

**Harmonia Collaborative Care, Inc.**  
**Mental Health Quality Assurance Committee**  
**Minutes**  
**Zoom Conference, Wednesday January 25<sup>th</sup>, 2023**

**Present – Staff:** Megan Brautlacht, LMHC; Marissa Biondolillo, LMSW; Tammy Davis, LMHC; Rachael Dudczak, LMHC; Jessica Grobe, PsyD Post-Doc; Gayles Hayes, LCSW; Kristine Ingro, PMHNP; Julia Lorusso, MHC-P; Elisabeth Parker, MSW; Lena Rocco, PMHPNP; Cherie Ruben, Ph.D; Rachael Ruppert, PMHNP; Veronica Smith, MHC-P; Elizabeth Walker, LMSW; Leah May, Psychology Extern; Kailee Rolston, Psychology Extern

**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 4<sup>th</sup> quarter of 2022, these incidents were entered into NIMRS.

**i. Client:** REMOVED

**DOB:** REMOVED (age: 50)

**Type of Incident:** Death, Natural Causes, Unexpected      **Date of Incident:** 12/17/22

**Diagnosis:** Posttraumatic Stress Disorder, Generalized Anxiety Disorder, Panic Disorder

**Medications:** Xanax 2mg QID PRN, Xanax 1mg QD PRN, Seroquel 50mg QHS

**Admission:** 10/28/2020

**At-Risk List:** No

**Service Providers:** Marissa Biondolillo, LMSW; Kristine Ingro, PMHNP

**Background:** REMOVED

**Incident:** Primary therapist called client for telehealth session on 12/19/22 and his ex-wife answered the phone, stated that client had had a heart attack and passed away. Obituary found online that stated client “passed away on Saturday 12/17/22 at home, following a brief illness.”

**MD Recommendations:** Cause of Death appears to be due to cardiac issues and did not appear to be related to his Mental Health Treatment. *PMargulis MD 01/20/2023*

**Recommendations:** None.

**ii. Client:** REMOVED

**DOB:** REMOVED (age: 59)

**Type of Incident:** Death, Natural Causes, Unexpected      **Date of Incident:** 01/05/23

**Diagnosis:** Schizophrenia

**Medications:** Seroquel 200mg BID, Seroquel XR 300mg QD, Lexapro 20mg QD, Wellbutrin XL 300mg QD

**Admission:** 07/13/2022

**At-Risk List:** No

**Service Providers:** Jeremy Mauro, LMSW; Lena Rocco, PMHNP

**Background:** REMOVED

**Incident:** Prescriber became aware that client had been hospitalized via HEALTHeLINK. Client was hospitalized at BMH for acute and chronic respiratory failure with hypercapnia for 6 weeks from 10/08/22 through 11/19/22, when his daughter picked him up AMA – physician assistant’s note reads “Notified by RN [REMOVED POTENTIALLY IDENTIFYING DETAILS] The client then presented at ECMC on 12/05/22 for frequent falls and evaluation of respiratory distress. [REMOVED POTENTIALLY IDENTIFYING DETAILS] Was found to be COVID+

and worsening ARDS throughout course. [REMOVED POTENTIALLY IDENTIFYING DETAILS] 1/5/23 family decided to enact DNR, then later in day to full comfort measures. Pressors d/c'd, remained intubated d/t NMB. Patient died @2109 on 1/5/23. Family informed at bedside, declined autopsy. Not ME referral.”

**MD Recommendations:** Cause of death was related to severe respiratory complications of COVID and ARDS in addition to numerous co-morbid medical conditions and did not appear to be related to his Mental Health Treatment. *PMargulis MD 01/20/2023*

**Recommendations:** None.

**b. Old Incidents:** None to review.

**2. Child Abuse Reports:** There were no child abuse reports made in the 4<sup>th</sup> quarter.

**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. Suboxone Program:** All three HCC prescribers (Rachael Ruppert, Lena Rocco, Kristine Ingro) are trained and certified to prescribe Suboxone. The clinic is accepting referrals limited to established clients of HCC. These clients must appear on-site, abide by signed program agreement, and submit toxicology screenings. On-site Narcan training was provided to all staff in 02/2022. Emergency Narcan Overdose Cabinet Kits have been installed at both clinics, two per site. Workflow is being developed to readily identify treatment team when a client is diagnosed with OUD and next steps.

- There are currently 30 clients diagnosed with an OUD and 8 receive suboxone from the site.

