

Therapeutic Partners, LLC 2022 Annual Status Report

Review Date: Pending final Review May 10, 2023
Copy available at www.therapeuticpartners.net

Introduction

Therapeutic Partners, LLC, hereafter known as TP, continued into its 10th full calendar year of business. 2022 proved to be an unprecedented year related to providing continuous services during the COVID-19 global pandemic. Currently, TP maintains one outpatient location in St. Tammany Parish, Covington, LA. In 2022, services were offered via a blended model including in-person and Telehealth, ensure the safety of our employees and clients, as well as meeting specific clinical needs.

A Bit About Who We Are

Philosophy: Persons affected by mental illness can and do recover when provided with appropriate and adequate treatment, activities and supports. We see our clients as having strengths and assets that need to be enhanced rather than having deficits that need management. Client directed services and individual service design are important. The focus of services is on “doing with” rather than “doing for or to.” Our services are designed to increase the client's independence in his or her living environment through integrating recovery and rehabilitation principles and skills into their daily activities.

Mission: With compassion, respect, and knowledge, we work to encourage resiliency through personal growth and development.

Vision: To be the premier Therapeutic Partner for behavioral health needs in our community.

Core Values:

- Our clients' rights are respected and protected.
- We believe in the client's right to self-determination. Resiliency is a self-directed personal journey.
- We believe in a strengths-based approach, expanding on what is going right in the client's life and promoting hope, confidence, and a firm sense of self.
- Services are developed in partnership with the client, their family, and community agencies with a focus on communication and collaboration.

Who We Serve: Individuals with mental illness and behavioral health disorders. The population of clients served includes, but is not limited to, seriously and persistently mentally ill adults as well as seriously and emotionally disturbed youth and children. Also included, as appropriate, are family members or other members of the individual's support system, including other service providers. Therapeutic Partners, LLC also treats individuals experiencing mild disruptions of functioning and

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difficulty with adjustment to situational stressors via standard outpatient in-office counseling services. Therapeutic Partners, LLC does not discriminate based on physical or psychological disability, cultural orientation, spiritual beliefs, race, color, creed, national origin, age, sexual preference or gender.

Our highly specialized and specifically trained Infant and Early Childhood Mental Health Team focuses on prevention and intervention with children ages 0-6. Through our children's services, we identify and mitigate the risks for children ages 0-21 who are exposed to risk factors such as abuse, neglect, exposure to violence, parental mental illness, parental substance abuse, poverty, and whom have significant behavioral disturbance.

For traditional Outpatient services, our primary focus is the overall emotional well-being of our clients and respect for their individual needs. We offer a multidisciplinary team of psychiatrists, psychiatric nurse practitioners, licensed clinical and licensed master's social workers, and other licensed mental health care professionals - all working together to help individual, couples, and families achieve their full potential.

2022 Bragging Rights

1. Anticipation and meeting the changing needs of our customers in unprecedented industry-wide changes to accommodate telehealth services
2. Client, stakeholder, and employee satisfaction
3. Ongoing community partnerships with educational, legal, and medical services.
4. Maintained contracted services with Tulane to include psychological testing and IMH training/consultation
5. CEO took on a training role in the national Neurofeedback Advocacy Project for the advancement of Neurofeedback access to care for indigent populations
6. 2 clinicians trained in EMDR
7. 4 clinicians trained in Neurofeedback
8. Added monthly employee rest and restore Therapeutic Yoga with voluntary participation

2021-2023 Corporate Strategy & Goals

Therapeutic Partners operates from a 3 yr strategic plan, ensuring our ability to be nimble and respond to the frequently changing environment in which we operate. Our Strategic Plan is reviewed annually by Executive and support staff and shared with the person's served, personnel, and other stakeholders as necessary. Below is a brief synopsis of our 2021-2023 Strategic Plan goals.

Goal 1: Increase financial flexibility & fidelity

This goal involves maintaining adequate staffing levels, maximizing use of authorized services, reviewing opportunities to decrease debt, and succession planning

Commented [JG1]: start here with updated strategic plan

Goal 2: Enhance Operational efficiency

This goal involves ongoing evaluation for improvements to the functional use of our EMR, improving administrative workflow while ensuring adequate admin staffing levels, ease of use for required training and documentation of competency-based training.

Goal 3: Enhance clinical quality

This goal involves research, training, and implementation of clinical modalities, cost of staff clinical training, software programs, etc., which are intended to enhance the quality of clinical services provided. Therapeutic Partners strives to be trauma focused and trauma informed in the application of all services. As such, the use of cutting-edge evidence-based practices is a priority. This is reflected below in the Employee Training section of this document.

