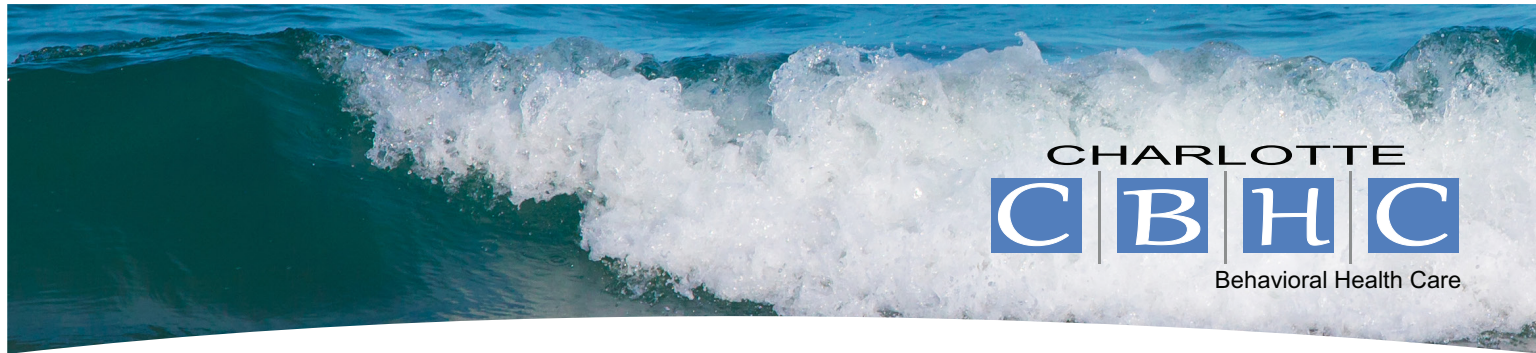


Charlotte Behavioral Health Care

2018-2019 Annual Outcomes Report



HOPE



Locations

Charlotte Behavioral Health Care's main campus is located in Punta Gorda, Florida. We also have a number of satellite offices and locations to better serve our clients.



Punta Gorda Campus
1700 Education Avenue
Punta Gorda, FL 33950

Phone: 941-639-8300
Toll Free: 877-703-5267
Fax: 941-639-6831



Northside Office
1032 Tamiami Trail, Unit 7
Port Charlotte, FL 33953

Phone: 941-764-7988
Fax: 941-764-8114



DeSoto County Office
201 N. Mills Avenue
Arcadia, FL 34266

Phone: 863-494-4200
Fax: 863-494-4203



S.H.A.R.E. Spot
Drop-In Center
1700 Education Avenue
Building B
Punta Gorda, FL 33950

Phone: 941-347-6411

Social Media



<https://www.facebook.com/charlottebehavioralhealthcare/>
https://www.facebook.com/pg/DeSotoPsych/about/?entry_point=page_nav_about_item&ref=page_internal
<https://www.facebook.com/NorthsidePsych/?ref=nf>



<https://www.youtube.com/channel/UC-t1eGh0SeR7Nifj200KyUg>



<https://www.linkedin.com/company/charlotte-behavioral-health-care>



<https://www.pinterest.com/charlottebehav/>



<https://twitter.com/cbhcf1>



**Follow us on
Instagram**

<https://instagram.com/charlottebehavioral/>

Partnering to instill hope, inspire growth, and embrace life.



Initiatives & Changes: FY 2018-2019

Agency Strategic Initiatives

1. CBHC will have very attractive, safe facilities for patients and staff.
2. Create an exceptional customer service experience beginning with the first phone call.
3. CBHC will be considered one of the most innovative providers in the state of Florida.
4. Create career pathways and training processes that promote growth and satisfaction of all employees.

Board Activities

1. Began "Day in the Life" tours across campus and departments with CBHC direct care staff to learn about CBHC services and staff.
2. Completed the 2nd Annual Fiscal Strategic Planning with the Executive Team which included a risk analysis of insurance coverage and asset protection.
3. Supported key decision making in moving to Self-Funding Employee Health Care and the purchase of a new Electronic Medical Record.





Initiatives & Changes: FY 2018-2019 (cont.)

Program Initiatives & Changes

July 2018: CBHC began operation of the FACT program for Charlotte County. This involved the admission of approximately 100 patients to CBHC!

July 2018: The state of Florida delegated Healthy Start to be the primary home visitor one stop entry point so that all pregnant women and families with children up to the ages of 3 can be screened for eligibility of a home visiting program, now known as the "Connect" team. Two staff members are now considered "Connect Specialists" and will primarily process and engage all of Charlotte County's screens and referrals ensuring they are not biased.

July 2018: The IT department has been working on upgrading workstations and servers to maintain security compliance this fiscal year. In addition, the IT group has been heavily assisting in the push further into teleservices for CBHC.

November 2018: The Mental Health Unit was established in a collaborative effort with the Charlotte County Sheriff's office. A CBHC clinician and CCSO works to redirect individuals with mental illness from the judicial system to the health care system.

December 2018: CBHC was awarded a Substance Abuse License from DCF to operate as the designated Addictions Receiving Facility (ARF) for the county. This allowed CBHC to accept patients under the Marchman Act, Protective Custody (initiated by law enforcement), and Emergency Admission (initiated by qualified professional) in order to stabilize an individual that is in a substance use crisis.

January 2019: The Family Intervention Systems program began using teleservices in order to provide patients with quicker access to initial comprehensive assessments. From January 2019 to June 2019, 86 assessments were completed via teleservices!





Patients Served

SUMMARY & ANALYSIS

CBHC is proud to report it offered 163,112 different types of services to 12,135 individuals this fiscal year. CBHC uses four categories when estimating patients served: primary program, Healthy Start, Screening and Referral, and S.H.A.R.E. Spot. "Primary Program" patients are those that receive mental health and/or substance use services - either inpatient or outpatient - and that have an electronic medical record, which allows accurate identification of unique individuals served each year.

