

## **THE YEAR IN REVIEW**

The year 2020 brought about many challenges and lifestyle changes for everyone. This, of course, also affected the way the Psych Rehab program evolved to meet these challenges.

In March of this past year we made the transition from face to face groups to groups utilizing zoom. Due to COVID-19, we were restricted from providing in person services. This was a choice we made to protect our clients and employees. With the surge or COVID-19 cases in the spring in Lawrence county, and given the fact that the majority of individuals in our program are dependent on public transit, as well as limited ability to socially distance in our current environments, we made the decision to move our group services to the telehealth platform. A learning process for both the staff and our group members, and again, not without more challenges. However, as we have moved through this process the program continues to grow and staff works to meet the needs of all of the consumers we serve. Our group members were provided with the choice as to whether they wanted to attend the zoom group. A few were uncomfortable, or did not have access to technology, therefore, the staff is in regular contact with them to ensure continued stable mental health.

During the year 2020, we received 12 new referrals. At the writing of this report, 7 are still involved in the program, and 5 cases withdrew/met their goals. No exceptions were required when requesting authorizations. The continued stay documentation continues to be part of the Individual Rehabilitation Plan process along with the update.

Prior to the annual licensing review staff evaluation the current agency service description of the program and found it to be in compliance.

## **INTERNAL PEER REVIEW**

A peer review was held before the program went to telehealth, three charts were chosen to be reviewed by the program director as outlined in the QI plan. Of these three charts, one was found to have an IRP that was not completed by the target date, one did not have an updated PCP release form and the third was in compliance with the Psych Rehab regulations.

Since the staff started working remotely, we have not had access to our charts due to the fact that our paper charts are housed within HSC. The program director regularly reads notes and consumers goals and objectives are discussed with the staff during supervision.

## **CONSUMER SATISFACTION TEAM SURVEY RESULTS**

Throughout the year the group is visited by a staff member from the Consumer Satisfaction Team who speak to the group about what they do and how they assist individuals. They also have the folks complete a survey that we received the results from in order to assist us in our goal planning for the program. This year due to the pandemic, they were not able to do this initially and therefore not able to conduct their survey. We were, however, able to have them join the group through zoom twice to talk about their program, and then have group members contact them by phone to complete the survey. The first time 6 individuals participated, the second time 5 participated.

## **HUMAN SERVICES CENTER PSYCH REHAB CONSUMER SATISFACTION SURVEY**

Psych Rehab staff is now able to utilize a survey that has been put together and will utilize survey monkey. This will be offered on a regular basis to measure our group members satisfaction with the way things are being presented. We were able to offer this twice after it was set up with a total of 10 respondents.

## **PSYCH REHAB GOALS FOR THE COMING YEAR**

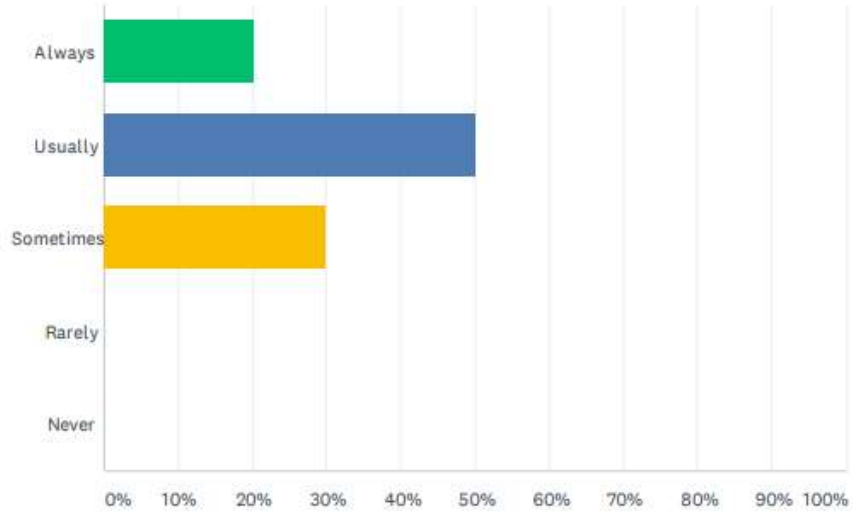
We have identified several areas that we want to improve upon from comments and answers within the surveys.

- ❖ How satisfied are you with the amount of help you received?  
We would like to increase this 50% to 80% or above.
- ❖ Is the staff willing to help as often as you feel necessary?  
We would like to increase the 83% to 95% or better.
- ❖ Is there one staff person you feel went above and beyond to help you?  
We want to increase this from 67% to 85% or better to ensure that group members feel all the staff goes above and beyond.
- ❖ We will be offering this survey on a quarterly basis in order to increase the number of respondents. When we tried to do this more frequently, people were not participating.
- ❖ Something else we would like to accomplish is increasing our referrals this upcoming year from 12 to 30 in order to offer our services to more individuals.

Psych Rehab Satisfaction Survey

Q1 How often do you attend group?

Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES
Always	20.00% 2
Usually	50.00% 5
Sometimes	30.00% 3
Rarely	0.00% 0
Never	0.00% 0
TOTAL	10