



## **Residential Treatment Facilities**

Residential Treatment Facilities (RTF) are 24-hour day facilities in which alternative education, intervention or support programs are provided to one or more children to prevent a child's placement in a more restrictive setting or to facilitate a child's reunification with his/her family.

Overall, sixteen RTF providers were profiled based on high volume criteria. The high volume criterion for Capital Region providers was those facilities that served greater than twenty-five unique Members for the period. For the North Central Regions, high volume was defined as those facilities that served the greatest number of unique Members for each region. It is important to note that some providers serve Members from both the Capital and the North Central Regions, and these providers are profiled distinctly for each region.

### **Capital Profiled Providers**

1. Adelphoi Village
2. Bradley Center, Inc.
3. Devereux Foundation, Inc.
4. Hoffman Homes, Inc.
5. KidsPeace National Centers, Inc.
6. Philhaven
7. Summit Quest, LLC
8. VBH of PA

### **Blair Profiled Providers**

1. White Deer Run/Cove Forge
2. Bradley Center, Inc.

### **Bedford/Somerset Profiled Providers**

1. Bradley Center, Inc.
2. Children's Aid Home

### **Franklin Fulton Profiled Providers**

1. Hoffman Homes, Inc.
2. Adelphoi Village

### **Lycoming/Clinton Profiled Providers**

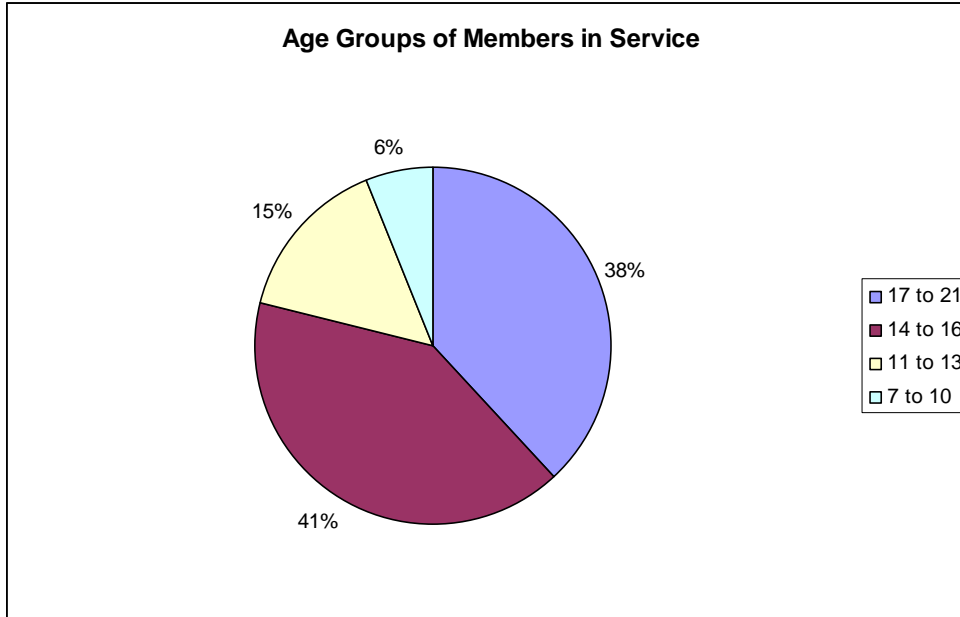
1. Children's Center for Treatment
2. Bradley Center, Inc.

Profiled indicators include demographics, utilization, service delivery, quality, compliance and satisfaction.

