

BH Division Al-Assist Behavioral Healthcare

Year 2023 – Annual Report



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Greater Philadelphia

Health Action, Inc.

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Greater Philadelphia Health Action Inc.

YOUR TOTAL HEALTHCARE HOME

Comprehensive healthcare services for the entire family in one location- All Ages

WWW.GPHAINC.Org



IBHS & SCHOOL BASED SERVICES



MEDICAL SERVICES



DENTAL SERVICES



BEHAVIORAL HEALTHCARE SERVICES



PHARMAC SERVICES



Child Development Center



Our Mission

Is to provide quality comprehensive primary medical, dental, behavioral health and child development services through our expert staff of professionals. While using a fiscally responsible approach, we seek to meet the needs of a diverse population, regardless of their ability to pay.

Our Vision

To be recognized as the regional leader in the delivery of multidisciplinary ambulatory care. GPHA Inc. will adhere to the unique needs of each individual, utilizing the disciplines of medicine, dentistry, behavioral health and child development in a manner that positively impacts the entire community.

Our Values

Service Excellence - Giving the best quality, world-class service and achieving excellence each day.
Respect - Giving respect to self and others and maintaining an environment of teamwork and growth
Integrity - Acting with honesty and soundness of moral character in all we do.
Innovation - Striving for new creative ideas that have the potential to positively change the community.
Accountability - Being responsible for our actions that influence the lives of our customers and fellow workers.

CEO Welcome

Welcome to GPHA!

Founded in 1970, Greater Philadelphia Health Action, Inc. (GPHA) has been and continues to be firmly committed to providing only the highest-quality medical, dental, behavioral health, pharmacy and child development services to the residents of Philadelphia and surrounding areas.

GPHA has been at the forefront of providing services that meet the needs of our patients, clients and children in a compassionate, professional and culturally appropriate manner.

As an organization, we are dedicated to continued growth, in terms of both geography and programs, as well as remaining competitive in this ever-evolving environment. State-of-the-art technology is available in all of our community health centers as we strive for excellence. Our new patient portal allows patients to view doctor visits, medications, lab results and additional features. In short, GPHA is a "total healthcare provider," serving over 85,000 patients throughout the Delaware Valley area.

GPHA is accredited by the Joint Commission in both Ambulatory and Behavioral Healthcare, as well as, recognized by the National Committee for Quality Assurance as a Patient Centered Medical Home.



Mr. Brian Clark CEO/Executive Director of Greater Philadelphia Health Action, Inc.

Warm Regards,

Mr. Brian Clark CEO/Executive Director of Greater Philadelphia Health Action, Inc.

Letter from Chief Behavioral Healthcare Officer



Maggie Lyons-, ABD,, LPC, CAADC, Chief Behavioral Healthcare Officer

Dear Members and Community,

As we reflect on the past year, we are filled with gratitude for our members and community's unwavering support and dedication. Your trust and collaboration have been instrumental in enabling us to serve and support those needing mental health and substance abuse services.

We are deeply thankful for the opportunity to serve such a vital and deserving community. Your ongoing commitment to our mission is not just inspiring, but it is also the very foundation of our work. You are not just recipients of our services, but integral partners in our mission, and for that, we are truly grateful.

As we look ahead to the future, we remain steadfast in our commitment to providing high-quality mental health and substance abuse services to those who rely on us. The challenges we face only strengthen our resolve to meet the needs of our community with compassion, empathy, and excellence.

Together, we will continue to make a positive impact and create a healthier, more supportive community for all. We are honored to be on this journey with you and eagerly anticipate the opportunities for further collaboration and growth that lie ahead.

Thank you for your continued support and partnership.

Warm regards,

Maggie Lyens

Maggie Lyons, ABD, LPC, CAADC Chief Behavioral Healthcare Officer

Behavioral Health Team



Leadership Team

- Site Directors
- DA Clinical Coordinators
- Clinical Supervisors
- Productivity Manager
- Client Service Coordinators
- Client Service Coordinators/Office Man ager
- Quality Assurance Coordinators
- Medical Assistant Supervisors
- Care Manager
- Quality Assurance Manager





Leadership with purpose, wisdom, commitment, vision, and dedication to our patients, members, employees, board of directors, communities, city, and state is what makes GPHA a successful healthcare organization that has improved the physiological and psychological wellbeing for individuals served for over 55 years. Thank you!

Scope of Services



Scope of Services

Behavioral healthcare services are available to the following age groups.

