



2022

ANNUAL QUALITY REPORT



ALLIANCE HEALTH
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A Message from Our Directors

We are pleased to share our outcomes for 2022, in what was a year of a “new normal” for Alliance Health Allegheny Inc., the nation, and the entire world since the onset of the COVID-19 global pandemic in 2020.

We continue to face challenges with the same determination and resilience that has supported our business and our mission since Alliance’s inception in 1997. We remain mindful of our critical role as a leading provider of Applied Behavioral Analysis (ABA) and behavioral health services in Allegheny county. The ongoing uncertainties and economic and societal concerns have resulted in continued strong demand for our services, especially for those already struggling with mental health and developmental issues and the added fear, isolation, and lack of services caused by the pandemic.



As always, our primary mission is to support our clients and the communities we serve. We are fortunate to have an experienced team and a solid financial position that supports our ability to meet this critical demand and execute our strategy in an ever-changing environment. We are extremely grateful to all of Alliance’s dedicated employees and clinicians for their continued support and exceptional work over the past 3 years to provide the highest quality care to our clients and their families in a safe and accessible manner throughout the COVID-19 pandemic.

Our top priority has always been and continues to be the health and safety of our staff, clients, and families we serve. As restrictions were eased, most of our services returned to in person and with the end of the emergency declaration this year, we have returned to normal operating procedures. However, our telehealth support is still available to better reach and support our clients, and we continue to look for creative ways to support our clients and staff.

Alliance focus this year was to ensure that the new Intensive Behavioral Health Services (IBHS) program which started in January 2021 during the pandemic was in full compliance as the emergency declaration with its flexibility ended. We also had our first full licensing review and audit by our primary insurance (CCBHO) this past year. Both of which had positive outcomes. The staff at Alliance stepped up and was able to successfully navigate these changes.

As we move into 2023, we are optimistic about the future. The diminishing impact of COVID-19 on our lives and return to more normal societal routines, we anticipate the demand for our services will continue post-pandemic. We are mindful that studies have shown the prolonged isolation, economic uncertainties and grief related to the loss of lives over the past few years have led to increased anxiety and depression and a corresponding rise in the need for supportive mental and behavioral health services.



Above all, we are focused on fostering high levels of quality and safety for all our clients and their families. With our focus on our client's success and a strong financial position to support our growth, Alliance is well positioned to meet the expected demand for increased behavioral health treatment, with dedicated employees and experienced clinical teams who support Alliance's mission. We also benefit from the outstanding leadership of our supervisors and administrative staff who are committed to operational excellence and growth.

Together, we look forward to the opportunities before us to deliver the highest quality of care, while also extending our reach and advancing our position as a leading ABA and intensive behavioral health services provider in our region.

Sincerely,

A handwritten signature in black ink that reads "Susan Stewart-Bayne". The signature is written in a cursive style with a large initial 'S'.

Susan Stewart-Bayne, Med, LBS, BCBA

A handwritten signature in black ink that reads "Melissa Rayman-Keilbach". The signature is written in a cursive style with a large initial 'M'.

Melissa Rayman-Keilbach, Med, LBS

Mission Statement

Our Mission

Our mission is to provide behavioral therapy in which all clients and their families will benefit so that they will be prepared to meet the challenges of everyday living. We are dedicated to facilitating and enhancing each client's quality of life through specialized and innovative programs. Children and Adults with disabilities are professionally guided toward maximum integration in the home, at school, and in the community.

Our Belief

1. Concern for clients, nurturing therapy, consistency in therapy, family/community involvement, and well-being of all clients.
2. All clients are individuals with their own individual and unique needs.
3. Excellence in therapy requires the commitment of time, effort, and support through a working partnership with the parents, school, and community.
4. Our programs provide the opportunity for all clients to reach their potential, and successfully function in an ever-changing society.
5. The Directors and Supervisors strive to act in the best interest of the staff while maintaining client responsibility.
6. The professional and support staff are the providers of a secure, supportive, caring therapy environment.
7. The therapy environment contributes to acquiring positive behavioral status.