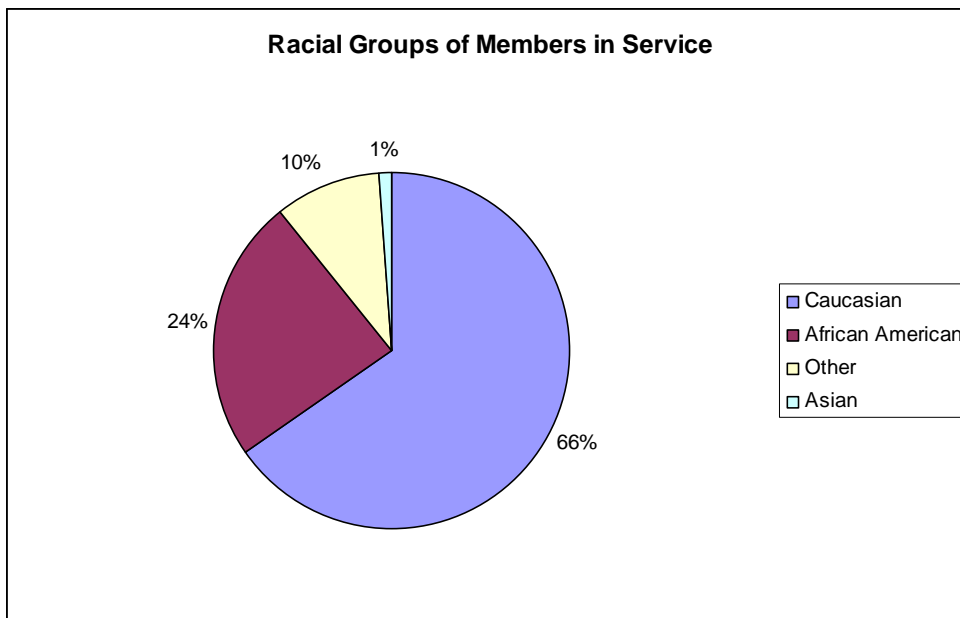
## **Demographics**

Demographic information available for Members receiving RTF services includes age, gender, race and diagnostic data.

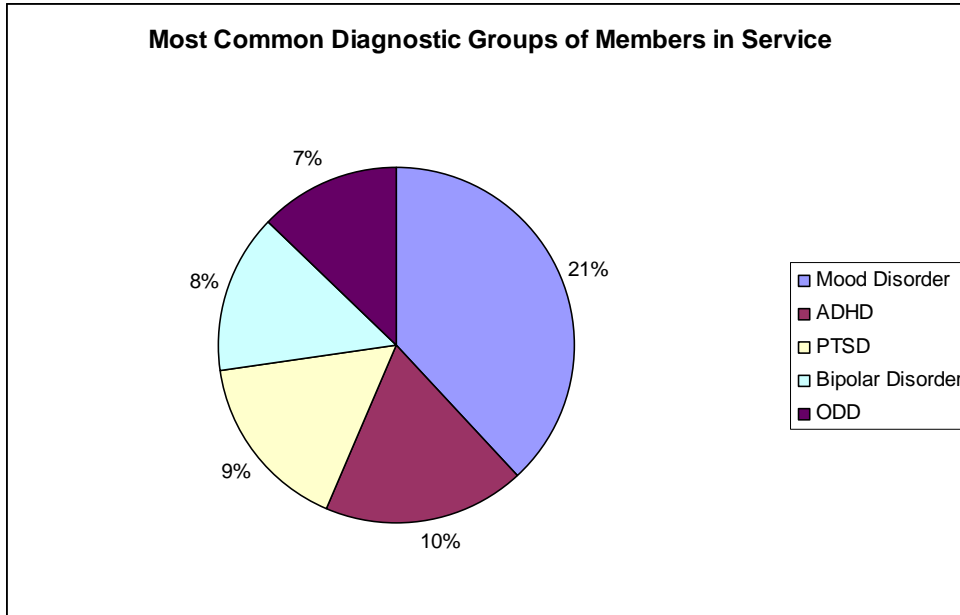
Overall, 38% of the Members were between the ages of seventeen and twenty-one, 41% were between fourteen and sixteen, 15% were between eleven and thirteen, and 6% were between seven and ten years of age.



Sixty-five percent of Members receiving this service were male and 35% were female. Sixty-six percent of these Members were Caucasian, 24% were African American, 10% were Other, and less than one percent were Asian.