- Mental Health-age 3 and up
- · Substance Abuse- age 14 and up

Let's talk

The facility does not discriminate on the basis of race, creed, gender, ethnicity, color, national origin, (including those with Limited English Proficiency), ancestry, religious creed, marital status, sex, sexual orientation, disability, financial status, belief system, or religion in the admission of outpatient Members.

Admission to AL-Assist Behavioral Healthcare Center as opposed to placement in a detoxification inpatient or residential program and/or inpatient mental health acute care is based upon the Member's needs. The appropriate level of care is determined during the intake process.

Additional Services Include:

- Confidential HIV Testing
- HIV Pre-post test Counseling
- Grief Counseling
- Teen/Adolescent Group Therapy

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Admission to AL-Assist Behavioral Health care Center as opposed to placement in a detoxification inpatient or residential program and/or inpatient mental health acute care is based upon the Member's needs. The appropriate level of care is determined during the intake process.

We Provide

Biopsychosocial Evaluation

Each Mental Health Member admitted into the program is required to have a Biopsychosocial Evaluation (BE) within 30 days of admission. The BE is completed by a master level therapist, psychologist and psychiatrist. The BE evaluation is used as an assessment tool to verify and/or identify the diagnosis, level of care needed, and mental health status of the Member. During this evaluation process the psychiatrist determines if psychotropic medication is needed to adequately treat the Member's symptoms. In addition, the BE provides a profound clinical assessment of the Member and is used to guide and/or reflect the Member's treatment plan. Members are re-evaluated annually or when there has been a change in behavior and/or diagnosis.

Rehabilitation Treatment Planning

GPHA/AI-Assist effectuates treatment goals to ensure that services for mental health and substance abuse Members are orchestrated through a comprehensive individualized treatment plan based on the Member 's psychological, cognitive, behavioral, social, physical and vocational needs. The treatment plan is developed based on a bio-psychosocial assessment. While adhering to the requirements for confidentiality, the treatment team acquires relevant clinical information from other professionals involved in the Member's care. The Member collaborates in the development of his/ her treatment plan. The individualized treatment plan specifies measurable and realistic goals to be accomplished within specific time-lines and is behaviorally defined and reflects specific discharge criteria. The plan may specify services that are not provided by the facility. The treatment plan is up-dated and revised to meet the Member's needs at maximum every 30 days and minimum every 120 days or 15 visits to evaluate the Member's progress or lack thereof in obtaining the specified goals and objectives.

Psychiatric Evaluation

Psychiatric evaluations are clinical interviews with a psychiatrist. Its purpose is to formulate working psychiatric diagnoses. A psychiatric evaluation is essential to help identify mental health and substance use disorders and help Members get the best treatment for their condition.

Psychological Evaluation

Psychological evaluations are provided to all substance abuse Members as part of the admission criteria. Psychological evaluations establish the cognitive, social, and emotional development stage of the Members. In addition, it provides an indepth evaluation of the Member's diagnosis and prognosis and assists in determining what treatment approach will be most beneficial in creating the desired treatment outcome. Psychological evaluations are performed annually.

Psychological Testing

Psychological testing is provided to both mental and substance abuse Members as deemed necessary by the treatment team. Psychological testing further evaluates the cognitive and emotional skills of the Member in an attempt to determine if adjunct educational services are needed.

Medication Maintenance

Medication maintenance is provided to all Members who are prescribed psychotropic medication. The psychiatrist monitors the effectiveness of the medication in producing the desired change in the Member's behavior and ability to cope with depression and/or anxiety. Members are observed every 3-4 weeks by the psychiatrist during a face-to-face encounter in which the following are discussed: new and ongoing psychiatric symptoms, physical problems, medication compliance, laboratory findings and/or need for laboratory tests and instructions regarding dosage, route and potential side effects of medication.

Individual Counseling/Psychotherapy

Individual Counseling/Psychotherapy focuses on the prevention of emotional deterioration and/ or rehabilitation of the Member's functional abilities within society. The therapeutic approach used during counseling varies depending on the Member's responsive, behaviors, as well as, the Member's cognitive, emotional and social development. Counseling methodologies utilized include but are not limited to Adlerian, Existential, Person-centered, Reality, Gestalt, Behavioral, Cognitive- behavioral, Family systems, Art therapy, etc. The scope of issues addressed during counseling is within the context of the Member's treatment plan goals and objectives. Throughout this process Members learn to make better decisions, improve personal skills, develop increased confidence, and acquire a keener awareness or appreciation of self and others. Ultimately, Members learn to change the behaviors that hinder them from functioning in society at their highest level of comfort and performance.