Our Services

Individual Services and ABA Services

Behavioral Consultation / Individual Services (BC)

Our Behavioral Consultants work with clients in the home, school, and community settings and partner with both the client and support professionals as well as family members in developing skills to decrease behavioral issues stemming from a wide range of causes. Behavioral Consultants observe clients in their homes, jobs, or school environments and then make and help implement a treatment plan that will address their issues.

Mobile Therapy / Individual Services (MT)

Our Mobile Therapists provide intensive psychotherapy to children and their families outside of the clinical environment in settings such as the home, school, and community. Our Mobile Therapists meet the client where they are and help to develop skills that will provide a solid foundation to work from when managing difficult mental health challenges such as anxiety, depression, and social skills.

Behavioral Analysis and Behavioral Consultation / ABA Services (BA and BC-ABA)

Our BA/BC-ABA's use Applied Behavioral Analysis (ABA) techniques to design, implement, analyze interventions that promote positive behavior changes. Our team of BA/BC-ABA's work closely with the client, their families, and support individuals (ie. Teachers, daycare, PCP, etc.) to develop evidenced based approaches that are individualized to their needs. Our team takes the time to get to know the individual and their family and are highly cognizant of age, cultural, gender, and family dynamics in that person's life. The BA/BC-ABA collects data and evaluate progress to design the most effective approach to meet their client's needs. They act as the team lead and collaborate with all support personnel on that team. Additionally, BA/BC-ABA's coach BHT-ABA's on specific interventions, monitor progress, and make necessary adjustments to the treatment plan when needed.

Behavioral Health Technician / Individual and ABA Services (BHT / BHT-ABA)

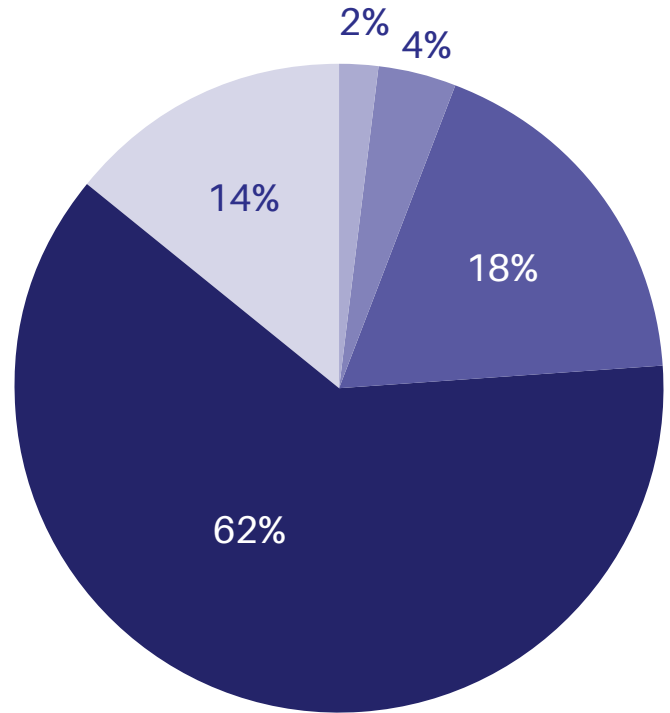
The BHT / BHT-ABA is an integral part of treatment and provides an invaluable element to services. The BHT / BHT-ABA becomes an integral part of the client's day as they often provide direct services in the home, school, and community settings. The BHT / BHT-ABA act as the primary therapist working with the client and while doing so is collecting real-time data on behaviors that can be analyzed by the BC / BC-C ABA. BHT / BHT-ABA's provide the support and care necessary to ensure their client's progress through difficult skill development.

Staffing and Training

Alliance Health has a wide range of academic backgrounds that support our therapeutic programs. The team is led by our Psychologist and Board Certified Behavioral Analyst. Our team of master’s level Behavioral Consultants is supported by associates and bachelors’ level Behavioral Health Technicians

We are diverse, educated, and passionate about what we do.