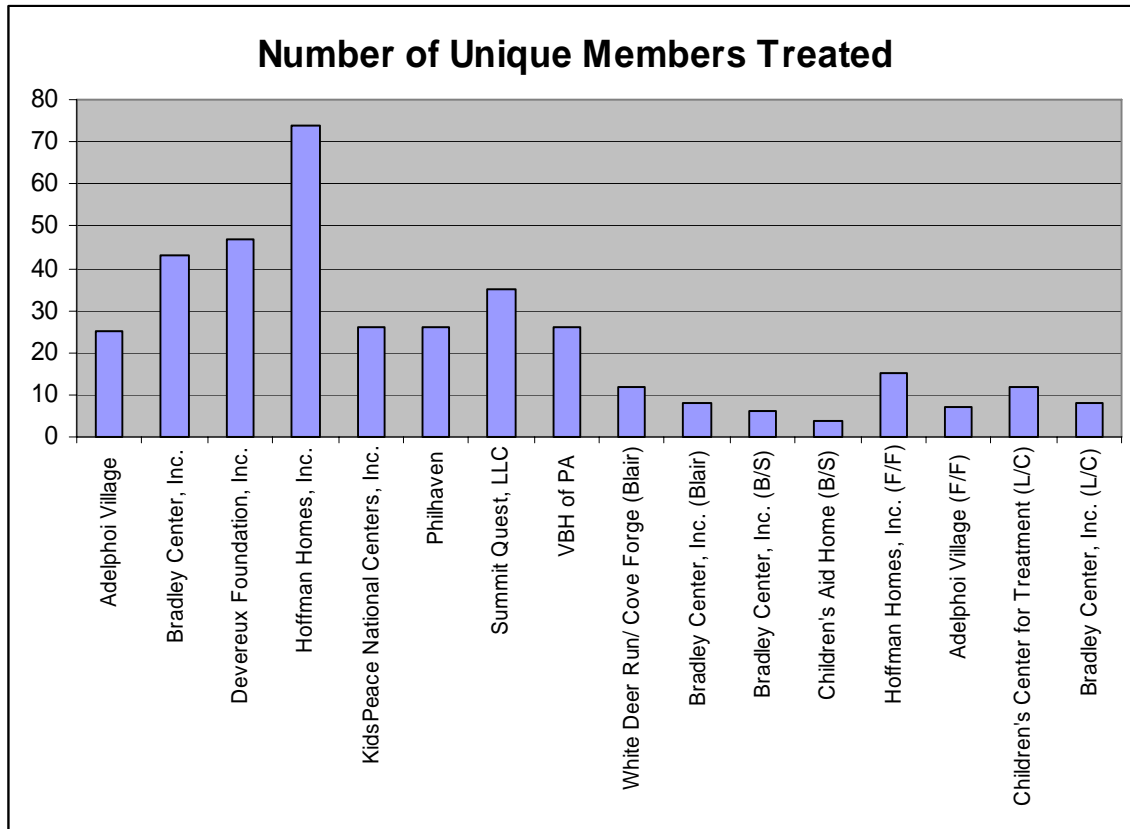
The most common diagnoses of Members receiving Partial Hospitalization Services were Unspecified Episodic Mood Disorder – 296.90 at 21%, Attention Deficit Hyperactivity Disorder – 314.01 at 10%, Posttraumatic Stress Disorder – 309.81 at 9%, Bipolar Disorder – 296.80 at 8%, and Oppositional Defiant Disorder – 313.81 at 7%.



