



**UPMC** | **WESTERN  
BEHAVIORAL HEALTH**  
At Safe Harbor

2023  
**ANNUAL  
SUMMARY**

UPMC Western Behavioral Health at Safe Harbor is a safe and welcoming environment because of our team members, who provide services with compassion, integrity, innovation, and advocacy each day. We dedicate this report in their honor and offer our sincere thanks for the difference they make in the lives of our patients every day.

**2023**  
BY THE NUMBERS

**12,367**  
CLIENTS

**238,872**  
BILLABLE SERVICES

“

I can call and they get back to me within a day.

— Safe Harbor client

”

## OUTPATIENT SERVICES

UNIQUE CLIENTS  
(total services)

Outpatient Med Clinic	4,222 (15,184)
Outpatient Psychology	430
Outpatient Therapy	2,847 (15,976)
Crisis Services Acute Needs and Diversion Services	5
Early Onset Recovery Program	30

## CASE MANAGEMENT

UNIQUE CLIENTS  
(total services)

Blended Case Management	203 (3,826)
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## ADDICTION MEDICATION

UNIQUE CLIENTS  
(total services)

Addiction Medicine Services Warm Hand-Off	1,005
Women’s Recovery Center	41
Erie Outpatient/Intensive Outpatient/MAT	300 (4,115)
Franklin Outpatient/MAT	37 (569)
Certified Recovery Specialist	56 (540)

## OPIOID SETTLEMENT

**2,080**

Fentanyl/xylazine test strips

**767**

Deterra Bags

**484**

Naloxone

**188**

SUD Screening Tools

**230**

Calendars

**15**

Wound Care Kits

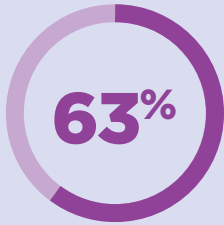
Opioid settlement activities are continuing in 2024.

## 2023 BY THE NUMBERS

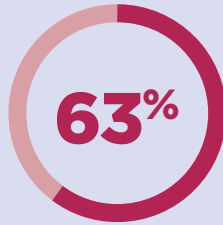
UNIQUE CLIENTS  
(total services)

Certified Peer Specialist	17 (279)
Crisis Residential Unit	483 admissions
Crisis (overall)	4,627
Crisis — Mobile	1,305 (2,096)
Crisis — Walk-in	1,137 (2,550)
Crisis — Phone	4,585 (50,561)
WarmLine	133 (982)

## WARM HAND-OFF QUALITY INDICATORS 2023



**Linkage to Programs:**  
75% of clients who accept Warm Hand-Off (WHO) will be referred to LOC within seven days.



**Admission to Treatment:**  
57% of clients who completed WHO LOC assessment will follow through with admission to recommended treatment.

## INPATIENT CARE FOLLOW-UP AND COORDINATION

**91%**

Outpatient mental health appointment within seven days of inpatient mental health (IPMH) discharge: 65% of all clients with IPMH episode will have an ambulatory community care behavioral health organization billed service within seven days post discharge.

**3.93**

Average number of blended case management (BCM) contacts within 30 days of IPMH discharge: six BCM contacts within 30 days of IPMH discharge.

**87%**

BCM contact within three days of IPMH discharge: 70% all clients with IPMH episode will have BCM contacts within three days of discharge.

**46%**

BCM claim day of or day before IPMH admission: 80% of all clients with IPMH admission will have a BCM claim day of or day before admission.

## QUALITY — PEER SERVICES

**98%**

100% of progress notes/encounters audited monthly will document the appropriate visit type.

**98%**

100% of progress notes/encounters audited monthly will document the location of services rendered.

**97%**

100% of progress notes/encounters audited monthly will have the appropriate signature or documented signature exception.

## QUALITY — CRISIS

## SCHOOL CASE MANAGEMENT

EPS and FSCS case management delivered **2032** successful in-person services in 2023.

**95%**

Erie Public Schools (EPS): case consult attendance

Unduplicated clients served = **252**

Total in person services= **1388**

**46** assessments

**989** face-to-face visits

**353** mobile services

**91%**

Full-Service Community Schools (FSCS): case consult attendance

Unduplicated clients served = **116**

Total in person services= **644**

**35** assessments

**542** face-to-face visits

**67** mobile services

**76%**

**Case coordination:** staff will attend two case consultations with psychiatry staff/month

**60%**

**Follow-up rate:** follow-up appointments will be scheduled within seven days of IPMH discharge

**81%**

**Psychosocial:** staff will complete at least one psychosocial consultation per month

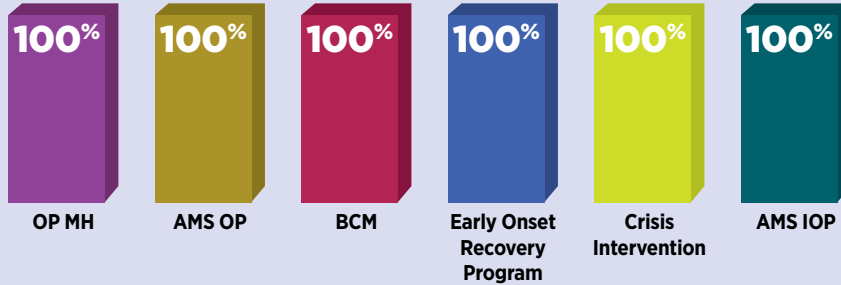
## THERAPY

**\$1,742,320**  
IN GRANTS

that enabled partnerships and programming to address substance use disorder prevention, treatment and recovery; behavioral health needs, expand 988 services, provide services to at-risk students, suicide prevention and intervention, and strengthen partnerships with law enforcement to better care for individuals in need.

## ERIE COUNTY CONSUMER FAMILY SATISFACTION TEAM SURVEYS

Are you satisfied with your/your child's treatment?

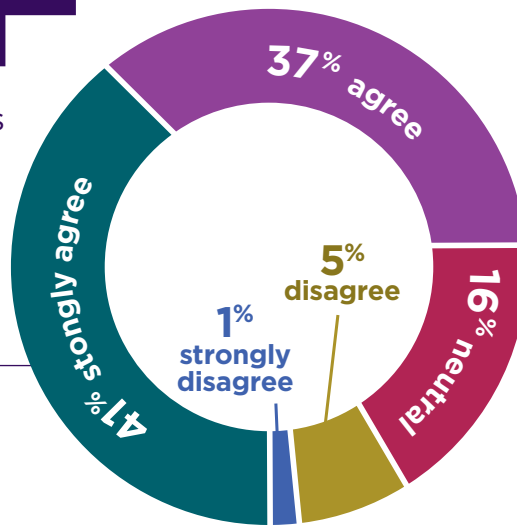


Surveys were all completed primarily by adult about their own service.

## TREATMENT INVOLVEMENT

My family and/or friends are involved in my treatment as much as I would like them to be?

We are working on improving family engagement for 2024.



“

I like that he's a real person and he really understands what I am going through.

— Safe Harbor patient

”

## BOARD OF DIRECTORS

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**UPMC WESTERN BEHAVIORAL HEALTH AT SAFE HARBOR OUTPATIENT CLINIC**  
1330 W. 26th St., Erie, PA 16508

In the event of a crisis, call **Crisis Services**, available every day at any time, at **814-456-2014** or **1-800-300-9558**.

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