

BRIEF PERFORMANCE ANALYSIS REPORT

FISCAL YEAR 2021

Who We Are

Sometimes life can be difficult. Day to day stress, past stress and pressure can be intensified by the complexity of today's world. Our goal is, "To help improve quality of life by enhancing the mental and emotional wellbeing of our patients. We will work with patients to address past and present concerns that adversely impact their lives in an outpatient setting. We provide a strength based, person centered approach and we encourage engagement from families and other supports. We offer individual and family therapy for behavioral health concerns, co-occurring disorders and substance use disorders. Along with therapy, we offer evidence base groups, recovery coach services and case management services to children, adolescence and adults.

Our business hours are Monday 8:00am-6:00pm and Tuesday-Friday 8:00am- 5:00pm

Muskegon Family Care's Behavioral Health Services (MFC BH) is dedicated to the process of continuous improvement of our organization, programs and services bases on the collection of information and data that are reliable, valid, and specific and linked to the indicators in this report. MFC BH seeks to:

- Address identified needs
- Improve the programs business functions
- Improve the effectiveness of service delivery
- Improve the access to MFC's Behavioral Health programs
- Improve patient and stakeholders satisfaction

Our Vision

To provide effective and innovative behavioral health and substance use services for the people and community we serve.

Our Mission

Muskegon Family Care aims to improve the overall health and wellness of our community by promoting the physical, emotional and spiritual well-being of our families through comprehensive healthcare and other essential services.

Our Philosophy

We believe that the most effective Behavioral health services employs patient-centered and strength based treatment approaches that are individualized to each patient. To be most beneficial, treatment must be provided in a supportive and safe atmosphere in which patients, family members, and professionals all play active roles in the recovery process and are treated with the utmost dignity and respect.

Values

Innovation, Caring, Access, Respect, Education

Children and Adolescence with Behavioral Health Needs

Today's families and schools face very unique challenges. Children/teens can suffer from the uncertainties and demands within their environments but often so not readily talk about them. Muskegon Family Care provides quality behavioral health services to children/teens and their families with behavioral health. The focus of treatment is both for the child and their family unit. Collaboration with key stakeholders in the child's life is a focus, including local school districts, Department of Health and Human Services, Juvenile Court and community support systems.

