

**GOOCHLAND POWHATAN COMMUNITY SERVICES  
CLINICAL SERVICES  
Outcomes Measurement Results  
FY 2004 - 2005 - Summary**

**CONSUMER SATISFACTION – CLINICAL SERVICES**

<b>Goal: Exceed statewide average on all measures</b>
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The Consumer Satisfaction survey for Mental Health and Substance Abuse was conducted in collaboration with the Department of Mental Health, Mental Retardation and Substance Abuse Services in October of 2003.

Results:

DOMAIN	STATEWIDE AVERAGE	GPCS AVERAGE
Access	82.6%	93.9%
Appropriateness	86.6%	90.6%
Outcome	74.0%	84.4%
Satisfaction	86.9%	97.0%

**MENTAL HEALTH**

**Case Management – Continuity of Care:**

<b>Goals: 100% documented face-to-face contacts every 90 days 100% documented telephone contacts every 30 days</b>
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Results:

	GOAL	DOCUMENTED CONTACTS
Face-to-face contact every 90 days	100%	100%
Contact every 30 days	100%	88%

**Case Management – Medical Co-morbidity:**

**Goal: 90% documentation of contact with primary care physician**

Results:

	GOAL	MEDICAL CONTACT DOCUMENTED
27 of 31 records reviewed indicated contact with primary care physician	90%	87%

**Outpatient Services – Medication Polytherapy:**

**Goals: 80% utilization of atypical antipsychotic medications among consumers receiving antipsychotics**  
**25% utilization of conventional antipsychotics among consumers also prescribed atypical antipsychotic medications**  
**The percentage of consumers receiving any antipsychotic who should also be prescribed other psychotropic medications is undetermined**

Results:

	GOAL	PERCENT UTILIZATION
Utilization of atypical antipsychotics	80%	96%
Utilization of conventional antipsychotics among consumers also prescribed atypicals	25%	22%
		PERCENT RECEIVING POLY THERAPY
Polytherapy	Not Defined	83%

**Outpatient - Children and Adolescents - Stimulant Medication Treatment for ADHD:**

**Goal: 80% of children and adolescents diagnosed as ADHD receiving medication for symptom control**

PERCENT

	GOAL	UTILIZATION
Medication trial to reduce symptoms	80%	88%

**EMERGENCY SERVICES**

**Crisis Intervention – After Hours Response to Service Pages**

**Goals: 95% of pages from answering service responded to within 10 minutes (revised from 5 minutes, March, 2004)**

**5% or less incomplete pages from answering service**

	GOAL	PERCENT ACHIEVED
Response time 10 minutes or less	95%	96%
Incomplete pages	5%	13%

**SUBSTANCE ABUSE**

**Outpatient – Continuation after Substance-Related Treatment Initiation:**

**Goal: 75% of consumers who undergo an intake evaluation will keep 2 additional outpatient appointments, or voluntarily enter detoxification or residential treatment.**

	GOAL	PERCENT CONTINUATION IN TREATMENT
Continuation in outpatient or residential care	75%	67%

**Detoxification – Substance Abuse Treatment Following Detoxification:**

**Goals: 75% of consumers discharged from inpatient detoxification will keep an outpatient intake appointment within 7 days**

**50% of consumers discharged from inpatient detoxification will enter a substance abuse residential treatment program within 30 days**

	GOAL	PERCENT SUCCESSFUL RETENTION
Retention in outpatient care	75%	50%
Retention in residential care	50%	10%