Group Psychotherapy

Group psychotherapy is used as an adjunct to individual therapy. Members participate in focus groups that encourage them to share their feelings and resources in coping with addiction, depression, anger, stress, abuse etc. In addition, Members are able to develop self-respect, courage, and new self-perception through helping others who are in need of encouragement, empathy, and support. Focus groups may include a variety of topics such as: HIV/AIDS, grief/loss, stress management, anger management, coping with difficult feelings, dependency issues, relapse prevention, impact of addiction, trigger awareness, chronic pain, vocational issues, etc.

Family/ Marital/ Couples Counseling

Family/marital/couples counseling provides Members an opportunity to explore their relationship and communication ability within a safe environment. This form of counseling encourages a systemic approach to therapy which enables each participant an opportunity to evaluate their level of functioning and determine if it is a manifestation of the way in which the family and/or marriage is functioning. Participants are encouraged to develop individual and combined goals. Participants are taught essential communication skills and are encouraged to practice these techniques in sessions and as homework assignments.

Grief And Loss Counseling/Therapy

Grief and Loss counseling is designed to assist Members in working through intense emotions resulting from experiencing the death of a family member or friend and/or major life changes that trigger feelings of grief such as: the loss of a marriage, job, or friendship. There is a distinction between grief counseling and grief therapy. Counseling involves helping Members move through uncomplicated, or normal, grief to health and resolution. Grief therapy involves the use of clinical tools for traumatic or complicated grief reactions. This could occur where the grief reaction is prolonged or manifests itself through some bodily or behavioral symptom, or by a grief response outside the range of cultural or psychiatrically defined normality.

Anger Management

Individual counseling sessions are designed to assist Members in learning how to identify, express, and communicate their anger in positive and effective ways. Counseling is geared towards educating Members on the origins of their anger and the antecedents leading up to uncontrolled anger or emotions. Members are encouraged to explore how anger has affected them in the past and in current situations. In addition, counseling focuses on teaching Members new and powerful techniques to dealing with the emotion of anger.

Intensive Behavioral Health Services (IBHS)

"Intensive Behavioral Health Services (IBHS) support children, youth, and young adults with mental, emotional, and behavioral health needs. IBHS offers a wide array of services that meet the needs of these individuals in their homes, schools, and communities. IBHS has three categories of service: 1) Individual services which provide services to one child; 2) Applied Behavior Analysis (ABA) which is a specific behavioral approach to services; and 3) Group services which are most often provided to multiple children at a specific place. Evidence-based treatment (EBT) can be delivered through individual services, ABA services, and group services" (PA Gov, 2021).

Medication-Assisted Treatment (MAT)

Medication-assisted treatment (MAT) is the use of medications in combination with counseling and behavioral therapies, which is effective in the treatment of opioid use disorders (OUD) and can help some people to sustain recovery.

Integrated Care (Behavioral Health Consultant Model)

This model is based on principles of behavioral health consultation services integrated in primary care, and on best practices that have emerged in the field of psychology for nearly two decades. The behavioral health consultants are embedded in the primary care team. The BHC receives referrals from the medical provider and/or other members of the care team, uses standardized tools to assess the patient and develops a problem-focused treatment plan aimed at functional restoration: i.e., improvement in patients' coping/life skills, treatment adherence, reduction of BH symptoms and other goals related to better quality of life and health outcomes. BHCs practice at the pace of primary care, often working out of the exam room, and provide immediate, brief, evidence-based interventions using Motivational Interviewing, Patient Activation, and related cognitive behavioral techniques. Individuals whose mental health concerns and/or substance use are more appropriately managed in specialty care either because of personal preference or medical necessity.

Medications for Opioid Use Disorder (MOUD)

MOUD is the use of medication as a standalone treatment for opioid addiction.

Telehealth Assessments/Therapy and Telemedicine



Virtual visits are growing in popularity. Though in-person office visits may be necessary in certain cases, there are many benefits of telehealth care: Limited physical contact reduces everyone's exposure to COVID-19. Virtual visits ensure you get health care wherever you are located – at home, at work or even in your car. Virtual visits cut down on travel, time off from work, and the need for childcare. Virtual health care tools can shorten the wait for an appointment.

