

CHARLOTTE
BEHAVIORAL HEALTH
CARE

*2022-2023
Annual Report*

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 patients.



Punta Gorda Campus
1700 Education Avenue
Punta Gorda, FL 33950

Family Services Center
21500 Gibraltar Drive
Port Charlotte, FL 33952

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



The Selby House
513 E. Hickory Street
Arcadia, FL 34266

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

S.H.A.R.E.
Self Help & Recovery Exchange



SPOT

Charlotte County Location
1700 Education Avenue, Building B
Punta Gorda, FL 33950

Desoto County Location
The Selby House
513 E. Hickory Street
Arcadia, FL 34266

Phone: 941-347-6411

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Social Media



<https://www.facebook.com/charlottebehavioralhealthcare>



<https://twitter.com/cbhcfi>



https://www.linkedin.com/company/charlotte-behavioral-health-care?trk=nav_account_sub_nav_company_admin



Follow us on
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<https://www.youtube.com/channel/UC-t1eGh0SeR7Nifi200KyUg>

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Mission Statement & Core Values

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Integrity & Character:

We resolve to do the right things for the right reasons, even when it is difficult. We treat others the way we want to be treated – with compassion, dignity, and respect.

Welcoming:

We are privileged to serve our community and act accordingly, respecting diversity and differences. We design an environment that is safe, comfortable, inviting, and friendly.

Warrior Spirit:

We have courageous hearts. We are here because of a passionate belief in our mission and an intense drive to do something meaningful and strengthen our community. The individuals we serve inspire us every day to advocate, persevere, and never give up.

Togetherness & Adventure:

Together with our patients and community, we solve problems that seem impossible. We embrace the adventure, including the setbacks that come with the journey toward recovery and resiliency. We bring joy, positivity, and optimism with us to work each and every day.

Learning as a Group:

We commit to finding the best solutions to complex problems. We strive to follow the research and offer our patients, their families, and our communities the very best practices our industry has to offer. When we make mistakes, we humbly acknowledge them, strive to learn from them, and become better.

The Power of Now:

Our mission is not only life-changing but is lifesaving as well. When an individual or family needs us, they need us now. We commit to creativity and the relentless pursuit of quick service access. Likewise, we advocate and work to remove arbitrary barriers to our community getting the services they need.

Fiscal Year

Quarter 1: July—September

Quarter 2: October—December

Quarter 3: January—March

Quarter 4: April—June

Introduction

At Charlotte Behavioral Healthcare, Inc. (CBHC) we are dedicated to restoring hope and committed to enhancing the quality of life for the members of the community that we serve. We strive to be the leader in providing high quality and compassionate services in Charlotte County and surrounding areas. To ensure we provide the highest quality of services, we measure and evaluate performance data from a variety of sources, ranging from patients, families of patients, to staff and external stakeholders. Data is analyzed to identify areas of strength, areas for improvement, longitudinal changes, and other trends that may influence performance. This report includes performance data gathered over the past fiscal year and summaries from all relevant sources, including any performance improvement plans identified as necessary along with suggestions for growth and improvement.



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Agency Strategic Initiatives

1. Evaluate and Implement Technology that improves efficiency, customer experience, and safety.
2. Promote Excellence through Optimizing the CBHC Workforce & through Leveraging existing Assets.

Board Activities

1. Leverage organizational assets to stabilize the workforce.

Program Initiatives and Changes

December

- The Central Receiving Facility (CRF) added lead clinicians to the clinical team to assist staff and leadership in achieving quality clinical care on the unit.

February

- The addition of peer positions were added in the CRF to bridge gaps for patients in continuing services after discharge from the CRF
- The (RF leadership roles were restructured by dividing the Director role into two leadership roles, Director of Operations and Clinical Director of Crisis Services.

May

- The IT department at CBHC began vetting Microsoft (Office) 365 migration specialist vendor for an eventual August-September 2023 migration from localized Microsoft Office applications and servers. The goal is to move employee files, emails, process to the Azure cloud.
- CBHC became a partner in a United Way grant to add a behavioral support position in three childcare centers in DeSoto County.

