

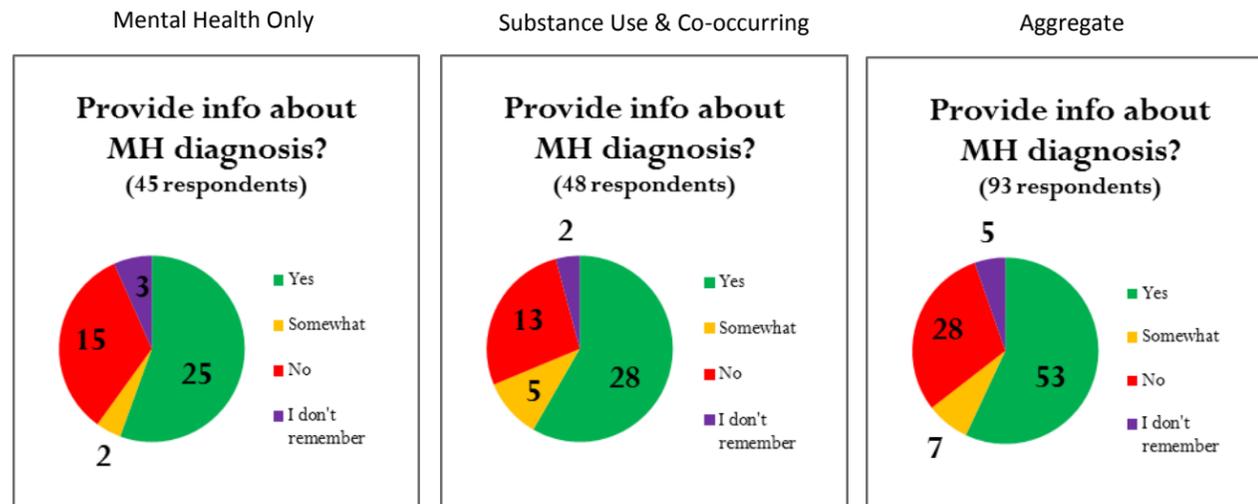
What Respondents Told Us They Need...

❖ Improve availability of appointments and/or beds

Regarding 'what would have helped you get to your aftercare sooner,' 14 people commented 'more availability of appointments/beds.'

❖ Provide information about mental health diagnosis at the inpatient

15 of 45 respondents who had a mental health inpatient stay indicated they were not provided information about their mental health diagnosis during their stay.



❖ Assess at mental health inpatient for addiction / chemical dependency and provide resources

- ◆ 9 respondents who had a mental health inpatient stay indicated they were not assessed for addiction or chemical dependency during their stay.
- ◆ 5 respondents who had a mental health inpatient stay and indicated they had an addiction or chemical dependency said the inpatient staff did not provide information about their addiction dependency.



2016 CHESTER COUNTY DISCHARGE MANAGEMENT SURVEY Community Report

The mission of Voice & Vision, Inc. is to challenge the human service system and broader community to value the gifts and strengths of all people and to see and hear that mental illness, addiction, and disability need not stop people from living out their dreams. The Voice & Vision C/FST (Consumer/Family Satisfaction Team) specializes in survey design and gathering the voice of people about services and supports to inform quality initiatives. Team members are professionals with personal experience in recovery themselves or helping loved ones. This experience and well-designed survey tools allow our trained interviewers to help people feel comfortable sharing stories and feedback about what helps and what gets in the way of recovery.

In 2016, Voice & Vision, Inc. **interviewed 119 individuals** by phone and at five provider sites regarding their last inpatient experience. The purpose was to gather data about why aftercare appointments are/are not kept and what interventions might increase aftercare follow-through to help people continue in recovery. One-on-one interviews were conducted, capturing both quantitative and qualitative data. This summary is offered with gratitude to Community Care Behavioral Health and the County, who sought the voice of people using services, the providers who hosted the C/FST interviewers, and the people who shared their heartfelt experiences.

This Discharge Management Phase 2 survey was a follow-up from the Phase 1 survey with a few differences: target population were Community Care members (as opposed to people in the community using services), and emphasis was placed on further investigation of results from Phase 1. The results in this Report are intended to inform providers and other stakeholders in the system of care as they assist people in their transition from inpatient to aftercare. This project falls under the Community Care initiative: *Successful transition from Inpatient to Ambulatory Care for PA Health Choices members hospitalized for mental health / substance abuse.* Project funders were *Chester County Departments of Human Services and Drug & Alcohol and **Community Care.

*<http://www.chesco.org>

**<http://www.ccbh.com>

RECOMMENDATIONS

1. **Offer** a variety of treatment options and supports.
2. Professionals **encourage** people to go to aftercare or seek help when needed.
3. **Have** services in place before the client leaves inpatient.
4. **Seek** people's voice and choice in their care.
5. **Build** natural supports into treatment and recovery.
6. **Invest** in peer networks and sober communities.
7. **Improve** availability of appointments and /or beds.
8. **Provide** more information to people at mental health inpatient about their diagnosis.
9. **Assess** at mental health inpatient for addiction/chemical dependency, and provide resources.