The Year at a Glance

Diagnosis	Visits	Unique Members
Alcohol-related Disorders	1,471	632
Other substance-related disorders (excluding tobacco use disorders)	2,311	825
Tobacco use disorders	3,914	2,223
Depression and other mood disorders	10,138	4,063
Anxiety disorders including PTSD	9,521	3,881
Attention deficit and disruptive behavior disorders	1,191	709
Other mental health disorders (excluding D/A dependence)include mental retardation	5,779	2,938
Human Trafficking	3	2
Intimate Partner Violence	12	9





Increasing Access to Care

ADMISSION



Yr-2023 Outpatient Program Stats



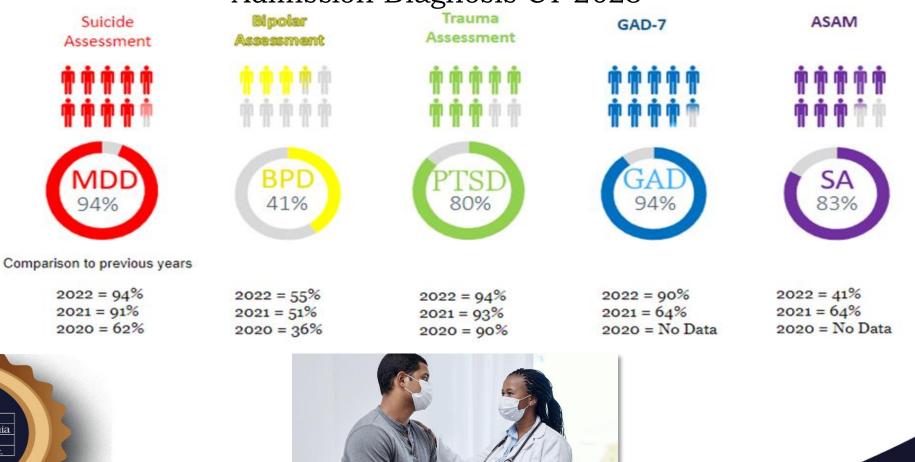
Service Frequency

Weekly Individual Sessions
Weekly Group Sessions
Monthly Medication Management
Daily Wellness Checks
Medical As Needed
Dental As Needed



