

Beaver County Project Recovery

Single Points of Accountability

Fact Sheet January 2012

Four **Single Points of Accountability** (SPAs) were identified to coordinate services for individuals enrolled in behavioral health services in Beaver County

- Beaver County Behavioral Health Blended Case Management
- Glade Run Blended Case Management
- NHS's Forensic Assertive Community Treatment (FACT) Team
- Heritage Valley Staunton Clinic's Community Treatment Team (CTT)¹

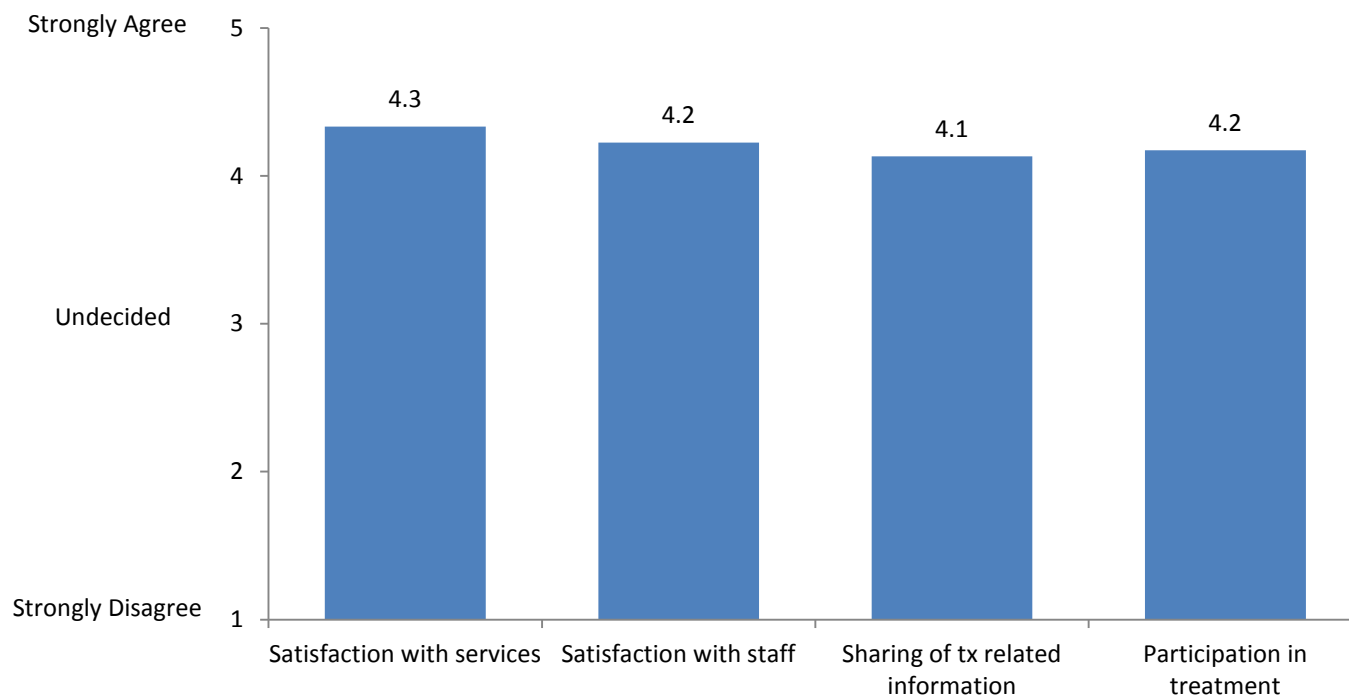
What is the purpose of the SPAs?

- **Coordination** of assessment, planning, and services **across the system**
- **Enhanced communication** across system
- **Support** the person in their journey of **recovery**

Perception of Care

83 of the 100 (83.0%) individuals enrolled in Project Recovery through the SPAs completed the 14 item Perception of Care section of the National Outcome Measures instrument at enrollment.² Items were rated on a scale of 1 (Strongly Disagree) to 5 (Strongly Agree). These items were clustered into 4 categories, with the average score in each category displayed below. A more detailed breakdown is on the next page.

- **89.2%** of respondents had a **positive perception of care** (average total score of 3.5 or above)



¹ CTT closed as of January 15, 2012

² This section was not required to be completed at enrollment.

| CATEGORY INDICATORS | AVERAGE SCORE |
|---------------------|---------------|
|---------------------|---------------|

Satisfaction with Services

| | |
|---|-----|
| I would recommend this agency to a friend or family member | 4.4 |
| If I had other choices, I would still get services from this agency | 4.3 |
| I like the services I received here | 4.3 |

Satisfaction with Staff

| | |
|---|-----|
| I felt comfortable asking questions about my treatment and medication | 4.2 |
| Staff were sensitive to my cultural background | 4.3 |
| Staff respected my wishes about who is & who is not to be given info about my treatment | 4.3 |
| Staff here believe that I can grow, change, & recover | 4.2 |

Sharing of Treatment Related Information

| | |
|--|-----|
| Staff helped me obtain the information I needed so that I could take charge of managing my illness | 4.2 |
| Staff told me what side effects to watch out for | 4.0 |
| I was given information about my rights | 4.2 |

Participation in Treatment

| | |
|---|-----|
| I, not staff, decided my treatment goals | 4.1 |
| I was encouraged to use consumer run programs | 4.1 |
| Staff encouraged me to take responsibility for how I live my life | 4.4 |
| I felt free to complain | 4.1 |