



UNLOCKING
HUMAN POTENTIAL™

Devereux Pennsylvania Children's Behavioral Health Center: Community Health Needs Assessment and Implementation Strategy 2020-2022



Table of Contents

Executive Summary

I. Defining the Community We Serve

- Who We Are
- What We Are
- Who We Work With

II. Identified Community Health Needs

- Inpatient Behavioral Health Services for Children and Adolescents
- Childhood Obesity, Physical Inactivity and Nutrition
- Patient Safety

III. Implementation Strategy

- Inpatient Behavioral Health Services for Children and Adolescents
- Childhood Obesity, Physical Inactivity and Nutrition
- Patient Safety

Executive Summary

Devereux Advanced Behavioral Health, one of the largest and most advanced behavioral healthcare organizations in the United States. We are privileged to serve and support more than 25,000 children and adults across the country every year. We take that responsibility with the utmost seriousness and work closely in collaboration with all of our regulatory and licensing partners to ensure the highest standards of quality care.

Founded in 1912 by one of the first pioneers in the field, Helena T. Devereux, today we are a national nonprofit partner for individuals, families, schools, and communities, serving many of the most vulnerable members of our society in areas of autism, intellectual and developmental disabilities, specialty mental health, and child welfare.

Our Mission

Devereux Advanced Behavioral Health changes lives – by unlocking and nurturing human potential for people living with emotional, behavioral and/or cognitive differences. Informed by the latest advancements in science and medicine, we combine evidence-based interventions with compassionate family engagement to help change lives. Our programs are offered in acute hospital, residential, community and school-based settings.

In furtherance of this critical mission, Devereux provides acute inpatient behavioral health services to children and adolescents through Devereux Pennsylvania's Children's Behavioral Health Center (CBHC).

The Devereux Family Standard of Care

The Devereux Family Standard of Care is our touchstone principle that demands our programs, practice settings, and systems of care match the highest levels of quality and compassion of those we would choose for our own family members. Nothing less is acceptable.

Rooted in Safety, Quality, Dignity and Trust, the Devereux Family Standard serves as an enduring North Star, inspiring us to continually enhance and elevate the quality and compassion of our policies, practices, and people.

- Carl E. Clark II, President & CEO (Chief Executive Officer)

This Community Health Needs Assessment (CHNA) is intended to identify the significant health needs of the Community served by Devereux Pennsylvania CBHC, a freestanding, acute care inpatient psychiatric facility serving patients between the ages of five and 18. Established in 1962, Devereux Pennsylvania CBHC is one of only three such facilities in the Commonwealth of Pennsylvania. While Devereux Pennsylvania CBHC has the capability of accepting patients from a large network of referring physicians and providers, the vast majority of those individuals served reside in Pennsylvania.

To prioritize the significant health needs of the Community, Devereux Pennsylvania CBHC partnered with community organizations, school districts and other stakeholders to determine which of these significant health needs could be most efficiently and effectively addressed by Devereux Pennsylvania CBHC. Specifically, Devereux Pennsylvania CBHC worked closely with our colleagues from Pennsylvania's major behavioral health managed care organizations, local school districts and actively served as a stakeholder with the Healthy Pennsylvania Partnership through the Pennsylvania Department of Health.

The CHNA process and our work with the State Health Assessment (SHA) identified the following Community Health Needs: access to care; mental health and substance use services; primary care and preventative screening; chronic disease; injury and violence prevention; immunizations and infectious disease; infant and maternal health and environmental health.

After assessing our Community Health Needs, evaluating feasibility and incorporating stakeholder feedback, Devereux Pennsylvania CBHC has prioritized the following Community Health Needs: (1) inpatient behavioral health services for children and adolescents; (2) childhood obesity, physical inactivity and nutrition for children receiving behavioral health services and (3) patient safety.

I. Defining the Communities We Serve

Devereux Pennsylvania Children’s Services (“DPACS”) serves individuals and families across a wide continuum of care. Devereux Pennsylvania Children’s Services provides mental and behavioral health treatment to children, adolescents and their families.

We are primarily located in Chester County, PA, and, in the 2021/2022 Fiscal Year, provided services throughout Philadelphia, the surrounding suburban counties, and the state of Delaware. We provide acute inpatient psychiatric care, psychiatric and congregate residential care and community-based services.

Acute inpatient hospital care plays an important role in addressing the critical health needs of a challenging population. We provide acute crisis stabilization in an inpatient setting led by multi-disciplinary assessments and treatment approaches focused on discharge planning with supportive community-based services.

315 individuals treated and discharged in FY21.22

	Male	Female
Ages 5-12 Years	15.5%	16.5%
Ages 13-18 Years	22.5%	44.4%
Total	38.0%	60.9%

- All youth treated were 8 years or older, despite ability to treat beginning at age 5.
- 3-8% of youth treated in FY21.22 identified as transgender

Pennsylvania is a managed care state. If a patient is enrolled in Pennsylvania Medicaid, the patient’s funding stream coincides with their county of residence as follows:

Community Care Behavioral Health (CCBH): Chester, Delaware, Adams, Allegheny, Berks, York, Carbon, Monroe, Pike and other northeastern and northcentral counties

Magellan Behavioral Health (MBH): Lehigh, Northampton, Montgomery and Bucks counties

Community Behavioral Health (CBH): Philadelphia County

PerformCare: Harrisburg and the capital area, as well as Lancaster and Lebanon Counties

The table below shows the percentage of patients served from each region.