Outpatient Services

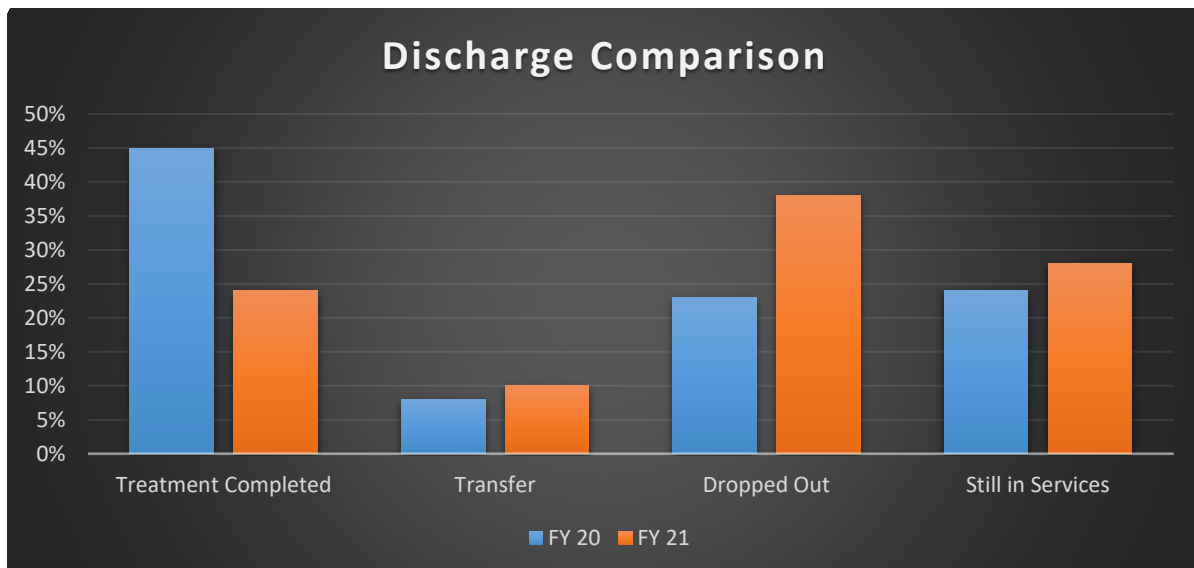
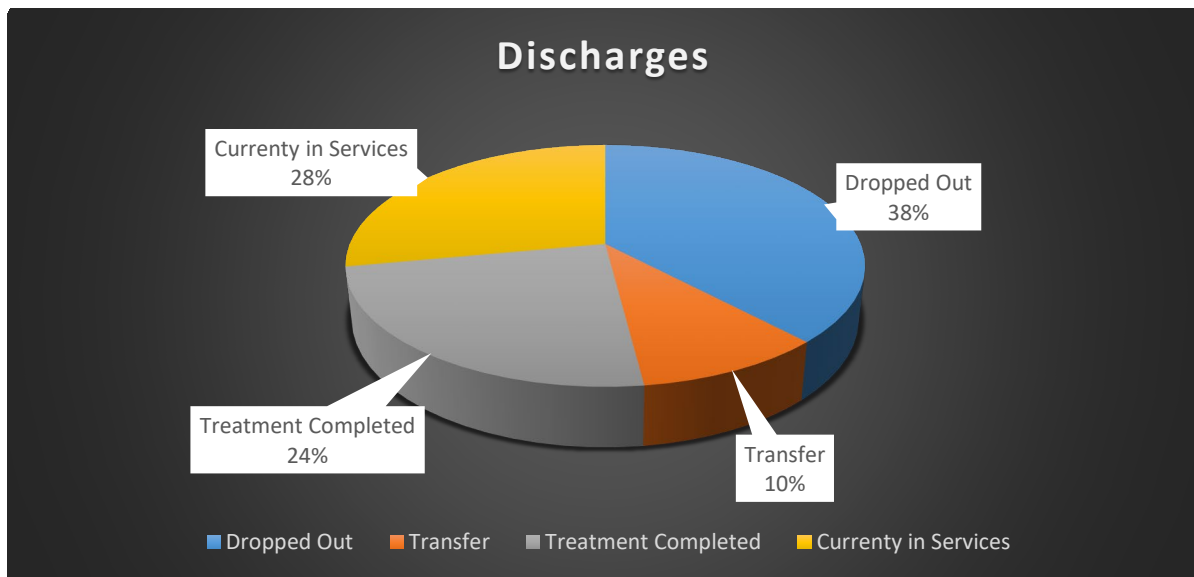
Treatment may be provided as individual therapy or family therapy depending on the patient's needs. The goals of individual treatment are to reduce maladaptive behaviors, maximize skills in behavioral self-control or restore and maintain normalized psychological functioning, reality orientation and emotional adjustment. Family therapy is provided to the child and their family to help facilitate improved child and family functioning. Children and families receiving outpatient services generally have the resources and commitment to treatment to keep appointments in a clinic setting.

ADHD Testing

Children and teens will be given the Conner's CPT 3 Test by a licensed clinician. This test was developed to assess the core symptoms of ADHD. The test tracks a patients motions while he/she performs a continuous 15-20 minute computer- based task. It then will compare the results with a norm and creates a reports for the clinician to review. Families and teachers will complete the Conner's Self response forms or the Vanderbilt Self response forms. The clinician then in collaboration with the child's primary care provider will work with the patient and family to develop a comprehensive treatment approach.

Number of Children/Teen Patients Served

Department	Number of Patients	Number of Services
Therapy	98	450



Adults with Behavioral Health Needs

Our goal is to enhance the mental and emotions wellbeing of our patients. Muskegon Family Care provides Outpatient Behavioral Health services for the purpose of empowering and assisting patients to achieve the life style they desire, incorporating the rights and responsibilities of full independence. Collaboration with key stakeholders in the individual's life is a focus, including primary care providers, Department of Health and Human Services, Social Security Administration, the correctional system and community support systems.