Behavioral Healthcare Screenings

Evidence Based Screening Tools used According to Admission Diagnosis CY 2023



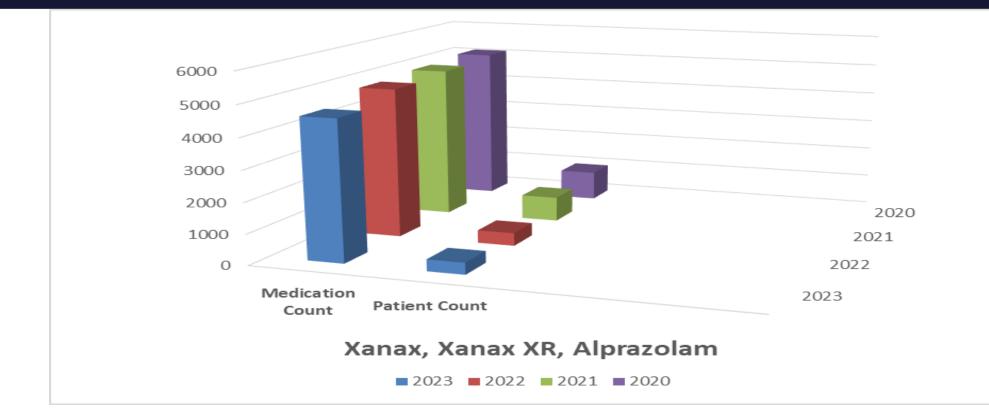




Integrated Care Targeted Screening, Intervention, and Outcomes

Diabetes depression screenings - Primary care: MDs/DOs/APPs			= Diabetes de	Diabetes depression screenings - Social works and counselors				DM Prevalence - Total		÷
							4,145 Pix of diagnosts of Diabetes	+1% ▲ 175294		
				100%				DM Prevalence - Seen by BHCs		Ŧ
							499 Pis of diagnosts of Diabetes	+6% 🔺		
Primary Care Pts with Diabetes Uncontrolled A1c >9			÷ ¢	Primary Care Pts with Diabetes A1c < 7			÷ 0	Prevalence of pts with DM + MDD: Total		÷
\$	🗢 RESULT 🔶	NUMERATOR 🔶	DENOMINATOR	\$	🔷 RESULT 🔷	NUMERATOR 🖨	DENOMINATOR	752	+2%	
DM Alc > 9	18%	754	4,143	DM Alc < 7	38%	1,596	4,159	Pin of diagnosis of Diabetes	TSN	
Primary Care Pts with DM Uncontrolled A1c >9 Seen by BHCs 🔤 🌣			Primary Care Pts with DM A1c <7 - Seen by BHCs			± ¢	Prevalence of pts with DM + MDD: Seen by BHCs		Ŧ	
÷	🗢 RESULT 🔶	NUMERATOR 🔶	DENOMINATOR	\$	🔶 RESULT 🗢	NUMERATOR 🔷	DENOMINATOR	309	+5% 🔺	
DM Alc>9	19%	98	516	DM Alc < 7	40%	204	516	Pix w' diagnosis el Dialostes	TTS2N	
	G P Philadelphia H Health Action.Inc.									

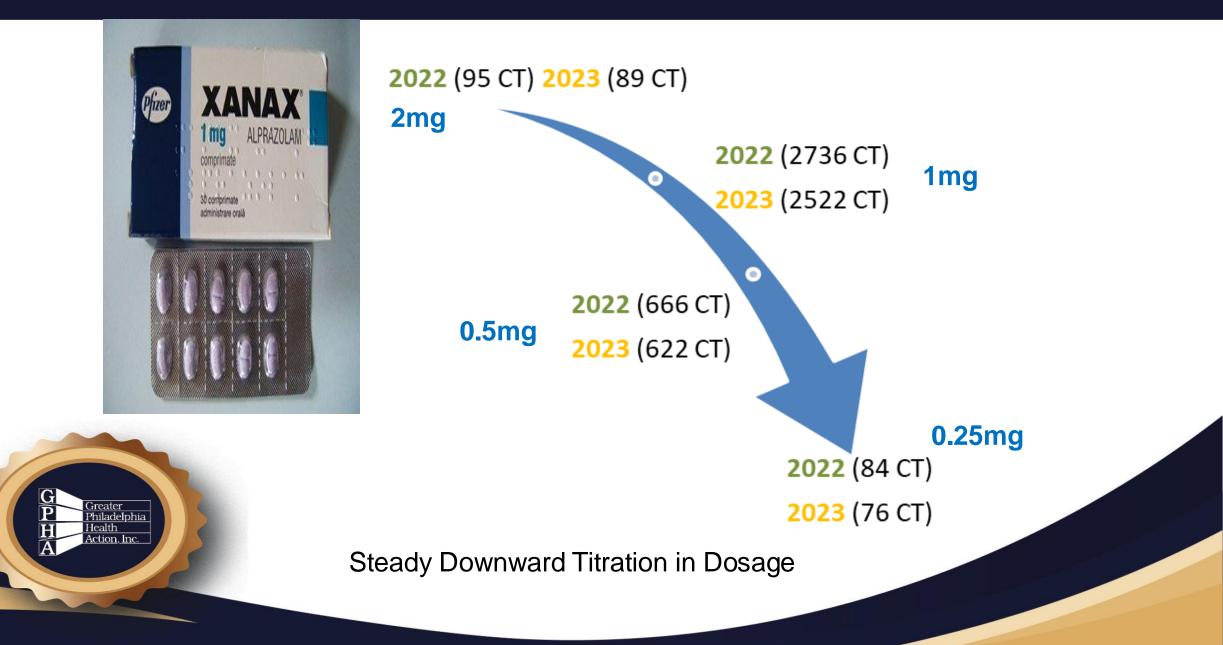
Xanax (Alprazolam)



