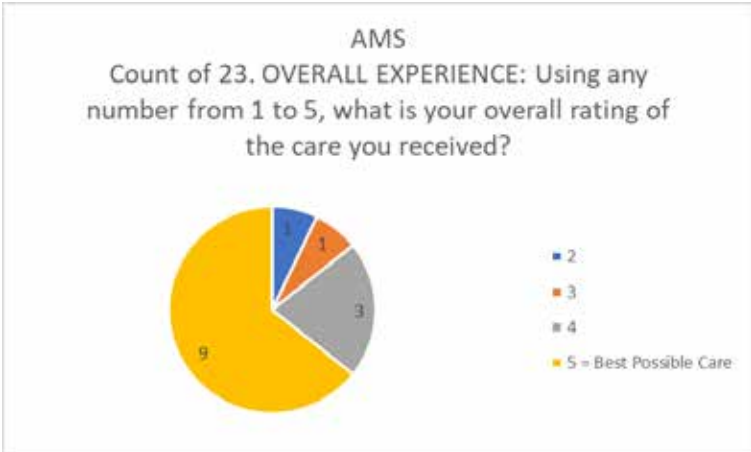
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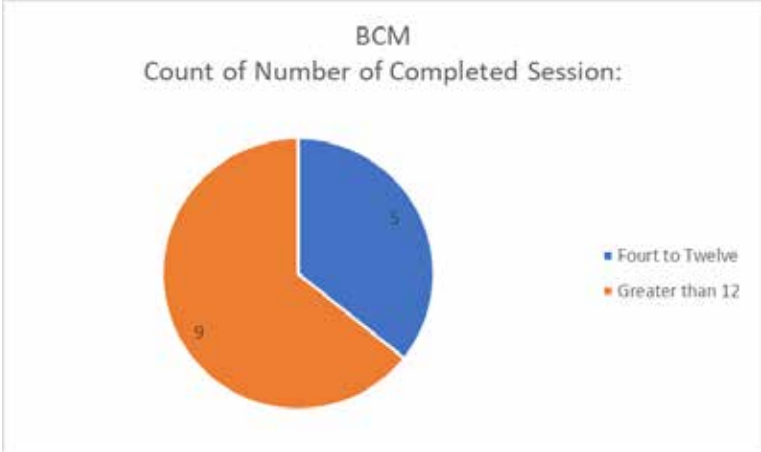
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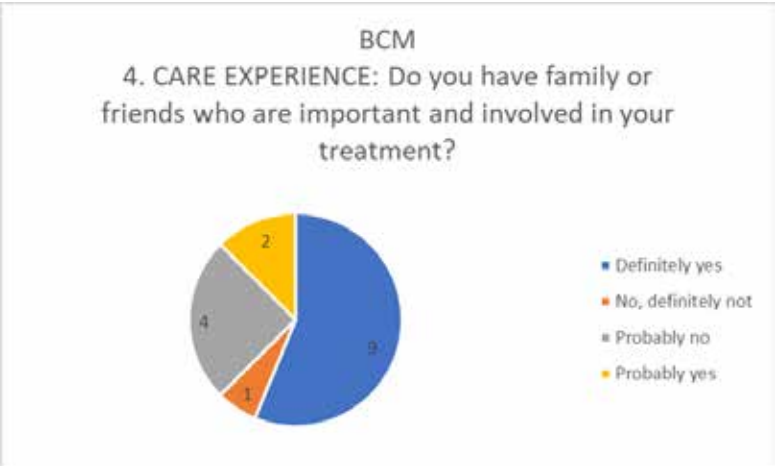
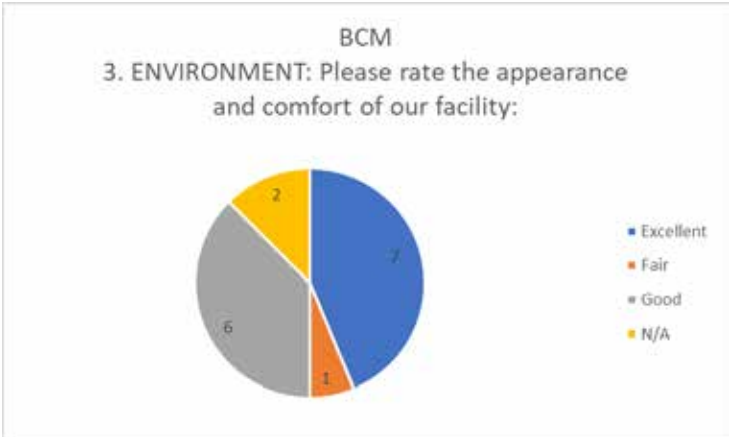
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## 2019 BCM Satisfaction Survey Outcomes (N=17)