Managed Care Organization	2020	2021	2022	Average 2020 - 2022
CCBH	26%	35%	41%	34%
Commercial Ins.	16%	28%	28%	24%
MBH	13%	22%	21%	19%
CBH	37%	12%	9%	19%
PerformCare	8%	3%	1%	4%

To assess the needs of the Community, Hospital Leadership participated in the Pennsylvania State Health Assessment (SHA); the Pennsylvania State Health Improvement Plan (SHIP) and the Health Improvement Partnership Program. This involvement included active participation in the SHIP Advisory Committee and the SHIP Stakeholder Committee. These committees worked towards the ultimate goal of assessing and identifying the top health care needs of the State, including all of its communities.

In time, this collaboration underwent a name change and became known as the Healthy Pennsylvania Partnership (HPP) through the Pennsylvania Department of Health. The Partnership is a collaboration of private and public partners across the Commonwealth. The Partnership collaborated to identify key health challenges in Pennsylvania and worked to develop a strategic plan to address these health priorities.

The mission of the HPP is, “To protect and improve the health of all Pennsylvanians by engaging stakeholders across multiple sectors to understand and respond to the health needs of Pennsylvanians through holistic, evidence-based and data-informed interventions and prevention efforts.”.

In addition, Devereux Pennsylvania CBHC contracts and collaborates heavily with the Pennsylvania’s Behavioral Health Managed Care Organizations (MCOs) to identify and address the most significant behavioral health needs in geographic areas. This is accomplished through regularly scheduled provider meetings and on-site visits by representatives from the various MCOs to assess the needs of the Community and ensure the highest quality of care for our patients. This collaboration enables us to assess member needs and ensure the best treatment outcomes for our patients.

Devereux Pennsylvania CBHC works in collaboration with the Chester County Intermediate Unit (CCIU) to provide educational services to the patients in our care. Additionally, we work closely with local school districts to collaborate on referrals and determine how we can work together to ensure the behavioral health needs of their students are addressed quickly to ensure the safety of their students.

Devereux Pennsylvania CBHC partners with local hospital emergency departments and crisis centers in the Community to assess the needs of the population we are equipped to serve. This partnership facilitates referrals and makes the transition to an inpatient level of care as smooth and safe as possible.

Our hospital continues to make regular outreach to referral sources or other health care providers in the Community to identify current and changing needs for behavioral health services. Our goal is to identify how we can best assist in meeting those needs of the Community.

II. Community Health Needs

Through the CHNA process and our work with the Pennsylvania State Health Assessment (SHA), the Pennsylvania State Health Improvement Plan (SHIP) and the Healthy Pennsylvania Partnership (HPP) through the Pennsylvania Department of Health the following Community Health Needs were identified: access to care; mental health and substance use services; primary care and preventative screening; chronic disease; injury and violence prevention; immunizations and infectious disease; infant and maternal health and environmental health.

Considering the limited scope of Devereux Pennsylvania CBHC treatment and the feasibility of addressing certain health needs, Devereux Pennsylvania CBHC has prioritized the following Community Health Needs: (1) inpatient behavioral health services for children and adolescents; (2) obesity, physical inactivity and nutrition for children receiving behavioral health services and (3) patient safety.

Inpatient Behavioral Health Services for Children and Adolescents

When individuals have mental health or substance abuse issues that are not addressed, it can lead to the exacerbation of preventable illnesses and even death. For that reason, Devereux Pennsylvania CBHC prioritizes the provision of inpatient behavioral health services for children and adolescents as part of its CHNA. Among the significant health needs of the Community, the need for behavioral health services is broad in scope, places a significant burden on the Community and can be severe in its impact if it is not addressed.

Unlike conventional hospitals and health systems, our young patients come to us with many complex multi-layered challenges that require a broad array of extremely customized clinical treatments across a broad continuum of care.

Youth receiving emotional and/or behavioral health services through our Pennsylvania programs have skill deficits in impulse control, emotion regulation and an inability to perform age-appropriate developmental skills secondary to either direct or vicarious traumatization. These traits lead to multiple life consequences such as challenges in school, family conflict, dependency or delinquent court involvement, absence of a healthy peer group, lack of vocational and life skills, and a history of unsuccessful placements.

