



2022
**ANNUAL
SUMMARY**

UPMC | **WESTERN
BEHAVIORAL HEALTH**

At Safe Harbor

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.

2022
BY THE NUMBERS

12,857
CLIENTS

238,960
BILLABLE SERVICES



\$778,555
IN GRANTS
INCLUDING:

- HRSA implementation
- Psychostimulant support
- Recovery Is Community NWPA projects

CDC grant Northwest PA Veteran Suicide Prevention Program

OUTPATIENT SERVICES

UNIQUE CLIENTS
(total services)

Outpatient Med Clinic	4,494 (14,082)
Outpatient Psychology	451
Outpatient Therapy	3,030 (17,167)
Crisis Services Acute Needs and Diversion Services	41
Early Onset Recovery Program	22

CASE MANAGEMENT

UNIQUE CLIENTS
(total services)

Blended Case Management	285 (5,012)
Addiction Medicine Services Warm Hand-Off	1,107
Women's Recovery Center	9
Erie Outpatient/Intensive Outpatient/MAT	349 (4,070)
Franklin Outpatient/MAT	45 (309)
Certified Recovery Specialist	73 (877)

“

The place is amazing at what they do for people.

— Safe Harbor client

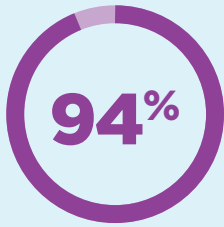
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2022 BY THE NUMBERS

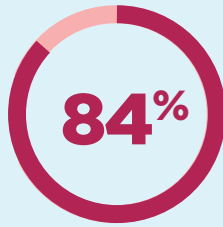
UNIQUE CLIENTS
(total services)

Certified Peer Specialist	17 (279)
Crisis Residential Unit	467 admissions
Crisis (overall)	7,738
Crisis — Mobile	1,327 (2,191)
Crisis — Walk-in	1,183 (2,876)
Crisis — Phone	4,838 (57,613)
WarmLine	0 (0)

WARM HAND-OFF QUALITY INDICATORS 2022



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

97% 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.

4.41 Average number of blended case management (BCM) contacts within 30 days of IPMH discharge: 6 BCM contacts within 30 days of IPMH discharge.

89% BCM contact within three days of IPMH discharge: 70% all clients with IPMH episode will have BCM contacts within three days of discharge.

66% 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 – CRISIS

68%

Coordination of Care With BCM: 100% of triage services identifying BCM services will have contact with BCM program.

100%

Triage Assessment Response Time: 100% of triage with codes priority I or priority II will be met.

85%

LifeLine Screening of SI: 100% of callers will be asked about suicidal ideation.

64%

LifeLine Screening of Veteran Status: 100% of callers will be asked about veteran status.

QUALITY – PEER SERVICES

75% 100% of progress notes/encounters audited monthly will document the appropriate visit type.

59% 100% of progress notes/encounters audited monthly will document the location of services rendered.

56% 100% of progress notes/encounters audited monthly will have the appropriate signature or documented signature exception.

99% 100% of progress notes/encounters audited monthly will document the appropriate visit type.

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

99% 100% of progress notes/encounters audited monthly will have the appropriate signature or documented signature exception.

SCHOOL CASE MANAGEMENT

EPS and FSCS case management delivered **1,175** successful in-person services in 2022.

100% Erie Public Schools (EPS): case consult attendance

88% Full Service Community Schools (FSCS): case consult attendance

THERAPY

79% **Case coordination:** staff will attend two case consultations with psychiatry staff/month

65% **Follow-up rate:** follow-up appointments will be scheduled within seven days of IPMH discharge

89% **Psychosocial:** staff will complete at least one psychosocial consultation per month



COMMUNITY OUTREACH

- **Fifth Annual Vigil of Hope with Maria House Project** — remembering those who have died from substance use related causes.
- Participation in **American Foundation for Suicide Prevention Out of the Darkness Walk**.
- **Sober Social Events** in Venango County
 - > 21 events with **1,090+ attendees**.
 - > **Goal:** promote substance use prevention, reduce impact of substance use on families, increase access to treatment and information.

“

The staff ... were all so amazing. You can tell how much they care and how passionate they are.

— Safe Harbor patient

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UPMC | WESTERN
BEHAVIORAL HEALTH
At Safe Harbor

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

**UPMC WESTERN BEHAVIORAL HEALTH AT
SAFE HARBOR CRISIS CENTER/OUTPATIENT WEST**
2560 W. 12th St., Erie, PA 16505

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