

## West Yavapai Guidance Clinic Provider Profile FY 2009-2010

NARBHA Enrollment Agency Requirements	Minimum, Goal	Frequency of Monitoring	Population	WYGC				
				1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	
<b>Access to Service</b>								
1	a) Referral to availability of first appointment within 7 days	85%, 95%	Quarterly	Adult	100%	99%	100%	100%
			Quarterly	Child	100%	100%	99%	100%
	b) Routine appointments are available within 23 days of	85%, 95%	Quarterly	Adult	100%	83%	~~	~~
			Quarterly	Child	100%	100%	~~	~~
	c) 7 day follow up appointment after discharge <sup>^</sup>	70%, 100% (LVL I)	Quarterly	Adult	83%	89%	84%	94%
				Child	100%	100%	100%	67%
d) 30 day follow up appointment after discharge <sup>^</sup>	80%, 100% (LVL I)	Quarterly	Adult	85%	93%	88%	99%	
			Child	100%	100%	100%	67%	
<b>Complaints</b>								
3	a) # of Complaints per 1000 enrolled by type							
	~Access to Services		Quarterly	Adult/Child	0.38	0.07	0.80	1.21
	~Client Rights		Quarterly	Adult/Child	0.00	0.09	0.20	0.00
	~Clinical Decisions Related to Service		Quarterly	Adult/Child	0.21	0.26	2.19	1.61
	~Coordination of Care		Quarterly	Adult/Child	0.02	0.00	0.40	0.00
	~Customer Service		Quarterly	Adult/Child	0.12	0.12	1.40	1.21
	~Financial		Quarterly	Adult/Child	0.00	0.00	0.40	0.20
	~Information Sharing		Quarterly	Adult/Child	0.02	0.02	1.00	0.00
	~Other		Quarterly	Adult/Child	0.00	0.02	0.00	0.00
b) # of complaints resolved to satisfaction of complainant		Quarterly	Adult/Child	8	12	17	17	
<b>Consumer/Family Engagement</b>								
4	a) Staff actively engage consumer and family involvement							
	Individuals involved	85%	Annually	Adult	76%	*	*	*
				Child	100%	*	*	*
	Families involved			Adult	67%	*	*	*
				Child	100%	*	*	*
	Other Agencies involved			Adult	63%	*	*	*
				Child	93%	*	*	*
	b) Assessments contain Family/Community Involvement	85%	Annually	Adult	88%	*	*	*
			Child	92%	*	*	*	

\* null values (no data collected). "0" indicates an actual value

<sup>^</sup> 1 quarter lag in data reporting

<sup>^^</sup> 2 quarter lag in data reporting

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<b>Consumer Satisfaction Survey</b>								
<b>5</b>	a) Members/families report General Satisfaction with behavioral health services	85%	Annually, by April 1st	Adult	84.1%	*	*	*
				Child	88.4%	*	*	*
	b) Members/families report positively about Access to Services to behavioral health services	85%	Annually, by April 1st	Adult	78.3%	*	*	*
				Child	76.8%	*	*	*
	c) Families report staff were Culturally Sensitive throughout members treatment (Child)	75%	Annually, by April 1st	Child	92.4%	*	*	*
	d) Members/families report positively about Service Quality and Appropriateness in behavioral health services they receive	85%	Annually, by April 1st	Adult	85.2%	*	*	*
	e) Members/families report positive Outcomes to behavioral health services	85%	Annually, by April 1st	Adult	65.5%	*	*	*
				Child	64.7%	*	*	*
	f) Members/families report positively the opportunity for Participation in Treatment Planning	85%	Annually, by April 1st	Adult	74.6%	*	*	*
				Child	88.4%	*	*	*
	g) Members/families report positively on Social Connectedness with behavioral health services	85%	Annually, by April 1st	Adult	59.7%	*	*	*
				Child	92.5%	*	*	*
	h) Members/families report Improved Functioning with behavioral health services	85%	Annually, by April 1st	Adult	65.5%	*	*	*
				Child	69.1%	*	*	*
	i) Members/families report Symptom Improvement as a result of behavioral health services	85%	Annually, by April 1st	Adult	55.0%	*	*	*
				Child	59.1%	*	*	*
	j) Members report positively about their families involvement in their treatment (Adult)	85%	Annually, by April 1st	Adult	82.7%	*	*	*
	k) Members'/families' report that NARBHA providers include their cultural preferences in planning the services	75%	Annually, by April 1st	Adult	65.9%	*	*	*
Child				85.9%	*	*	*	
l) Members and/or parents/guardians are informed about and give consent for prescribed medications	85%	Annually, by April 1st	Adult	87.9%	*	*	*	
			Child	80.0%	*	*	*	

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<b>Coordination of Care</b>								
<b>6</b>	a) COC#1 - The disposition of the referral is communicated with the PCP/HP within 30 days of the initial assessment or, if the services are declined, within 30 days of the referral <sup>^</sup>	80%, 95%	Quarterly	Adult	93%	83%	100%	100%
				Child (TXIX)	85%	100%	100%	100%
				Child (TXXI)	85%	100%	100%	100%
	b) COC#2 - Behavioral Health Care has been coordinated with the member's PCP as required <sup>^</sup>	70%, 90%	Quarterly	Adult	100%	67%	100%	75%
				Child (TXIX)	95%	90%	90%	100%
				Child (TXXI)	50%	*	100%	85%
<b>Financial Reporting Requirements</b>								
<b>11</b>	a) Claims reviewed must be submitted within 12 months from date of service	100%	Quarterly	Adult/Child	98.87%	100.00%	99.76%	100.00%
	b) Review of action taken on denied claims <sup>^</sup>	100%	Semi-Annually	Adult/Child	95%	94%	*	*
	c) Encounter Data Validation Reviews	85%	Semi-Annually	Adult/Child	*	90%	99%	95%
	d) All Co-Pays are calculated correctly for member and TPL collection is demonstrated <sup>^</sup>	90%	Semi-Annually	Adult/Child	*	*	80%	*
<b>Outreach and Engagement</b>								
<b>14</b>	a) Outreach Activities completed	90%	Annually by Jun. 30th	Adult/Child	*	*	*	100.0%
	b) Outreach & Engagement Audit <sup>^^</sup>	85%	Semi-Annually; January 1st & July 1st	Adult/Child	*	47%	*	73%

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