The patient served number has decreased slightly (2.9%) from 7,124 in the previous fiscal year to 6,913 this fiscal year. In reality, many of the patients served at CBHC are receiving an integrated treatment program. CBHC is committed to identifying and reducing treatment barriers for both current and new patients in order to provide services to anyone seeking or needing treatment. CBHC leadership has begun to identify ways to allow easier access to services for next fiscal year in hopes to continue to reach anyone who needs or reaches out for services. Program specific numbers for CONNECT/Healthy Start, Screening and Referral, and S.H.A.R.E. Spot will be discussed later in this report.

CBHC offers evidenced-based therapeutic inpatient and outpatient treatment of mental health and substance use disorders for adults and children, including community-based services. The Punta Gorda campus served 4,868 unduplicated patients this fiscal year. Unduplicated admissions to the Integrated Crisis Stabilization and Addictions Receiving Facility increased by 21% this past fiscal year. This can be partially attributed to becoming an Addiction Receiving Facility in December of 2018. Northside Psychiatric Services provided services to 1,109 unduplicated patients. This location is convenient for residents of Englewood and North Port. Desoto Psychiatric Services, located in Arcadia, serves Desoto and its surrounding counties. The number of unduplicated individuals served in DeSoto was 476 this fiscal year.





Patients Served by Program & Location

Fig. 1

Program by Location	2017-2018	2018-2019
Punta Gorda		
(Patients may participate in more than one program)		
Behavioral Health Consult	291	896
Care Coordination—Adult	23	31
Case Management—Adult	332	267
Case Management—Child	55	52
CAT	63	72
Central Receiving Facility-Adult Baker Act	931	1168
Central Receiving Facility-Child Baker Act	435	500
Central Receiving Facility-Adult Marchman Act	-	63
Central Receiving Facility-Child Marchman Act	-	2
Connect/Healthy Start	1527	1867
Crossroads	50	42
Drug Court	38	40
FACT		106
FIS	54	313
FIT	34	24
Medication Administration-Adult	2634	2185
Medication Administration-Child	1188	939
Mental Health Court	42	42
Crisis Support & Emergency Services-Adult	146	18
Crisis Support & Emergency Services-Child	48	5
Outpatient-Adult	1003	1070
Outpatient Child	658	591
Recovery Center-28 Day Residential	70	88
Recovery Center-Detoxification	545	413
Screening, Information and Referral	4532	3267
S.H.A.R.E. Spot	99	88
SOAR	33	35
Substance Abuse-Adult	575	501
Substance Abuse-Child	208	152
TFC	39	44





Patients Served by Program & Location

Fig. 2

Program by Location	2017-2018	2018-2019
Northside		
(Patients may participate in more than one program)		
Medication Administration-Adult	628	314
Medication Administration-Child	515	302
Outpatient-Adult	318	172
Outpatient Child	406	404

Fig. 3

Program by Location	2017-2018	2018-2019
Desoto		
(Patients may participate in more than one program)		
Case Management—Adult	36	41
Medication Administration-Adult	105	76
Medication Administration-Child	176	167
Outpatient-Adult	103	39
Outpatient Child	194	162
Substance Abuse-Child	37	37

Fig. 4

Program by Location	2017-2018	2018-2019
Lee County		
(Patients may participate in more than one program)		
Behavioral Health Consult	509	634
FIS	105	384
FIT	74	74

Fig. 5

Agency Wide Unduplicated Patients in Primary Programs		
Total Unduplicated	7124	6913





