

Previous Events

OCTOBER

During the month of October, The P.A.T. Center's Employees completed the Mid South Trainings for Substance Abuse, met with Patty Hibbs about DHS Grant, started groups with Forrest City School District. Audits for IOC was completed for the Forrest City Location.

NOVEMBER

During the month of November, The P.A.T. Center's office staff and Leadership completed and reviewed updated policy and procedure manual. They also completed the Employee Chart Audits. Audits for IOC were also completed for the Little Rock Location.

DECEMBER

During the month of December, The P.A.T. Center completed their end of year SafeCare meeting, their Quality Assurance meeting, and their quarterly advisory board meeting. The P.A.T. Center also hosted a Holiday Party for employees.

COVID-19 Precautions

The P.A.T. Center is doing its part in helping the community by still accepting new clients, even though our buildings remain close to the public. Telehealth services are offered via phone to continue mental health services and medication management. The P.A.T. Center has all vaccinated employees to ensure the health and safety of all clients. Staff are still required to wear masks, check temperatures upon entry, and sanitize. We are still accepting Medicaid insurance including the PASSE. If you have any questions regarding services, Telehealth, or insurances do not hesitate to call the office at (501)-265-0302. Remember to stay safe, wash your hands, wear your mask, and social distance!

Employment Opportunities!

The agency continues to search for the highest quality staff to service the needs of our diverse clientele. We are currently hiring for all locations. Full-time and part-time positions are available. To apply, please submit a resume, cover letter, and a list of references to: thepatcenter@yahoo.com or fax to: (501)-265-0300 for Little Rock ,(870)-534-4906 for Pine Bluff

Currently hiring for Therapist (LICENSED) Minimum Qualifications: Licensed psychologist, LCSW, LMSW, LPE-I, LPC, LAC, LMFT, APN, OR CNS with a specialty in psychiatry or mental health.

Currently hiring for Office Support Staff

The P.A.T. Center

People Advocating Transition's 4th Quarter Newsletter of 2021

“What mental health needs is more sunlight, more candor, and more unashamed conversation.” – Glenn Close.

Advisory Board Meeting Results

- Reviewed all plans for CARF
- Discussed changes to be made in new location in Forrest City
- Discussed staffing needs for the new year regarding new MHP's and QBHP's for all locations
- Discussed plans for new rise in COVID cases and how services will be delivered to keep clients and staff safe


This Month's Issue


- Previous Events
- Covid-19 Precautions

- Satisfaction Surveys
- Q&A: What You Need To Know



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 Peopleadvocatingtransition.com



Satisfaction Surveys

Pine Bluff

Client's Psychiatrist= Very Sat = 83.3 S= 10.5% D= 6.2% VD= 0

MHP= Very Sat =90.2% S= 8.6% D= 1.2% VD= .0

QBHP= Very Sat = 90.8% S= 7.0% D= 2.2% VD= .0

N=77

Adult Psychiatrist = Very Sat = 79.2% S= 16.0% D=4.8% VD= .0

MHP = Very Sat = 90.4% S= 4.2% D= 5.4% VD= .0

QBHP =Very Sat = 90.2% S= 8.1% D= 1.7% VD=.0

N=64

For the Pine Bluff Location, 83% of the clients surveyed were very satisfied with their child's psychiatrist. Even though it did not hit the 85% mark, the clients were 90% very satisfied with their child's MHP and QBHP. For our adult clients, 79% were very satisfied with their psychiatrist. This did not hit the 85% mark, but the adult clients were very satisfied with their MHP and QBHP with a report of 90% satisfaction.

Little Rock

Client's Psychiatrist= Very Sat = 78.2 S=16.1% D= 5.7% VD= .0

MHP= Very Sat =91.3.% S= 7.1% D= 1.6% VD= .0%

QBHP= Very Sat = 91.1% S= 7.0% D= 1.9% VD= .0

N=76

Adult Psychiatrist = Very Sat = 78.6% S= 16.2% D= 5.2% VD= .0

MHP = Very Sat = 88.7% S= 6.7% D= 4.6% VD= .0

QBHP =Very Sat = 92.3% S= 3.1% D= 4.6% VD=.0

N=55

For the Little Rock location, 78% of the guardians of the clients were very satisfied with their child's psychiatrist. This did not meet the 85% mark, but 91% of the parents who participated in the survey were very satisfied with their QBHP and MHP. For our adult clients, 79% of them were very satisfied with their psychiatrist. 89% were very satisfied with their MHP, meeting the 85% mark. 92% were also very satisfied with their QBHP services that they received.

Forrest City

Client's Psychiatrist= Very Sat = 00.0% S= 00.0% D= 0.0% VD= 0.0

MHP= Very Sat =97.0% S= 3.0% D= 0.0% VD= 0.0

QBHP= Very Sat = 98.0% S= 2.0% D= 0.0% VD= 0.0

N= 10

For our Forrest City location, some information will be missing due to our low acceptance rate at this time. Clients are being seen at this location at the school only. We do not have any adult clients at this time. For the clients who participated in the survey, 97% were very satisfied with services received from their MHP. 98% were very satisfied with the services received from their QBHP.