Outpatient Services

Individual, group, or family therapy is available depending on the patients need. The purpose of treatment is to reduce the severity and disruptive nature of psychiatric symptoms, improve the quality of significant relationships, normalize community functioning, and improve decision making in realizing personal objectives. Adults receiving outpatient services generally have the resources and commitment to treatment to keep appointments in a clinic setting.

ADHD Testing

Adults will be given the Conner's CPT 3 Test by a licensed clinician. This test was developed to assess the core symptoms of ADHD. The test tracks a patients motions while he/she performs a continuous 15-20 minute computer- based task. It then will compare the results with a norm and creates a reports for the clinician to review. The patient and someone who he/she sees on a daily basis will complete the Conner's Self Response Forms or the Vanderbilt Response Forms. The clinical then in collaboration with the patients primary care provider will work with the patient and family (if desired) to develop a comprehensive treatment approach.

Peer Support/Recovery Coach Services

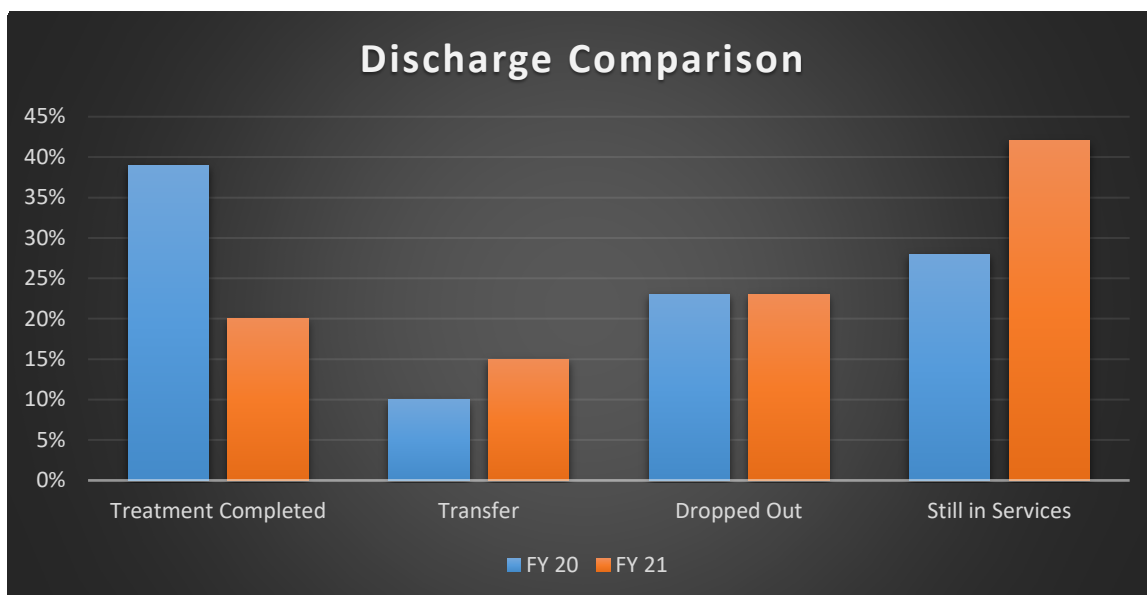
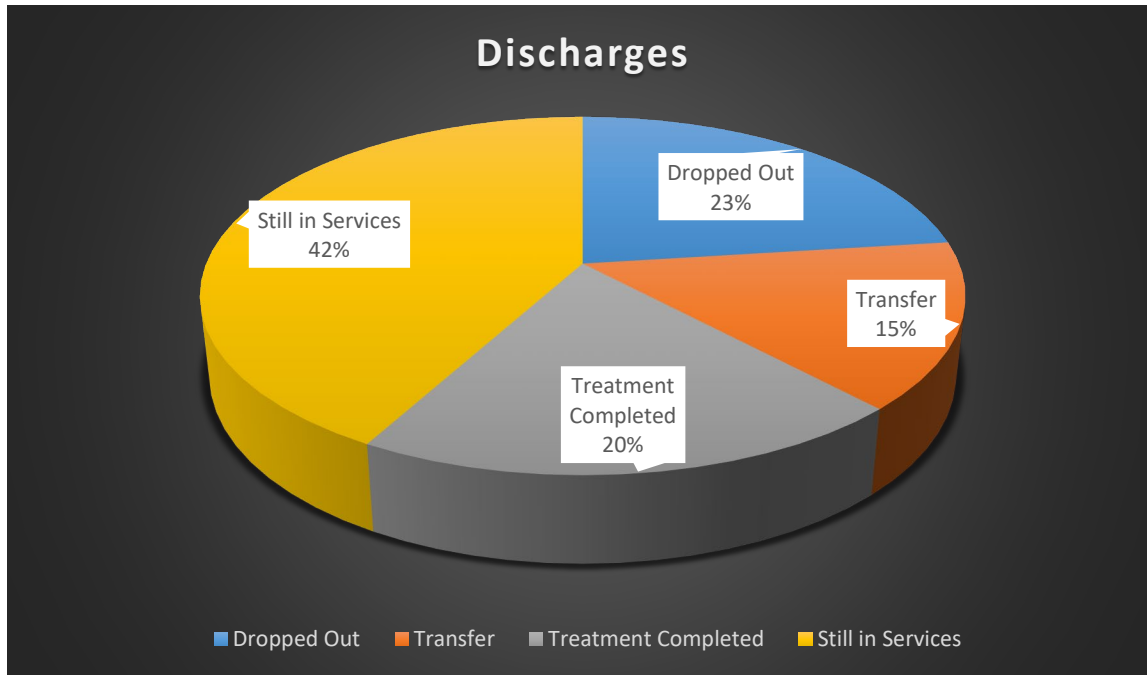
Peer support services are delivered by individuals who have common life experiences with the patients they are serving. People with mental health and/or substance use disorders have a unique capacity to help each other based on a shared affiliation and a deep understanding of this experience. In self-help and mutual support, people offer this support, strength, and hope to their peers, which allows personal growth, wellness promotion, and recovery.

