

Footsteps IBHS Quality Report
April 1, 2022 to March 30, 2023
Completed February 11, 2023

Footsteps Psychological Services began providing IBHS in mid-January 2021. The team is comprised of the Clinical Director who is a Licensed Psychologist/Board Certified Behavior Analyst, Administrative Director, Case manager, Five Licensed Behavior Consultants, and one Behavior Consultant.

Consumer/Family Satisfaction

Surveys were mailed to consumers in January 2023 with an addressed envelope and a postage stamp to all active consumers. Twenty eight percent of the surveys were returned. The report is attached. Some highlights are as follows:

100% of respondents felt that the Psychologist got relevant information and heard concerns and 100% of the time, case managers were able answer questions. One hundred percent of respondents felt that the hours were sufficient and authorizations/denials were explained.

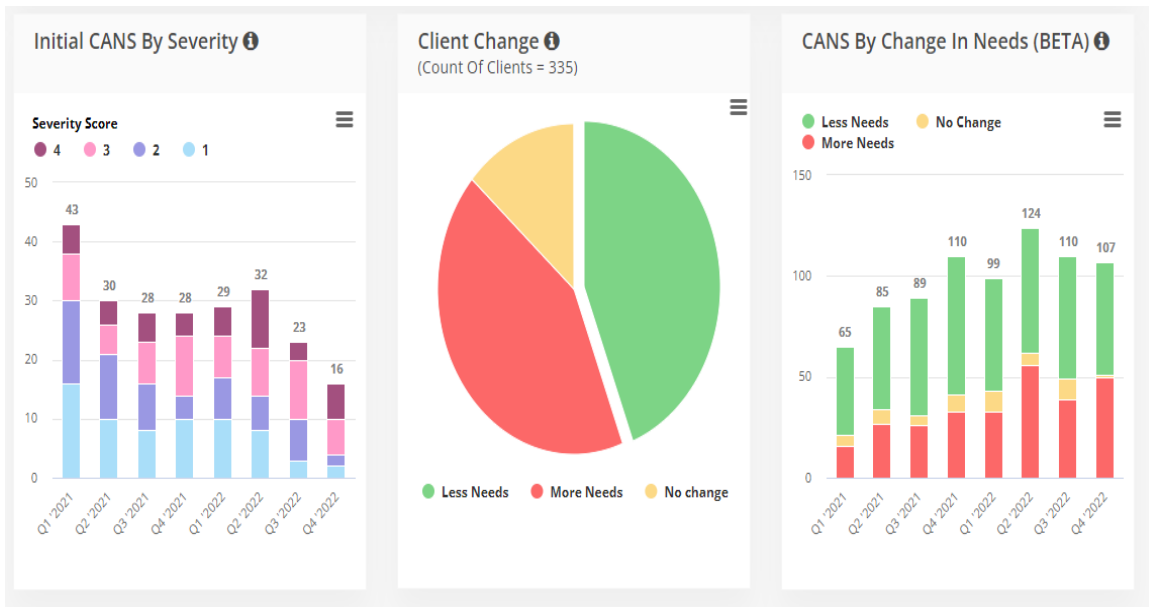
Regarding direct care staff, 95% of respondents said that they were happy with BHT and BC or MT services, had regular contact with staff, staff was professional and believed that the interventions were effective.

I am happy with the quality of services:	BHT/BHT-ABA	94%	BC/BC-ABA = 94%
I have regular contact with staff:	BHT/BHT-ABA	92%	BC/BC-ABA = 94%
My staff is professional:	BHT/BHT-ABA	96%	BC/BC-ABA = 96%
Interventions are effective:	BHT/BHT-ABA	94%	BC/BC-ABA = 96%

Obstacles identified by families are similar to those identified across the general workforce, namely staff shortages.

Outcomes of Delivery:

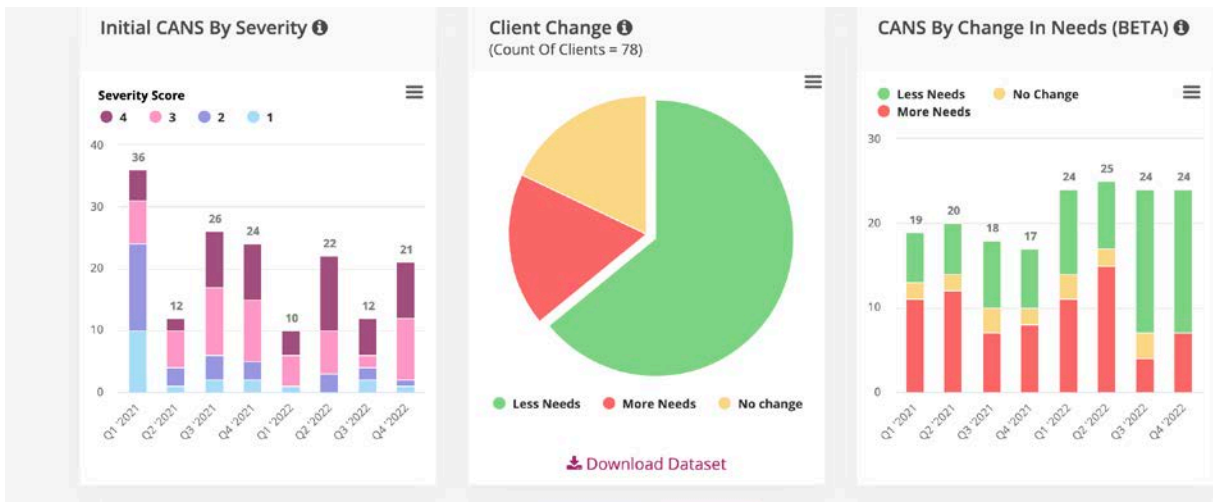
The mission of IBHS is efficient and effective delivery of services for children, adolescents and youth under age 21 years; therefore, successful discharges are a measure of quality. Footsteps serviced 77 clients in Cambria and 21 clients in Somerset County from April 1, 2022 to February 11, 2023. In Somerset, there were 10 successful discharges to a lower level of care or natural resources and one administrative discharge. In Cambria, there 18 successful discharges and eight administrative discharges (e.g., due to consent, relocation) and one child was referred to a higher level of care.



The graphs above are provided by the Community Roundtable Data Pool and Dr. Dan Warner and this represents Cambria County IBHS members as of January 2023. There were 335 members in IBHS treatment. The first graph above tracks all of the children starting services, quarter by quarter. Children are split into their risk category. Higher risk children have higher scores on the CANS Risk domain. The third graph above compares the earliest CANS total score from no more than two years ago and compares to most recent total score. Lower Scores imply less active needs for care. Different programs have different norms, but it is often preferable to have more than 50% of this pie as green.

The data below is data provided for Cambria County Footsteps Psychological Services PC. Data as of February 12, 2023 courtesy of Dr. Dan Warner and Community Roundtable Data Pool and provides a comparison for Footsteps data presented in the second table. In comparing the pie charts in both graphs, Footsteps members receiving IBHS treatment showed more improvement than the county average (e.g. green). In addition, Footsteps served a higher percentage of consumers with more severe needs (e.g., left bar graph and referencing the maroon bar at Q4) than the county average.

In Cambria County, Footsteps staff completed CANS on 78 members. There were CANS completed on 21 Consumers at the beginning of treatment and 9 were classified as having the most significant needs and 10 had moderate needs. Of the 78 consumers undergoing an assessment during treatment, 62.8% required less intervention over time, 17.9% had no change and 19.2% of Consumers required more intervention over time.



Staff Development:

As part of the implementation of IBHS individual and ABA services, staff have participated in training. Over 90% of participants were very happy or happy with Relias trainings. One hundred percent of staff completed the Crisis Prevention Institute Training.

Two BC-ABA are eligible to sit for the Board Certified Behavior Analyst Certification Examination. Three staff are pursuing advanced training in Behavior Analysis (e.g., one is pursuing the BCaBA and two are pursuing the BCBA).

The clinicians have completed training through a variety of venues, including the Relias Portal, National Autism Conference, ACE trainers for ABA trainings, Community Roundtable Data Pool, and ODP. In 2022 and into 2023, Footsteps expanded the training platforms to include more evidence based training and had the BC-ABA complete continuing education in the VB-MAPP. The investment in staff development is expected to improve the quality of service delivery in individual and ABA services.

In addition, quality of services is also impacted by the availability of resources for assessment and service delivery. IBHS and ABA clinicians continue to build their knowledge of Functional Behavior Assessments (FBAs) and various assessment tools and evidence based tools such as Vineland 3, Adaptive Behavior Assessment System 3rd Edition (ABAS-3), Assessment of Functional Living Skills (AFLS), and Assessment of Basic Language and Learning Skills (ABLLS). In 2023, it is anticipated that additional outcome measures will be available with integration of more assessment tools.

Complaints:

There were no complaints filed against Footsteps IBHS and/or staff since the start of IBHS.

Grievance:

There were no grievances filed by members serviced by Footsteps since the start of IBHS.

Compliance:

Footsteps administrative and clinical staff are working to continually comply with regulations set forth by the Department of Human Services with regard to staff hired who comply with guidelines, staff training and supervision and observations, and continual review of progress through review of documentation.

Clinical Review:

Quality Improvement has also included annual review of Footsteps IBHS Individual and ABA charts. Since the start of IBHS, 10% of charts have been randomly sampled annually and charts of BC, BC-ABA, BHT and/or BHT-ABA have been audited. No significant billing issues of fraud, waste or abuse were identified. No significant problematic trends were identified. Audits have allowed staff to have timely feedback for services delivery and documentations.