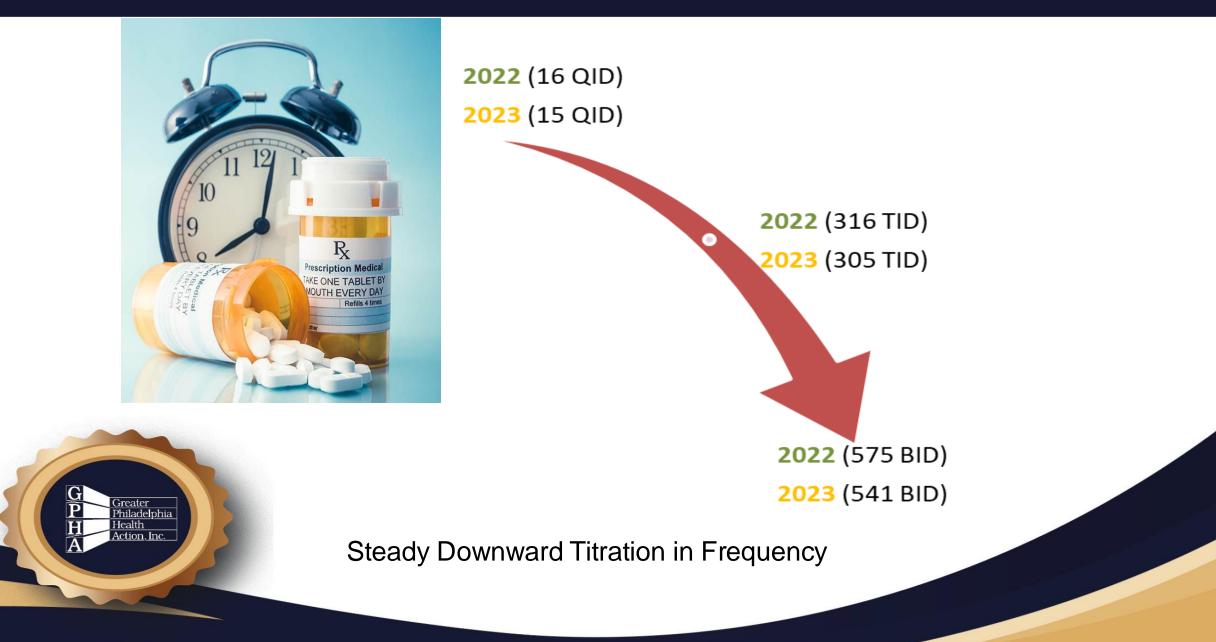


Steady decline continues in the prescribing of Xanax, Xanax XR, and Alprazolam since 2017.

Xanax (Alprazolam)

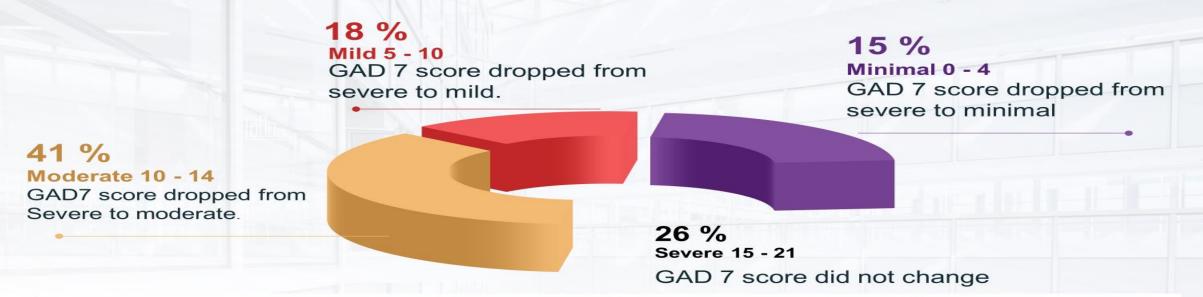


Xanax (Alprazolam)



GAD 7 Outcomes

A total of 74% showed improvement



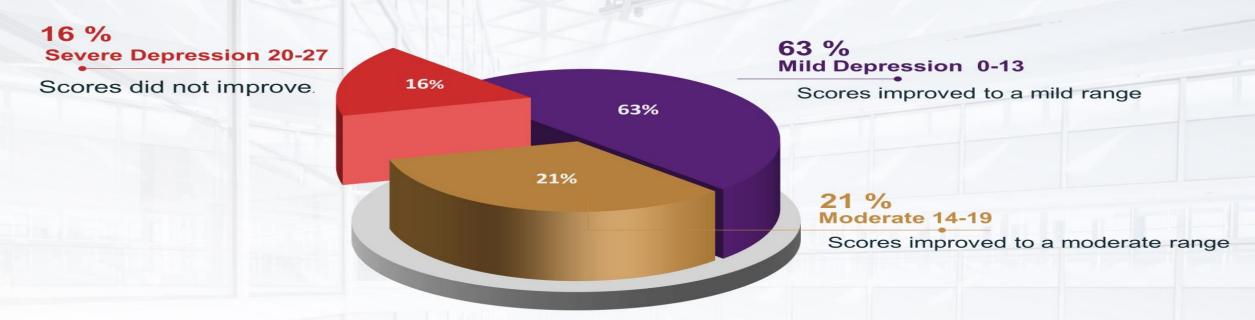
Criteria: Members who scored in the severe range at admission and attended five or more sessions