Case Management

Case Management is a service that assists patient to design and implement strategies for obtaining services and supports that are goal oriented and individualized. Services include, assessment, treatment planning, linking/coordinating, advocacy and monitoring.

Number of Adult Behavioral Health Patients Served

Department	Number of Patients	Number of Services
Therapy	451	2101



Substance Use Disorders

For many individuals who struggle with alcohol and/or other drugs, learning to cope with an addiction is one of the most challenging endeavors they will experience. Without professional help, an individual is likely to remain tangled in the vicious cycle of substance abuse. Substance Abuse services are provided for the purpose of reducing the frequency and severity of substance use, lessening its negative impact on overall functioning, assisting patients in initiating and maintain recovery as on element in overall wellness.

Assessments

The first appointment is an assessment, the first step in the recovery journey. The assessment helps us understand the nature and extend of the issues that brought a patient into treatment and what we can do to help. This assessment will help the clinician determine appropriate Level of Care (LOC) and treatment recommendations through ASAM Placement requirements.

Individual and Family Therapy

Everybody has a story. In individual therapy a patient has the opportunity to tell their story. The therapist will help the patient make sense of their story, past events, and assist then in making the changes a patient desires. This is the time and place where a patient can rewrite their substance abuse story, get their life back, and write their recovery life story. If a patient chooses, therapists can provide family therapy to assist in building relationships providing education and skill building.

Group Therapy

Having a solid support system in a patient's recovery journey is essential. Group therapy is the place where patients can share stories; listen how others are making their way, and tell others what has been learned. The clinician will present important and evidence based topics to discuss. Group is a place where the patient will discover they are not alone.

