



PRS Annual Report Summary January 2021 through December 2021

The Psychiatric Rehabilitation Services program Service Description is reviewed annually for updates and no current revisions are being recommended at this time. Glade Run prioritizes program excellence and positive impact, which supports our ultimate goal of joining with individuals/families to help him/her/them lead a life filled with promise and success. Glade Run supports the philosophy that individual/ family voice, decision making, and the inclusion of the natural supports of the individual/family are essential elements of success with the service/treatment planning process. This ensures that everyone involved with the service/treatment process understands what adults expect to achieve as a successful Psychiatric Rehabilitation service. This approach also promotes true individualization which carries out in all service/treatment, teaching and coaching opportunities that the adult may experience during Psychiatric Rehabilitation Service.

- Reduced admissions to psychiatric hospitals
- Reduced time in psychiatric hospitalization
- Reduced involvement with criminal justice
- Decreased use of illicit drugs
- Improved community involvement
- Increased participation in other treatment
- Improved self-esteem (self-report)
- Improved vocational functioning
- Improved educational status
- Improved stability of housing status
- Improved independent living skills
- Improved quality of life



Psychiatric Rehabilitation Services Data

II . PROGRAM EXCELLENCE/POSITIVE IMPACTS

Number of Clients Served in Psych Rehab Jan 1st – December 31, 2021

Program	Total # of clients Served			Admission s			Discharges			Average length of Stay		
	2021	2020	2019	2021	2020	2019	2021	2020	2019	2021	2020	2019
Psychiatric Rehabilitation	157	115	107	81	113	58	70	40	50	377	238	255

Client and Staff Safety



Psychiatric Rehab Services: Critical Incidents January 1st – December 31st, 2021

Program	Allegations of Abuse	Police Involvement	Psychiatric Inpatient admissions	ER Visit	Suicide Attempt	Medical Hospitalization	Death of Consumer	Overdose	Total	# of consumers with incidents
PRS	0	0	10	0	2	1	0	0	13	17

Psychiatric Rehabilitation Staff Turnover Rate Jan 1st – December 31st 2021

CLINICAL/ PROGRAM STAFF	Employees at Start date	New Hires	Resignations/ Terminations	Employees at end date	Turnover Rate
Psychiatric Rehab	6	3	1	8	17%

Psychiatric Rehabilitation Internal Chart Audits

Program	# of Internal Chart Audits	Paper Referral Signed	Initial SBA signed prior to IRP	Policies and Consents signed	Crisis Plan in Chart



Psychiatric Rehab(Beaver)	81	98%	95%	98%	94%
Psychiatric Rehab (Butler)	69	74%	100%	97%	88%
Totals and Averages	150	86%	97.5%	97.5%	91%

Exceptions

**Psychiatric Rehab Services: Exception to admission and continued stay requirements
January 1st – December 31st, 2021**

Program	Exception requests
PRS	0



Psychiatric Rehabilitation Client Satisfaction Survey Results 2021

Consumers are given a voluntary survey upon admission, quarterly and at discharge to rate their level of interference their mental health symptoms have on their ability to manage in five major life domain areas: Daily living; Social interactions; Employment/volunteering; Educational activities. Consumers are also asked if they have a history of psychiatric hospitalization during their lifetime, past year and then during their course of treatment.

- 61 clients participated
- 23 clients from Butler County
- 38 clients from Beaver county
- 92% clients from Site Based PRS
- 8% clients from Mobile PRS

57% had at least one inpatient psychiatric admission in the past year but since starting the PRS program, the number of clients having another inpatient admission drops to 6% which shows one of the greatest outcomes of the PRS program.

60% of respondents stated that their current mental health symptoms impact their ability to work “most” or “all” of the time.

Psychiatric Rehabilitation Services Analysis and Summary 2021

PRS data shows that from 2019 through 2021 we have seen an increase in total number of clients served. The average length of stay per consumer also increased. This data suggests that clients are finding value in the services and continue to participate in the services longer to help increase skills but also reduce hospitalizations. When looking at inpatient hospitalization self-reported data we see a direct impact of participation in PRS with lower hospitalizations – going from approximately 57% having an admission before participating in PRS to 6% admission to an inpatient hospitalization while participating in the PRS program. Of the 157 clients participating in the PRS program in 2021, only 17 had a critical incident during that time frame which is at approximately 11%. Another outcome success of the PRS program in 2021 was having one of the lowest staff turnover rates in Glade Run at 17% (benchmark was 25% or lower) which shows good stabilization and consistency for PRS consumers and points to staff satisfaction in this job position. Results from internal chart audits show that out of 150 charts that were audited, 86% were in compliance with having the original paper referral signed, 97.5% had an initial SBA completed and signed prior to the individualized rehabilitation plan being completed. Chart audits also revealed 97.5% of charts had Policies and Consents completed and filed and 91% of charts had a completed crisis plan. There were no exception requests for 2021.



Action Steps:

1. For future analysis, Glade Run would like to implement the “Recovery Star” in PRS and gather additional outcome data for clients and highlight the benefits of the program even further.
2. We will continue to strive to reduce inpatient admissions as well as staff turnover rates.
3. PRS leadership will also look to improve completed documentation in charts especially for maintenance of the paper referral in the chart and crisis plan so that it is at 85% or above in future chart audits.
4. PRS leadership will continue to complete internal chart audits to ensure adherence to compliance to regulations at least quarterly. All new clients will have a chart audit annually and 10% of ongoing clients will be audited annually.
5. This report will be developed by the VP of Quality and Compliance along with the Director of PRS, and PRS Coordinator
6. This report will be prepared for each calendar year and reported in January of each year.
7. After the PRS QI Summary Report is reviewed and approved by Executive Management, it will be publicly posted on the Glade Run website www.gladerun.org as well as posted at the following locations:

Heritage CWC Building	119, 121 W New Castle St Butler, PA 16001	Telephone 724-452-4453 x1961 Fax 724-282-9759
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Psychiatric Rehabilitation Office	191 S Park St Rochester, PA 15074	Telephone 724-888-2941 Fax 724-709-7068
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