North Little Rock

Client's Psychiatrist= Very Sat = 84.2% S= 11.1% D= 4.7% VD= .0

MHP= Very Sat =88.6% S= 8.6% D= 2.8% VD= .0

QBHP= Very Sat = 93.5% S= 1.2% D= 3.3% VD= 2.0

N= 68

Adult Psychiatrist = Very Sat = 80.2% S= 14.7% D=5.1% VD= .0

MHP = Very Sat = 89.3% S= 7.2% D= 2.5% VD= 1.0

QBHP =Very Sat = 92.9% S= 3.2% D= 2.9% VD= 1.0

N=45

For the North Little Rock location, the psychiatrist satisfaction results were just one point away from the intended mark coming in at 84%. The parents are 89% very satisfied with their MHP and 94% very satisfied with their QBHP. For the adult clients, 80% were very satisfied with their psychiatrist. 89% were very satisfied with their MHP and 93% were very satisfied with their QBHP.

Q&A: What You Need To Know

Q: Does the agency provide school-based, home-based, and in-office services?

A: Yes! The agency continues to offer treatment in varied settings to meet the needs of the clients. We are only allowing psych evaluations to be held in the office at this time to minimize risk and exposure to COVID-19. Temperatures will be taken at the door.

Q: Will my therapist or case manager change?

A: No, we intend to make every effort to keep clients with their current therapist and QBHP.

Q: Are there new services offered by the agency?

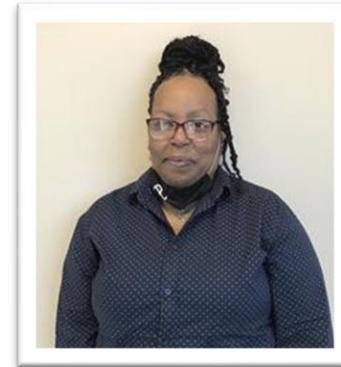
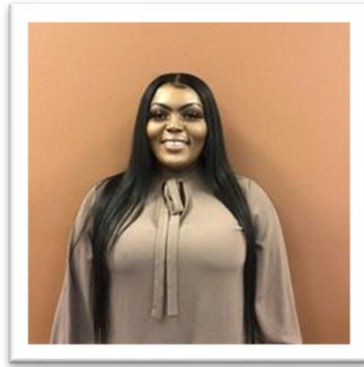
A: Yes! The agency has recently received grants that are allowing new services to be provided. There will be new substance abuse services as well as new Mental Health services provided in the new location in Forrest City. More information will be released regarding these services.

Happiness does not come from doing easy work but from the afterglow of satisfaction that comes after the achievement of a difficult task that demanded our best.

Theodore Isaac Rubin

NEW HIRES!

HELP US WELCOME THEM TO THE P.A.T. CENTER!



Astazzia Buchanan, QBHP Patrick Randall, QBHP Kaylin Walker, QBHP Makiyah Williams, QBHP Kimberly Robinson, LCSW Brandi McCoy, LCSW Judy Jynes, Office Staff



GOALS FROM 2021 and PLANS FOR 2022

Strategic Plan

The P.A.T. Center set 3 goals for 2021. Goal one in 2021 is to expand use of technology for more efficient business management and improve client services. The agency has incorporated use of telehealth services in providing psychiatric services and individual, family, and crisis interventions. The agency has used telehealth to complete almost 85% of the new intakes that are done in the home and schools. The agency continues to use zoom for staffing and to meet with employees. All of the office locations are run by office personnel and members of leadership. There are limited visits by clients in the office in order to lower the risk of Covid. Most processes of the agency are done electronically or via some electronic method rather than face-to-face. Goal two in 2021 is to develop substance abuse program into fully operational program with multiple locations and have them be financially profitable. The substance abuse program continues to struggle to attract clientele. In 2021, the agency secured 2 contracts that involve substance abuse that may increase the number of clients in the program. In September 2021, CITs began supervision in order to increase the number of substance abuse staff. Goal three in 2021 is to develop other revenue streams including grants, contracts, or programs to ensure agency sustainability. In 2021, the agency secured several contracts to expand services. For 2022, The PAT Center will be using the same goals as 2022 to achieve more and learn more to help better the services provided for the clients. The goal is to convert to 100% electronic format, hire MHP's with substance abuse certification to boost substance abuse program, and to hire a grant writer to assist with the completion of grant applications and searching for grants weekly.