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Functional Status Reports

This Annual Performance Analysis Report reflects the (1) business functions, (2) satisfaction of services, (3) effectiveness of services, (4) efficiency of services, (5) access to services

1) Business Function Analysis

The business functions include the operations of programs pending CARF accreditation. They are monitored by the COO, CEO, and Director of Operations and include the impact of extenuating or influencing factors:

Regulatory Compliance:

- ◆ Regulatory compliance with LDH
- ◆ Maintained credentialing with all 6 health plans
- ◆ Maintained credentialing with private health plans
- ◆ Maintained active role in Louisiana Behavioral Health Provider Association to engage with providers across the state
- ◆ Compliance with internal and external health and safety inspections

Budgetary:

- ◆ An annual budget is prepared by the CEO and reviewed by Executive Team
- ◆ Based on feedback from program staff, consumers, and stakeholders, reviewed services offered and training opportunities
- ◆ Ongoing review of cash flow projections for budgetary adjustments
- ◆ Claims denials due to regulatory changes and adjudication process are an ongoing struggle
- ◆ MCO audits with unjust recoupments are a financial strain
- ◆ Excessive credentialing delays of new employees with Medicaid health plans create cash flow issues. Limited effective communication with health plan reps prevents timely resolution
- ◆ Ongoing administrative overhead to manage claims processes is a financial burden
- ◆ Excessive cost for medication management contract and reimbursement rate for child psychiatric services

Technology:

- ◆ Maintained contract with PAC
- ◆ Maintained contract with Verizon
- ◆ Maintained EMR contract with Ensofttek and continued to maximize functionality
- ◆ Increased number of Neurofeedback systems in use
- ◆ Enhanced use of EMR to involve it's use as a clinical support and to enhance access to care

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2) **Employee/Client/Stakeholder Satisfaction**

Employee Satisfaction:

o Total W-2 Employees: 20	o Retention Rate: 80%
o # New Hires in 2022: 2 (1 clinical)	o Turnover Rate: 20% (down 4% from 2021)
o # Employee Departures in 2022: 4 (3 clinical)	o Employee Grievance: 0

How we gather feedback:

o Initial/annual evals with staff feedback	o Confidential annual employee surveys
o Employee feedback during staff mtgs	o Informal discussions
o Exit interviews	o Employee Grievance Review

What our employees have to say:

Great Job

o Feeling professionally supported, validation of concerns	o More in-person get togethers
o Camaraderie, support, and enthusiastic atmosphere	o More communication and collaboration with co-therapy clients
o Warm, friendly, family, oriented environment.	o
o Quality of care given to clients	o
o Sharing of resources, trials, and triumphs	o
o Opportunities for growth and connectedness of staff	o
o When we ask for something, it is most often improved	o

Needs some work

Client Satisfaction

o # clients/families surveyed: 53	o Satisfaction rate: 89%	o Client Grievance: 0
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Stakeholder Satisfaction

o Total agencies surveyed: 4	o Satisfaction Rate: 100%
o Recommendations: Hire more staff	o

Stakeholders Surveyed:

• Christ Episcopal School	• Ponchartrain Pediatrics
• St. Tammany Parish School Board	• DCFS
• Choices, Inc.	• Covington Behavioral Health

3-5) **Service Delivery/Effectiveness/Efficiency/Access to Care**

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Census Data:

Total Clients Served: 723	Total Admits: 324	Total Discharges: 297
Parishes Served:		
St. Tammany: 474	Tangipahoa: 94	Other: 58

Client Outcomes:

Goals Met	Total #	% of total	ALOS
Total Discharges	297		
All Goals	70	24%	17.6 Mths
Compliance Partial Goals Met	95	32%	10.7 mths
Non-Compliance Partial Goals Met	45	15%	9.4 mths
Non-Compliance NO goals met	24	8%	2.3 mths
Moved	12	5%	
Lost Benefits	3		
Transition level of care	5		
Unknown	3		

Quality Records Review:

# Completed: 116	% Compliance: 97%	Agency goal: 80%	Industry standard: 80 %
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Accessibility Summary:

The primary goal of TP is to make its services accessible, continually monitoring and removing barriers on an ongoing basis. On average, client's requesting services were offered an intake date or referred out as indicated below:

Level of Need	Requirement	How did we do?
Urgent	Same day	Same day
Emergent	48 hrs	48 hrs
Routine	14 days	12.3 Days

Annual accessibility review addresses identification of barriers in the following areas:

Assessment Areas Identified Issue Remediation Plan

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Architecture	<ul style="list-style-type: none"> Doors needed in lobby and observation area, New lobby furniture needed. 	<ul style="list-style-type: none"> Both on hold during COVID
Attitude	<ul style="list-style-type: none"> Inefficient management of caseloads. Difficulty quickly discharging non-compliant clients. 	<ul style="list-style-type: none"> Some improvement in timely DC of non-compliant clients Onboarding training position created.
Financial	<ul style="list-style-type: none"> Inadequate rates for med mgmt. and outpt services for mcd adults Untimely credentialing of MHPs for MCD plans creating lengthy reimbursement periods for services rendered Difficulty with co-pay collections during pandemic Clients with high deductible plans and lack of understanding about insurance benefits coverage 	<ul style="list-style-type: none"> Rate increase approved for HCBS services for 2023. Med mgt and outpt service rate increases are still being advocated. Centralized credentialing portal created by LDH. Transition has been overwhelmingly difficult. Developed more consistent invoicing scheduling. Services are paused for clients with a balance more than specified amount. Client education of benefits prior to admit
Employment	<ul style="list-style-type: none"> Limited employee pool. 	<ul style="list-style-type: none"> Ensure Grad Interns are potential hires Continue advertisement on Indeed and through relationships with grad programs
Communication	<ul style="list-style-type: none"> Bi-lingual therapist availability Limited interpretation services 	<ul style="list-style-type: none"> Continued cultural comp training and research of resources to address language barriers Use of translation apps when needed.
Technology	<ul style="list-style-type: none"> Elderly clients and clients with elderly guardians have difficulty navigating use of EHR and Zoom for scheduled sessions. 	<ul style="list-style-type: none"> Clients and guardians were educated repeatedly until able to successfully navigate technology. Verbal consents were obtained with clients via Zoom if client portal not functioning properly on EHR
Transportation	<ul style="list-style-type: none"> No issue during COVID 	<ul style="list-style-type: none"> NA
Community Integration	<ul style="list-style-type: none"> Reintegration following COVID was difficult for Clients and therapists alike 	<ul style="list-style-type: none"> Encouraged use of community resources as available and assisted cl to safely reintegrate into communities of choice
Other	<ul style="list-style-type: none"> Length of time for credentialing with private health plans limits access for clients with private insurance. 	<ul style="list-style-type: none"> Ensured all LMHPs registered with CAQH within 1 mth of full licensure.

Staff Trainings offered in 2022

Relias-Competency and Non-Competency Based	MCO sponsored training: <ul style="list-style-type: none"> Cultural Competency
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PESI <ul style="list-style-type: none"> Gottman level 2 Polyvagal theory Documentation 	Center for Evidence to Practice sponsored training: <ul style="list-style-type: none"> 2 EMDR trained
Tulane Contract: <ul style="list-style-type: none"> YPT/PPT (Youth and preschool Trauma Focused CBT) Bi- Weekly 90 min Infant Mental Health 	Neurofeedback Advocacy Project <ul style="list-style-type: none"> 4 clinicians received 40 hr basic training

Culturally Competent Services

TP's diversity plan was created to ensure proper attention is paid to the diverse characteristics of our region related to mental health services. The diversity training plan is designed to enable TP to provide orientation and routine training on diversity. 3 Hrs of Diversity training is required at orientation and annually in the following areas:

- The Hispanic/Latino Community in Louisiana
- Louisiana Native American Indian Tribes
- Vietnamese in Louisiana
- Why Cross Cultural Competency?
- Serving and Supporting LGBTQI+ Youth in CSOC

Recommendations for Improvement:

TP has many opportunities for improvement in 2023.

- Hire 2 full-time MHPs
- Installation of lobby and observation room doors for sound management and privacy (upon return to in-person services).
- Transition back to in-person services as determined by LDH.
- Increase the # of trauma trained clinicians
- Improved functionality of EMR
 - ◆ Functional use of Insurance benefits verification features.
 - ◆ Mobile Platform
 - ◆ Improved functionality of treatment plans, progress notes and discharge summaries
 - ◆ Improve billing and ERA functionality

Impact of extenuating or influencing factors in 2022:

Extenuating/Influencing factors	Impact
Ongoing Covid-19 Pandemic	o Continuation of telehealth services

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	<ul style="list-style-type: none">○ Ongoing attempts improve client engagement
	<ul style="list-style-type: none">○ Financial solvency with assistance from SBA loan approval
	<ul style="list-style-type: none">○ Difficulty finding/hiring MHPs due to staffing shortage.

Conclusion:

The Executive and Program Leadership along with partner stakeholders share in the opportunity, as well as the challenge, to provide exceptional recovery-based outpatient mental health services to client's residing in the Florida Parishes. In 2021, TP strove to remain intact and financially solvent as many similar businesses were unable to do so. This allowed us to best meet the needs of our community during unprecedented mental and medical health crisis. We believe that our quality of service and willingness to extend ourselves in order to meet the needs of client and stakeholder partners are the cornerstone of Therapeutic Partners, LLC.