

Harmonia Collaborative Care, Inc.
Mental Health Quality Assurance Committee
Q2 2023 Minutes
Zoom Conference, Wednesday July 26th, 2023

Present – Staff: Jordan Alston, LMHC; Erin Bascug, LMSW; Megan Brautlacht, LMHC; Marissa Biondolillo, LMSW; Tammy Davis, LMHC; Rachael Dudczak, LMHC; Cynthia Haist, PsyD Post-Doc; Jessica Grobe, PsyD Post-Doc; Gayles Hayes, LCSW; Kristine Ingro, PMHNP; Lena Rocco, PMHPNP; Cherie Ruben, Ph.D; Rachael Ruppert, PMHNP; Veronica Smith, MHC-P

Not Present – Board Member: Christine Kluckhohn, Board Member – conflict.

Not Present – Community Representative: Seeking member.

1. Untoward Incidents.

a. New Incidents: There were two new incidents in the 2nd quarter of 2023, these incidents were entered into NIMRS.

Incident was reviewed on May 24th, 2023.

i. Client: REMOVED

DOB: REMOVED (age: 53)

Type of Incident: Death, Natural Causes, Unexpected

Date of Incident: 04/21/2023

Diagnosis: Generalized Anxiety Disorder

Medications: Prozac (fluoxetine) 40mg PO daily, Desyrel (trazodone) 100mg PO qHS PRN, Vistaril (hydroxyzine pamoate) 25mg PO TID PRN, prescribed by HCC; Amlodipine 5mg qd, Metoprolol ER 25mg qd, Oxycodone 7.5-325 mg TID, prescribed by other providers.

Admission: 01/31/2022

At-Risk List: No

Service Providers: Julia Lorusso, MHC-P; Rachael Ruppert, PMHNP

Background: REMOVED

Incident: On 04/18/23, client's daughter called agency to state her mother had a heart attack, was in a coma, and the family was planning palliative care. Per Health-E-Link report "Died 4/21/23: [NAME REMOVED] is a 53 y.o. female presenting with cardiac arrest anoxic encephalopathy. This is an unfortunate woman age 53 who was in her normal state health she was found unresponsive on the bathroom floor at her house. She apparently ate dinner prior to this her baseline health. CPR was started at the scene by the patient's husband and ACLS arrived patient found to be asystolic. She had a lengthy downtime, at least 20 minutes. She underwent ACLS protocol in the ambulance and was immediately intubated and admitted to the neuro ICU. Been left with a quite dense anoxic encephalopathy with its associated extremely poor prognosis. This is all despite optimal care."

MD Recommendations: Very sad and untimely passing appears to have been from an acute myocardial infarction and did not appear to be in any way related to her Mental Health Treatment.

PMargulis MD 4/28/2023

Follow-up: Client's chart closed.

ii. Client: REMOVED

DOB: REMOVED (age: 41)

Type of Incident: Suicide Attempt, Serious Injury/Harm

Date of Incident: 06/02/2023

Diagnosis: Anxiety Disorder NOS

Medications: Klonopin 0.5mg PO BID, Buspar 10mg po BID for anxiety, Hydroxyzine PO 25mg 1-2 tabs PRN QHS for sleep

Admission: 06/26/2018

At-Risk List: Yes

Service Providers: Cherie Ruben, PhD; Kristine Ingro, PMHNP

Background: REMOVED

Incident: ECMC SW contacted Agency on 06/06, reported Client appeared at MAC Center on 06/02 reporting he had taken an overdose of 40 Klonopin, 10 Lortab, and self-inflicted laceration to left wrist with tendon damage due to relapsing on crack and feeling he has been a disappointment to his partner of 25 years. Client was transported to ECMC and admitted 06/04. Client reported he cut his wrist with the intent of dying, then realized he did not want to die and went to the MAC Center; reported he smoked cocaine, took 14 0.5mg Klonopin, and 5 Lortabs. Client reported being he is happy that he is not dead, and that he did this within the context of substance use. ECMC reported Client is ambivalent about going to rehab, but does say "I plan on asking the people at Pathways about rehab."

MD Recommendations: The very high baseline risk of suicide was known and recognized by the treatment team. His treatment seemed to include assessing him for substance use. There was no indication that he was going to relapse on cocaine or make a suicide attempt. With regard to the tendon damage this was a very high risk, impulsive, potentially lethal act. With regard to the medications, given his chronic exposure to methadone and benzos, he likely had a very high tolerance and the dose of Klonopin and Lortabs was not very high, however mixing them with cocaine certainly increases the risk of overdose death. Given his continued substance use, his highly impulsive dangerous actions and his history of suicide attempts, the Harmonia treatment team should discuss whether this patient requires a higher level of treatment including a more substance use oriented treatment. Additionally, if he is prone to frequent suicide attempts, he may require a detailed re-evaluation of diagnosis and mood assessment as well as a change in medication. The treatment team could not have predicted or prevented his behaviors as he was denying suicidal ideation at the most recent visit. *PMargulis MD 6/13/2023*

Follow-up: Klonopin prescription stopped after incident, client not agreeable and reports struggling with symptoms as a result. Client will be recommended to attend a 28-day treatment program due to substance use history, his recent substance abuse, overdose and suicide attempt.

b. Old Incidents: None to review.

2. Child Abuse Reports: There were two child abuse reports made in the 2nd quarter. CPS forms for both reports attached to this document.