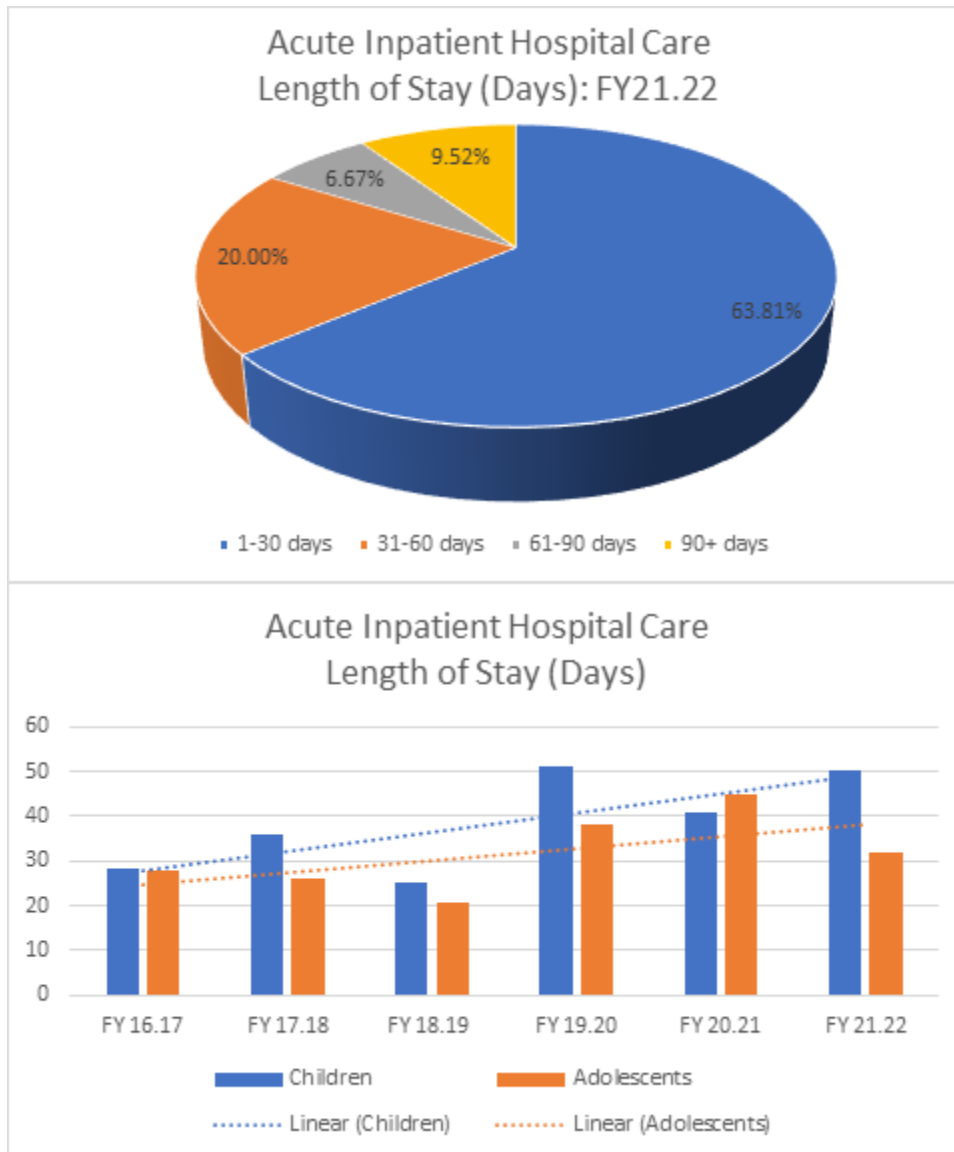
The traumas that these children have suffered profoundly impact the way they see themselves -- and the world around them. They often come to us with tragic feelings of emptiness, fear, abandonment, impulsivity, emotion dysregulation and self-destructive behaviors.

Children and adolescents entering care at our inpatient or residential level have experienced significant, high-risk situations necessitating out-of-home care with 24/7 support. These situations include suicidal behaviors and serious self-harm and high-risk aggression due to a severely dysregulated mood. In addition, these youth are in unique and important stages of physical, emotional, and sexual development that impact responses to clinical treatment.

Because the primary function of Devereux Pennsylvania CBHC is the inpatient treatment of behavioral health conditions in children and adolescents, CBHC is well-positioned to effectively and consistently address this significant health need. CBHC is an acute, 48 bed inpatient, specializing in the stabilization and treatment of children and adolescents in a psychiatric crisis. Programming at CBHC is expressly designed to meet the needs of children and adolescents who are exhibiting severe and life threatening behavioral health issues.

For the period of this assessment and implementation plan (years of 2020, 2021 and 2022), Devereux CBHC provided 34,372 total days of care to 807 patients. The greatest concentration of individuals resided in Chester and surrounding counties.

Another way to understand the needs of our individuals is to review the length of their stay. The goal is to keep the length of stay to a minimum while ensuring effective treatment. The overall average length of stay for our acute inpatient hospital care patients in FY21.22 was 37.7 days, a decrease from 42 days in FY20.21. The median length of stay was 20 days – relatively unchanged from FY20.21



The CHNA process demonstrated that there are limited services currently available to provide inpatient behavioral health services to individuals identified with autism spectrum disorders, LGBTQ youth and individuals with poor prior response to behavioral health treatment. Our staff have received formalized continued education addressing the treatment needs of these patient populations.

Devereux CBHC is successfully implementing treatment of youth identified as LGBTQ and our service provision of care has resulted in a 100% positive discharge rate within this population. Continued education and understanding of the specialized needs of this population remain a priority for Devereux CBHC.

Similarly, we have maintained a high positive discharge rate for individuals with autism spectrum disorders, as well as those refractory to prior treatments. We continue to accept youth laterally transferred from other facilities at the same level of care, in addition to lower levels of care, where treatment has failed or stalled and we have consistently maintained an overall positive discharge rate above the 95th percentile.