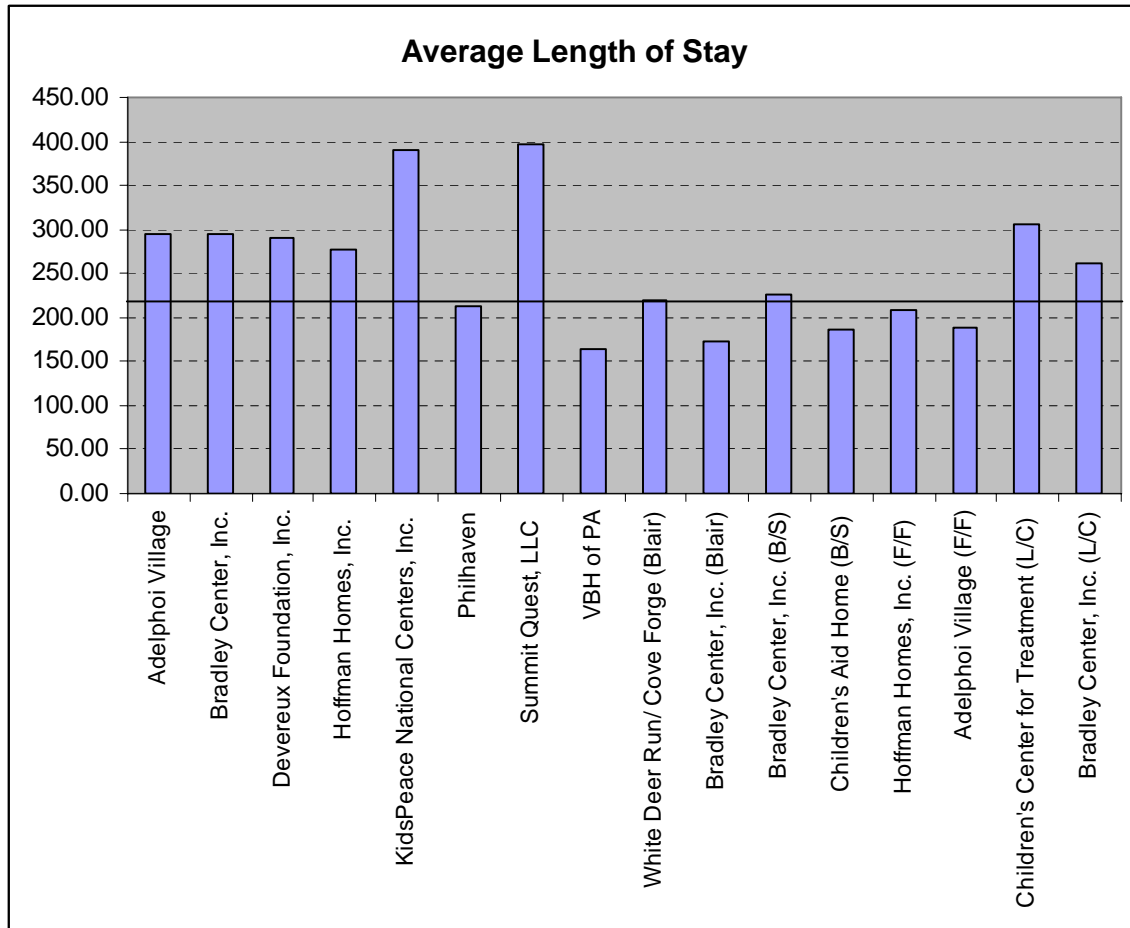
### Utilization

Utilization information available for Members receiving RTF services includes the number of unique Members treated, the average length of stay, the number of inpatient admissions during the stay and the related ratio of inpatient admissions to Members treated.

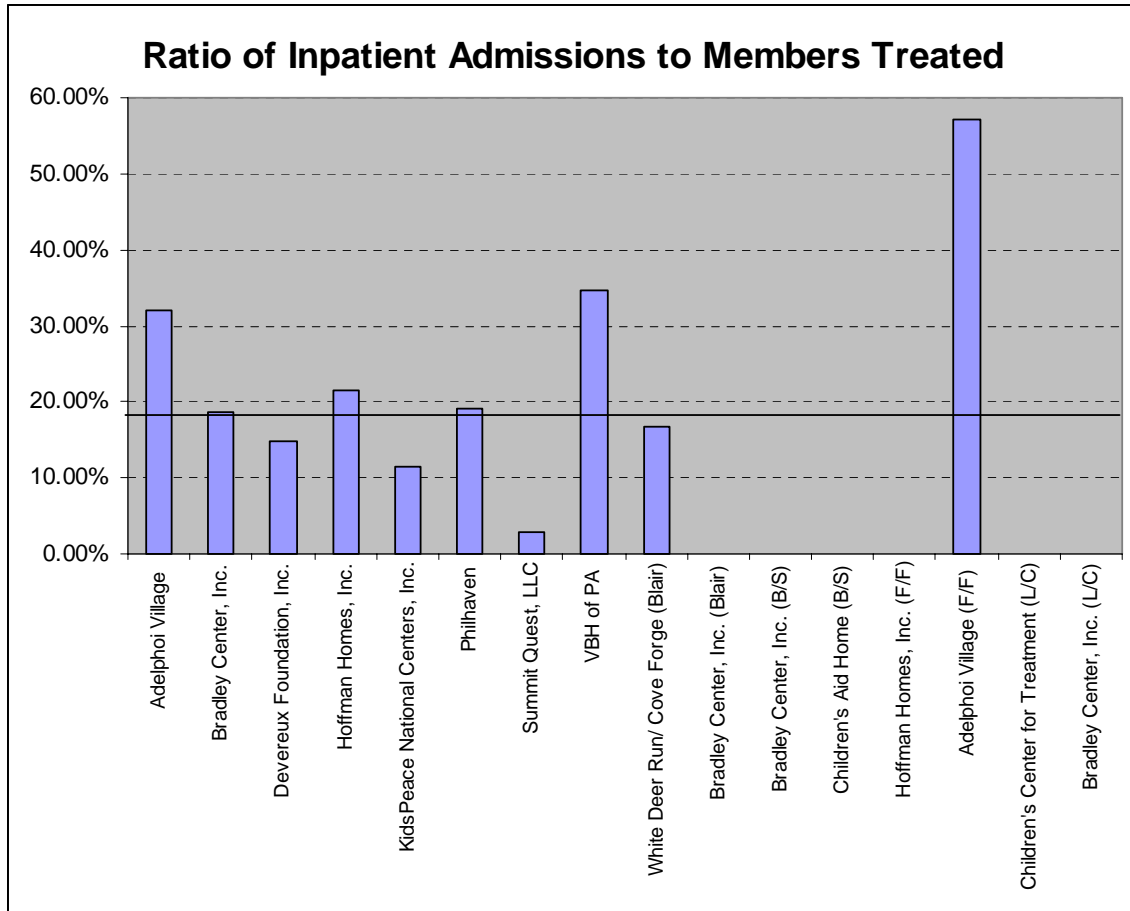
Overall, there were 666 unique Members treated across the Network for the period. The number of unique Members treated by the profiled providers ranged from four to seventy-four, and providers that treated greater than thirty Members met one of the target criteria for preferred provider status. Four of the sixteen profiled providers met this criterion.