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# SAFE HARBOR BEHAVIORAL HEALTH OF UPMC HAMOT

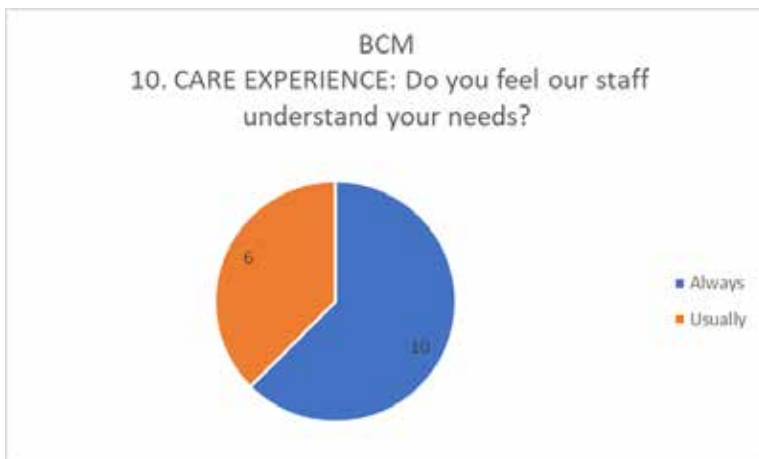
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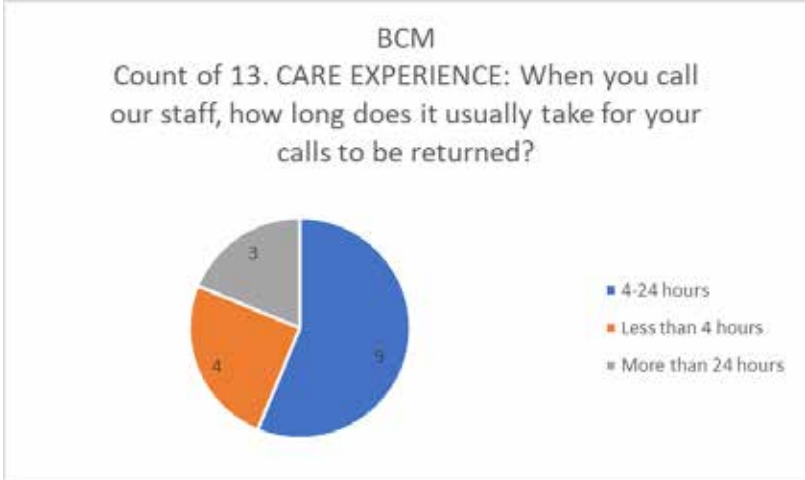
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Partner with Western Psychiatric Institute and Clinic of UPMC