June

- CBHC resumed the Summer Camp program for children 10-18 years of age. The camp, sponsored by the Fred Lang Foundation, was the first one held since the pandemic.
- CBHC was approved by the state for \$1.5 million capital expansion to increase CSU/ARF beds from 30 to 45.
- CBHC was approved for recurring funds of \$1.3 million for operational expansion.
- In expansion of the IRIS team, paramedics from the county trained with the IRIS team in the month of June in hopes of expanding the team and offering an additional service to our community July 2023.
- FIT Charlotte successfully served 102% of its new annual target persons served after receiving an expansion for the fiscal year.

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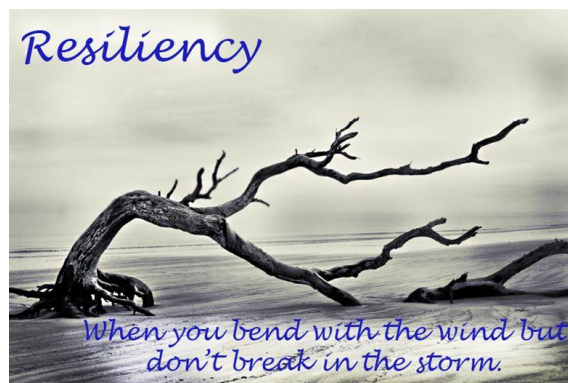
Hurricane Ian

On September 28, 2022, Hurricane Ian swept through Charlotte County and surrounding counties leaving behind a forever-changed view and way of life for our community. With the devastation the community suffered, physically, mentally and emotionally, it could feel to many that there would be no end in sight for recovery. After the storm, CBHC wanted to be a place of hope for the community and it was CBHC's priority to do whatever possible to be able to offer assistance, supplies, services, or just an ear for our community and patients all while ensuring our facilities and staff were safe and taken care of.

After the storm passed, programs bounced back and began making contact with patients and caregivers. Community programs were back in the community when deemed safe, outpatient services resumed services in whatever capacity the patients could appear. Our Central Receiving Facility (CRF) returned from the Charlotte County Jail where they evacuated (staff and patients). Staff were with these patients before, during, and after the storm, taking care of the patients without knowing what destruction may be at home for them.

CBHC was pressured to fill gaps in services due to community and county partners losing everything and having to close permanently or for a long period of time. We rose to the occasion to make sure that those that needed help could get it.

The resiliency of CBHC has shined bright this last year. We were tested, but we continue to pull through and serve our community and patients more and better than ever. This will be a year we will always remember, but hopefully for the resiliency and courage that was shown.



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Patients Served

From July 2022 through June 2023 CBHC provided services to 11,445 individuals who were enrolled in a primary program in our medical record. CBHC uses four categories when estimating patients served: primary program, CONNECT/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 have an electronic medical record, which allows accurate identification of individuals served each year. In addition, patients served in DeSoto were tracked by the program name based on the patient's address and services were completed by telehealth.

Behavioral Health Consult (BHC) (Lee and Charlotte Counties, FIS (Lee, Charlotte, and other surrounding counties), Connect/Healthy Start, S.H.A.R.E. Spot, and Screening/Information and Referral served 12,606 individuals in 2022-2023. There is always the possibility for duplication in these services, as they are not tracked through the medical record.

CBHC offers evidenced-based therapeutic inpatient and outpatient treatment of mental health and substance use disorders for adults and children, including community-based services. 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



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Patients Served by Program and Location