- Behavioral Health Technician (31)
- Behavioral Consultant (9)
- BCBA (2)
- Licensed Psychologist (1)
- Administrative (7)



Training Requirements

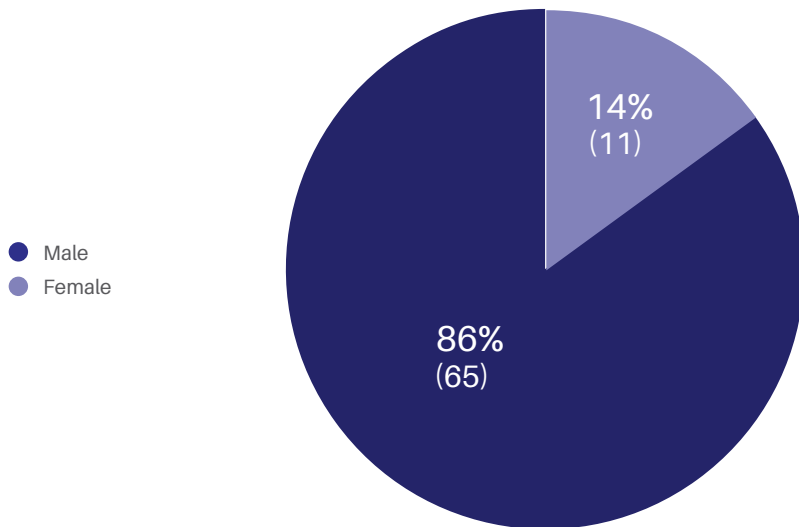
	BC-ABA	BHT-ABA
ABA Specific	16 hours per year	20 hours per year
First Aid/CPR	Every 2 years	Every 2 years
Mandated Reporting	Every 5 years	Every 5 years
Compliance	Every year	Every year

Supervision Requirements

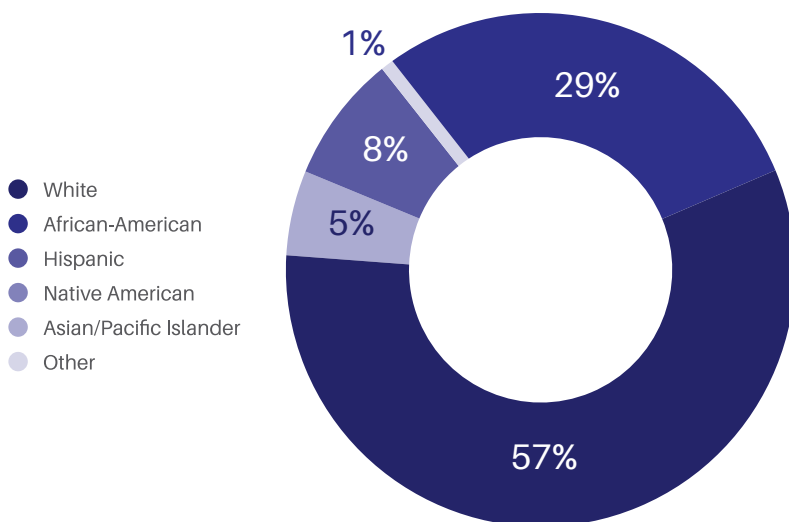
	BC-ABA	BHT-ABA
On-Site Supervision	2x per year	6x per year
Group Supervision	Monthly (Team)	Monthly
Individual Supervision	Monthly	Monthly
Quality/Note Review	Quarterly	6x per year

