

AHCCCS Provider Response to SAMHSA Fidelity Review

Complete the following form in response to the SAMHSA fidelity review process conducted by AHCCCS staff.

Date: 08/06/2019
Name and contact information of provider: Chelsea Heintz, CC 480-929-5100

Type of evidence-based practice provider (select one):	
<input type="checkbox"/>	Permanent Supportive Housing
<input type="checkbox"/>	Supported Employment
<input type="checkbox"/>	Consumer Operated Services
<input checked="" type="checkbox"/>	Assertive Community Treatment

What was your experience with the fidelity review conducted at your agency?
The clinical team reports a positive experience with auditors during fidelity review. Expectations were made clear regarding needed items, as well as fair questioning during interviews.

What was most helpful about the fidelity review process for your agency?
Fidelity reviews allow for this clinical team to improve the implementation of primary medical, wellness, mental health, counseling, and addiction treatment services. The fidelity review process was most helpful regarding feedback -providing areas for improvement in the above categories, and how to improve effectiveness within the ACT model.

What suggestions would improve the review process?
Though recommendations included in the report provide great detail and feedback regarding focused quality improvement, specifics regarding individual specialists/team roles and selected client charts would allow for a more comprehensive root cause analysis.

Comments from your agency regarding the findings of the review and/or the fidelity report:
H10 – Vocational Specialist on Team: the second VS position has been filled since this audit.
S1 – Community Based Services: Community visits are scheduled weeks in advance, and clinical team members are encouraged to contact their assigned members in advance to ensure visits are planned ahead.
S3 – Assertive Engagement Mechanisms: It is reported in Rating Rational that staff provided a checklist that prompts at minimum 2 community attempts per week of outreach – recommendations indicate that two community attempts are missing on this checklist. Further clarification is needed, as majority of outreach is conducted in the community.

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