Punta Gorda					
(Patients may participate in more than one program)					
Program	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total Unduplicated 2022-2023
Anger Management	18	24	28	15	47
Behavioral Health Consult (poss. duplication)	533	527	527	428	2015
BNet	1	-	-	-	1
Care Coordination – AMH	12	14	13	5	27
Care Coordination - ASA	5	7	10	10	21
Case Management – Adult	199	194	180	192	251
Case Management – Child	23	12	19	25	41
CAT	36	36	40	37	50
CCSO Adult	300	340	313	339	1138
CCSO Child	62	43	52	51	177
CCSO CM	96	136	137	74	443
CRF – Baker Act – Adult	326	418	330	424	1043
CRF – Baker Act – Child	166	159	174	183	409
CRF – Marchman Act – Adult	149	103	143	147	408
CRF – Marchman Act – Child	4	0	1	1	6
Drug Court	29	16	22	24	41
FACT	114	109	107	101	113
FIS	52	39	38	42	171
Charlotte FIT	17	18	14	15	36
CONNECT/Healthy Start	590	621	614	641	1808
Medication Administration – Adult	1279	1305	1367	1346	2120
Medication Administration – Child	309	373	393	379	674
Medication Administration - ASA	138	186	202	219	324
Mental Health Court	27	27	21	20	95
Outpatient – Adult	594	531	601	527	1201
Outpatient – Child	241	230	292	304	605
Parenting (Ended 2/2023)	29	25	14	-	68
Screening, Information, and Referral (poss. duplication)	1446	1444	1218	2071	6181
School	19	26	31	36	112
S.H.A.R.E. Spot	305	289	417	382	1393
SOAR	-	-	-	-	-
SOR	131	127	133	150	541
Substance Use – Adult	144	128	131	130	339
Substance Use - Child	1	3	5	10	13
TBOS - CMH	20	33	27	18	71
TBOS - CSA	41	42	54	32	121
TFC	24	22	18	20	26

Family Services Center					
(Patients may participate in more than one program)					
Program	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total 2022-2023
Outpatient – Adult	10	24	36	36	73
Outpatient – Child	2	2	4	4	11
Substance Use – Child	-	-	-	-	-
TBOS CMH	9	5	21	20	39
TBOS CSA	3	0	19	33	49

DeSoto					
(Patients may participate in more than one program)					
Program	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total 2022-2023
Case Management – Adult	13	16	18	16	63
Case Management – Child	4	3	2	4	13
Medication Administration – Adult	65	50	74	62	109
Medication Administration – Child	42	52	59	64	108
Outpatient – Adult	41	31	37	32	81
Outpatient – Child	51	41	41	52	107
S.H.A.R.E. Spot	53	45	51	49	198
Substance Use – Adult	5	3	1	1	7
Substance Use – Child	-	-	-	-	-
TBOS - CMH	9	13	13	22	57
TBOS - CSA	12	12	10	16	50

Lee County					
(Patient may participate in more than one program)					
Program	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total 2022-2023
Behavioral Health Consult	129	147	163	175	614
FIS	67	37	64	58	226
FIT	29	26	36	32	123
TFC	15	15	15	16	61

Agency Wide Unduplicated Patients in Primary Programs					
Program	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total 2022-2023
Total Unduplicated Served in Primary Programs	3841	3854	4000	4056	7426

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Patient Demographics

Summary and Analysis

Measure: Patient Demographics

Source: Website with FL Data - <https://worldpopulationreview.com/states/florida-population>

Race	CBHC Patients	CBHC Staff	CBHC Board	Charlotte County	Desoto County	Lee County	Florida
White (Non-Hispanic)	78.50%	73.3%	100.0%	87.2%	78.4%	78.0%	67.7%
Black/African-American	8.10%	18.6%	0.0%	5.4%	12.4%	8.1%	15.7%
Asian	0.40%	0.7%	0.0%	1.3%	1.2%	1.7%	2.8%
American Indian/Alaskan Native	0.60%	0.0%	0.0%	0.0%	0.2%	0.1%	0.1%
Native Hawaiian/Pacific Island	0.50%	0.0%	0.0%	0.1%	0.2%	0.0%	0.0%
2 or More	4.30%	1.1%	0.0%	4.2%	4.8%	8.1%	9.3%
Other	7.70%	6.3%	0.0%	1.7%	3.9%	3.9%	4.4%

Gender	CBHC Patients	CBHC Staff	CBHC Board	Charlotte County	Desoto County	Lee County	Florida
Male	47.6%	26.3%	50.0%	45.9%	57.4%	46.2%	48.9%
Female	52.4%	73.7%	50.0%	54.1%	42.6%	53.8%	51.1%