Childhood Obesity, Physical Inactivity and Nutrition for Children Receiving Behavioral Health Services

Obesity, poor nutrition and physical inactivity cause significant adverse health conditions. Individuals who are overweight are more likely to suffer from high blood pressure, high cholesterol, type 2 diabetes, breathing problems such as asthma and sleep apnea and joint problems.

Based on 2017-2020 data from the Centers for Disease Control and Prevention, 19.7% of children and adolescents age 2-19 were obese.

Based on 2017-2020 statistics from the Centers for Disease Control and Prevention, obesity affects 14.7 million children and adolescents. Specifically, in Pennsylvania, two out of every three adults and one out of every three school-aged children are overweight.

Accordingly, Devereux Pennsylvania CBHC prioritizes childhood obesity, physical inactivity and nutrition for youth receiving behavioral health services. Concerns regarding childhood obesity, inactivity and nutrition have been repeatedly raised by members of the community. These factors have a widespread impact, not only on the health of a child, but also as that child develops into an adult. Further, since psychotropic medications often predispose an individual to weight gain, it is particularly important to maintain proper nutrition and exercise with the population we serve.

Devereux Pennsylvania CBHC has a registered dietitian as a member of our treatment team. The registered dietitian routinely consults on matters of general nutrition and specifically in the management of youth with identified eating disorders, patients with symptoms of malnourishment, elevated body mass index, medically indicated dietary requirements and management of those with food aversions.

Our registered dietitian continues to collaborate with the medical and nursing departments. Our work on the development and implementation of age-appropriate teaching modules to address areas of nutrition and exercise management continues, all in furtherance of meeting this need as identified in our CHNA.

Additionally, Devereux CBHC added a Hospital Wellness Nurse to our treatment team. The role of the Wellness Nurse is to develop and implement individual behavioral health care to include: identifying patients who have extensive co-morbid physical and behavioral health conditions; completing physical assessments; developing wellness plans and collaborating with other members of the individual's treatment team. The Wellness nurse also involves the individual's families and/or caregivers in the individual's wellness plan. Lastly, the Wellness Nurse is involved with state and county representatives and other local health care providers to establish priorities, identify training opportunities and identify problem areas/needs.

Patient Safety

Patient safety is a significant concern in the healthcare industry. Eliminating medical errors by identifying problems and corresponding solutions will improve patient safety. In view of that concern, Devereux Pennsylvania CBHC prioritizes patient safety as part of its CHNA. Devereux Pennsylvania CBHC's management collaborates with the Pennsylvania Patient Safety Authority, an independent state agency working to reduce and eliminate medical errors by identifying problems and making recommendations that promote patient safety.

In accordance with the Patient Safety Authority, Devereux Pennsylvania CBHC formed a Patient Safety Committee that meets at least monthly to review incidents, serious events and infrastructure failures. Additionally, the Patient Safety Committee aggregates data, reviews trends and recommends actions that will result in greater patient safety.

Since the inception of the Patient Safety Committee, Devereux Pennsylvania CBHC has welcomed Community members who volunteer their services as members of the committee. These Community members have included individuals from Chester and Lancaster Counties with the following backgrounds:

- A retired healthcare operations director who has worked in law enforcement and in healthcare settings in this Community;
- An advanced practice nurse that worked in advanced life support units and emergency departments in both Chester and Lancaster Counties;
- A registered nurse working as director of occupational health/medical administrator for the R.R. Donley Corporation in Lancaster County;
- An advanced practice nurse serving as the regional nurse case manager for MARS Global; and

The Patient Safety Committee receives: reports from the Devereux Pennsylvania CBHC Patient Safety Officer; evaluates investigations and actions taken by the Patient Safety Officer; reviews and evaluates the quality of the patient safety measures utilized by Devereux Pennsylvania CBHC; makes recommendations to eliminate future serious events and incidents; and reports to the administrative officer and governing body of Devereux Pennsylvania CBHC on a monthly basis regarding the number and nature of serious events and incidents and the Committee's recommendations to eliminate future events and incidents.

III. Implementation Strategy

Inpatient Behavioral Health Services for Children and Adolescents

Devereux Pennsylvania CBHC is an acute inpatient hospital specializing in the stabilization and treatment of children and adolescents in psychiatric crisis. Individuals are referred to this setting and level of care when a more restrictive environment is required to meet the safety needs of the individual, family and/or the Community.

Treatment and discharge planning are initiated upon admission. This acute level of care is maintained until the patient has sufficiently stabilized thereby enabling a resumption of daily activities in a safe manner.

The goals are for all team members to provide effective, individualized and strengths-based treatment in a structured environment that ensures the safety of our individuals; rapid stabilization of symptoms and discharge back to the community as soon as possible to minimize separation from the child or adolescent's community.

