

# THE PIPELINE

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## *Let's Spring into the New Year!!*

The P.A.T. Center has been very busy preparing for 2018! We have new referrals coming in from schools, courts, and PCPs and our staff has expanded to accommodate this great demand. Three new staff members were added to the PAT family, Cassandra Moore, MHPP, Anthony Brown, MHPP and Dr. Donna Brown, MD.

Also during the first quarter, Leadership and Clinical staff has attended RSPMI webinars, Beacon Health trainings, webinars and Medicaid Stakeholder meetings to become familiar with and stay informed of any changes implemented.

Our Clinical Director, Mrs. Johnson has attended job and internship fairs to scout qualified and upcoming social work grads for future employment. Mrs. Johnson also traveled to Baltimore, Maryland in March 2018, to the yearly Credible Conference. During this conference she attended trainings on: Billing, Data Entry, Records Retention, etc. The PHQ-9 form was added to Credible as well, which is completed w/Intakes, TPRs and Discharges.

A Retrospective Audit was conducted this quarter. The agency passed with flying colors. Congrats were given to Mr. Mooney, Ms. Simmons, Mrs. Edgeron, Mrs. Culclager, Ms. Floyd and Mr. Jones for their hard work as their charts were audited in this review. Special thanks to office staff as well as they check notes, TPRs, referral and billing, which helps ensure charts are compliant!

# Annual Easter Egg Hunt 2018



Staff is serving attendees



Staff is prepping for hunt



PAT Director is hiding eggs





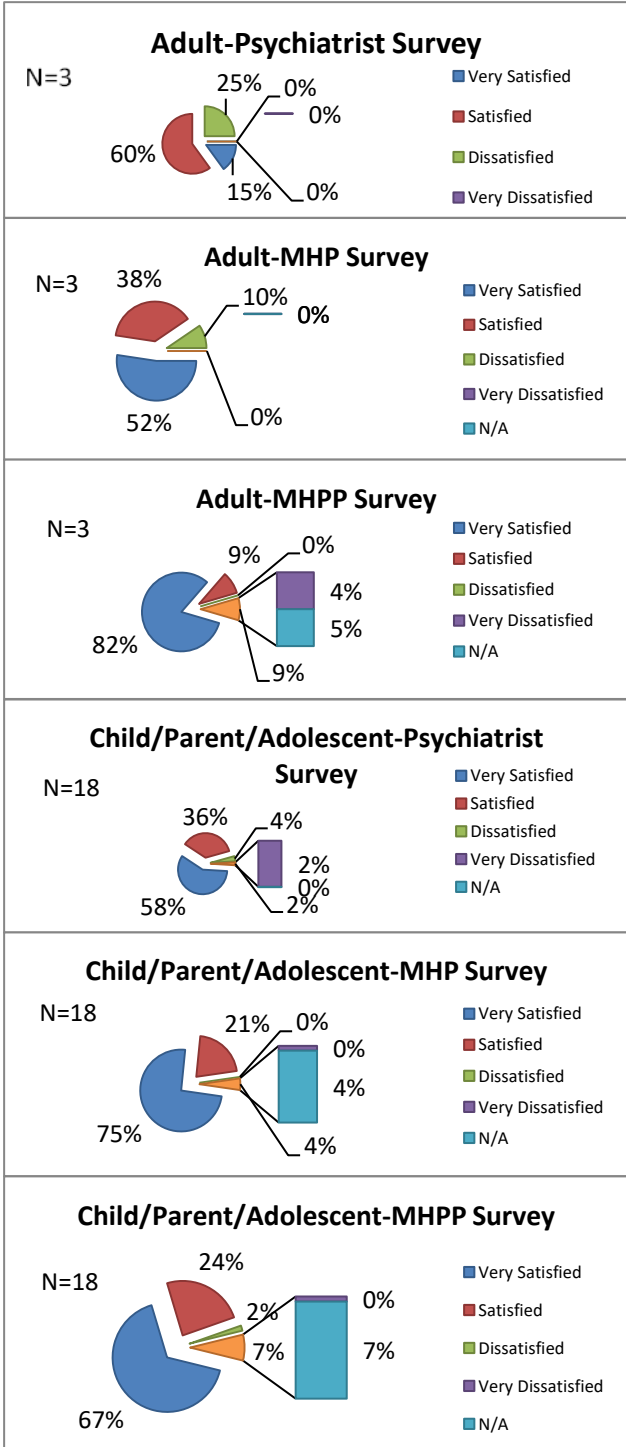
## **Advisory Board Highlights**

*The P.A.T. Center Leadership meets with the Advisory Board Quarterly, the Advisory Board quarterly to discuss business functions and all aspects of the agency. During the meeting conducted this quarter the following agenda items were reviewed, revised and/or introduced:*

- Mission Statement
- Organizational Chart
- Cultural Competency and Diversity Plan
- Corporate Compliance Policy and Plan
- Annual Review of Strategic Plan
- Annual Analysis of Stakeholder Input/Feedback
- Approved Budget
- Financial Trends, Challenges and Opportunities
- Annual Review of Client Fee Structure and Charges
- Annual Review of Risk Management Plan
- Technology plan
- Documentation of Annual Analysis of Critical Incident Reports
- Annual Staff Training Needs Assessment Form
- Technology and System Plan
- Annual Analysis of Client Complaints and Grievances
- Accessibility Plan
- PASSE update
- Grandfathering in of Substance Abuse CITS
- Upcoming CARF visit May 21<sup>st</sup> -23<sup>rd</sup> 2018

Quarterly surveys are completed by adult clients and adolescent client's guardians to rate the services rendered by MHPs, MHPPs and Psychiatrists. This allows The P.A.T. Center to understand/realize what improvements are needed.

# SURVEY RESULTS



Of the adult surveys completed, 85% were satisfied or very satisfied with Psychiatrist services.

Of the adult surveys completed, 90% were satisfied or very satisfied with MHP services.

Of the adult surveys completed, 90% were satisfied or very satisfied with MHPP services.

Of the child/parent/adolescent surveys completed, 94% were satisfied or very satisfied with Psychiatrist services.

Of the child/parent/adolescent surveys completed, 96% were satisfied or very satisfied with MHP services.

Of the child/parent/adolescent surveys completed, 91% were satisfied or very satisfied with MHPP services.



**MHP (Mental Health Professional)**

Full-time Mental Health Professionals (MHPs):  
Full-time positions for licensed Therapists for the Little Rock and Pine Bluff areas. Minimum qualifications: Psychologist, LCSW, LMSW, LPE, LPE-I, LPC, LMFT or an APN or CNS with a specialty in psychiatry or mental health.

**MHPP (Mental Health Paraprofessional)**

Full-time Mental Health Para-Professionals (MHPPs): full-time positions for MHPPs for the Little Rock and Pine Bluff areas. Minimum qualifications: Bachelor's degree in social sciences or related field and experience in mental health field preferred.

To apply, please submit a resume, cover letter and list of references via email to [thepatcenter@yahoo.com](mailto:thepatcenter@yahoo.com) or fax (870) 534-4906.

***The P.A.T. Center PIPELINE is a quarterly newsletter for stakeholders, clients, parents, community agencies, and referral sources. The PIPELINE provides ongoing updates about P.A.T. Center projects, introduction of staff, and our efforts to improve performance and quality of services. Our aim is to be transparent about internal workings by holding staff and Leadership accountable for day to day operations.***