Primary Language	CBHC Patients	CBHC Staff	CBHC Board	Charlotte County	Desoto County	Lee County	Florida
English	95.700%	100%	100%	89.5%	74.6%	74.9%	69.6%
Spanish	1.100%	0%	0%	5.2%	24.2%	18.10%	21.9%
Other	3.100%	0%	0%	5.3%	1.2%	5.0%	8.5%

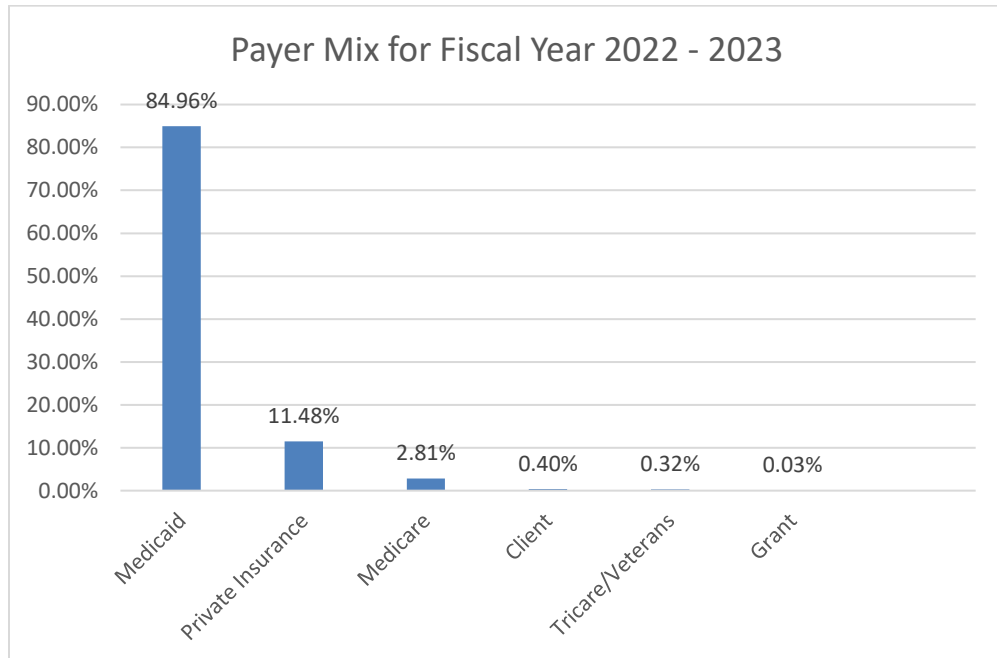
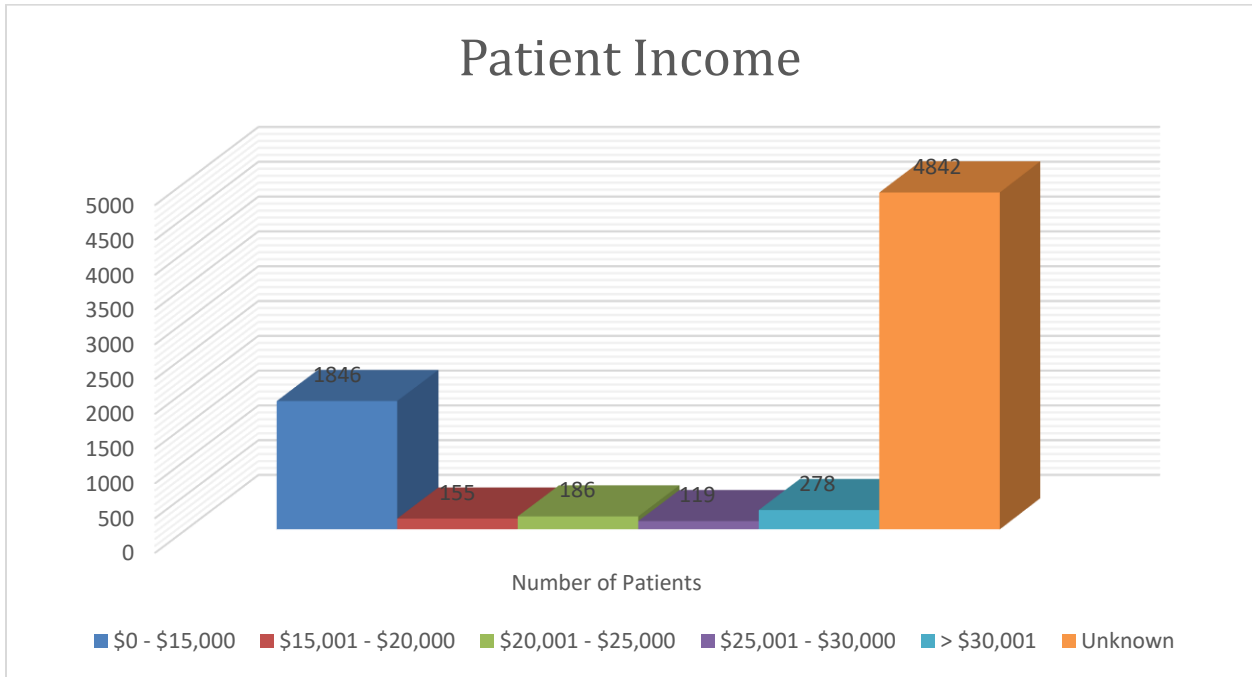
Age	CBHC Patients	CBHC Staff	CBHC Board	Charlotte County	Desoto County	Lee County	Florida
0-9	3.3%			4.6%	6.2%	3.2%	12.1%
10-19	23.1%			19.3%	26.9%	25.9%	12.9%
20-59	57.0%			55.8%	47.1%	58.4%	52.8%
60-69	9.6%			12.0%	6.7%	8.5%	14.1%
70+	7.0%			8.1%	1.0%	4.1%	8.1%

