

# ADHS Provider Response to SAMHSA Fidelity Review

Complete the following form in response to the SAMHSA fidelity review process conducted by ADHS behavioral health staff.

Date: 5/23/16

Name and contact information of provider:

Terros Health

Jennifer Nye, 602-952-3416

David Berntzen, 602-952-3412

Type of evidence-based practice provider (select one):

<input checked="" 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?

We appreciate the opportunity to be presented with feedback regarding the services we are provided. Terros strives to improve member outcomes in all aspects of care.

What was most helpful about the fidelity review process for your agency?

The exit review process with MMIC and ADHS is appreciated. It provides us with an excellent opportunity to ask targeted questions and gain input on how to improve the services we provide.

What suggestions would improve the review process?

There was a targeted incident discussed during the review of scores, and we were informed that the information for the client who was affected by the issue could not be provided to us. It would be helpful if we were able to get specific information when members may be affected, so that appropriate training can be provided.

Comments from your agency regarding the findings of the review and/or the fidelity report:

Thank you for the information and feedback. We will be working with our teams to review our scores and opportunities for improvement.