# SAFE HARBOR BEHAVIORAL HEALTH OF UPMC HAMOT

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BCM

16. CARE EXPERIENCE: Did our staff explain what to do in case of side effects or emergency in a way you understand?



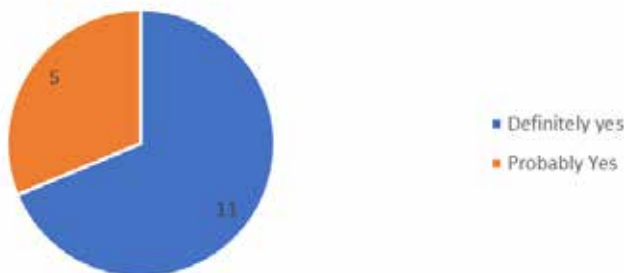
BCM

17. RECOVERY: Our staff helps you to maintain and achieve recovery goals:



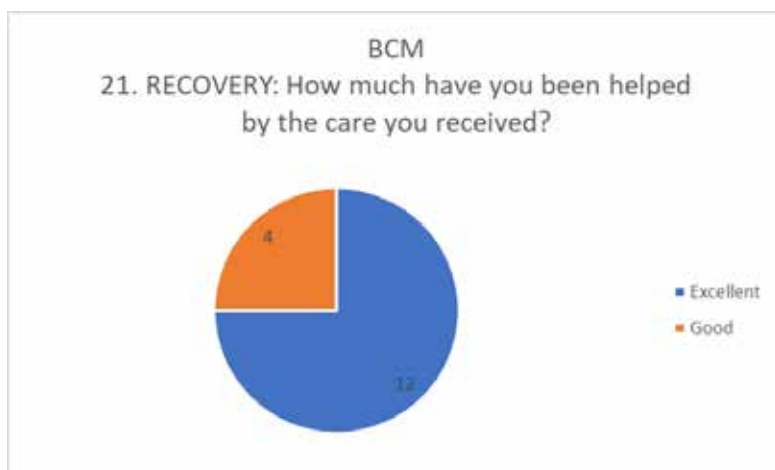
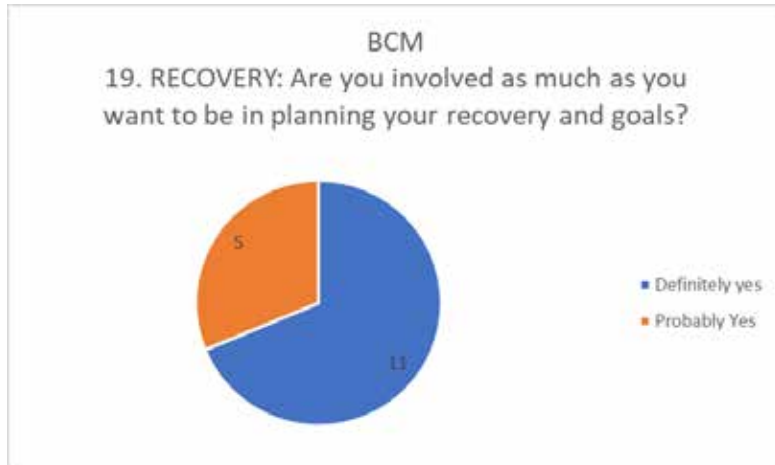
BCM