**5. School Program Satellite Clinics – “Turn It Around”:** HCC began operating a satellite clinic within Lake Shore High School one day per week in January 2012. The program was temporarily shut down due to the covid pandemic and restarted September 2021. The behavioral, attendance, and grading concerns noted by the school staff, parents, and students have led to an increase in demand for services. Consequentially, HCC developed a business plan to expand the school program and operate satellite clinics in other rural school districts. HCC has been awarded a grant from the Jon R. Oishei Foundation to support this business plan.

- Jordan Alston became Senior School Clinician 11/2022
- Currently operating 7:45am-3:45pm on Mondays and Tuesdays (Jordan), adding 7:45am-3:45pm on Thursdays effective 01/06/23 (Elisabeth)
- 35 unique individuals served this quarter

**6. Client Satisfaction/Testimonials:**

- There are currently 25 google reviews for the Derby location, accompanied by a 4 out of 5 stars rating; 12 reviews for the Hamburg location, accompanied by a 3.8 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.
- Harmonia continue to explore different ways to obtain anonymous client surveys.

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

**8. Safety:** No report.

**9. Quality Improvement – Clinic Wait Times**

**a) Initial Appointment Wait Time:** 10/01/2022 – 12/31/2022

Days to appt	# of clients	% of client
0-3	4	3%
4-10	34	25%
10-30	69	51%
>30	29	21%

During this quarter, 79% of initial appointments were given within 30 days, a decrease from 100% in Q3. Four clients were given an appointment within 3 days and 29 greater than 30.

**b) Average of Days to Intake:** 10/01/2022 – 12/31/2022

Location	Derby	Hamburg	Grand Total
Average DaysToIntake	23	15	20

The total average days to intake increased from 12 to 20.

**c) No Show Rate:** 10/01/2022 – 12/31/2022

Visit Type	Derby	Hamburg	Total
Checked In	2576	1207	3783
No Show	284	141	425
No Show Rate	10%	10%	10%

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

**d) Referrals, Treatment Sessions, People Served**

		<b>Mental Health Clinic</b>				
<b>Referrals</b>		<b>Dec-22</b>	<b>2022 YTD</b>		<b>2021 YTD</b>	<b>Variance</b>
	Derby	20	296		422	-30%
	Hamburg	48	312		455	-31%
	<b>Total</b>	<b>68</b>	<b>608</b>	<b>-</b>	<b>877</b>	<b>-31%</b>
<b>Treatment Sessions</b>						
	Derby	892	10,269		11,731	-12%
	Hamburg	419	6,634		6,872	-3%
	<b>Total</b>	<b>1,311</b>	<b>16,903</b>		<b>18,603</b>	<b>-9%</b>
<b>People Served</b>						
	Derby	579	928		973	-5%
	Hamburg	274	679		667	2%
	<b>Total</b>	<b>853</b>	<b>1,607</b>		<b>1,640</b>	<b>-2%</b>

Comparing 2022 to 2021, variances are negative; -31% referrals, -9% treatment sessions, -2% unique people served.

**Comment:** Three full-time clinicians were hired throughout Q4, which will support an increase in referrals, treatment sessions, and people served; as well as decrease in initial wait time. In 2022, the clinic was on waitlist from 4/21/22 through 11/3/22, with outreach to individuals on the list being completed each time a new hire started; rolling intakes restarted 11/3/22. Telehealth services continue to allow for shared office space and decrease in barriers to access for clients, which is reflected in continue low No Show Rate.

- **Action Plan:** Hiring plans for 2022 include 1 Programs Manager (one for both sites), 1 School Programs Coordinator, 4 FT Hamburg Clinicians (1/4 hires secured, starting 9/4/23), and 1 FT Derby Clinician.

**10. 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.

- Megan is QIC Lead for Overdose Prevention Project. Once hired, Programs Manager will carry out implementation of project elements.
- Project Elements and Progress:
  - Screening – utilizing Rapid Opioid Dependence Screen (RODS).
  - Assessment and Referral – continuing relationship with local CD clinic, TLC.
  - Naloxone & Overdose Prevention Education – staff is trained and kits on-site.
  - Buprenorphine Waiver Training – All prescribers trained.
  - MAT (Medication Assisted Treatment) Implementation – Prescribers are certified to prescribe Suboxone and treating relevant clients.

- COD/OD Training for Therapists – Obtained access to Center for Practice Innovations (CPI) Learning Community for all clinical staff, mandatory trainings to be selected and appointed.

**11. 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.



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Megan Brautlacht, Director of Clinics