Client Demographics

Client Gender as of 2022



Client Race as of 2022

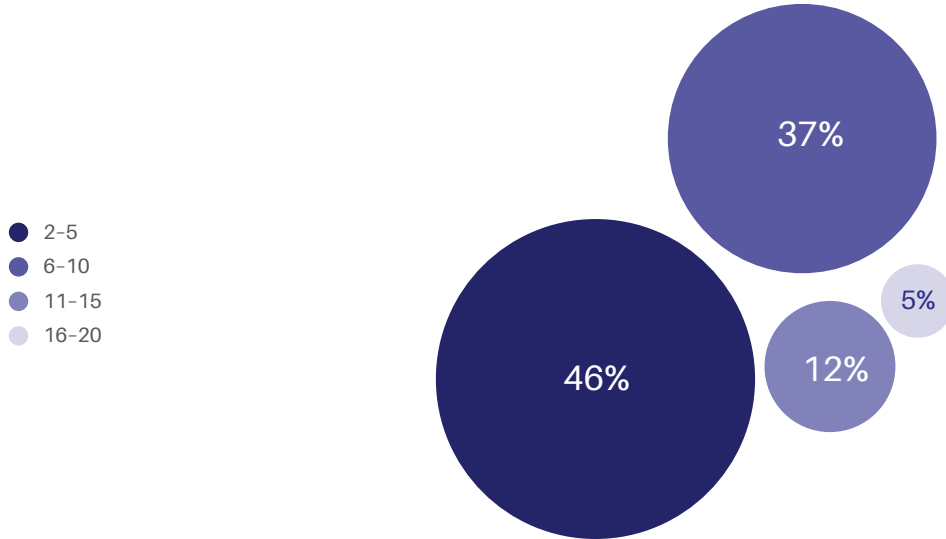


 **Did you know?**

In the U.S. approximately 3 males to every 1 female are diagnosed with Autism.

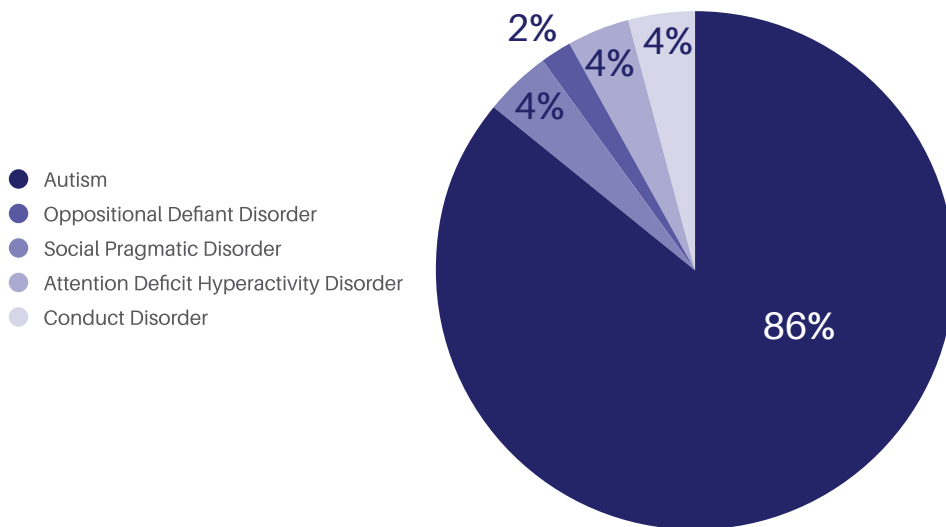
1 in every 44 children are diagnosed with ASD

Client Age as of 2022



Alliance Health Inc. serves a wide range of ages from toddler to young adult. We believe that behavioral change is a life long process from which we all need to learn new skills at different stages in life. We believe in a sustainable, quality commitment to our clients.