Patients Served

Fig. 6

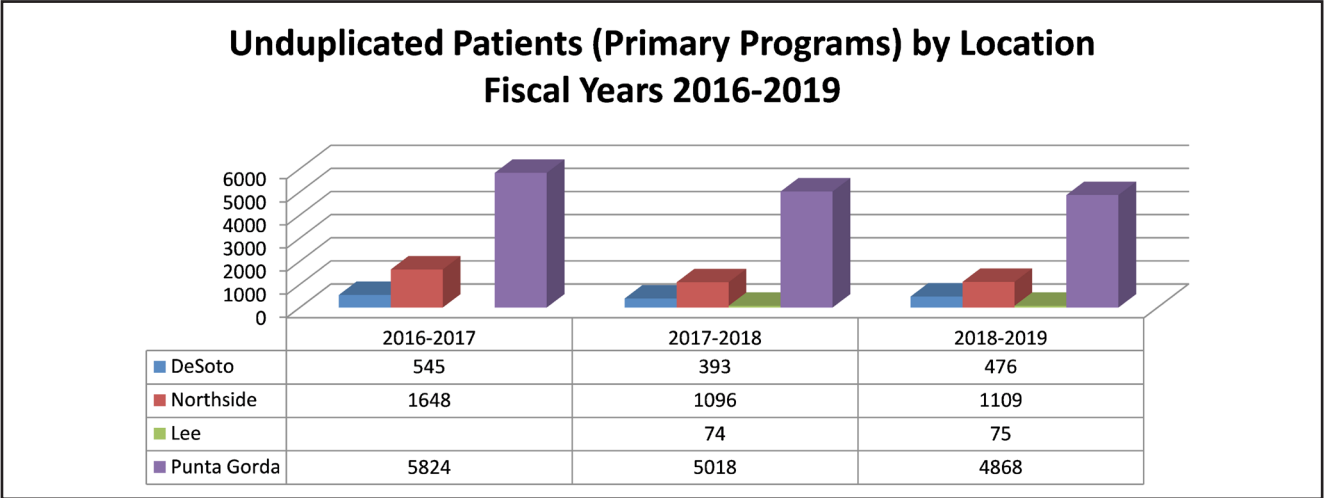
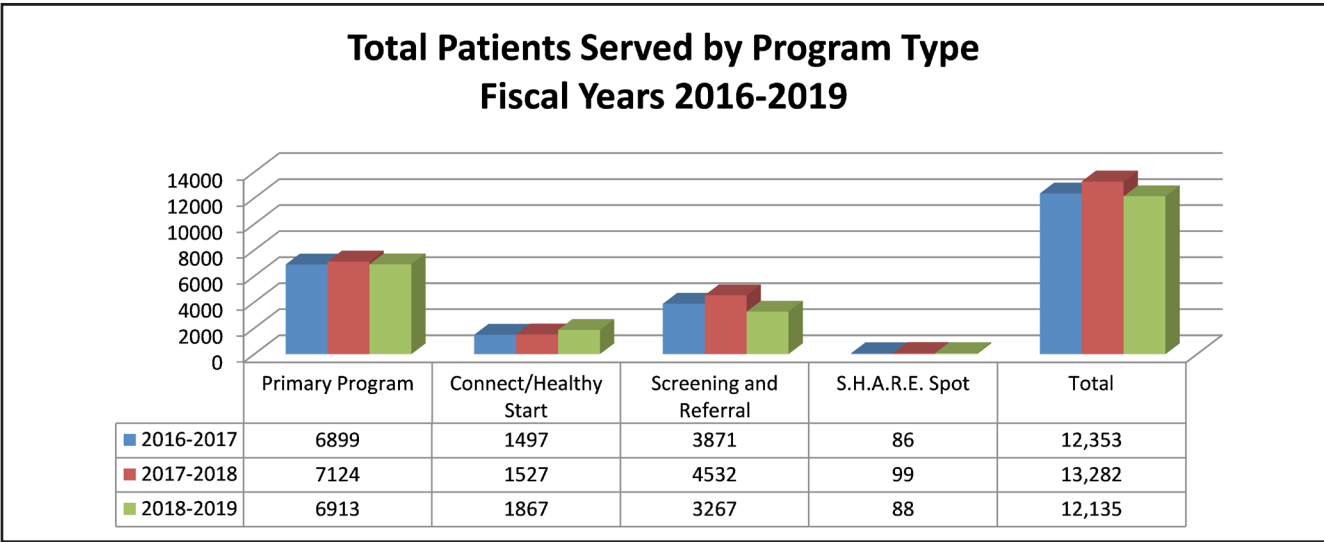


Fig. 7





Patient Demographics

SUMMARY & ANALYSIS

CBHC serves Charlotte and Desoto Counties, as well as the surrounding counties. According to the 2018 Population Estimates, 184,998 people call Charlotte County home and Desoto County had 37,489 residents. The inhabitants of Charlotte County tend to be primarily Caucasian (84%) with a much smaller Hispanic populace (7.4%) than both the state of Florida (24.7%) and the United States (18.3%) as a whole. In comparison, 55.5% of the population in Desoto County is Caucasian, while 30.5% of the residents are Hispanic.

The median income for Charlotte County is \$46,511 per year, which is 15-25% lower than Sarasota and Collier Counties, while significantly higher than Desoto County (\$35,435). The majority of patients at CBHC (81%) report an annual salary of less than \$15,000 per year, while only 7% report a salary greater than \$30K.

This fiscal year, the percentage of patients who are considered self-pay decreased from 37.8% to 35.6%, and Medicaid coverage decreased from 41.5% from 39.3%. Private insurance as a payer source increased from 15.9% to 17.4% and Medicare increased from 6.4% to 7.7%.

CBHC strives to be as or more diverse than the community it serves. Comparatively, CBHC staff diversity is representative of the patients served racially with 79.2% of patients and 76.5% of staff being Caucasian (non-Hispanic), 49.5% of the patients being male with 26.5% male staff and 50.3 % female patients with 73.5% female staff members. While none of the staff identify Spanish as their primary language, five (5) staff members speak it fluently.

Fig. 8

Race	CBHC Patients	CBHC Staff	CBHC Board	Charlotte County
White (Non-Hispanic)	79.2%	76.5%	100.0%	84.0%
Black/African-American	7.1%	17.0%	0.0%	6.0%
Asian	0.3%	1.3%	0.0%	1.4%
American Indian/Alaskan Native	0.4%	0.0%	0.0%	0.4%
Native Hawaiian/Pacific Island	0.1%	0.0%	0.0%	0.1%
2 or More	3.6%	0.0%	0.0%	1.7%
Spanish/Hispanic	6.6%	5.0%	0.0%	7.4%

Source: US Census Bureau

Fig. 9

Gender	CBHC Patients	CBHC Staff	CBHC Board	Charlotte County
Male	49.5%	26.5%	69.2%	48.7%
Female	50.3%	73.5%	30.8%	51.3%