Data supporting the above recommendations can be found in the following pages. The full report may be requested from Lisa Richichi of Community Care Behavioral Health

Outcomes of Treatment

Effect the Tx had on quality of your life? (112 respondents)

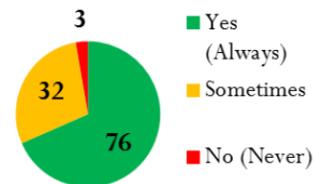


❖ **87% of 112 aggregate respondents** indicate treatment in the last 12 months has improved the quality of their life. When asked what is better, 82 respondent comments fell under the category 'Happier/Healthier.' Examples provided: improved sleep, giving back/in service, self-awareness, less symptoms, less treatment/hospitalization, finances better, honest/open with self/others, hopeful, clear minded, confident, peaceful, motivated, have a home, and better physical health.

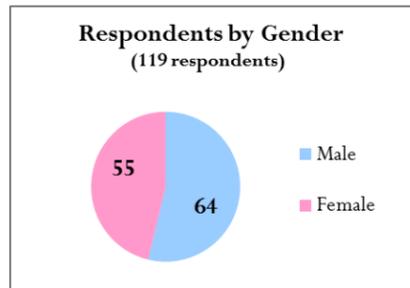
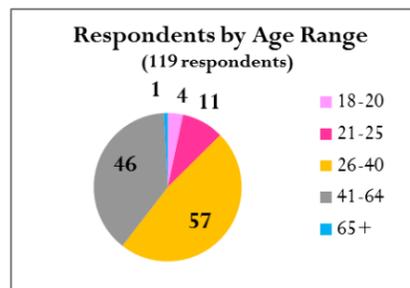
MH only	SA & Co	Agg
95%	83%	88%
39/41	45/54	84/95

When asked "If medications were prescribed for your aftercare, did you follow through with taking them after leaving (inpatient)?" 39 of 41 whose last inpatient was a mental health stay, 45 of 54 whose last inpatient was for substance use & co-occurring, and 84 of 95 aggregate respondents all answered 'yes'

❖ **97% of 111 aggregate respondents** indicated 'yes, always' or 'sometimes' they were able to get help they needed in the last 12 months.



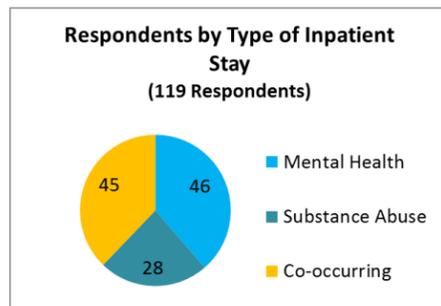
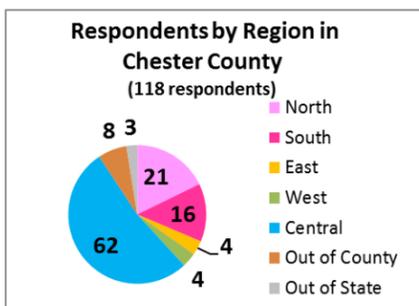
Who did we speak with?



119 people were interviewed from August 2 through October 23, 2016 regarding their last inpatient experience.

Ethnicity Breakdown

White/Caucasian	86
Black/African Am.	12
Prefer not to say	5
Hispanic	5
Asian	1
Native American	1
Mixed	1
Other-not specified	2



What Respondents Told Us Helped Them...

❖ **Offer a variety of treatment options and supports. Top 5 categories of response:**

- ◆ Respondents indicated the following as 'helpful to manage their mental health diagnosis': coping skills/healthy activities (28), medication (22), counseling (22), self-care (20), and support network (14).
- ◆ Respondents indicated the following as 'helpful to manage their recovery': meetings (38), self-care (23), support network (21), coping skills/healthy activities (21), and counseling (16).

❖ **Professionals encourage people to go to aftercare or seek help when needed**

- ◆ The most common response to 'What encouraged you to aftercare' was supportive inpatient staff (29).
- ◆ The most common response to 'what contributes to you getting help when you need it' was professionals (49). Noted were: Therapist, psychiatrist, doctor (PCP), case manager, counselor, MH/D&A provider, insurance company.

❖ **Have services in place before the client leaves inpatient**

In response to 'what prepared you to continue in your recovery', 20 people commented that having services in place before leaving inpatient helped them.

❖ **Seek people's voice and choice in their care**

46 people shared stories on how 'using their voice' and 'having a choice in treatment had a positive impact on their recovery'.

❖ **Build natural supports into treatment and recovery**

The top categories in response to 'what contributes to you feeling well and solid in your recovery':

Category	# Respondents	Examples From Responses
Support System	53	Family, friends, dog, sponsor
Healthy Living/Self Care	41	Not using, decreasing stress, avoid trouble/wrong people, exercise, not smoking, self-motivated, feeling/not suppressing issues, stable housing, eat well, honest with self, communicate well, setting goals, knowledge about diagnosis, connect with loved one, gratitude, planning ahead/schedule, positive surroundings, accountability, self-reflection/acknowledge what's better in life, work-life balance
Productive Activities	34	Work, volunteer, school, staying busy/active, Peer Leadership Program, education, yard work/gardening
Coping Skills	33	Meditation, journaling, breathing techniques, prayer, reading Bible
Positive or Fun Activities	33	Hobbies, time with kids, socializing

❖ **Invest in peer networks and sober communities**

- ◆ 38 respondents indicated that they found meetings 'helpful to manage their recovery' and 21 indicated support network, including sponsors and people with similar experiences.
- ◆ 14 respondents indicated they 'built/used their support network' including people with similar experiences which they 'found helpful to manage their mental health diagnosis'.
- ◆ In response to 'what or who contributes to you getting help when you need it', 48 respondents indicated their support system, including sponsors and peers.