Client Diagnosis as of 2022

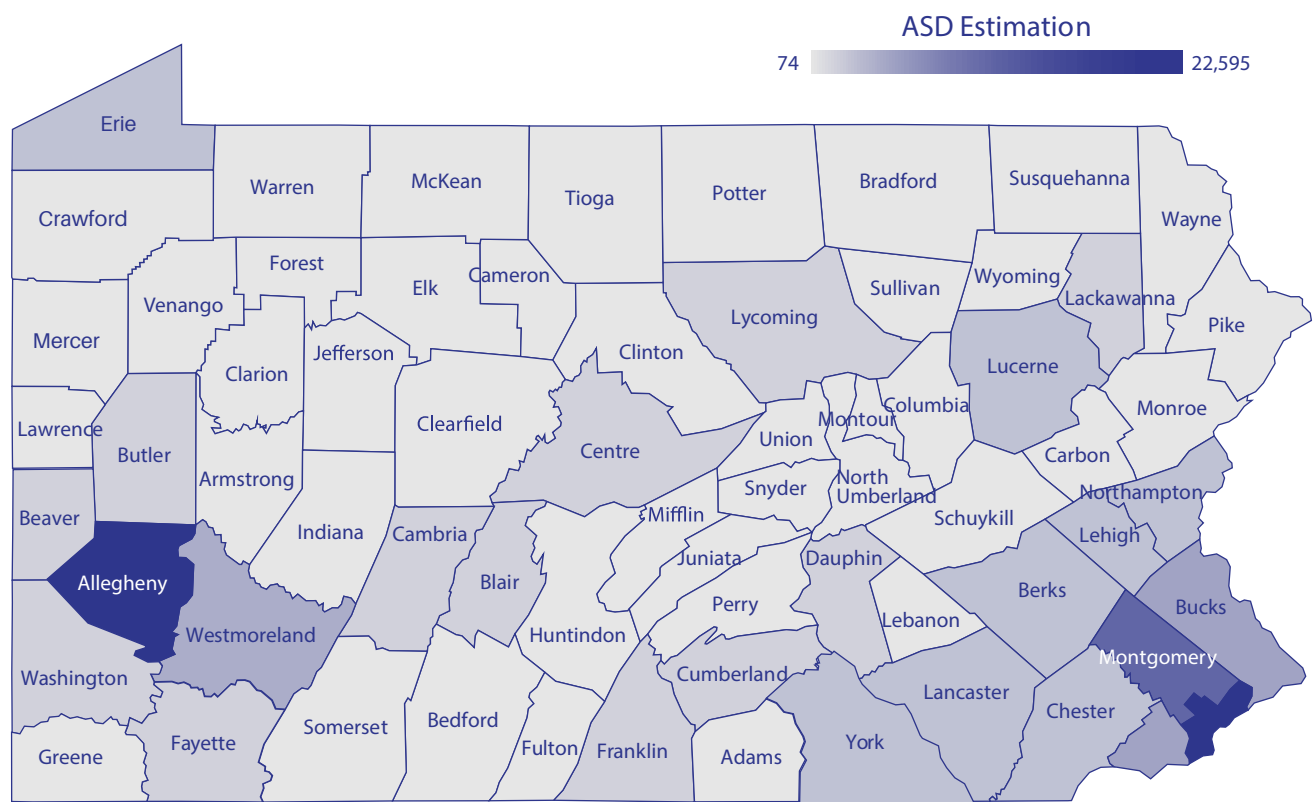


Alliance Health Inc. serves a variety of diagnosis. Though we specialize in ABA services and primarily work with individuals living with Autism, we are staffed with clinicians who specialize in many different behavioral needs.



Alliance Health Inc. is licensed through the PA Department of Health and Human Services

Allegheny County has one of the highest prevalence of Autism Spectrum Disorder (ASD) according to CDC estimations and census review in Pennsylvania. Alliance Health Inc. serves Allegheny Co. specifically. Our team follow Pennsylvania’s new service guidelines for Intensive Behavioral Health Services (IBHS) with a primary focus on developing social, behavioral, and mental health treatment to develop new skills that help our clients meet their goals. The rate of autism in the U.S. went from 1 in 150 in 2000 to 1 in 100 in 2022.