Risk Plan

The risk analysis is conducted annually to help identify problematic areas that may affect the company. There were areas that showed potential risks. Offices have remained closed to the public due to COVID-19. In 2021, clients have limited access to the office and only come for doctor's appointments. All meetings are conducted via zoom or over the phone. All employees work from home or in the field except for Leadership and Office Support Staff. Leadership also rotates time spent in each office location to ensure faxes and mail are retrieved. Drills are completed are the office throughout the year to address possible risks and how to handle them if needed. There was a lack of referral sources for the substance abuse program. The agency did add 5 CITs and 4 MHPs in 2021 that are credentialed to provide substance abuse services. The agency is not fully staffed due to COVID. . If an employee contracts the virus, then provisions would be made to transfer cases to another staff member. Also, the company would follow directives of the ADH to notify those that have been exposed. There have been limited staff cases of exposures and contracting Covid 19 for 2021 but multiple client reports of exposure and contracting the virus. Protocols are still being followed by the state for COVID 19 and continue for 2022. The P.A.T. Center will need an IT department to efficiently run three locations and remove manual data entry for office support staff. These concerns still exist for 2022. . In 2021 many services transitioned to telehealth and there were learning curves due to unfamiliarity with new technology. The agency continues to develop ways to keep clients engaged and prevent large number of discharges due to noncompliance or loss of contact.

Cultural Competency and Diversity Plan

The PAT Center's cultural competency and diversity is an ongoing, fluid process with the organization. This plan addresses CARF policy 1.A.5.a-d. In 2021, the goals were: The organization will conduct a training on understanding the effects of racial trauma on behavioral/mental health. This goal was met during 2021. Goal 2: The organization will conduct trainings on LGBTQ populations for direct line staff. This goal was also met. Goal 3: The organization will conduct trainings on Hispanic populations for direct line staff. This goal was not met due to the inability to find courses on with working with Hispanic/Latino populations. The goal for 2022 to correct this is that the organization will schedule on-line trainings geared at treatment of Spanish speaking/Latino populations and will solicit a Latino/Hispanic licensed professional to provide a on-line training. Goal 4: Contract with and/or hire a Spanish Speaking OSS, MHP, Substance Abuse, and/or QBHP. This goal was not met due to no response to applications for bilingual staff. The goal for 2022 to correct this is to continue to advertise on Indeed and in print media for potential peer recovery specialist, MHP, QBHP, and office staff and is in the process of reviewing and hiring.

Accessibility Plan

In 2021, the agency continues to adapt to new payment system via the PASSE system. This system has created many barriers to access services including third party assessments by Optum that determine services to be provided, stringent time frames for clients to complete assessments and meet with Care Coordinators, slow payment cycles, glitches and malfunctions in the billing system, and changes to prior authorization systems. Each PASSE has its own stringent and unique guidelines regarding payment. The P.A.T. Center has big plans for 2022 to make changes to each location. In 2021, The P.A.T. Center built an online presence by using social media platforms to promote service and better interact with the community. The agency was able to obtain a contract with DHS to assist in providing substance abuse services that began in March of 2021. The agency has also built momentum in the Forrest City location providing groups to the schools. The agency has been attempting to obtain a translator and hiring bilingual staff. For 2022, the plan is to begin projects at each location. For Pine Bluff, The PAT Center will be widening doorways to accommodate wheelchair access, visual alert system such as flashing lights, and investing in a specialized telephone for clients who are hearing impaired. For Little Rock, all renovations were placed on hold due to COVID, but the agency continues to utilize this building for office functions mainly. For North Little Rock, the plan is to obtain panic buttons and add to site and a visual alert system installed for visual impairment. The agency is looking into placing Braille signs in each location. For employment for 2022, the agency will focus on hiring/securing more part-time staff to fill positions.

The agency will also focus on assisting those staff who need assistance with taking licensure exams to become mental health professionals. For 2022, the agency continues to look for ways to convert all forms electronically and to continue Telehealth services.

Technology Plan

The P.A.T. Center will continue using Telehealth services. Minimal progress was made towards the goals set for 2021. Goal one was that the agency will develop a billing department to bill, analyze and fix claims, reconcile claims, and work through billing issues with each PASSE. The agency was unable to formulate an actual billing department. There were designated office staff that separated billing the PASSEs and they developed a system for checking billing claims, fixing errors, and tracking billing weekly. They continued to have other duties and responsibilities other than billing only. Currently billing is being done by the office manager and she is solely responsible for all of the billing tasks. Goal 2- The agency will hire a full-time IT person to manage Credible, build a network, and manage tech needs of all locations. The agency did not hire an IT person to manage Credible, build a network, or manage tech needs. The agency did hire someone to manage the website. Goal 3- The agency will develop a training department using Credible. The agency has not developed a training department for Credible. Most of the use and additions are still operated by the office staff. The agency utilizes information and help topics from Credible site, task tickets, and monthly state partner Credible meeting to stay up to date on best practices. The agency will equip all staff that works from home with the appropriate technology and computers. All staff that are required to work from home are equipped with appropriate technology and computers. Goal 5- The agency will be 100% paperless for all programs. The agency continues to make strides as the agency is possibly 95% paperless and still adding programs. Those goals have been revamped and added to the goals list for 2022. The plan is to create a billing department, hire an IT person, and going 100% electronic. The agency has purchased new computers and scanners to help aid office staff to continue keeping track of Credible.