- The Devereux CBHC team of acute care professionals includes: psychiatrists, medical doctors, primary clinicians, dance and movement therapist, therapeutic program specialist, registered nurses, register dietician, and behavioral health technicians. The Devereux CBHC team works closely with personnel from referring agencies, child welfare systems, school district personnel and most importantly, the individual and family.
- The Devereux CBHC team works together to create an effective, individualized and strength-based treatment plan to promote continued resiliency after discharge and upon return to the Community.
- The specific strengths and needs of the child or adolescent are identified and targeted using an inter-disciplinary treatment team approach.
- Treatment goals include:
 - stabilizing the individual child or adolescent's behaviors which pose significant danger, rendering him or her unable to function safely at home, in the community and/or school setting;
 - providing support to the individual child's or adolescent's family members during the behavioral health stabilization process and
 - preparing the individual child or adolescent for a positive discharge to the least restrictive environment that supports safety, stability and continued recovery and growth.

Advanced Philosophy of Care Model

The Devereux Advanced Behavioral Health Model of Care™ integrates the latest scientific and medical advancements with time-tested philosophies and compassionate family engagement to provide practical, effective, and efficient care, making a meaningful difference in the lives of those we serve, and the world around them. Our guiding principles include:

- Individualized, evidence-based interventions
- Effective and accountable programs delivered with compassion – Meeting the “Devereux Family Standard”
- System-wide, trauma-informed, data-driven, positive-behavioral approach to care
- Meaningful family engagement and community connection

At CBHC we have implemented the Devereux Positive Behavioral Interventions and Supports (D-PBIS). The goal of PBIS is to address the behavioral needs of all individuals served through positive approaches to treatment that emphasize prevention of challenging behaviors and the teaching of new skills. This goal is achieved through implementing a multi-tiered system of supports in which service provision is based upon intensity of needs and level of risk. Individuals with the highest intensity of needs or at highest level of risk may require additional supports. These individuals may require additional behavioral assessments, known as Functional Behavior Assessments (FBAs). Once the FBA is completed an individualized behavior plan is developed and implemented to meet those needs.

Individuals achieve successful outcomes as we define, teach and reinforce behavioral expectations. This helps each patient to build his/her repertoire of prosocial behaviors and skills that can be generalized across settings, including the Community.

Devereux Pennsylvania CBHC continues to work consistently to ensure the best possible outcomes through improved efforts in coordination of care. Devereux Pennsylvania CBHC works to ensure individuals have adequate access and referrals to aftercare services to maintain optimal outcomes of their behavioral health treatment.

Through this comprehensive evaluation, implementation of an integrative assessment and development of a treatment plan of care, continuing care needs are identified by the treatment team. Discharge resources are identified and services secured to ensure initiation of outpatient care within seven days of discharge from the acute care level of treatment.

In addition, Devereux Pennsylvania CBHC makes primary care physicians aware of the individual's care by communicating the results of labs, EKG testing, any outside consultations and a copy of the discharge continuing care plan. As indicated, Devereux Pennsylvania CBHC coordinates with the primary care physician in the management of medical conditions identified either at the time of admission or through the course of treatment.

Devereux Pennsylvania CBHC with the support of the Chester County Intermediate Unit works in conjunction with the individual's school in order to ensure a smooth transition back to the school environment with minimal impact to the individual's progress in school.

Industry Accreditations

Rigorous and continuous reviews are a cornerstone of our commitment to exceptional care and meaningful outcomes. We partner closely with a broad network of state and county regulatory authorities, licensing agencies, industry experts, and consultants. These continuous unrestricted, thorough, and exacting reviews of our programs and services ensure that we meet or exceed all established requirements and industry best practices as we strive to serve as a model for the industry.

Beyond our own stringent standards, we meet or exceed hundreds of specific federal standards and state licensure benchmarks. These independent reviews cover our physical plants, operating practices, and risk management protocols. Each is supported by interviews with the children and young adults in care themselves, their families, and our front-line staff. Information from these reviews is shared widely with our staff and industry partners to continue to improve and enhance the clinical and community impact of our important work.

Industry accreditations allow Devereux leaders and staff to continue to benchmark our practices and progress against established metrics and guidelines while giving us a platform to seek out and share best practices across our offerings.

Clinical Treatment Outcomes

Across our service lines and programs, Devereux's focus on benchmarking against established industry and outcome-focused standards and metrics ensures our treatment interventions are implemented with fidelity and in alignment with the Devereux Positive Behavior Intervention Supports.