Source: US Census Bureau



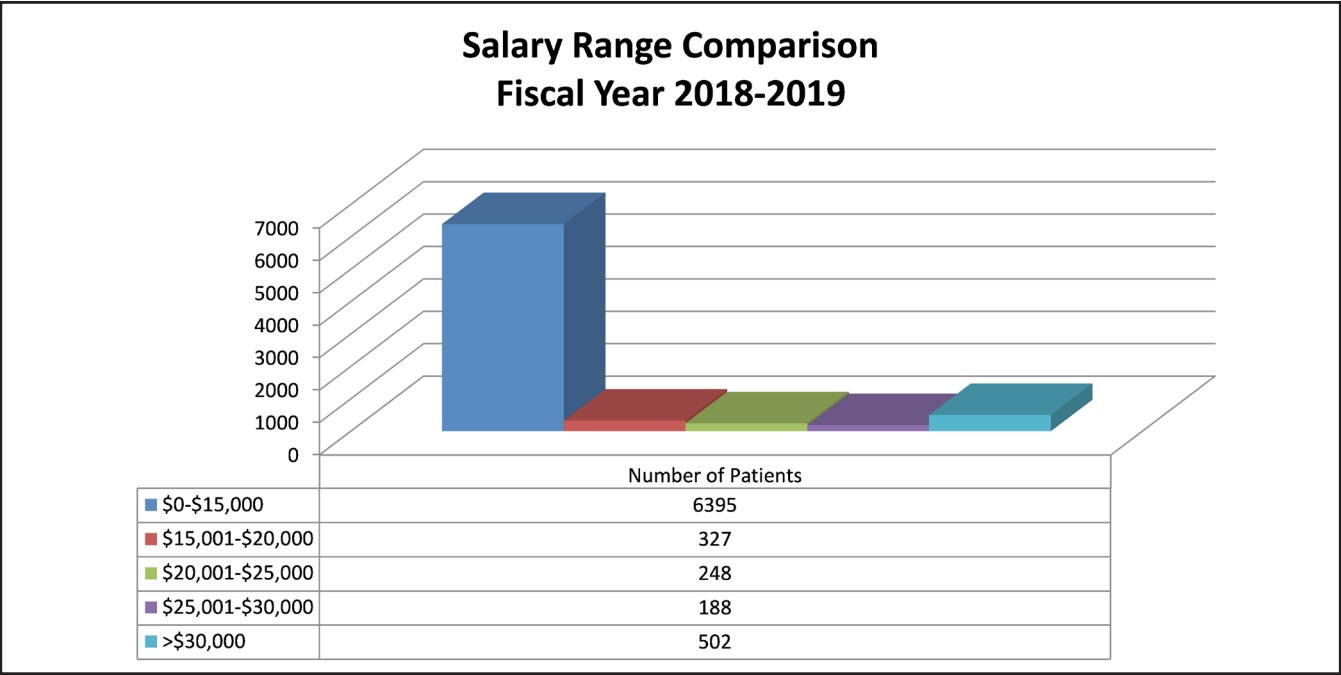
Patient Demographics

Fig. 10

Age	CBHC Patients	CBHC Staff	CBHC Board	Charlotte County
0-14	19.8%			10.0%
15-19	15.3%			3.8%
20-54	51.0%			29.7%
55-64	10.0%			17.1%
65+	3.7%			39.4%

Source: US Census Bureau

Fig. 11

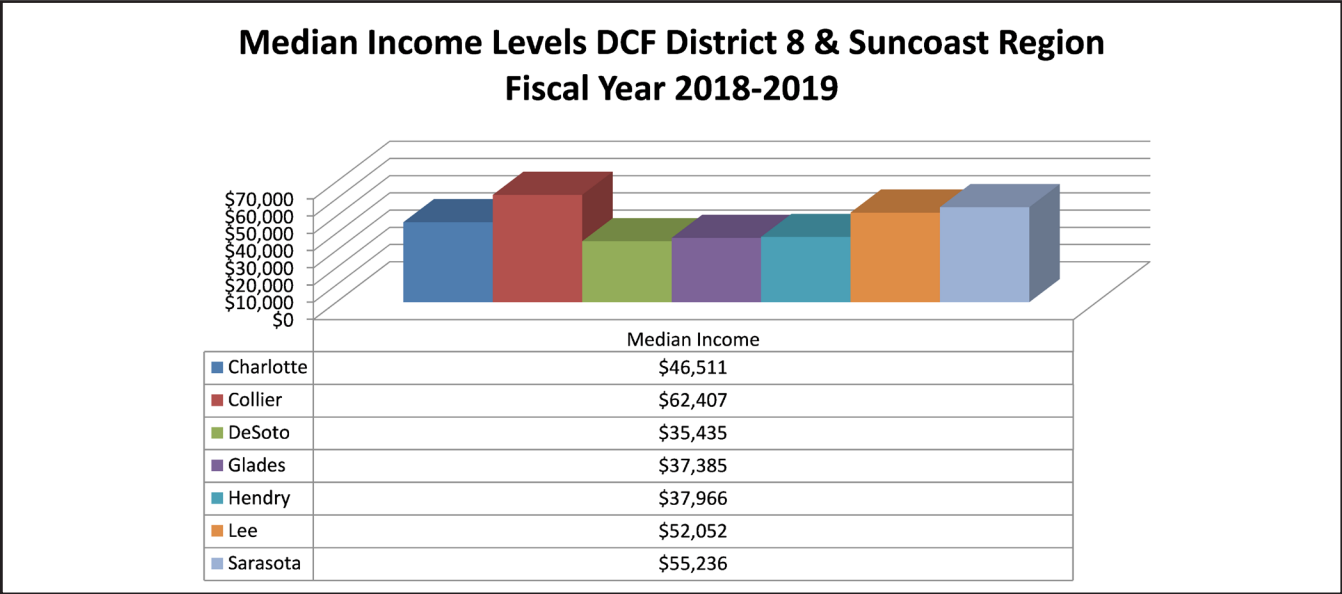


Source: Anasazi Patient Income Report



Patient Demographics

Fig. 12



Source: www.flhealthcharts.com

Fig. 13

Primary Language	CBHC Patients	CBHC Staff	CBHC Board	Charlotte County
English	98.0%	100%	100%	89.8%
Spanish	1.5%	0%*	0%	5.0%
Other	0.5%	0%	0%	5.3%

Data taken from the United States Census Bureau
At least five (5) staff speak Spanish fluently