- E. Walker made the call on 04/24/23 with client, who is grandmother to children suspected of being abused by their mother.
- E. Bascug made the call on 06/28/23 due to client reporting her child had a bruise and blistered burn upon return from being in father's custody.

3. Clozaril Patient Care: Four clients are following the protocol without complication. They have been assigned an "at-risk" category within ECR to ensure procedures are followed and monitored regularly.

4. Overdose Prevention: There are currently 30 clients diagnosed with OUD and 8 receive suboxone from the site.

- Workflow being developed regarding identification and diagnosis of OUD.
- Workflow being developed around providing Narcan to clients who meet criteria identified by NYS OMH.
- Harm Reduction specialist from OASAS to be scheduled for staff training.

5. Client Satisfaction/Testimonials:

- There are currently 24 google reviews for the Derby location, accompanied by a 4.1 out of 5 stars rating; 12 reviews for the Hamburg location, accompanied by a 3.6 rating.
- Client satisfaction surveys continue to be filled out in-person by clients after their initial appointment; average ratings are “Excellent” and “Good” at this time.
- Survey accessible by QR code being created – clients can complete in or outside of clinic.

6. Client Grievance: There were no grievances filed during this quarter.

7. Safety: No report.

8. School Program Satellite Clinics: Currently providing on-site counseling at Lake Shore High School 7:45am-3:45pm on Mondays, Tuesdays, and Thursdays during school year via 2 clinicians. Program Coordinator exploring funding opportunities to support expansion and ways to address students’ Social Determinants of Health.

- 30 unique individuals served this quarter.

9. Chart Compliance: Chart audits will be conducted on a quarterly basis by the Director of Clinics until Programs Manager position is filled, during which management will become their responsibility.

- 40 charts will be reviewed per quarter, utilizing the Chart Audit Checklist, which will be returned to the Clinician with corrections to be made in one week’s time.
- Overall audit score will be reported quarterly at this meeting. Individual audit scores will be recorded to discuss at Performance Discussions.
- In addition to forms compliance, audit will include review of required engagement and retention efforts.
- Updated Chart Audit Checklist attached to this document.

10. Quality Improvement – Clinic Wait Times

a) Initial Appointment Wait Time: 04/01/2023 – 06/31/2023

Days to appt	# of clients	% of client
0-3	3	2%
4-10	25	18%
10-30	77	57%
>30	31	23%

During this quarter, clinic maintained 82% of initial appointments being given within 30 days. Three clients were given an appointment within 3 days and 31 greater than 30.

b) Average of Days to Intake: 04/01/2023 – 06/31/2023

Location	Derby	Hamburg	Grand Total
Average DaysToIntake	27	20	23

The total average days to intake increased from 21 to 23.

c) No Show Rate: 04/01/2023 – 06/31/2023

Visit Type	Derby	Hamburg	Total
Checked In	2964	1831	4795
No Show	326	199	525
No Show Rate	10%	10%	10%

The average no-show rate has remained at 10%.

d) Referrals, Treatment Sessions, People Served

	Mental Health Clinic				
Referrals		Jun-23	2023 YTD	2022 YTD	Variance
	Derby	29	208	150	39%
	Hamburg	58	275	225	22%
	Schools	-	-		
	Total	87	483	375	29%
Treatment Sessions					
	Derby	943	5,825	5,234	11%
	Hamburg	656	3,330	3,857	-14%
	Schools	18	261		
	Total	1,617	9,416	9,091	4%
People Served					
	Derby	599	818	714	15%
	Hamburg	334	515	707	-27%
	Schools	16	36		
	Total	949	1,369	1,421	-4%

Comparing 2023 to 2022 YTD: Referrals up 29%, Treatment Sessions up 4%, People Served down 4%.

Comment: During this quarter 14 clinicians, 2 interns, and 3 prescribers serviced clients. Caseloads are between 90-110 on average for clinicians. Telehealth services continue to allow for shared office space and decrease in barriers to access for clients. Statistics show clients being seen more frequently than in the past and having longer episodes of care, resulting in less people served overall. Review of 2022 clinic statistics showed an increase in Anxiety

Disorders accompanied by a decrease in Adjustment Disorders, providing some reasoning to change in statistics.

- Internships ended 05/05/23.
- New hire clinicians started on 04/24/23 and 05/22/23.
- **Action Plan:** Hiring plans for 2023 –1 Programs Manager, 3 FT Derby Clinicians, 3 FT Hamburg Clinicians (1/3 acquired starting in September of Q4). Internships – 3 students starting in September of Q4.

11. PSYCKES – CQI – Overdose Prevention Project: Harmonia participates in PSYCKES CQI initiatives to foster data driven quality improvement and clinical decision making; improve the safety, efficiency, and quality of care; promote best practices; and help clinics build readiness for participation in evolving public health environment. Participation also results in an added percentage to Medicaid reimbursements.

- Graduation from Overdose Prevention Project interview scheduled for 09/12/23.

12. Value Network Connect: Harmonia is partner in Value Network, a behavioral health care collaborative. Through VN, Harmonia participates in value-based payment contracts with Highmark BlueCross BlueShield of Western New York, Monroe-Molina, and Amerigroup.

- Megan is attending meetings and heading up management of PDSA cycles to improve metrics until Programs Manager position is filled, during which implementation will become their responsibility.



Megan Brautlacht, Director of Clinics

