

DATE	ATTENDEES	COMMUNITY OUTREACH
February 4, 2014	CBH AIP Providers	Hospital Psychiatrist and Primary Clinician attended CBH provider meeting to discuss behavioral health care needs of children, adolescents and adults in Philadelphia County. Three new partial hospitalization providers were introduced. Also, some discuss took place on care coordination and benchmarking standards. This meeting afforded participants the opportunity to engage in problem solving discussion groups with focus on CHNA and means by which to improve and/or identify additional services as needed.
February 25, 2014	Child Guidance Resource Center (CGRC)	Meeting on-site with CGRC clinicians and our leadership and clinical department to discuss case/care coordination. Reviewed services CGRC currently provides to our mutual community. This meeting served to enable CBHC to partner with CGRC as possible discharge resource for patients needing community-based services upon discharge to home.
March 25, 2014	Montgomery County Family Empowerment Satisfaction Team (FEST)	Montgomery Co FEST met with hospital leadership to review findings/outcomes of satisfaction surveys they had completed with parents and/or adolescent we served. Feedback was used to assist us to define the needs of our community.
April 7, 2014	CBH	CBH Quality Team on-site to conduct compliance audit with focus on meeting regulations and ensuring successful implementation of care coordination.
April 11, 2014	Child and Family Focus (CFF)	Meeting on-site with CFF to discuss case/care coordination. Reviewed services CFF currently provides to our mutual community. This meeting served to enable CBHC to partner with CFF as possible discharge resource for patients needing community-based services after returning home.
April 11, 2014	CBH AIP	Participated in webinar with other inpatient providers to discuss behavioral health care needs of children, adolescents and adults in Philadelphia County. What does the "community" need? How can we meet those

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		needs during hospitalization?
June 3, 2014	CCBH – Berks County	Reviewed findings that our rate for patients successfully keeping their 30- day Follow-up Appointments after discharge had dropped from 100% to 83.3%. Designed assessment to identify Berks County families at higher risk for not attending scheduled aftercare appointments within 30 days of discharge. Action plan developed and possible interventions identified.
July 24 and 25, 2014	Office of Mental Health and Substance Abuse Services (OMHSAS)	OMHSAS on-site for hospital’s licensing survey. Part of this survey involved reviewing cases to determine if CBHC was defining the needs of each patient; developing a treatment plan to meet those needs and working on clear discharge criteria with case/care coordination with outside support systems.
August 25, 2014	CBH Provider Meeting	The agenda of this teleconference was set by the Medical Director, Clinical Department and QM Department of CBH set with our Leadership, Clinical Department and Psychiatric Physicians. The focus was review of CBH patient’s currently hospitalized. Looked at needs of specific patients and their families and how CBH and CBHC could best coordinate care to ensure successful transition of patients back into their home communities.
September 8, 2014	Chester County Advisory Board Committee	Attended as a committee member, the Chester County Advisory Board Committee meeting to discuss the health needs of children, adolescents and adults in Chester County. Focused on current services being provided and engaged in problem solving discussions to improve and/or identify additional services needed.
October 13, 2014	MPSRX- Contracted Pharmacy Vendor	Hospital Leadership participated in teleconference was this vendor to discuss workflow process improvement of prior authorization process now required for all psychoactive medications prescribed to patients under the age of 18. The ultimate goal is to ensure patients will be able to attain their medications through retail