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Summary and Analysis

Measure: Patient Demographics

Source: SmartCare



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Initial Assessment Tracking

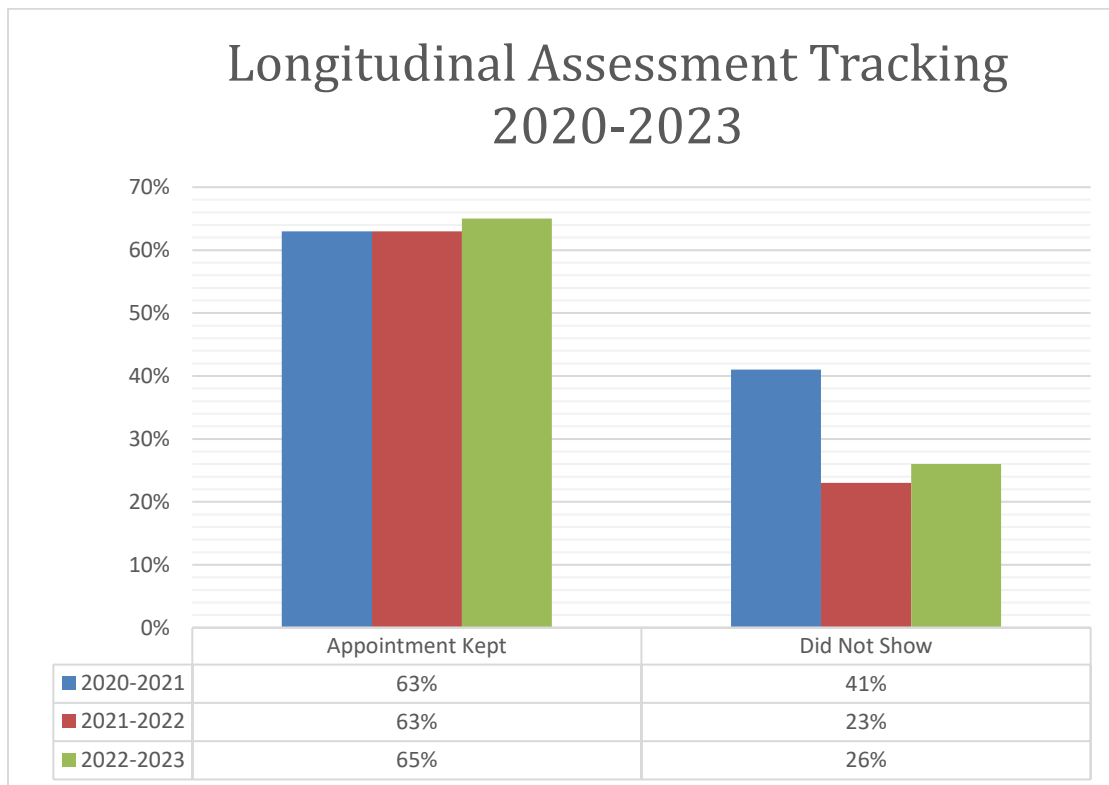
Summary and Analysis

Measure: Assessment Tracking

Source: SmartCare

CBHC is able to use our electronic medical record, SmartCare, to measure the percentage of Initial Assessment appointments kept. For FY 22-23 the “did not show” rate was 26%. 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 because of cancelations or no shows. CBHC also utilizes a text appointment reminder service. This text service, along with the telephone appointment reminder service, notifies patients three days in advance of their scheduled appointments to allow ample time for rescheduling. CBHC offers walk-in comprehensive assessments for adults and children seeking services. This allows patients immediate access to services instead of a wait time between screening and the initial appointment.

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. 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.