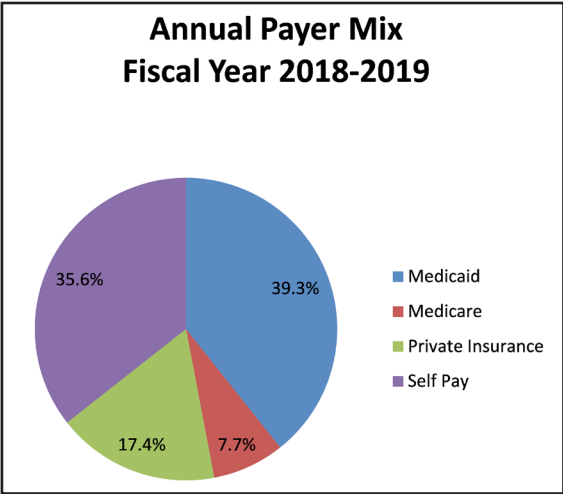
Fig. 14

Patient Disability Distribution

Disability	Number of Patients
Developmental Disabilities	396
Physically Impaired	213
Visually Impaired	196
Hearing Impaired	65
English Limited	158

Source: Anasazi Assessment Measures Report

Fig. 15



Source: Data taken from Access to Care Log. Not inclusive of all payer sources



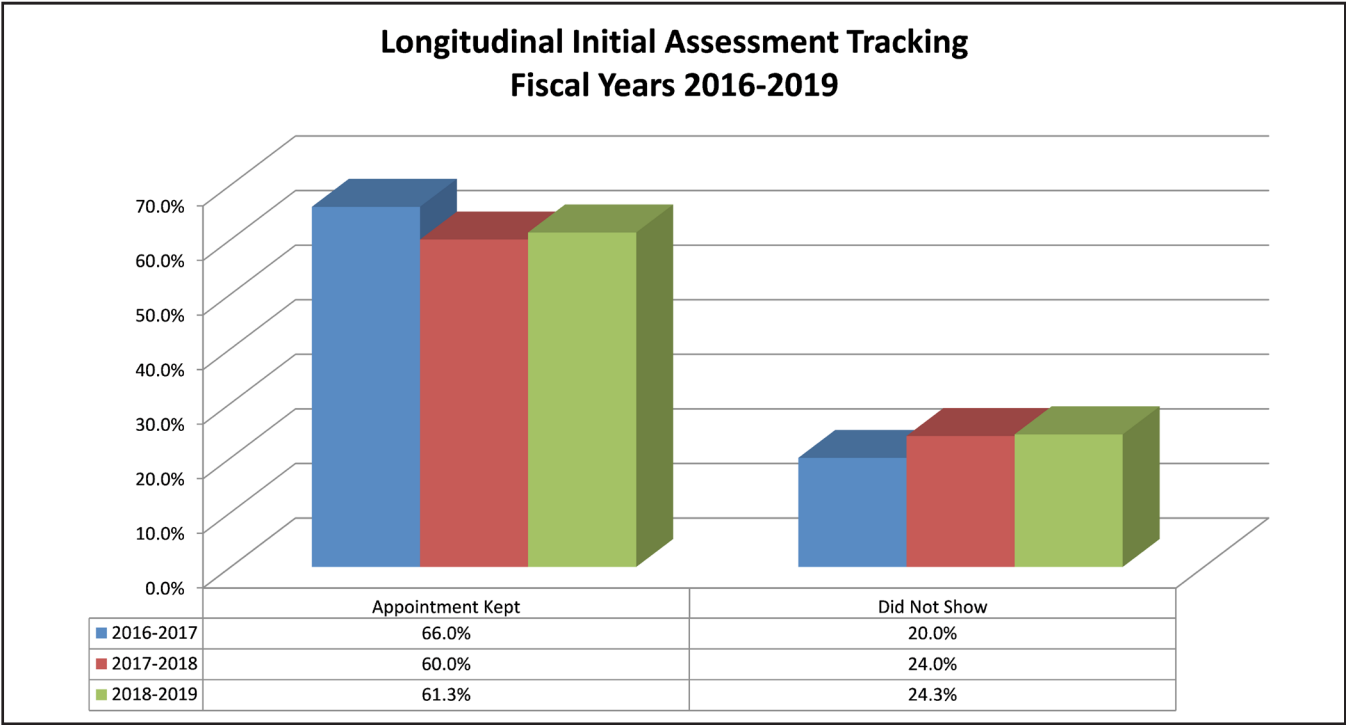
Initial Assessment Tracking

SUMMARY & ANALYSIS

CBHC uses the Access to Care log to measure the percentage of Initial Assessment appointments kept. The “did not show” target is currently twenty percent. At an agency-wide level, there continues to be a collaborative effort to increase access to services for initial assessments for new or returning patients and to minimize patient no show rates. On a daily basis, the front desk and screening departments manage the scheduler, filling appointment slots which have opened as a result of cancellations or no shows. CBHC also utilizes a text appointment reminder service. This text service, along with the telephone appointment reminder service, notifies patients two days in advance of their scheduled appointments to allow ample time for rescheduling.

CBHC is committed to reducing barriers to service and a quality improvement process that allows for enhanced data collection. With production standards, our therapists proactively inform the scheduling staff about cancellations and offer extended hours such as lunch hours. The agency is working with MTM Services to assess access to care, customer service, organizational culture, patient engagement, comprehensive care, outcome measures, and value of services. CBHC offers an open access model which gives children and adults the opportunity to walk in and receive a comprehensive assessment. This allows patients immediate access to services via face to face or through teleservices; instead of a wait time between screening and the initial appointment. CBHC will continue implementing new procedures through the next fiscal year to increase the amount of services provided and decrease barriers to services and no shows.

