



# Quality Update

*providing clients outcome information that highlight Frontier Health's quality of care*

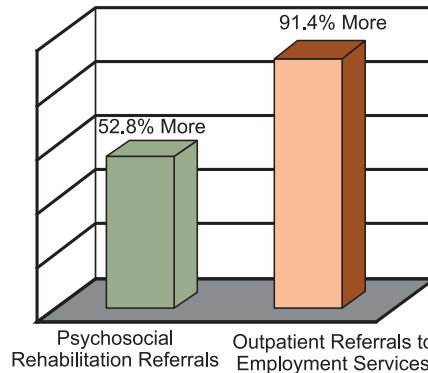
## Teamwork Leads to Referrals for Recovery Services

**H**ope and restoration of a meaningful life through recovery from serious and persistent mental illness is not only possible, it's being achieved.

Frontier Health's Tennessee Adult Outpatient and Psychosocial Rehabilitation's efforts dramatically increased outpatient referrals to recovery services that help them achieve their life goals, with 91.4 percent more referrals over the same period last year.

Staff have worked together to identify and eliminate any barriers to client referral, improve the assessment process and produce a dramatic increase in referrals ensuring more clients have greater control of their recovery and their lives. Recovery's main message is that hope and restoration of a meaningful

Percent of Increase in Referrals



life are possible, despite serious mental challenges.

Employment services provide pre- and post-employment resources to help individuals become more successful through gainful employment. Psychosocial rehabilitation helps individuals take control of their symptoms and build the confidence to set goals, plan ahead and develop skills needed for recovery.

People with serious and persistent mental illness can achieve not only effective stability and social

rehabilitation, but transcend limits imposed by both mental illness and social barriers to achieve their highest goals and aspirations. Both programs will continue to work toward integrated care as part of each consumer's recovery plan.

## Your Feedback Helps Us Provide Better Services

**A**n employee of Frontier Health may have asked you to complete a consumer satisfaction survey. We ask you to help by filling out a survey because it helps us provide you with better services.

Mental health outpatient sites completed their annual consumer satisfaction survey in March and April. All other programs within Frontier Health also complete a survey during the year. The information you provide is important to us because it allows you to share your personal ideas about the services you receive.

The survey is completely private and helps us understand how you feel about your Frontier Health experience and how our services have helped. Knowing what you think is one of the



best ways we have to improve services.

Staff members look at the anonymous comments and the ratings given to Frontier Health locations. Outpatient sites compare their successes and failures and use the information to make improvements. When available, we take part in state and national surveys that compare ourselves to other programs around the state or nation.

You can also make comments about our services at any time. Each location has a comment box in the lobby. Please feel free to fill out a comment card and please complete a

formal survey to help us serve you better. We want to hear from you!

### Have a Suggestion?

**W**e would like to know your suggestions on how we might do things better. Please feel free to fill out a comment card or to tell your provider.

# NAMI Forum on Proposed Mental Health Cuts

National Alliance on Mental Illness, NAMI, held a public forum attended by more than 200 community members regarding proposed mental health care budget cuts in Tennessee.

Teresa Kidd, Ph.D., Frontier Health Senior Vice President of Outpatient Services, said, "For every \$1 you spend, \$7 is saved in community costs. Failure to spend that \$1 will lead to skyrocketing urgent care, hospitalization, and overall public health costs."

Rep. Dale Ford said, "It makes no sense to cut funding for critical mental health care only to increase the cost of law enforcement and emergency room expenses for these patients in crisis."

Rep. David Hawk said, "I believe it is critical to fund mental health care to avoid individual crises and the costly consequences."

Rep. Matthew Hill said, "I am very concerned the

proposed budget cuts will dismantle our critical mental health infrastructure that may be impossible to restore in the near future."

Randy Jessee, Ph.D., Senior Vice President of Specialty Services for Frontier Health, "When funding is reduced, costs are shifted from the state to communities."

Carlos Whaley, Greeneville NAMI said, "Budget cuts will not save any money but will precipitate human suffering on a large scale. Untreated mental illness leads to individual misery, dysfunctional families, and the potential for irreversible brain damage. For many people with severe forms of mental illness, the budget cuts are a matter of life and death."



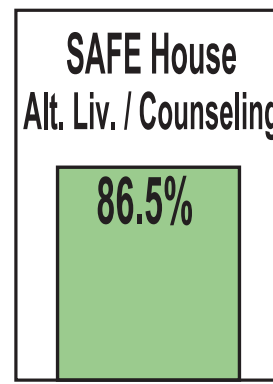
## Alternative Living Arrangements, Safety Plans SAFE House Continues to Improve Lives

After 27 years, SAFE House Domestic Violence Shelter is still helping victims and their children improve their lives. SAFE House provides safe, confidential shelter, 24-hour crisis line counseling, transportation services, information and referral for education, living, language, and legal services.

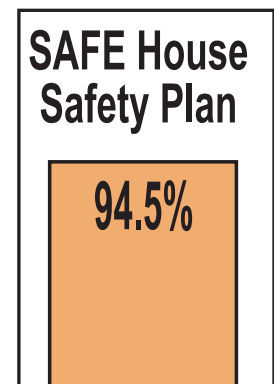


SAFE House's primary goal is to help each victim improve future safety by completing a written safety plan, helping them obtain alternative living arrangements, or accept referral for family counseling. During this year, SAFE House has achieved outstanding outcomes. The percentage of individuals completing a written safety plan during the last nine months was 94.5%.

The percentage of individuals finding alternative living arrangements or accepting referral for family counseling



July '09-March '10



July '09-March 10

versus returning to a potentially abusive situation was 86.5%.

SAFE House provides services at no cost to individual victims of domestic violence and their dependant children. Although the shelter is located in Kingsport, they assist anyone in need regardless of where they live. A weekly support group for women and children who are victims of family violence is also available. For more information, call Contact Concern at (423) 246-2273 or 2-1-1.