18. RECOVERY: Our staff helps you learn how to deal with your problems yourself:



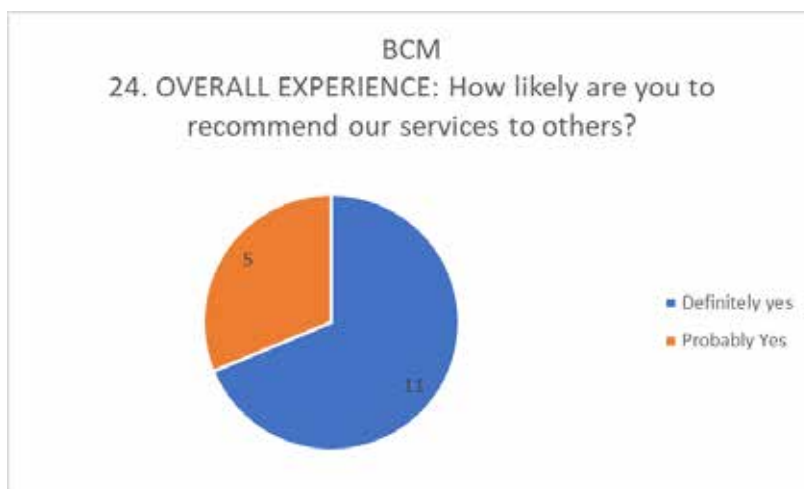
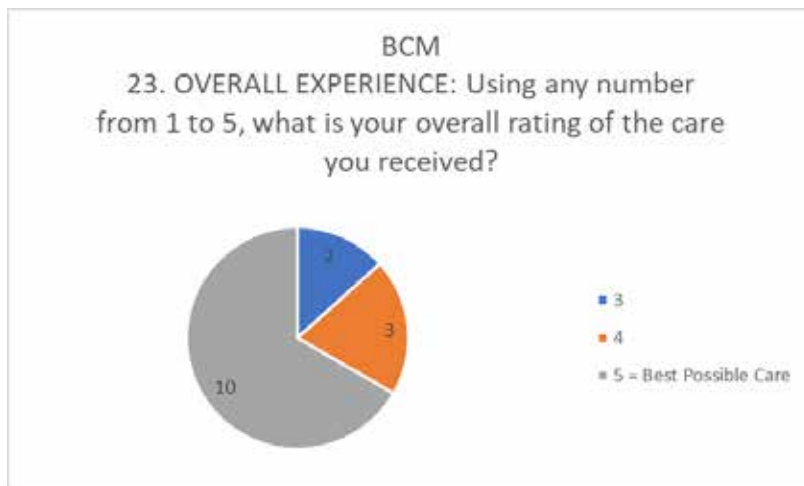
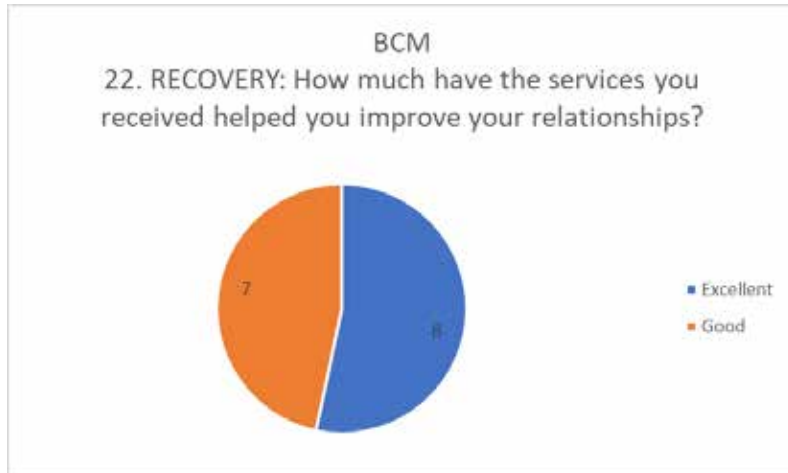
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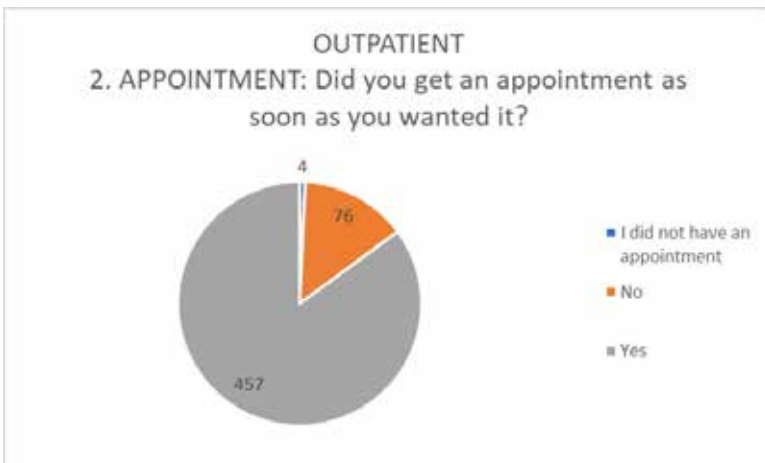
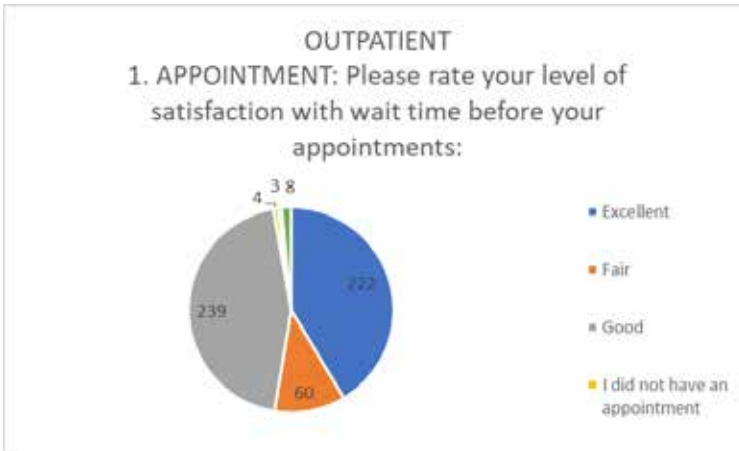
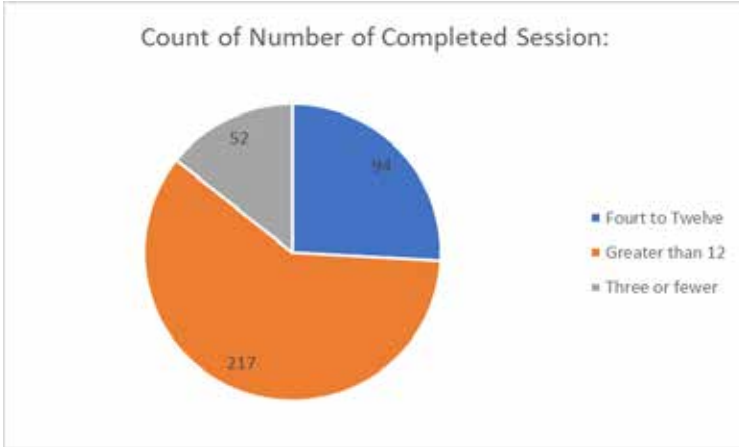
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# SAFE HARBOR BEHAVIORAL HEALTH OF UPMC HAMOT