PHQ 9 Outcomes

A total of 84% showed improvement



Criteria: Members who scored in the severe range at admission and attended five or more sessions



IMPROVED INTEGRATED CARE and COLLABORATIVE SERVICES

- Bilateral Service Integration (Behavioral Health, Medical, & Dental
- Seamless Referral Process
- Bilateral Crisis Prevention Care Team
- Multidisciplinary (Treatment) Care Plans
- Establish Measurable Treatment Outcomes for Shared Patients
- Improve Multidisciplinary Case Consultations
- Bilateral Service Documentation
- Capture and Analyze Integrated Care Outcome Data





Integrated Care Outcomes

- 41 Multidisciplinary Case Consultants
- 104 Multidisciplinary Cases Reviewed
- 22 Multidisciplinary Care Plans





New & Advanced Technology

- Implementation of Avatar NX
- Implementation of Azara DRVS Analytics
- Patient Portal Upgrade Kick-off



Community Inclusivity

- Community Outreach and Needs Assessment
- Program Expansion Community Forums
- Community Awareness Meetings

Harm Reduction Services

- Community
 - Outreach
 - Education

MEASURES

BEHAVIORAL HEALTHCARE



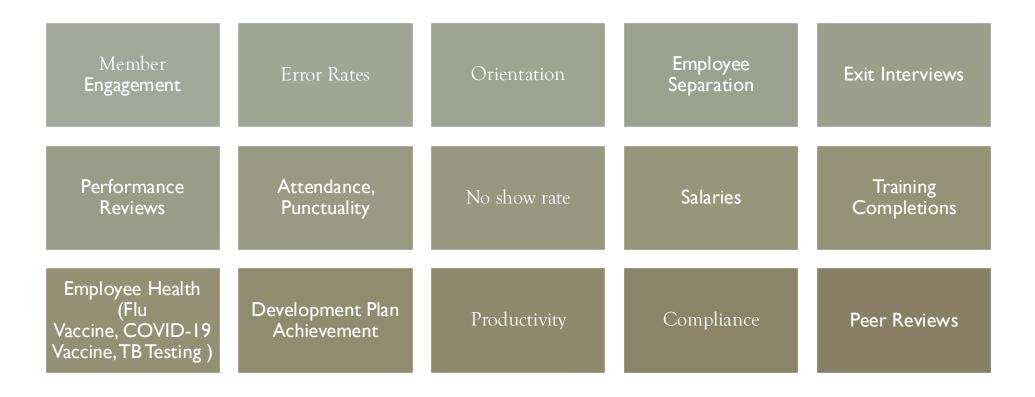
MEASURING

- Quality Measures
- Key Performance
 Indicators
- Program Compliance
- Service Satisfaction
- Complaints
- Core Competency
- Employee Performance

MEASURING PERFORMANCE

Telehealth Engagement	Metabolic Syndrome Tracking	Prescribing of Benzodiazepines	Lab Tracking	Inductions	Access to Care
Evidence Based Treatment Interventions	Treatment Outcomes	Screening Results	Afterhours Telephone Calls	Drug and Alcohol Treatment Compliance	Mental Health Treatment Compliance
Ultilization	Patient Satisfaction	Patient Complaints	Service Integration	Service Collaboration	Community Engagement

MEASURING EMPLOYEES



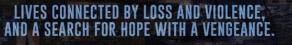
Event Highlights - Year 2023

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ANTI-COMMUNITY VIOLENCE PLAN 2023





Greater Philadelphia Health Action, Inc.

FILM SCREENING & DISCUSSION

I JESDAY, NOVEMBER 28th, 2023 4:00PM REATER PHILADELPHIA HEALTH ACTION (GPHA)

31ST STREET

GPHA's Anti-Violence Community

Greater Philadelphia Health Action, Inc.'s mission is to provide quality, comprehensive medical, dental, behavioral health, pharmacy, and child development services through our expert staff of professionals. While using a fiscally responsible approach, we seek to meet the needs of a diverse population, regardless of their ability to pay.