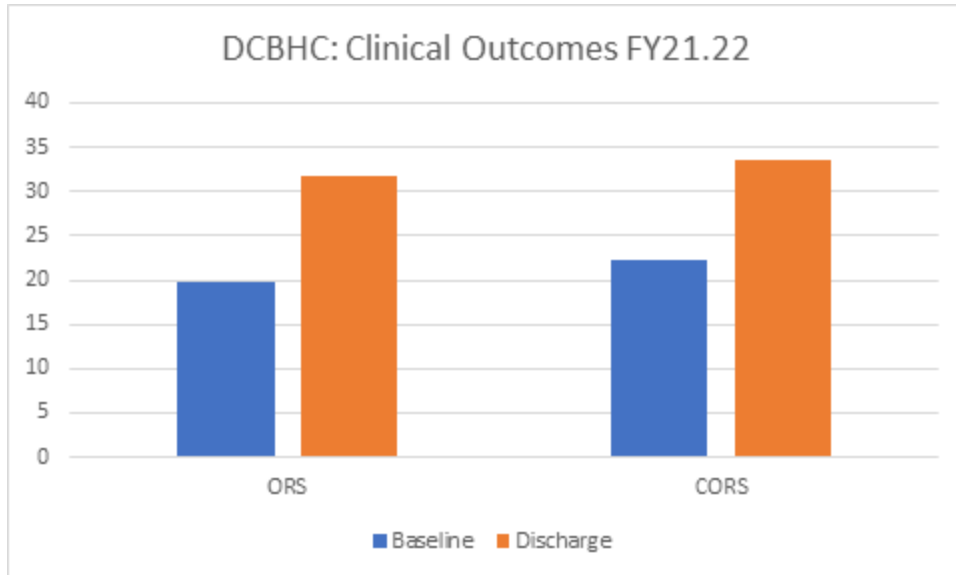
Despite treating increasingly challenging youth with substantial needs, we're achieving positive outcomes, and our metrics reflect clinically and statistically significant gains for children related to symptomatology.

To measure clinical treatment outcomes, the DCBHC clinical team administers the Outcome Rating Scale (ORS; Miller, Duncan, Brown, Sparks, & Claud, 2003) to all individuals 13 and up, and the Children's Outcome Rating Scale (CORS; Duncan, Miller, & Sparks, 2003) to all individuals 12 and under on a weekly basis.

The ORS/CORS is a simple four item session by session measure implemented weekly during individual therapy to measure self-report of individual progress in the areas of: individually (personal well-being); interpersonally (family, close relationships); socially (work, school, friendship); and overall (general sense of well-being).

This data is used to measure individual response to treatment and inform treatment decisions including medication management, clinical interventions, family interventions and readiness for discharge. The scores are reviewed with the individual during each session to provide real time feedback and encourage a collaborative discussion of progress to reinforce the work that the individual is doing in his or her treatment.

The ORS/CORS measurement is designed to provide a snapshot of progress and treatment impact across various measures and foster a more collaborative treatment environment. It gives professionals, patients, family members, and other stakeholders a common metric to evaluate and discuss treatment progress. Paired T-tests were used to compare the self-reports of each youth at baseline and discharge. Aggregated scores for both Children (CORS) and Adolescents (ORS) demonstrated statistically and clinically significant improvement from Baseline to Discharge at the $p < .01$ level. Adolescents reported lower-level baseline scores and both groups improved on their total scores just over 11 points.

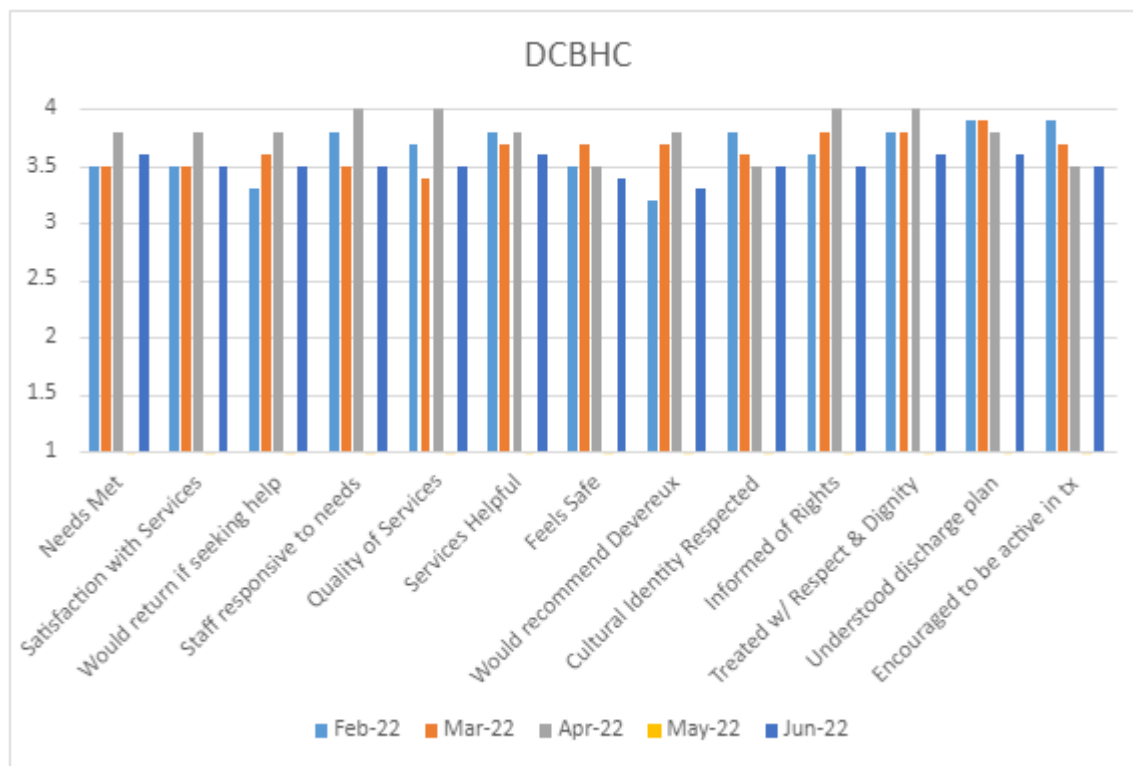


Care and Compassion Outcomes

Youth and Family Voice Satisfaction Surveys

Satisfaction surveys provide the Devereux Pennsylvania Children’s Services team with an understanding of how families experience our services and help to guide quality improvement goals in the areas of understanding of the treatment program, safety, culture, and communication.