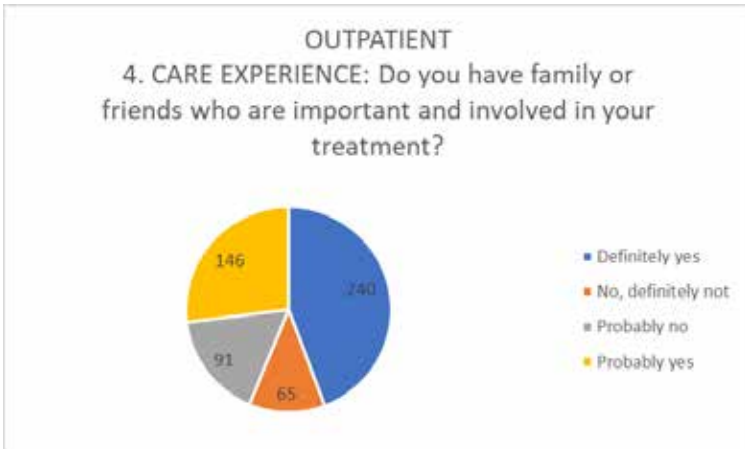
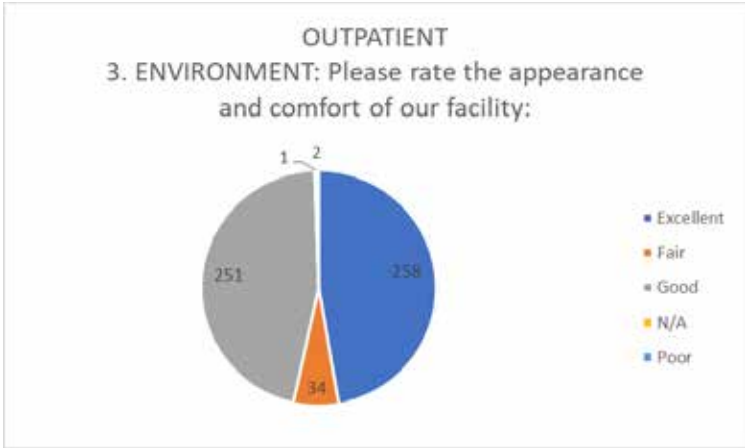
Partner with Western Psychiatric Institute and Clinic of UPMC