Recovery Coach Services

Recovery coach services are delivered by individuals who have common life experiences with the patients they are serving. People with substance use disorders have a unique capacity to help each other based on a shared affiliation and a deep understanding of this experience. In self-help and mutual support, people offer this support, strength, and hope to their peers, which allows personal growth, wellness promotion, and recovery.

Case Management

Case Management is a service that assists patient to design and implement strategies for obtaining services and supports that are goal oriented and individualized. Services include, assessment, treatment planning, linking/coordinating, advocacy and monitoring.

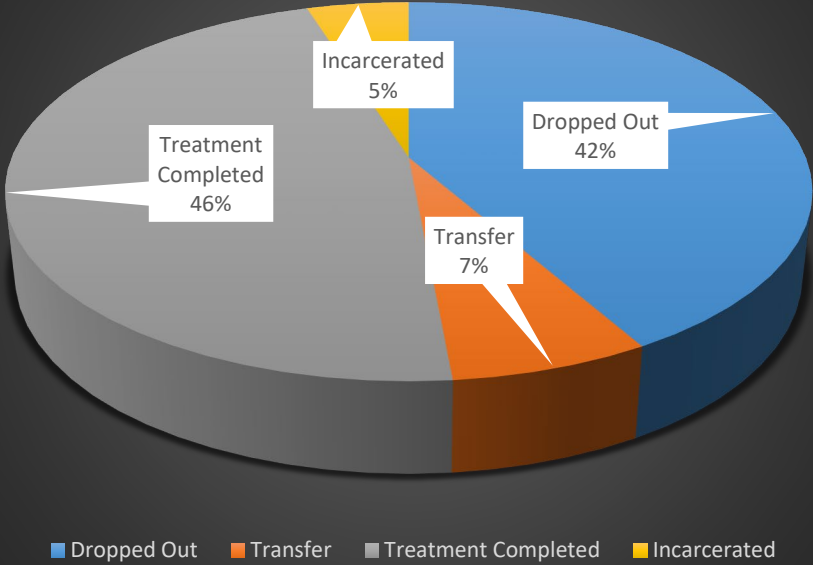
Medication Assisted Treatment

Muskegon Family Care's Substance Abuse Program partners with in clinic primary care where there are licensed medical providers able to prescribe Suboxone. This is a team comprised of medical providers, SUD case managers, licensed therapist, recovery coaches, pharmacists and medical assistants. Patients are able to get the supports they needs ranging from daily to monthly to assist them in their journey through recovery.

