

Footsteps Outpatient Quality Report March 2023

Footsteps Outpatient Psychiatric Clinic has provided therapy and/or outpatient psychiatric services to more than 100 clients in 2022. Of these consumers, three were referred for a higher level of care to meet their significant mental health needs and 5 were successfully discharged to their primary care physicians for ongoing care and/or natural resources. Twelve were discharged due to administrative issues,

Consumer/Family Satisfaction:

Surveys were offered to consumers in January 2023 during appointments. Thirty percent of the surveys were returned. Some findings are as follows:

One hundred percent of respondents felt that they were treated with respect. Of the consumers receiving telehealth, 93% felt that they received the services needed and are benefitting from treatment. The consumers are excited that Footsteps will relocate the clinic to another area in the building to provide better amenities. Some consumers asked for the psychiatrist to have better time management, but appreciated that sessions were twenty minutes or longer and they were not rushed in their appointments. Consumers also praised accessibility to the Nurse for support during and after sessions with the Psychiatrist.

Outcomes of Delivery:

Although Footsteps offered telehealth sessions to those requesting it during COVID-19, Footsteps staff provided more than 90% of sessions in the office and was able to maintain a clean and safe environment for staff and consumers.

As of March 2023, Footsteps is now offering five satellite clinics in area schools to offer increased access to therapy and psychiatric services.

The primary Medicaid MCO, Magellan Behavioral Health, completed quality checks in 2022, and provided positive feedback to Footsteps regarding staff being responsive to potential consumers when initiating services.

Staff Development:

Thyra Jacobs ATR-BC, LPC is a both a Licensed Professional Counselor and a Board-Certified Art Therapist and is offering specialized therapy for her members.

Complaints:

There were no complaints filed against Footsteps and/or staff.

Grievance:

There were no grievances filed by members serviced by Footsteps.

Compliance:

Footsteps administrative and clinical staff are working to continually comply with the approved service description with regard to staff hired who meet or exceed state guidelines, staff training, supervision and direct observation requirements, and continual review of progress through review of documentation.

Quality Improvement has also included a review of Footsteps' member charts. Ten percent of charts have been randomly sampled and charts of therapy and/or psychiatric services have been audited. No significant billing issues of fraud, waste or abuse were identified. No significant problematic trends were identified.