## 2019 OUTPATIENT SATISFACTION SURVEY OUTCOMES (N=552)



# SAFE HARBOR BEHAVIORAL HEALTH OF UPMC HAMOT

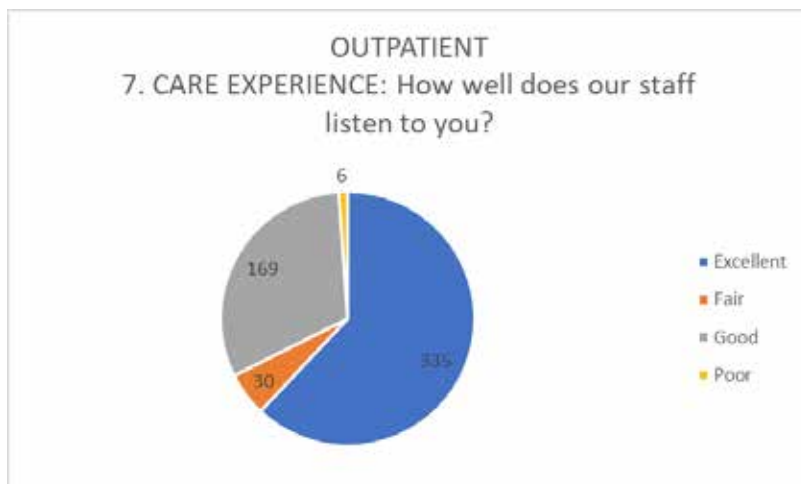
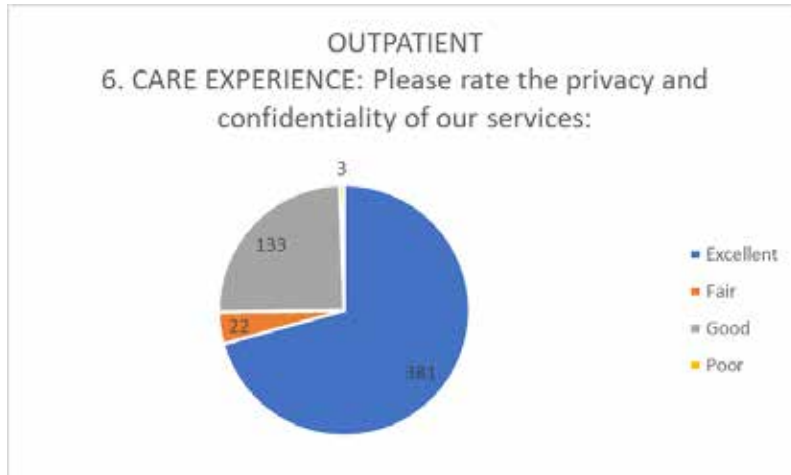
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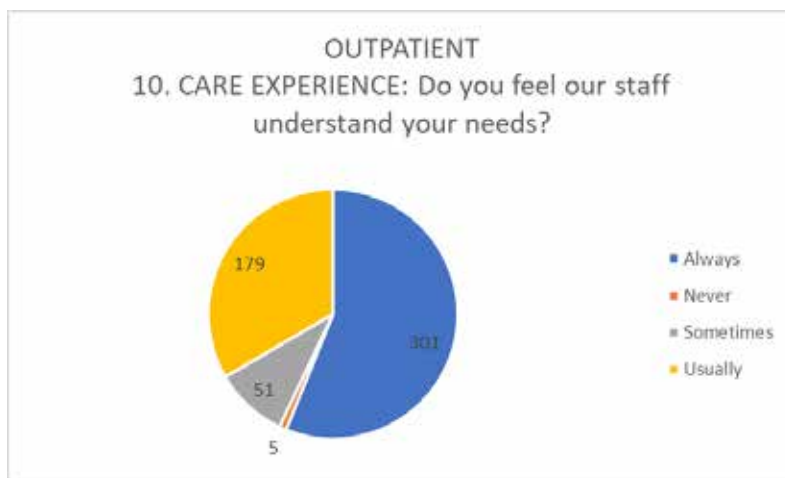
# SAFE HARBOR BEHAVIORAL HEALTH OF UPMC HAMOT

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## OUTPATIENT

12a.CARE EXPERIENCE: Are you treated with respect and dignity by the following staff members? FRONT DESK



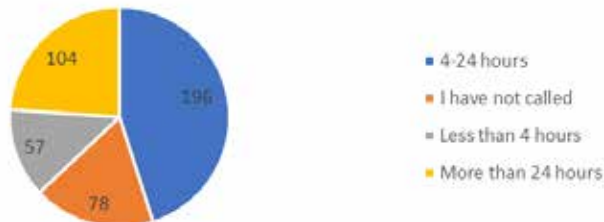
## OUTPATIENT

12b CARE EXPERIENCE: Are you treated with respect and dignity by the following staff members? CLINICAL STAFF