The foundation of GPHA's care is centered on providing a healthcare home for its members. GPHA targets populations that are medically underserved, uninsured, or underinsured. The corporation addresses health disparities prevalent among these populations, such as infant mortality, low birth weight in newborns, mortality, life expectancy, disease burden, mental health, addiction, behavioral issues, untreated tooth decay, gum disease, and lack of access to care.

GPHA is also focused on removing or minimizing the social and economic inequalities that create social determinants to health, such as economic stability, neighborhood barriers, education, nutrition, complex healthcare systems, compromised self-awareness, housing, fear, and community violence. Community violence is a disease that we will not ignore.

Our communities have been plagued with lethal violence over the years, which has left our children, youth, young adults, families, and elders fearful, hopeless, and scarred physically and emotionally. We understand that the impact of community violence contributes to poor healthcare, mental illness, emotional instability, increased addiction, truancy, and learning complications.

Founded in 1970, GPHA has provided a continuum of care to generations of families in the Philadelphia area. It has built a reputation as a leader in helping communities identify the health needs of their residents and developing quality medical, behavioral, dental, and social services programs to address those needs. GPHA is committed to establishing a framework to support anti-community violence by implementing recommended evidence strategies and partnering with Community Behavioral Health, Philadelphia public schools, law enforcement, public health professionals, and other behavioral health organizations. Collectively we can end community violence.



Event Highlights continued



Family Holiday Health Fair

Diabetes Awareness Day

Veteran's Day Luncheon

Promoting Community Wellbeing

Impact Philadelphia Youth Anti-Violence Event

Celebrate Back-To-School with UHC and Frankford

2nd Annual Community Day

16th District Community Fun Day

Community Day

Wellness Tour Promoting Health and Wellness in the Community

CST & BHTEN 2nd Annual Community Event

















n: Friday, December 15th, 2023 7:00pm - 11:00pm



















Barriers at a Glance

Staff Shortages
 Poor Retention
 Recruitment Problems
 Employees' Market
 Encounters are Down
 Compliance Demands
 Staff Burnout

 $\bullet \bullet \bullet \bullet$

REDUCED BEHAVIORAL HEALTH WORKFORCE SHORTAGE BY 20%

□ Aggressive Recruiting

□ Marketing (Mailers, Cold calls, Post employee opportunities)

 $\hfill\square$ Hosted and Attended Job Fairs

Networking with College/University Intern/Placement Department

Utilize Interns

Recruited outside of PA for Telehealth Providers with PA credentials

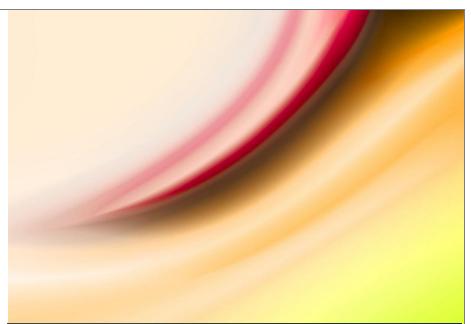
Upsized Support Staff

□ Utilize Virtual Interviewing Technology



IMPROVED BEHAVIORAL HEALTH WORKFORCE RETENTION BY 30%

- Comprehensive Orientation
- Mentorship and Job Coaching
- Transparency in Leadership
- Culture of Learning
- Culture of Growth
- Promoted a Healthy Work-Life Balance
- Encouraged and Made Employees Feel Valued
- Flexible Work Schedule
- Individualized Retention and Development Plan





IMPROVED BEHAVIORAL HEALTH WORKFORCE RETENTION BY 30%

- Promoted available services for Employee Emotional Wellness
 - Email Communication
 - EAP services
 - Telehealth Services
 - Onsite Treatment Services
- Mobile Smartphone Interactive App
- Empathy
- Healthy Venting
- Monthly Team Building Exercises/Events
- Employee Assistance Funds









Financial Report

Available on Request



Site Locations and Contact Information



Al-Assist Behavioral Healthcare Center



Carl Moore Health Center



Chinatown Medical Services

GPHA Spectrum

Behavioral Services



Frankford Avenue Health Center



Hunting Park Health Center



GPHA, Inc. Dental and

Behavioral Healthcare

Snyder Avenue Dental Center



GPHA, Inc.

Medical Suite at Temple

University Kornberg School of

Dentistry

Southeast Health Center



Woodland Avenue Health Center

For More Information Call: 1-888-296-4742



Development Center



Woodland Academy Child



5401-9 Grays Ave. Philadelphia, PA 19143

THE END

PHILL ASSIST BEHAVIORAL PRIME