Fig. 16



**Cancelled and Cancelled by Provider not shown



Dietary Satisfaction

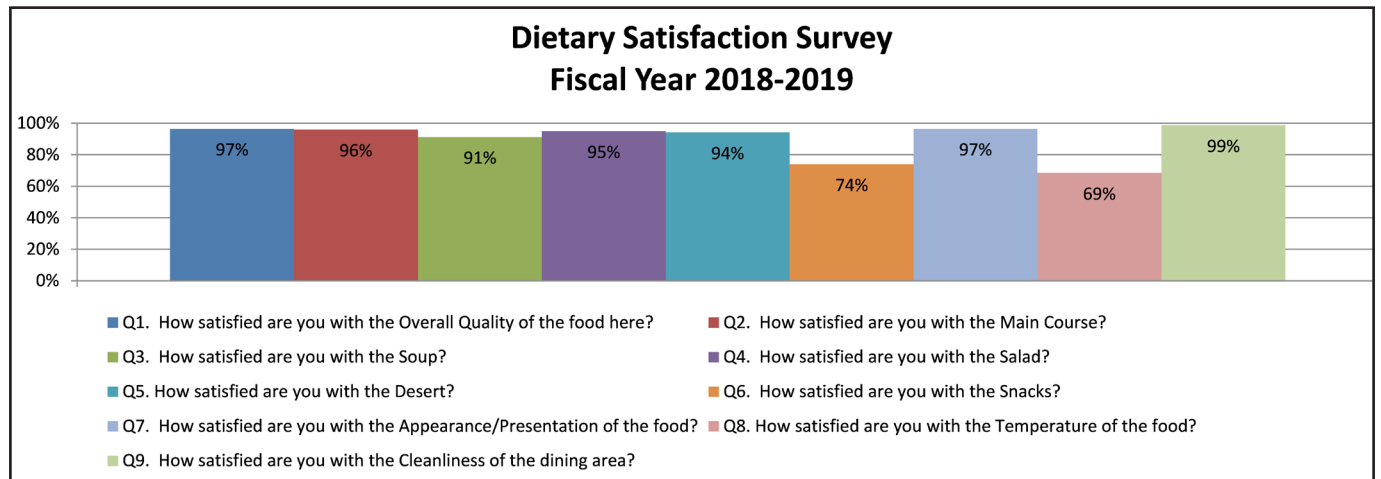
SUMMARY & ANALYSIS

Dietary satisfaction surveys allow CBHC to assess satisfaction from patients and staff regarding dining options. This survey was created to allow people to rate their satisfaction on topics Dietary has control over.

Our Dietary department works diligently to improve our dietary program while cutting costs and maintaining a high standard of quality. This fiscal year, 67 surveys were collected from patients and staff. Satisfaction with the overall quality of food was 90%.



Fig. 31



Stakeholder Satisfaction

SUMMARY & ANALYSIS

CBHC encourages stakeholders to complete a survey to let us know how we are doing. The link to this survey is on the website and is emailed to identified stakeholders throughout the year.

In the 2018-2019 fiscal year, 8 stakeholders completed this survey. Only two areas met the target of 90%: Received the Service/Assistance Needed and Overall Satisfaction. Without a statistically representative sampling from our stakeholders, it is difficult to determine if the scores for these two areas that fell below target are accurate and true of our stakeholders. Quality Management will be exploring creative ways to encourage stakeholder participation next year.

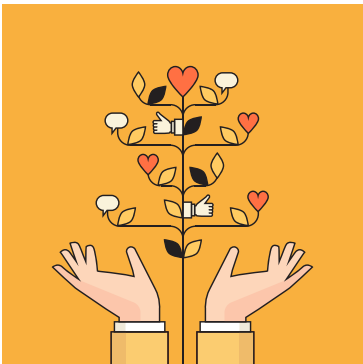


Fig. 33

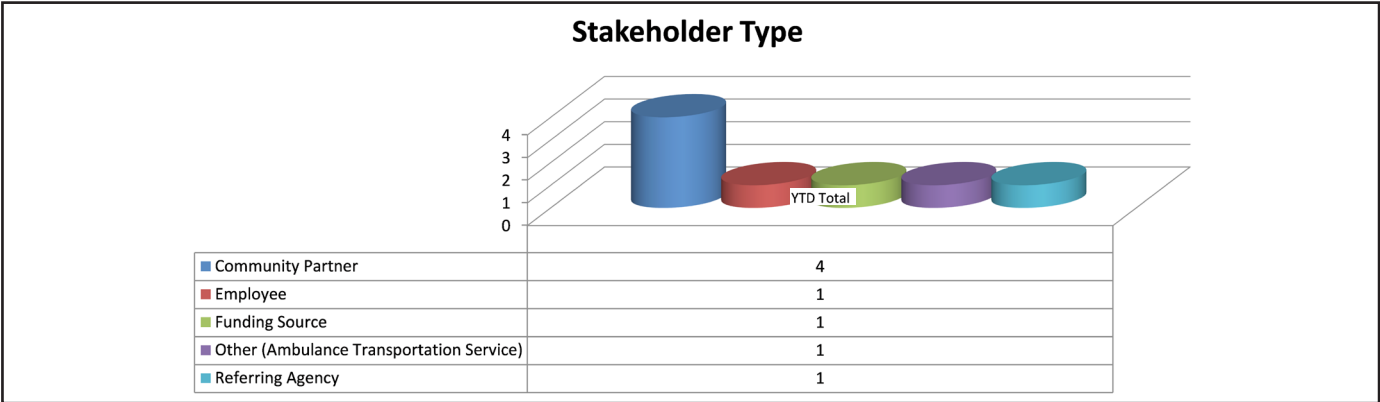
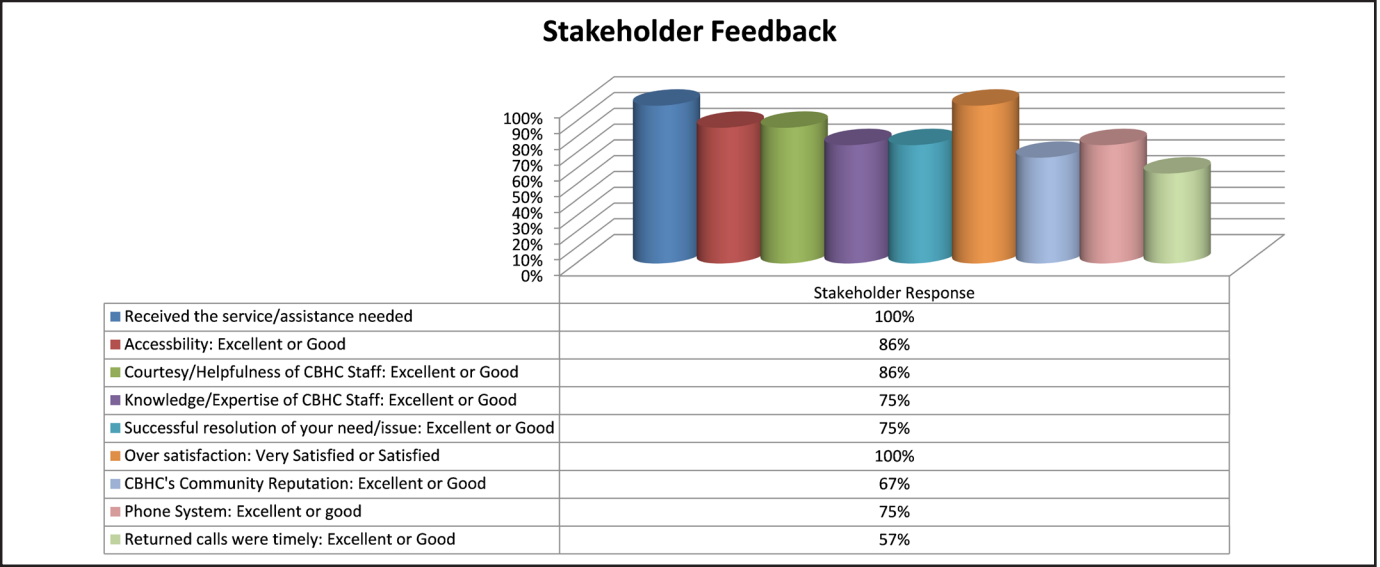