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Stakeholder Satisfaction

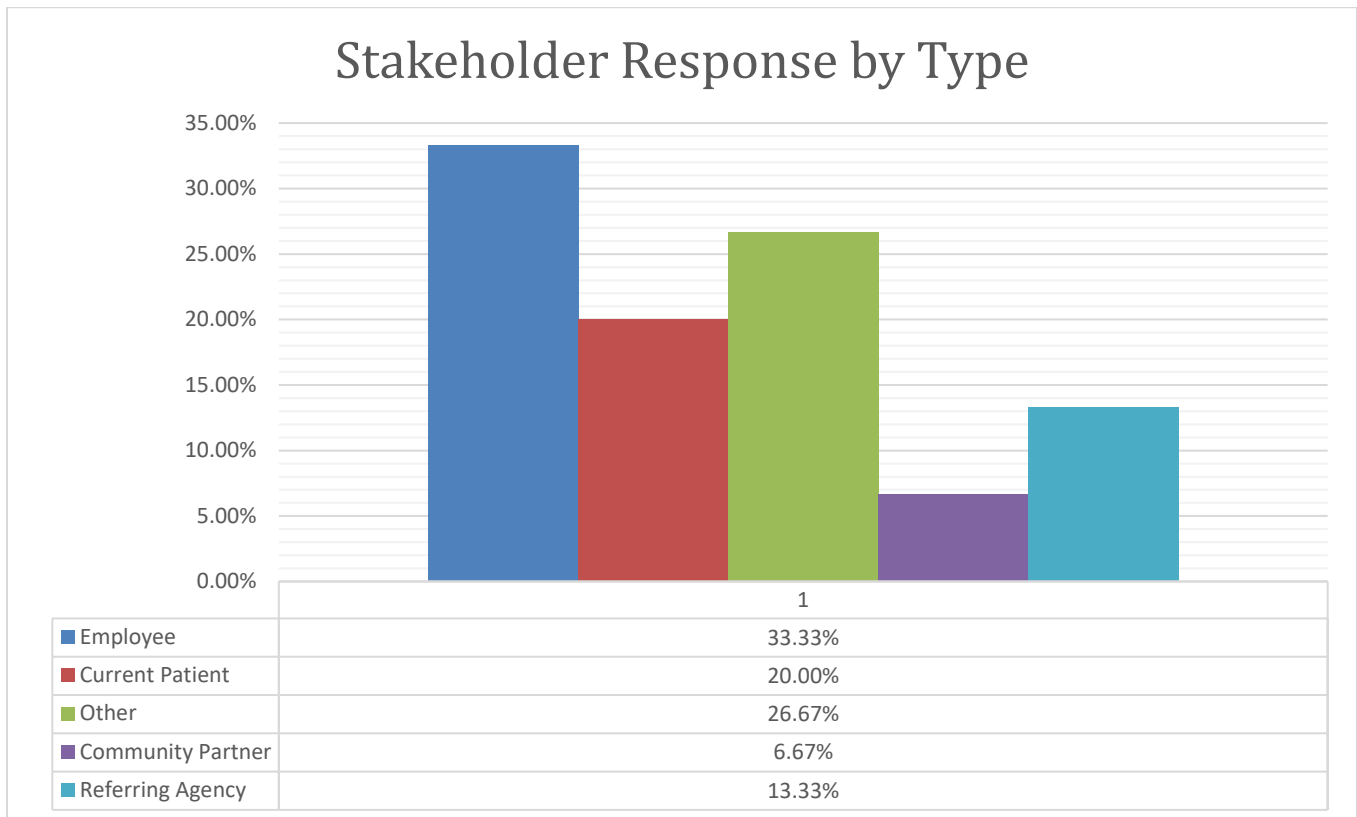
Summary and Analysis

Measure: Stakeholder Satisfaction Survey

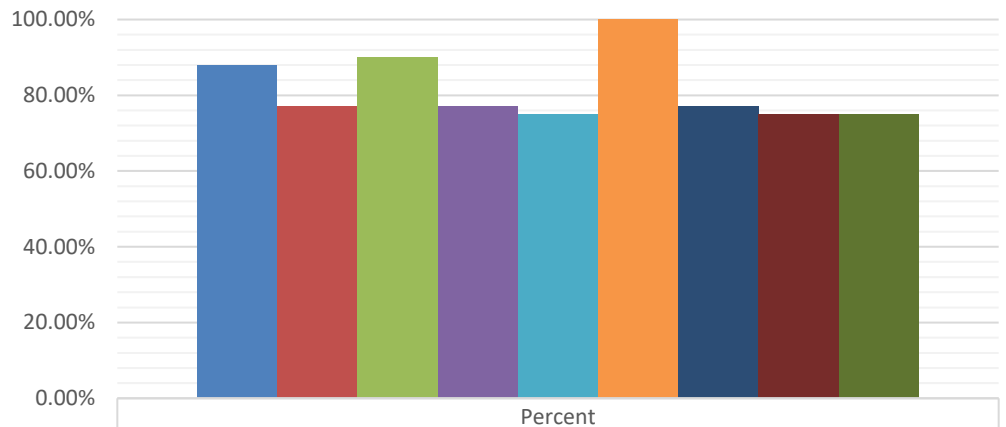
Source: Survey Monkey

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

In the 2022-2023 fiscal year, 15 stakeholders completed the survey compared to 17 stakeholders last fiscal year. Our stakeholders feel that our staff are courteous and helpful and are overall very satisfied with our services. Without a statistically representative sampling from our stakeholders, it is difficult to determine if the scores are accurate and true of our stakeholders. Quality Management and the Executive team continue to explore creative ways to encourage stakeholder participation.



Stakeholder Response by Question



	Percent
Received the service/assistance you needed	88.00%
Accessibility: Excellent or Good	77.00%
Courtesy/Helpfulness of CBHC Staff: Excellent or Good	90.00%
Knowledge/Expertise of CBHC Staff: Excellent or Good	77.00%
Successful resolution of your need/issue: Excellent or Good	75.00%
Overall satisfaction with CBHC: Very Satisfied or Satisfied	100.00%
CBHC's reputation within the community: Excellent or Good	77.00%
Phone system: Excellent or Good	75.00%
Returned calls were timely: Excellent or Good	75.00%

