

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: 11/23/2015

Name and contact information of provider: Vanessa Holliman/602-278-1414

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

	Permanent Supportive Housing
	Supported Employment
	Consumer Operated Services
X	Assertive Community Treatment

What was your experience with the fidelity review conducted at your agency?

The experience was very pleasant. The auditors followed the agenda provided and were flexible when changes needed to be made. They communicated at every step and provided great feedback during and after audit process.

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

The auditors provided feedback during audit process and therefore changes could be implemented sooner and suggestions were discussed that have been successful with other teams.

What suggestions would improve the review process?

We would recommend that the auditors have the opportunity to shadow the ACT CC or another Specialist on the team during the review so they can witness some of the work flow in a typical day of an ACT provider. They may be able to provide additional feedback regarding possible improvements in workflow efficiency so scores could further improve.

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

Areas of improvement noted during the audit included need to improve in nature of service delivery, in the areas of frequency of contact, intensity of services, individualized substance abuse treatment, co-occurring disorders treatment groups, and co-occurring disorders/dual diagnosis model.

Terros has made significant efforts in improving in these areas across all ACT teams. All ACT specialists attended trainings in September and/or October 2015 that reviewed Motivational Interviewing Techniques, Stages of Change, and group facilitation skills. Additionally, the ACT Specialists will continue to receive ongoing training in these areas, and continued trainings regarding appropriate documentation of services delivered.

Terros is also moving to a new Electronic Health Record, which will provide additional efficiencies for staff to capture service delivery in the EHR, which will result in more time able to be spent with the clients providing care.

The Terros ACT staff have also been trained in utilizing appropriate billing codes to capture individualized substance abuse treatment, which prior to the Terros transition, was not available to ACT SAS staff to utilize. Further, Terros has moved to curriculum-based groups for Substance Abuse, which has been implemented at West McDowell.

The West McDowell ACT team, as well as the other ACT teams across Terros, have all implemented the member calendar, as well as a weekly tracking tool to help identify members who need further contact, dependent upon their individual needs.

Overall, Terros is working to continue to make improvements across all areas of fidelity. We appreciate the feedback from MMIC and WICHE as we move through these improvements.