Fig. 34





Patient Satisfaction

SUMMARY & ANALYSIS

We believe it is important to involve our patients in the services they receive, which is why CBHC obtains regular feedback from them. This is an effective means of evaluating the services we provide. Surveys are conducted regularly, but a patient can request one at any time. Satisfaction rates are calculated by counting incidents of “Strongly Agree” and “Agree” in the overall sample.

Staff was able to collect 2,007 completed surveys this fiscal year, which is a 23% increase from 1,540 completed in the previous fiscal year. Agency-wide, the overall satisfaction rate for the year was 94.3%, which was a slight decrease in satisfaction from the previous year at 96.6%. Of the 20 programs surveyed, 85% (17/20) met or exceeded the target. Of the 3 programs that did not meet or exceed the target satisfaction rate, a statistically representative sample size of patient satisfaction surveys was not collected. Quality Management will continue to work with Management in an effort to obtain a statistically representative sampling size based on the number of patients served in each program, which will provide statistically valid results that will be consistent with CBHC’s emphasis on compassionate services to the population that we serve.

Fig. 35

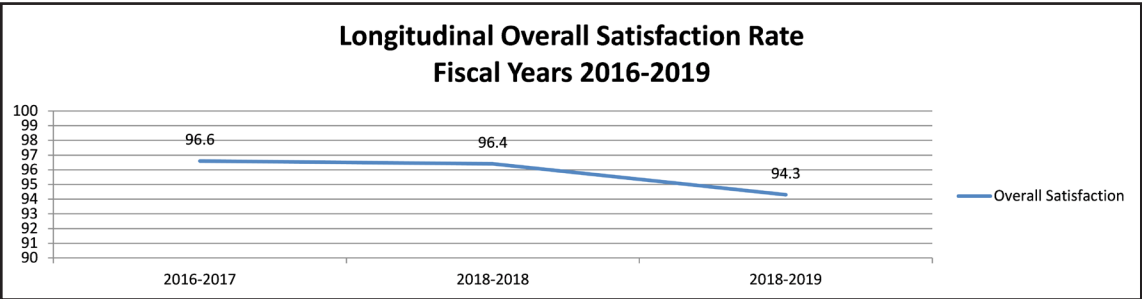
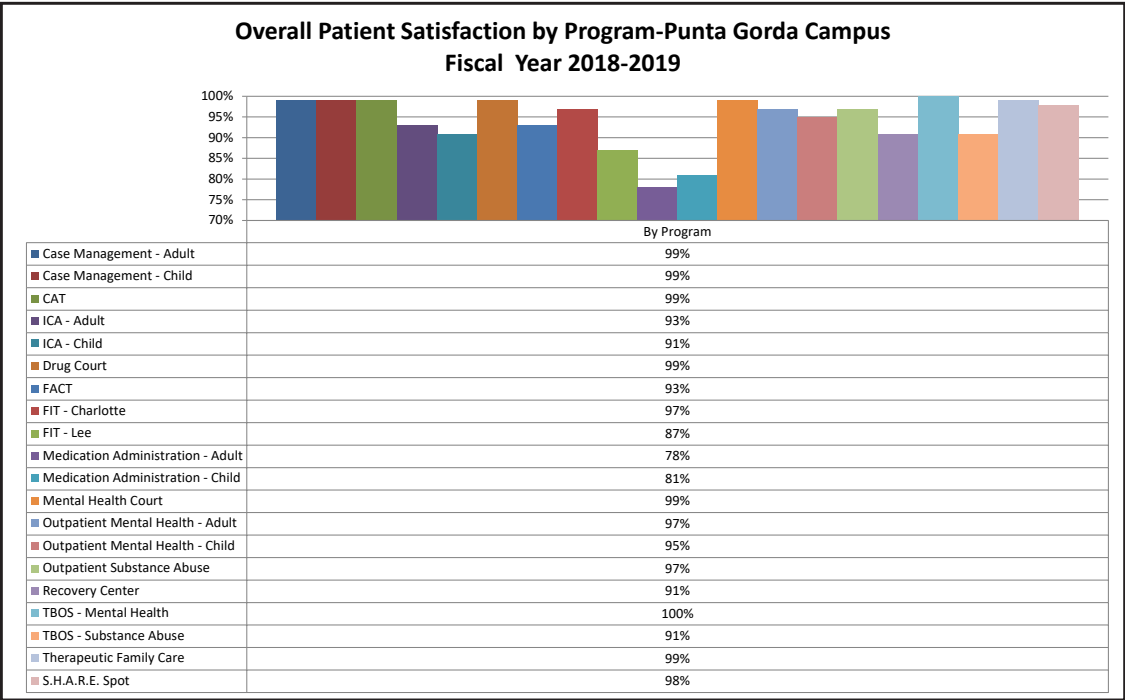