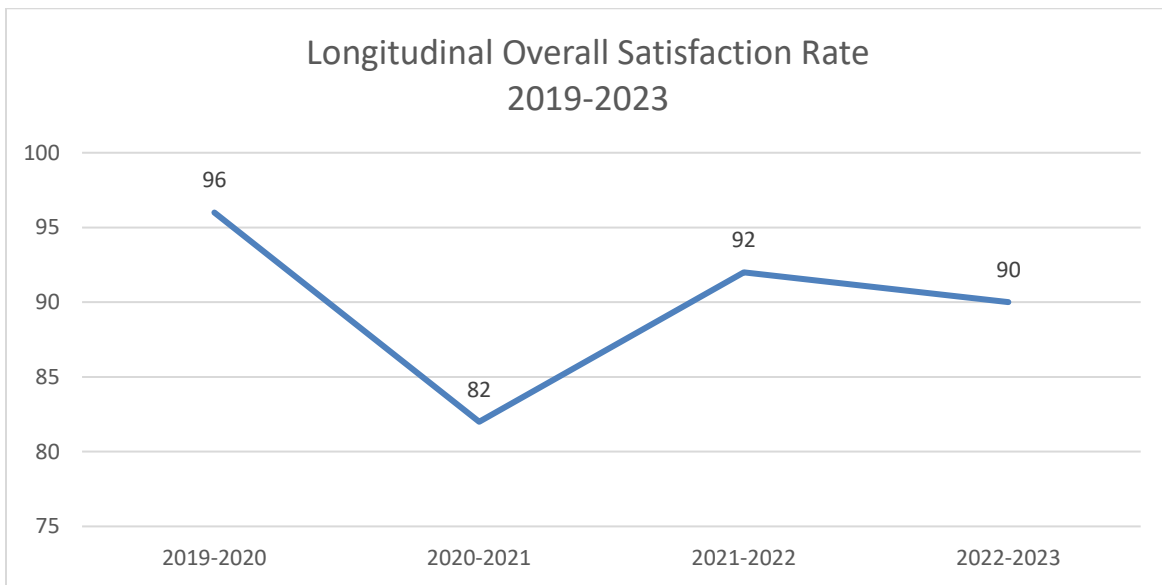
Patient Satisfaction

Summary and Analysis

Measure: Patient Satisfaction

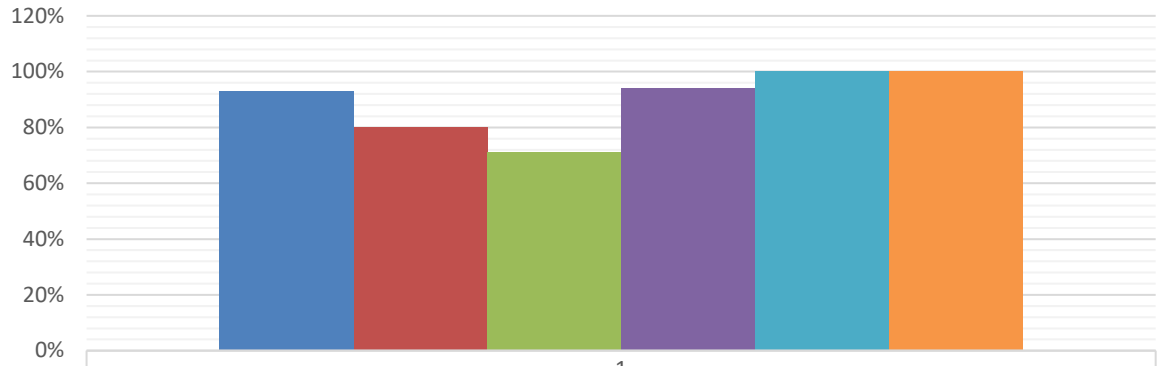
Source: Survey Monkey

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. Agency-wide, the overall satisfaction rate for the year was 90%, which is a slight decrease from the previous fiscal year (92%). Two programs fell below the 90% satisfaction target. Again, based on the representative sample size of patient satisfaction surveys, it is difficult to determine if this is an accurate reflection of satisfaction in these programs. CBHC continues to work with staff and patients 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.



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Overall Patient Satisfaction by Program



■ S.H.A.R.E Spot	93%
■ Case Management	80%
■ CRF	71%
■ Recovery Center	94%
■ Medication Administration	100%
■ Outpatient Mental Health	100%

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