## OUTPATIENT

13. CARE EXPERIENCE: When you call our staff, how long does it usually take for your calls to be returned?



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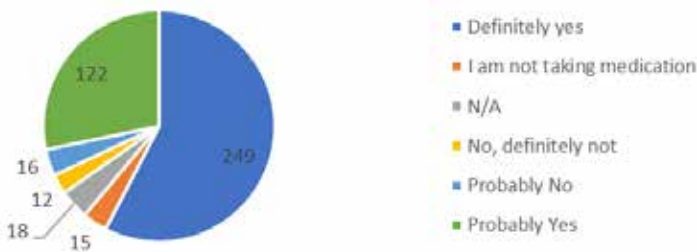
## OUTPATIENT

14. CARE EXPERIENCE: How well does our staff deal with your problems and complaints about our services?



## OUTPATIENT

15. CARE EXPERIENCE: Did our staff explain the benefits and risks of the medication you are taking in a way you understand?



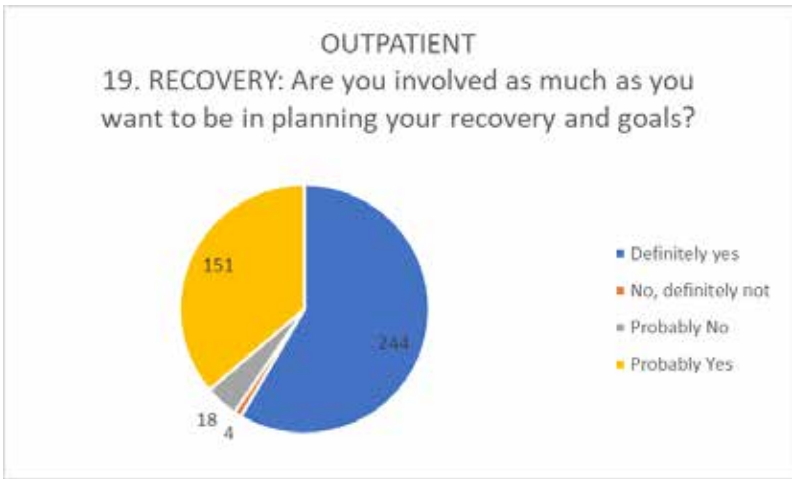
## OUTPATIENT

16. CARE EXPERIENCE: Did our staff explain what to do in case of side effects or emergency in a way you understand?



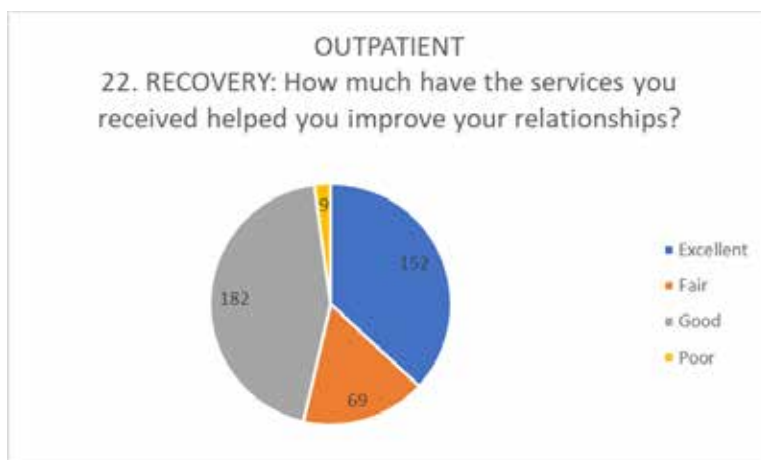
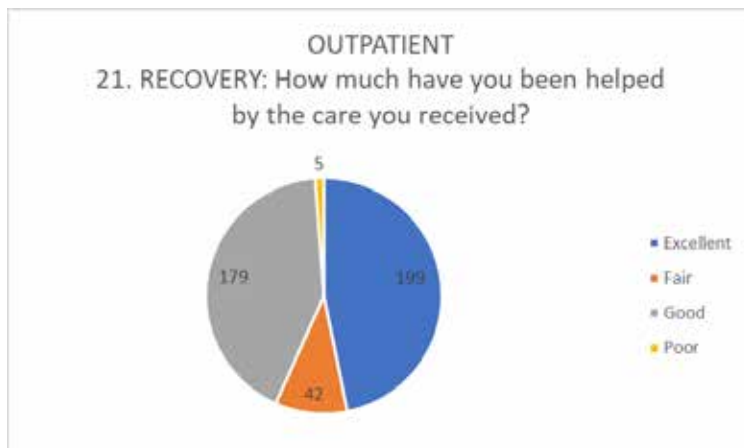
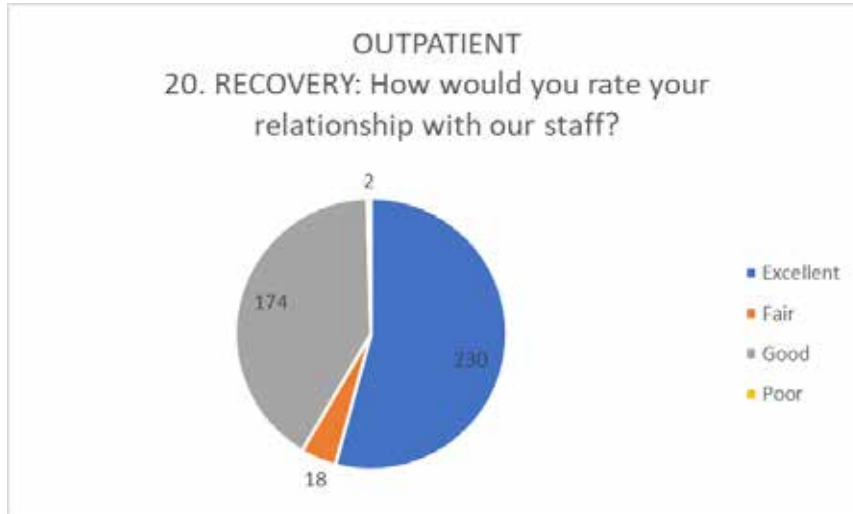