Fig. 36





Patient Satisfaction

Fig. 37

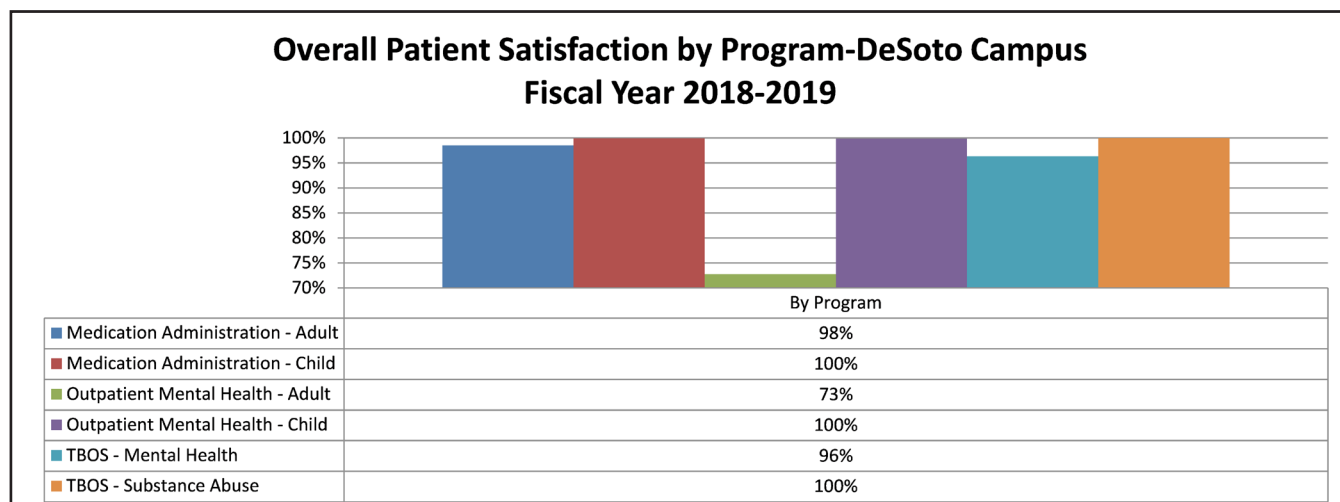
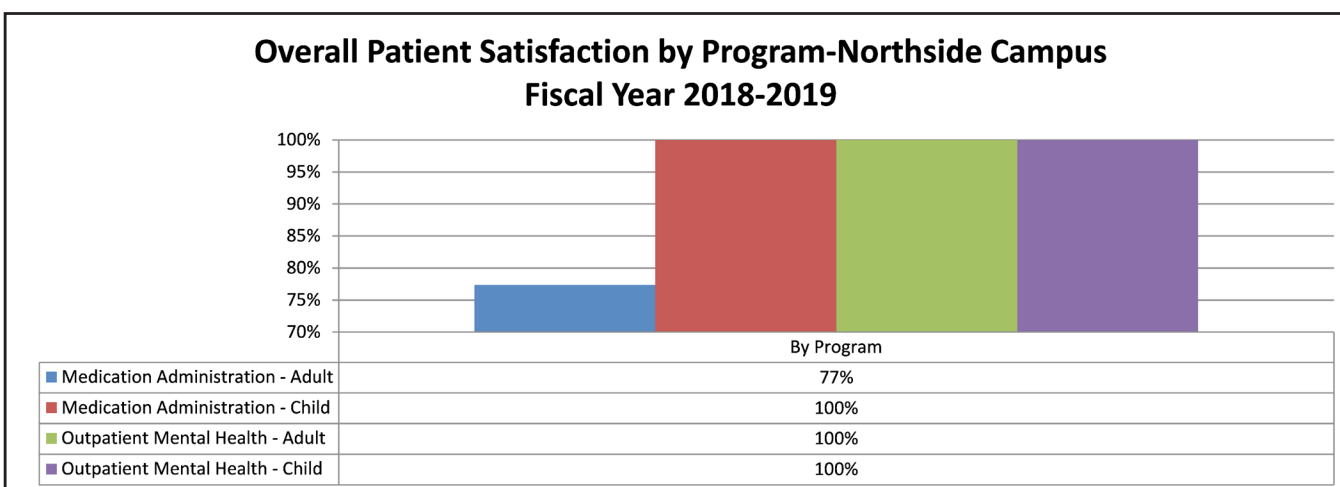


Fig. 38



PATIENT FEEDBACK

"My life has totally turned around because of CBHC and all of the staff!"

"After 53 years, I have finally got the help I needed and I am forever in your debt, Thank You."

"The staff has been amazing and pleasant. I'm thankful for the people who work here! Thank you again for all your time and patience."

"I came in 28 days ago for the program and I thank all the staff in here that helped me with the things I needed."

"I am very grateful to be treated with respect and kindness."

"Our family is grateful that the "CAT" team came into our home to help when he needed it the most. The program was successful and we are pleased with all the services we received this year. The staff has been wonderful! We can't say thank you enough!"

Charlotte Behavioral Health Care

2017-2018 Annual Outcomes Report

The End