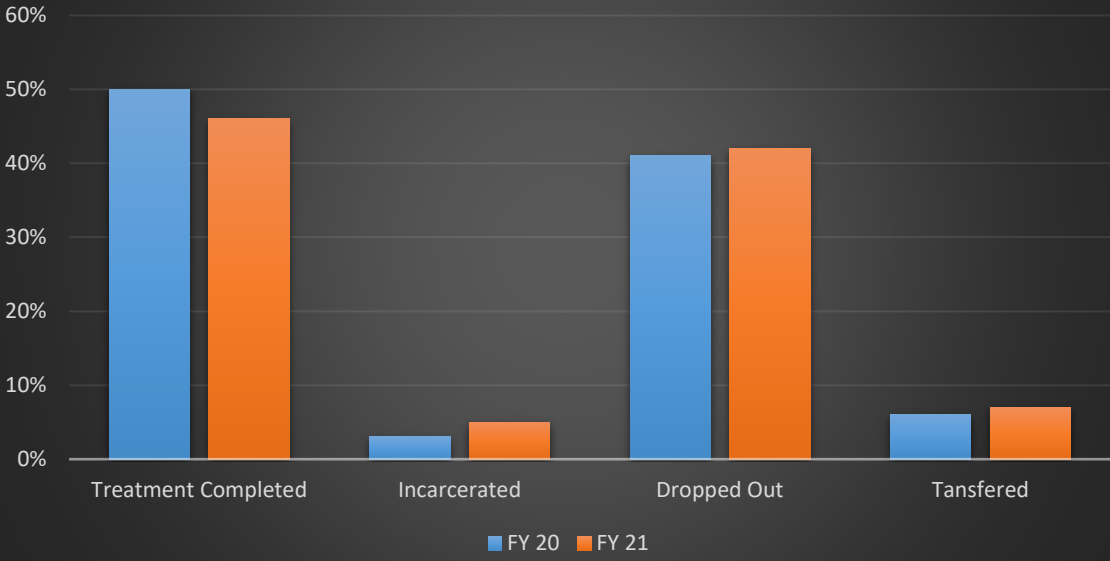
Number of Substance Use Patients Served

Department	Number of Patients	Number of Services
BH SUD	157/MAT, 40/SUD OP	2151 Therapy sessions 1341 Case Management 704 Recovery Coach TOTAL: 4196
Medical SUD/MAT	175	1622

SUD Discharges



Discharge Comparison



Indicators

Muskegon Family Care measures indicators to assure performance and quality of care are being delivered appropriately along with adhering to State and Federal guidelines. These indicators include measures on timeliness of service in emergent and non-emergent situation, service following discharge from outpatient services and percentage of readmissions to outpatient services.

FY 2021

Indicator #1 Pre-admission Screening within 24 hours

Percentage of patients receiving a pre-admission screening for outpatient services within 24 hours

	FY2020	FY2021
Child	93.24%	98.11%
Adult	95.48%	99.01%

Indicator #2 Access/First Request Timeliness

Percentage of new patients receiving a face to face assessment within 14 calendar days of a non-emergency request for service

SUD	100%	100%
BH Adults	62.87%	89.52%
Child	88.23%	98.77%

Indicator #3 Follow up

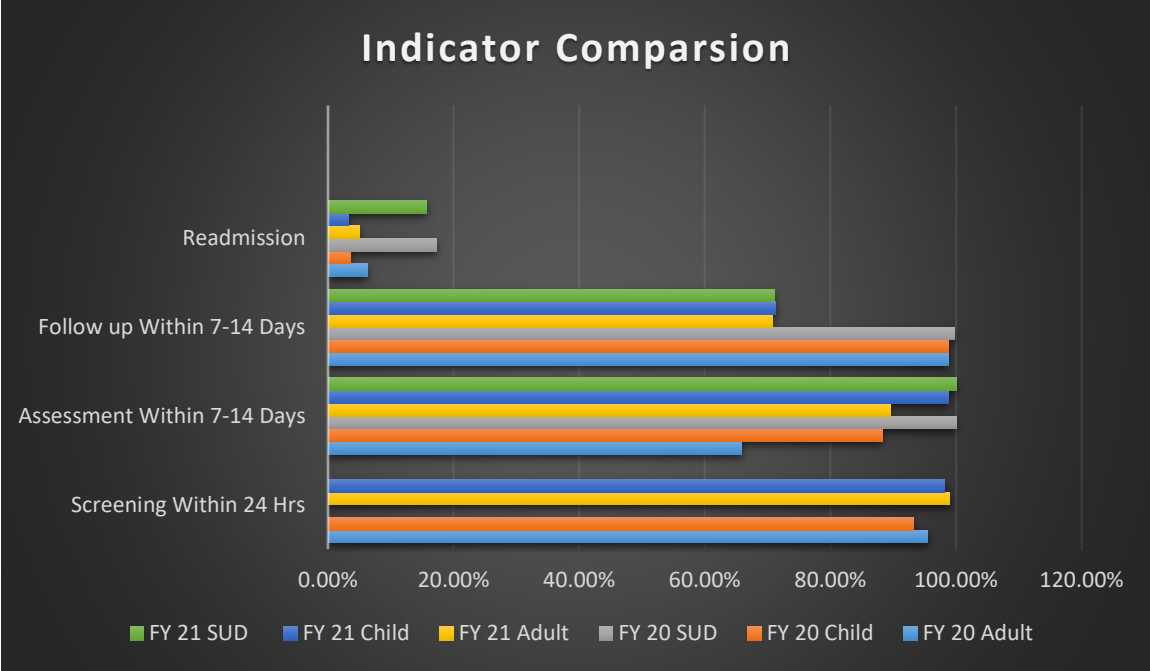
Percentage of discharges from outpatient service that were called within 7-14 days

SUD	99.42%	71.03%
BH Adults	98.77%	70.72%
Child	98.75%	71.92%

Indicator #4 Outpatient Recidivism

Percentage of readmissions to outpatient services within 30 days of discharge

SUD	17.25%	15.66%
BH Adults	6.23%	5.06%
Child	3.56%	3.23%



Indicators from Quality Improvement Plan

Data is from October, 2020- June, 2021.