* Based on CDC data

United States

2022 CDC Estimation = 1 in 100 people have ASD

Top Service Needs in Allegheny County:

1. Social Skills Training
2. Behavioral Support
3. Mental Health Counseling

Client Outcomes

Client Objectives

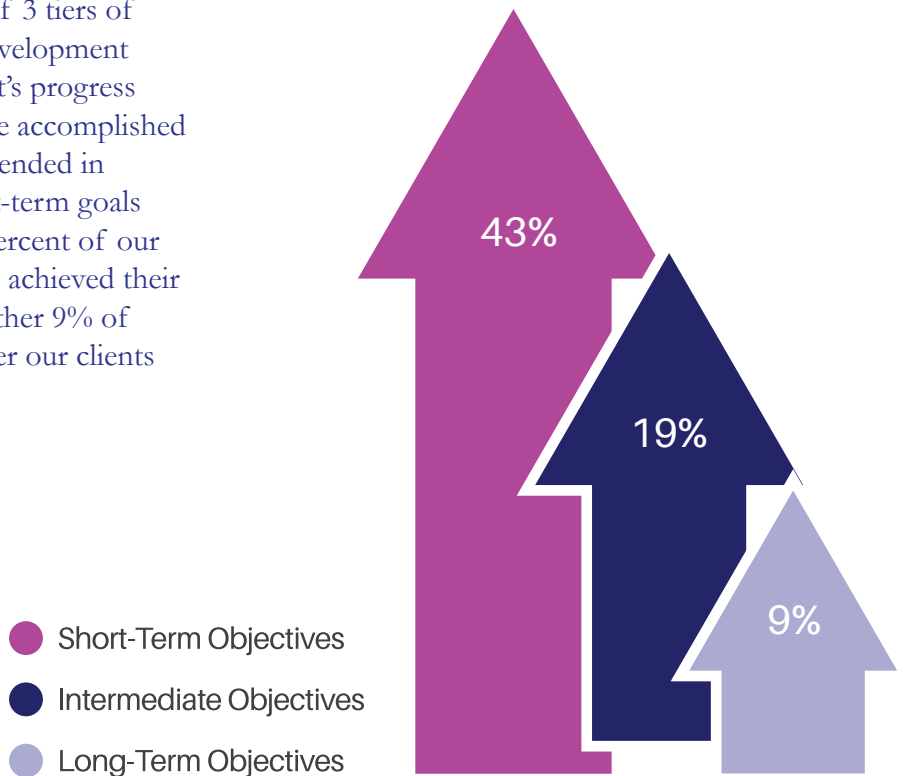
Alliance Health Inc. BC-ABA's meet with the client and families prior to each Plan of Care (POC) in order to tailor treatment to their specific needs. A thorough assessment including both standardized and ABA specific assessments are completed. Once the family and treatment team agree upon identified behaviors and goals a Functional Behavioral Assessment (FBA) is developed. From here, person-centered goals, that are measurable and achievable, are developed and agreed upon. Treatment plans are developed to include three sets of milestones (which can be modified) from which to measure progress:

- Short Term Objectives
- Intermediate Objectives
- Long Term Objectives

These objectives are typically laid out to match each POC term, typically six months in length. We are driven by our client's progress across a wide array of skill areas.

Analysis

Each individual's treatment plan consists of 3 tiers of objectives to increase progress and skill development over time. In 2022 a review of every client's progress was conducted to see how many goals were accomplished during any plan of care which started and ended in that year. Forty-three percent of the short-term goals identified were accomplished. Nineteen percent of our clients surpassed their short-term goal and achieved their intermediate goals ahead of time, and another 9% of long term goals were completed. Altogether our clients achieved 75% of goals defined in 2022.





Quality

Quality of BC and BHT Notes

Quality of the work our BHT's and BC's do while in the field is reflected in their documentation. A percentage of every client's progress notes are reviewed by the Quality Department team each month. They are scrutinized to ensure accuracy, fidelity, completeness and of course, quality. In 2022, 2352 notes were reviewed across all clients, BC's, and BHT's and scored against a rubric to assess for quality. On average our team received over a 97% quality rating.

Total Notes Reviewed	BC Quality Rating	BHT Quality Rating
2352	97.75%	98%

Employee Satisfaction

Each year we ask our staff to evaluate Alliance Health as a company, the leadership team, and their overall satisfaction with employment in order to assess for internal quality. These surveys are not mandatory, nor is there an incentive for scores. Additionally each employee responds anonymously so the reliability of the scores are more believable. We are proud that across all five domains our team scored their satisfaction with a 4 or higher regarding overall satisfaction. The area most in need of improvement is compensation as this continues to be an area limited by the funding that is provided by the stat of PA Medicaid Program.