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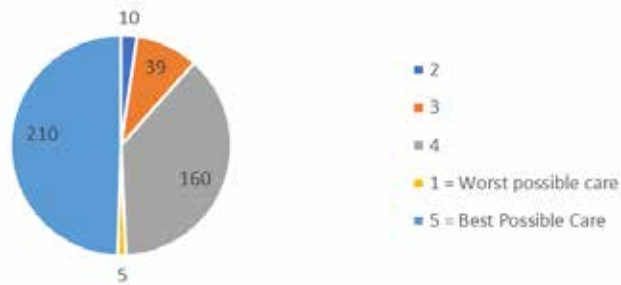


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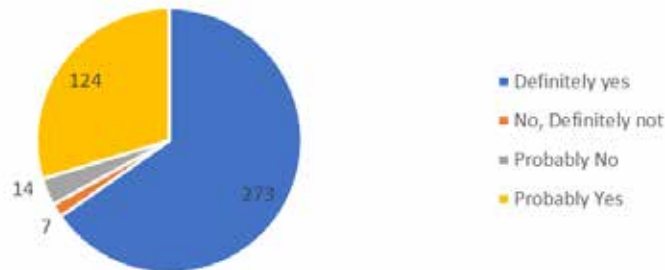
## OUTPATIENT

23. OVERALL EXPERIENCE: Using any number from 1 to 5, what is your overall rating of the care you received?



## OUTPATIENT

24. OVERALL EXPERIENCE: How likely are you to recommend our services to others?



# **SAFE HARBOR BEHAVIORAL HEALTH OF UPMC HAMOT**

Partner with Western Psychiatric Institute and Clinic of UPMC

## **SAFE HARBOR OUTPATIENT CLINIC**

1330 W. 26th St., Erie, PA 16508

## **SAFE HARBOR CRISIS CENTER/ OUTPATIENT WEST**

2560 W. 12th St., Erie, PA 16505

In the event of a crisis, call Crisis Services 24/7/365  
at **814-456-2014** or **1-800-300-9558**.