Improve Access to Service

1. Telephone Abandonment Rate
 - a. .07%
2. Early Review of Service Hours
 - a. 95% Agree/5% Disagree
 - i. Dates/Times most attended
 1. Thurs-Fri 11:00 am-5:00pm

Improve Resources

1. Direct hours for Clinical Staff/35 Encounters per wk.
 - a. Therapist 1 102%
 - b. Therapist 2 91%
 - c. Therapist 3 85%
 - d. Therapist 4 78%
2. Retention Rate
 - a. 81.82%
3. Time spent on Direct Clinical Care/ 7 hours per day
 - a. Therapist 1 101% 7.04 Hours
 - b. Therapist 2 89% 6.23 Hours
 - c. Therapist 3 84% 5.90 Hours

d. Therapist 4 80% 5.55 Hours

Improve Effectiveness

- 1. Reduction of elimination of incidence of relapse
 - a. 60%
- 2. Reduction of elimination of arrests
 - a. 91%
- 3. Reduction of elimination of hospitalizations
 - a. 89%

Improve Business Functions

- 1. Denial of claims 2.05%
- 2. Service Improvement Forms 0
- 3. Critical Incidents 6

Patient Satisfaction Surveys

Patient satisfaction surveys are handed out quarterly. Patients can complete in office or take them home and mail them back or bring them back to the office. All forms are anonymous. There are a total of 8 questions. Each question is answered with an “agree, neutral, disagree or not applicable.” The following will show the average answer in percentage for each questions for FY 20 and FY 21 along with the difference.

FY 20 Total Patients = 55 FY 21 Total Patients = 116 Difference = +61

Staff at Muskegon Family Care Behavioral Health is sensitive to things that are important to me, my culture and religion.

FY 20	FY21	Difference
Agree= 92%	95.68%	+3.68%
Neutral=5%	1%	-4%
Disagree= 0	1.66%	+1.66%
Not Applicable= 3%	1.66%	-1.34%

My rights, the program and its processes were all explained to me in a way that I could understand

Agree=89%	95.95%	+6.95%
Neutral=7%	2.39%	-4.61%
Disagree=4%	1.66%	-2.34%
Not Applicable= 0		

I have been fully involved in my treatment planning (treatment plan goals, scheduling appointments, etc.”

Agree= 96%	95.79%	-0.21%
Neutral=4%	4.21%	+0.21%
Disagree=0		
Not Applicable= 0		

The therapy and other services that I receive through behavioral health have helped to improve my quality of life and are meaningful to me.

Agree=96%	89.83%	-6.17%
Neutral=3%	8.17%	+5.17
Disagree=1%	1%	0
Not Applicable	1%	+1%

I would recommend Muskegon Family Care Behavioral Health services to someone needing treatment.

Agree=94%	97.60%	+3.60%
Neutral=4%	2.40%	-1.6%
Disagree=2%	N/A	-2%
Not Applicable= 0	N/A	

Overall I am satisfied with my services

Agree= 98%	95.94%	-2.06%
Neutral=0	3.06%	+3.06%
Disagree=2%	1%	-1%
Not Applicable= 0	N/A	

Behavioral Health front desk was courteous when checking me in and out

Agree=82%	95.79%	+13.79%
Neutral=10%	4.21%	-5.79%
Disagree= 4%	N/A	-4%
Not Applicable=4%	N/A	-4%

The service hours and days are convenient for me.

Agree=95%	95%	0
Neutral=0	N/A	
Disagree=5%	5%	0
Not Applicable =0	N/A	