Client Satisfaction

Once a year we ask our clients and clients families to complete a satisfaction survey. Their responses are kept confidential and anonymous. One of our biggest priorities is the satisfaction of our clients and the therapy they are receiving. An indicator of the progress their son or daughter may be making is the family's overall satisfaction with Alliance Health. We are pleased that across all five domains we received a score of a 4.5 or higher. Though we are pleased with how satisfied our clients appear to be with the services we provide, we continue to strive for improvement. In the next year we hope to receive a 5 out of 5 in *Overall Satisfaction with Services*.



Quality Continued: Consumer Action Response Team (C.A.R.T.)

Community Care requires all network providers to use the CART process as an opportunity to make quality improvements within their programs. From 11/9/2022 to 12/2/2022 the C.A.R.T. team interviewed Alliance Health Inc.'s clients at random in order to determine overall, independent satisfactory and quality reports. These interviews are conducted as a means to allow Health Choices members to express their satisfaction with the behavioral health services they receive. Below are the results of this independent report.

Satisfaction Indicator	Your Results 2022 (% satisfied/neutral/NA)
1. Satisfaction with Access	100%
2. Satisfaction with Information Provided	96%
3. Satisfaction with Acceptance	96%
4. Satisfaction with Perceived Choice	100%
5. Overall Satisfaction	100%

Alliance Health Inc. received exemplary reports from consumers and clients. These scores are congruent with the internal quality report in which the quality standard was at or above 95% in all areas. As the graph above illustrates, Alliance Health Inc. remains **above** network average.





Our Goals Moving Forward (2023)

Alliance Health Inc. administrative and clinical teams strive to provide the best quality possible. Our focus is to always be aware of industry related improvements including technology, psychological, and technical aspects so that we can remain one of Pennsylvania’s leading mental health providers. We consistently examine our processes, refine and re-develop processes, and remain humble when we know we need to make improvements. In 2023, Alliance Health Inc. will continually make internal and client-based improvements in the areas of Client Satisfaction with Information Provided, and Quality of Clinical Notes. However, each client we serve receives personalized treatment. This can at times present barriers to predicting outcomes, especially with today’s environmental factors and unpredictable social and academic climates. Our main gauge for determining outcomes in the completion of goals identified in the treatment plan (as outlined on page 11). Short-Term Objectives are goals that we outline in our treatment plans as the first benchmark for skill development. Typically, the first benchmark is set for approximately six months from the start of the treatment plan cycle. The second benchmark, or Intermediate Objective is set at approximately one year, with the third benchmark, or Long-Term Objective set at a year and a half after the start of the treatment cycle. Our team attempts to accurately assess for their client’s needs, skill repertoire, and probability of goal attainment as well as appropriate interventions to facilitate in order to acquire those skills. We are proud of our client’s and the team that wraps around them to achieve these goals, yet we always hope to do better. In 2023 our team is aiming to improve all Objective Outcomes by 5%. The team will all engage in clinical supervision to assess and seek collaboration, attend required trainings, and commit to regular evaluations of current client success monthly to ensure they are moving in the right direction. This way any intervention or service changes that need to occur can happen quickly enabling the team to be action focused and development focused instead of responding focused.

Short-Term Objectives	
From 2022	Goal 2023
43%	48%

Intermediate Objectives	
From 2022	Goal 2023
19%	24%

Long-Term Objectives	
From 2022	Goal 2023
9%	14%

Contact Information

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To Make a Referral:

www.alliancehealthinc.com/referral

Resources:

Pennsylvania Autism Organization (ASERT)
www.paautism.org

Center for Disease Control
www.cdc.gov

Autism Speaks
www.autismspeaks.org

Pennsylvania IBHS Information and Provider List
<https://www.dhs.pa.gov/HealthChoices/HC-Providers/Pages/BHProvider-IBHS.aspx>

Community Care Behavioral Health Organization
<https://www.ccbh.com/>



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