Like all Devereux compassion metrics, our surveys are crafted to capture and measure the way treatment and support impact a patient on a more holistic level while looking for opportunities to refine or enhance best practices that provide a better overall experience and lead to better outcomes.

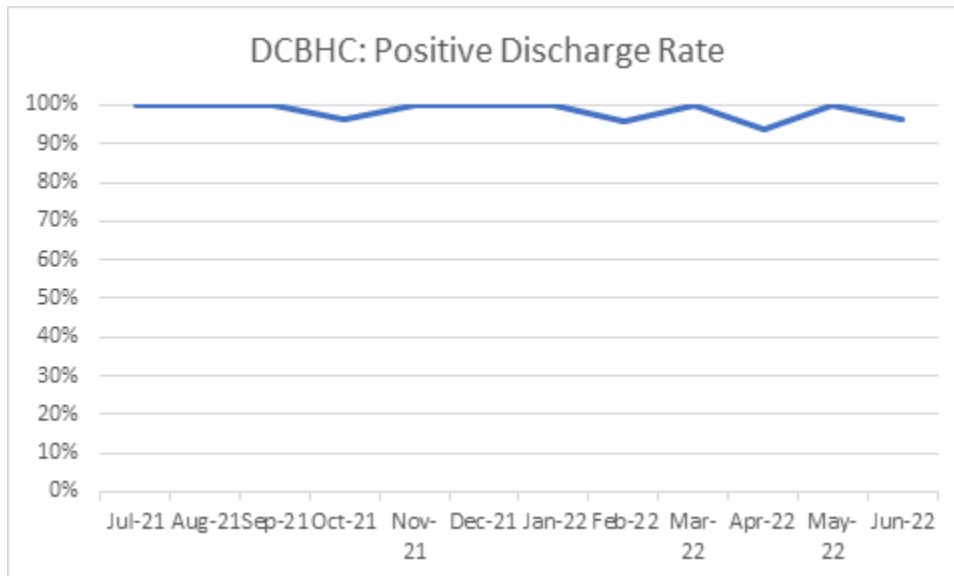


Successful Discharge Rates

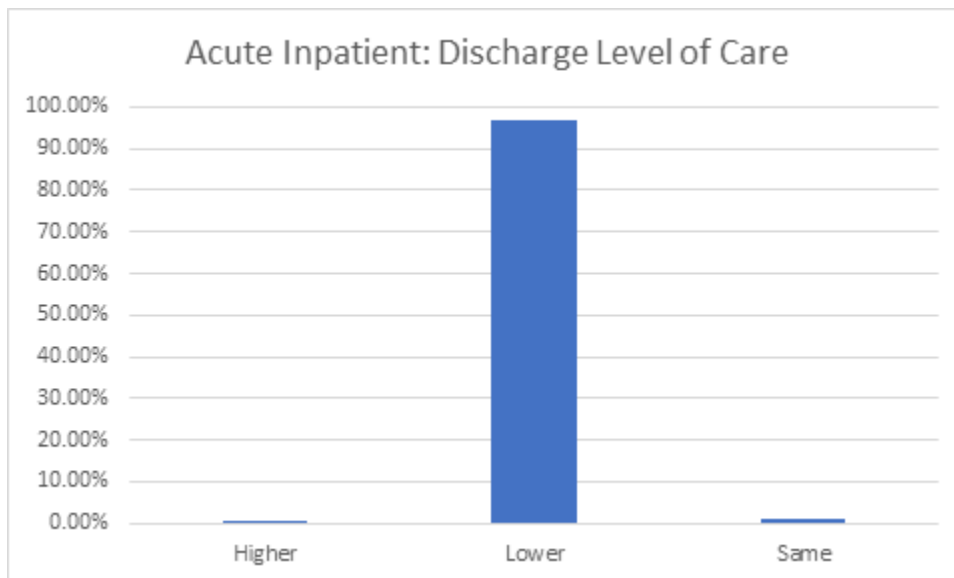
Positive discharge is defined as an individual stepping down to a lower level of care, with aftercare services in place, after meeting treatment goals.

A successful discharge is essential in minimizing the risk of hospital readmission and can set a patient up for continued progress as they transition to the next stage in care.

Positive Discharge Rate



Discharge Level of Care



Childhood Obesity, Physical Inactivity and Nutrition

In response to the growing epidemic of childhood obesity, and in furtherance of its CHNA, Devereux Pennsylvania CBHC has implemented routine monitoring of body mass index (BMI) from the time of admission for every individual, as well as monitoring lipids and glucose to monitor metabolic impacts. Physicians continue to recommend treatment with weight-neutral medications to minimize metabolic impacts on the individual.

