



Quality Management Program Evaluation Executive Summary September 2007

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- Served 11,730 non-duplicated clients, with 5,890 of these being outpatient, 5,706 being crisis clients, and 412 being sexual assault (THS) clients
- Majority of clients were young adults, closely followed by adolescents, then by middle-aged adults. Less than 3% of clients were children or older adults. There was a fairly equal balance between male and female clients, with most clients being White. Hispanics accounted for the next highest population (23%)
- 100% of referrals met the 7 day standard
- Treatment services were highly effective. EMPACT clients were less likely to commit suicide than even the general Arizona and US populations in spite of their greatly increased risk
- There was a 42% reduction in formal client complaints from FY 06 to FY 07
- A formal Adverse Events Committee was formed and investigated 4 Adverse Events. In all cases the investigation demonstrated that EMPACT staff exhibited excellent quality of care. These findings were confirmed by external investigatory agencies (eg. RBHA, ADHS)
- ICS Performance Premium eligible staff exceeded the highest productivity levels by 24%
- Outpatient clients reported high levels of satisfaction in all but one category (Easy to schedule 1st appointment)
- Counseling only and med only clients were both satisfied with services, with counseling only clients being slightly more satisfied on 3 indicators
- Counseling only and clients who received multiple services (ie. usually counseling and medication) were both highly satisfied with services
- Clients who received multiple services and medication only clients were both satisfied with services, with multiple service clients rating statistically higher on 2 indicators

- Clients reported the same high levels of satisfaction as was reported in FY 06
- Both adults and adolescents reported statistically improved functional and symptomatic outcomes during treatment according to the Outcome Rating Scale. The results were significantly better than reported in FY 06.
- “No Show” rates were reduced by 28%, as shown by an analysis of 2 three months time periods in FY 07
- External and internal medical record audits demonstrated that adults achieved functional and symptomatic improvement during treatment. However, there are still many opportunities for growth in adequately documenting client progress
- An Hispanic Focus Group was conducted in order to clarify client needs and to modify service delivery to meet these needs
- Trauma Healing Services clients reported high levels of satisfaction with services and improvement after receiving services
- Trauma Healing Hotline clients reported high levels of satisfaction with services and improvement after receiving services
- Crisis Teams exceeded stabilization goals
- Prevention participants reported high levels of satisfaction and increased knowledge after receiving presentations