

**Path Behavioral Healthcare
Utah and Ohio
2022 Performance Improvement Plan
Youth Outpatient Services**

Path Behavioral Healthcare has identified the below objectives to increase effectiveness, efficiency, accessibility, and satisfaction with services in 2022. Some of the goals are applicable to all services we provide. Some are applicable to specific services lines.

Prior-ity	Objective	Performance Indicator	To whom the indicator(s) will be applied.	Who will collect data	Data Source	Time Frame for data collection	Performance Target	Extenuating or influencing factors	Status as of 12/31/22
1	To be more efficient in its Youth OPT programs PATH Behavioral Healthcare will have developed an online intake process.	Evidence of online intakes vs in office intakes	Child and Adolescent Outpatient Therapy Clients	Admission Dept	The admission department will use the EHR to compare the number of online intakes completed to the total number of admissions each quarter	12/31/22	75% of new service recipients will complete initial intake documents online.	IT familiarity of clients.	We did not meet this goal. It appears that 60% of clients are uncomfortable completing intakes online. However, we did install

									kiosks for persons served to check in with in our office and this has been very successful with virtually all clients using this system
2	To increase satisfaction with the Youth OPT programs PATH Behavioral Healthcare will educate persons served about the agency grievance policies.	Evidence of acknowledging receipt of receiving a client handbook .	Child and Adolescent Outpatient Therapy Clients	Operations Team	Survey software	12/31/22	85% of persons served will report being reasonably educated about the grievance processes in the annual consumer satisfaction surveys.	None	We met this goal. 100% of people were educated about grievance procedures.
3	To increase the effectiveness of the Youth OPT program	No shows will be documented in the record	Child and Adolescent Outpatient Therapy Clients	Operations Team	EHR	12/31/22	We set a goal of having no more than a 10% no show	Transportation difficulties	We had a 16% no show rate for

	PATH Behavioral Healthcare will decrease the no-show rate for services	and the % of no shows vs total services will be calculated.					rate for child services.		children services in 2022. Although we did not meet our mark, we exceeded the industry standard no show rate for children by 2%.
4	To increase the accessibility of the Youth OPT program PATH Behavioral Healthcare will offer telehealth services.	Comparison of people that requested telehealth versus delivered	Child and Adolescent Outpatient Therapy Clients	Clinical Supervisor	EHR	12/31/22	100% of people that request telehealth services and it is clinically appropriate will receive the service	IT familiarity of clients.	We met this goal. 100% of people that requested telehealth services received the service

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Adult Outpatient Services**

Path Behavioral Healthcare has identified the below objectives to increase effectiveness, efficiency, accessibility, and satisfaction with services in 2022. Some of the goals are applicable to all services we provide. Some are applicable to specific services lines.

Prior-ity	Objective	Performanc e Indicator	To whom the indicator(s) will be applied.	Who will collect data	Data Source	Time Frame for data collection	Performance Target	Extenuating or influence- ing factors	Status as of 12/31/22
1	To be more efficient in its Adult OPT programs PATH Behavioral Healthcare will have developed an online intake process.	Evidence of online intakes vs in office intakes	Adult Therapy Clients	Admission Dept	The admission department will use the EHR to compare the number of online intakes completed to the total number of admissions each quarter	12/31/22	75% of new service recipients will complete initial intake documents online.	IT familiarity of clients.	We did not meet this goal. It appears that 60% of clients are uncomfortable complet-ing intakes online. However, we did install kiosks for persons served to

									check in with in our office and this has been very successful with virtually all clients using this system.
2	To increase satisfaction with the Adult OPT programs PATH Behavioral Healthcare will educate persons served about the agency grievance policies.	Evidence of acknowledging receipt of receiving a client handbook .	Adult Therapy Clients	Operations Team	Survey software	12/31/22	85% of persons served will report being reasonably educated about the grievance processes in the annual consumer satisfaction surveys.	None	We met this goal. 100% of people were educated about grievance procedures.
3	To increase the effectiveness of the Adult OPT program we will adhere to consistent	Supervision documentation	Adult Therapy Clients	Clinical Supervisor	Supervision documentation	12/31/22	100% of staff will be supervised to have consistent treatment practices.	None	We met this goal . A review of supervision notes shows that the treatment model was

	standards for its practices.								consistently reinforced,
4	To increase the accessibility of the Adult OPT program PATH Behavioral Healthcare will offer telehealth services.	Comparison of people that requested telehealth versus delivered	Adult Therapy Clients	Clinical Supervisor	EHR	12/31/22	100% of people that request telehealth services and it is clinically appropriate will receive the service	IT familiarity of clients.	We met this goal. 100% of people that requested telehealth services received the service