Devereux Pennsylvania CBHC has initiated exercise groups including yoga, calisthenics and cooperative athletics to encourage increased body movement and activity by the individuals. At the time of discharge from the program, a individual's laboratory results, medical testing results, consultation reports and a copy of the discharge continuing plan of care is provided to the primary care physician to ensure care coordination and continuity of care. This coordination of care ensures that the necessary follow-up is completed to address concerns in the area of childhood obesity and nutrition.

The Devereux CBHC Wellness Nurse is an active participant in the PA SHIP Subcommittee on Obesity, Physical Inactivity and Nutrition. Obesity, overweight, poor nutrition, and physical inactivity are associated with profound, adverse health conditions. These include high blood pressure, high cholesterol, type 2 diabetes, heart disease, some cancers, and other limiting physical and mental health issues. In Pennsylvania, one out of three school-age children (0.5 million) have excess weight. Evidence links obesity, physical inactivity, and poor nutrition to shortened lifespan. Today's youth are in danger of dying at younger ages than their parents.

To reach the goals of the Subcommittee, the Devereux CBHC Wellness Nurse has continued to work closely with the hospital's Registered Dietician and nursing staff on a regular basis to provide our patients with educational activities regarding healthy eating. During the classes, individuals are assisted to make healthy eating snacks with foods such as yogurt, bananas, granola and kale smoothies. Additionally, activities are conducted using the USDA MyPlate diagram. Individuals learn to design their plates with healthy fruits, vegetables, grains, protein and dairy at every meal.

The Wellness Nurse works closely with the recreational staff and direct care staff to facilitate regularly scheduled physical fitness activities to increase physical movement. These sessions include, but are not limited to, kickball, volleyball and yoga and serve to encourage physical movement and engagement in activities that improve health and positively impact mood.

Patient Safety

Beyond the reporting, reviewing, evaluating and making recommendations to eliminate future incidents and events, the Patient Safety Committee has taken on a number of initiatives through Devereux Pennsylvania CBHC's engagement with various members of the Community, including community-based organizations. Through these initiatives, Devereux Pennsylvania CBHC has focused on Community health care needs included in its CHNA. These initiatives have been possible through collaborative partnerships with other community healthcare providers.

Providing Exceptional Care Amid COVID-19

The ongoing COVID-19 pandemic created unprecedented challenges and disruptions across countless aspects of Devereux's services. Devereux Pennsylvania Children's Services aced the arduous task of working to maintain consistency and in-person services while balancing unprecedented health concerns.

Safety and health precautions including restricted visitation policies at acute inpatient care hospitals and all facilities demanded innovative solutions to keep patients and families connected. Education services were impacted at facilities and partner LEAs (local education agencies).

To address these challenges and ensure safety for patients, family, staff, and community members, Devereux Pennsylvania Children's Services adjusted transportation services while significantly enhancing virtual resources and access including remote learning tools, video conferencing, and telehealth services. These efforts were pivotal in keeping children, families, and staff in close communication – an essential service in a pandemic. Devereux Pennsylvania Children's Services continues to benefit from these enhancements today and as the effects of COVID-19 continue to evolve.

Devereux Pennsylvania Children's Services leaders developed and communicated a coordinated COVID-19 strategy that was updated and refined as the pandemic progressed and placed an unwavering focus on protecting individuals, staff and the community at large.

Despite the congregate setting of Devereux Pennsylvania Children's Services, we experienced very low instances of COVID outbreaks. Any exposures were mitigated quickly and effectively, ensuring facility safe and minimizing transmission.

Additionally, and in support of our focus on meeting the health needs of our community, Devereux Pennsylvania Children's Services facilitated multiple on-site COVID-19 vaccination clinics. In collaboration with a community retail pharmacy, vaccine clinics were conducted. Vaccines were offered to our entire workforce and their families.

Devereux CBHC's Wellness Nurse and Safety and Facilities Coordinator attended continuing education to attain their certification through the ALICE Training Institute. ALICE stands for Alert, Lockdown, Inform, Counter and Evacuate. ALICE is an option based training program that empowers staff to participate in their own survival in the face of violence through the use of proactive options. These proactive strategies have proven to improve the safety and enhance the overall well-being of the staff, patients and the organization.

Our Corporate Learning Team has developed a virtual training for all staff based upon the ALICE curriculum. This on-line training serves to prepare staff for live stimulations and drills. Our certified trainers are working to draft a roll-out plan that will incorporate different scenarios that might apply to our hospital setting for the purpose of training our staff. Additionally, in collaboration with Devereux National they will be drafting a Violent Critical Incident (VCI) plan.

In addition to attaining the ALICE Training Certification, Devereux CBHC's Wellness Nurse and Safety and Facilities Coordinator attended an expo conducted by the Protection Bureau. This expo focused on Hazardous Event Response- planning for, responding to and recovering from a critical incident.

Conclusion

Devereux Pennsylvania CBHC has made every effort to ensure it defined and prioritized the significant health needs of its Community through careful research, assessment and implementation of its CHNA. Our team took into account input from government health departments, MCOs, Community partnerships and healthcare providers as we sought to meet the needs of our patients and the Communities we serve.



Devereux Pennsylvania Children's Behavioral Health Center
655 Sugartown Road, Malvern, PA 19355

www.devereuxpa.org