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		pharmacies post-discharge, thereby increasing medication compliance.
October 15, 2014	CBH AIP	Participated in teleconference with other inpatient providers to continue discussion and problem solving regarding behavioral health care needs of children, adolescents and adults in Philadelphia County. What does the “community” need? How can we as an AIP provider meet those needs during hospitalization?
October 31, 2014	MPSRX- Contracted Pharmacy Vendor	Hospital Leadership participated in teleconference with this vendor to continue the discussions related to improvements in systemic management of the prior authorization process now required for all psychoactive medications in children and adolescents.
November 6, 2014	MPSRX- Contracted Pharmacy Vendor	Hospital Leadership participated in teleconference with this vendor to continue the discussion on how we can partner to improve the arduous prior authorization process now required for all psychoactive medications in children and adolescents.
December 10, 2014	Hospital Association of PA (HAP)	Hospital Leadership participated in webinar on community needs related to infection control- community acquired versus hospital acquired infections - how to ensure compliance for quality and reimbursement.
January 12, 2015	MPSRX- Contracted Pharmacy Vendor	On-site meeting with representatives from our contracted pharmacy vendor with Center and Hospital Medical and Nursing Leadership. Discussed outcomes of point prevalence studies on use of multiple anti-psychotics and other psychoactive medications that CBHC has been conducting since 2012. Discussion focused on how the MPSRX database can assist us in monitoring this usage and improving our oversight and management of medications with the overall goal being reduction of medication used by a single patient.
January 13, 2015	Delaware County and CBHS Providers	Attended Delaware County and CBHS provider meeting at Delaware County Intermediate Unit to discuss the physical and behavioral health care and special needs of

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		children and adolescents in Delaware County. During the meeting, the attendees learned about the different services currently being provided. Additionally, participants were able to engage in problem solving discussions with the end goal being to improve and/or identify additional services needed by this patient population.
January 15, 2015	Chester County Advisory Board Committee	Attended Chester County Advisory Board Committee meeting at Valley Creek Crisis to discuss the health care needs of children, adolescents and adults in Chester County. The different services being provided were also highlighted. Problem solving discussions included means by which to improve and/or identify additional services needed for this population.
March 30, 2015	CBH and AIP Network Providers	Attended Supervision Symposium to discuss evidence-based supervision models for enhancing clinical performance.
April 8, 2015	CCBH and AIP Network Providers	Participated in CCBH North Central Inpatient Meeting conference call to discuss the behavioral health care needs of children, adolescents and adults in <b>Bradford, Cameron, Centre, Clarion, Clearfield, Columbia, Elk, Forest, Huntingdon, Jefferson, Juniata, McKean, Mifflin, Montour, Northumberland, Potter, Schuylkill, Snyder, Sullivan, Tioga, Union, Warren and Wayne counties. Call served to assist in assessment by identifying</b> trends in behavioral health care services needed in this portion of the Commonwealth. Call enabled providers to engage in problem solving regarding improvement in available services.
April 9, 2015	CBH AIP	Attended Forum Meeting to discuss behavioral health care needs of children, adolescents and adults in Philadelphia County. Emphasis on identifying ways and means to enhance service provision.
April 14, 2015	CCBH Chester County	Meeting to improve relationship and identify areas of improvement by addressing the behavioral health care of their members in Chester County and working to serve

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		specific needs including abuse, trauma and family dynamics. Also focused on importance of meeting educational needs in collaboration with area schools.
April 29, 2015	CCBH Chester County	Follow-up meeting to strengthen our partnership and identify areas for improvement in treatment provided to children and adolescents served including the need for more trauma treatment and addressing family dynamics.
May 12, 2015	CCBH Berks providers	Participated in conference call to discuss the physical and behavioral health needs of children, adolescents and adults in Berks, York and Adams Counties, identify trends in behavioral health services and engage in problem solving to improve services available.
May 13, 2015	Reps from Chester, Montgomery, Delaware and Bucks Counties	Attended meeting at Norristown State Hospital to identify how counties are implementing the Mental Health Procedures Act adopted by Devereux.
Below is a near exhaustive list of various outreach efforts over the course of TYE 6/30/2016, the taxable year for development of CHNA (“ <b>Report</b> ”) and implantation strategy (“ <b>Plan</b> ”) adopted by Devereux.		
July 18, 2015	CBH	On-site visit at CBHC by CBH Case Management and Quality Departments to review cases of CBH members and identify any utilization review or quality of care concerns.
July 30, 2015	Chester County Advisory Board Committee	Attended Chester County Advisory Board Committee meeting to discuss the behavioral health and physical needs of children, adolescents and adults in Chester County. Meeting served to highlight current services. Problem solving discussions took place with focus on CHNA and means by which to improve and/or identify additional services as needed.
August 18-20, 2015	Office of Mental Health and Substance Abuse Services (OMHSAS)	OMHSAS on-site for hospital’s licensing survey. Part of this survey involved reviewing cases to determine if CBHC was defining the needs of each patient;

