

Shepherds Recovery Counseling Services Inc.	Policy and Procedures
Policy Type: -Aspire to Excellence	Policy Number: PAA-176
Subject: - Performance Analysis and Action Plan (19/20)	Adopted: 10/12/2019
Section: - (1.n.2)	Effective: 10/12/2019
Approved By: - <i>Temo Rolimi</i>	Revised: 11/12/2020

Effectiveness Measures:

Outpatient Services:

Mental Health	%Percentage w/ mental health Problems	2019 (N=110)			2020 (N=120)		
		BT	DC	AD	BT	BC	AD
Depression	Percent depressed	33	6	0	45	4	0
Anxiety	Percent with anxiety	45	11	11	33	7	4
Bipolar	Percent with bipolar	11	4	11	7	0	0
Stress Disorder	Percent with stress	11	6	0	7	0	0
Phobia	Percent with social phobia	4	0	0	7	4	0
Disruptive Behavior	Percent with disruptive bx	6	0	0	5	4	4

BT = Before Treatment
DC = Discharge
AD = After Discharge

Efficiency Measures:

Outpatient Services:

	2019	2020	Average
Percent discharged with staff approval	21%	11.5%	5%

Access Measures:

Outpatient Services:

	2019	2020	Average
Average time on waiting list	7 days	7 days	0
Assessment/Referral			
Average time on waiting list	1-3 days	1 day	1

Satisfaction:

(a) Outpatient Services:

	2019	2020	Average
Overall Satisfaction	97%	85%	2%
(b) Assessment Referral			
Overall Satisfaction	99%	92%	7%

Action Plans and Actions Taken

Domain Measures

(a) Depression:

We have noticed that persons with depression ranks highest in our treatment. Out of 47 clients, 38% suffered from depression. In response to this data, we are designing and implementing special experimental relaxing group therapy that will help the practical function of the body and mind to specific issues.

(b) Anxiety:

Anxiety ranks second with 21%, and we are implementing Rehabilitation Activities. Our Rehabilitation Specialist will be with them.

(c) Disruptive Behavior:

Disruptive behavior ranks third with 15%. Most of these clients are children. These clients are with Rehabilitation Specialists who train them in social skills.

(d) Bipolar and stress

Bipolar and stress rank fourth with both at 11%. We are getting the clients involved in family-focused therapy that will enhance the education of the family and communication. We invite the family to participate in the therapy.

Efficiency Measures

Percent discharged with staff approval:

Since some of our clients leave our services without staff approval, we are implementing a “retention project” that will help staff members ensure increased time in treatment for clients and the concomitant completion of all treatment plan goals and objectives. The project will consist of training staff members and targeted case management of identified “at risk” clients and their significant others.

Access

Average time on waiting list:

(SRCS Agency) treatment capacity is being expanded to eliminate most waiting list issues. We have been in business for 17 years and we are expanding. We are currently attempting to receive funding for this expansion from the State of Oklahoma and federal grants. Increased funding will result in extended marketing and more community outreach, which will in turn result in additional outpatient clients coming to our agency.

Satisfaction

General satisfaction with services:

Even though our satisfaction numbers are good, we will seek to improve those through review of each satisfaction form. Nothing less than 100% will suffice.