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		developing a treatment plan to meet those needs and working on clear discharge criteria with case/care coordination with outside support systems.
August 26, 2015	MBH Quality Department	On-site quality review conducted. The site visit consisted of meeting with hospital leadership, facility tour and record reviews.
September 16, 2015	CBH providers	Attended CBH provider meeting to discuss utilization management trends and identify ongoing needs of CBH patients in Philadelphia County with goal of improved service provision to patients served by CBH.
October 15, 2015	Chester County providers	Attended a continuing education opportunity for clinical staff on "Accessing Children's Services in Chester County."
October 15, 2015	Chester County Advisory Board Committee	Attended Chester County Advisory Board Committee meeting to discuss the current health needs of children, adolescents and adults in Chester County. Current services were highlighted. Additionally, this Committee engaged in discussions for proposals to improve upon and/or identify additional services needed for this patient population.
November 2, 2015	Service Providers for Intellectually and Developmentally Delayed ("IDD") Patients and Families	Attended an ODP meeting on supporting families of individuals with developmental disabilities during the time of the IDD individuals' transition from adolescence into adulthood.
November 5, 2015	CCBH providers	Attended CCBH provider meeting to discuss ongoing trends in utilization review and discuss individual patient cases and needs for ongoing services.
November 19, 2015	CBH providers	Attended CBH provider meeting to discuss trends in utilization review, identify ongoing needs of CBH patients in Philadelphia communities with goal of improved service provision to this target population.
January 2016	CBH and AIP providers	Began participating in monthly workgroup meeting to develop CBH AIP Performance Standards. Workgroup focused on the development of best practice guidelines that will be adopted/utilized by CBH and providers to meet the health and educational needs of children and adolescents in

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		Philadelphia county.
January 28, 2016	Chester County Advisory Board Committee	Chester County Advisory Board Committee meeting to discuss the physical, behavioral and educational needs of children, adolescents and adults in Chester County, highlight current services and engage in problem solving discussions to improve and/or identify additional services needed for this population.
January 29, 2016	CCBH	On-site quality review conducted. The site visit consisted of meeting with hospital leadership, facility tour and record reviews. CCBH formally complimented Devereux on: <ul style="list-style-type: none"> <li>• Coordination of Care with primary Care Physician (PC)</li> <li>• Discharge planning started at admission</li> <li>• Evidence of EKG, Labs, etc.</li> </ul>
February 4-8, 2016	Office of Mental Health and Substance Abuse Services (OMHSAS)	OMHSAS on-site for hospital's licensing survey. Part of this survey involved reviewing cases to determine if CBHC was defining the needs of each patient; developing a treatment plan to meet those needs and working on clear discharge criteria with case/care coordination with outside support systems.
March 8, 2016	CBH	CBH Quality Department Staff conducted a site visit and reviewed medical records. No corrective action required subsequent to this review.
March 18, 2016	CCBH Providers (Berks, York and Adams Counties)	Provider conference call to discuss the health needs of children, adolescents and adults in Berks, York and Adams Counties, identify trends in behavioral health service needs and engage in problem solving to improve available services or identify needed services.
May 24, 2016	CBH	CBH site visit and provider meeting to discuss trends in utilization review, identify ongoing needs of CBH patients in Philadelphia and improve services provided to those members.
July 19, 2016	MBH Providers	MBH Provider Town Hall Meeting to discuss the enhancement of services for children and families in Bucks County.

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July 28, 2016	Chester County Advisory Board Committee	Chester County Advisory Board Committee meeting to discuss the health needs of children, adolescents and adults in Chester County. Emphasis on highlighting current services and engaged in problem solving discussions to improve and/or identify additional services needed.
August 19, 2016	CBHC	MBH site visit to meet with assigned care manager and identify trends in utilization review and problem solve ways to improve behavioral health needs and services provided to children and adolescents in Montgomery and Delaware counties.