The average length of stay across the Network was 215.52 days, as indicated by the solid black line in the chart below. Providers that had an average length of stay below the Network average met the second of the target criteria for preferred provider status. Six of the profiled providers met this goal.

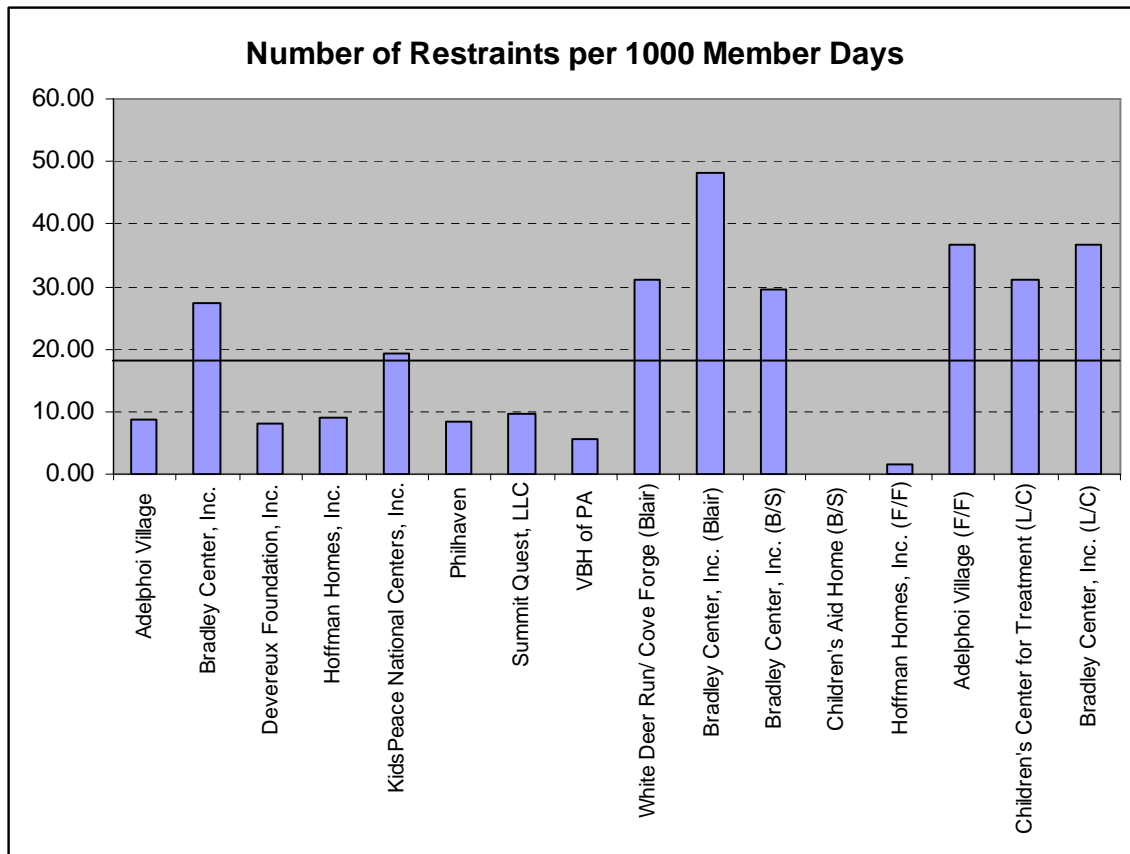


The Network number of inpatient admissions during RTF stays was 114, with a 17.12% ratio of inpatient admissions to Members treated, as indicated by the solid black line in the chart below. Providers that had a ratio of inpatient admissions to Members treated less than the Network average met the third preferred provider target criterion. Ten providers achieved this goal.



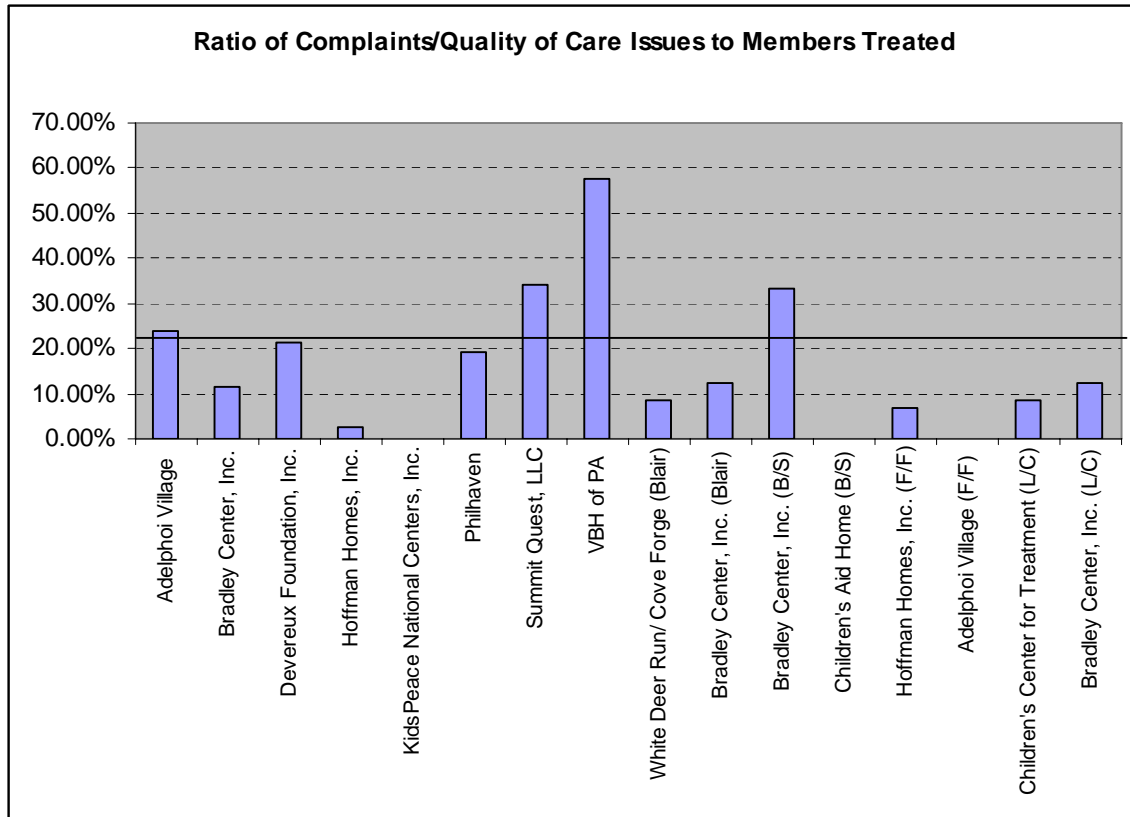
**Service Delivery**

Service delivery was measured by the number of reported restraints per 1000 Member days. The Network average was 19.07, as indicated by the solid black line in the chart below, and although not a target criterion for preferred provider status, eight providers fell below that average.

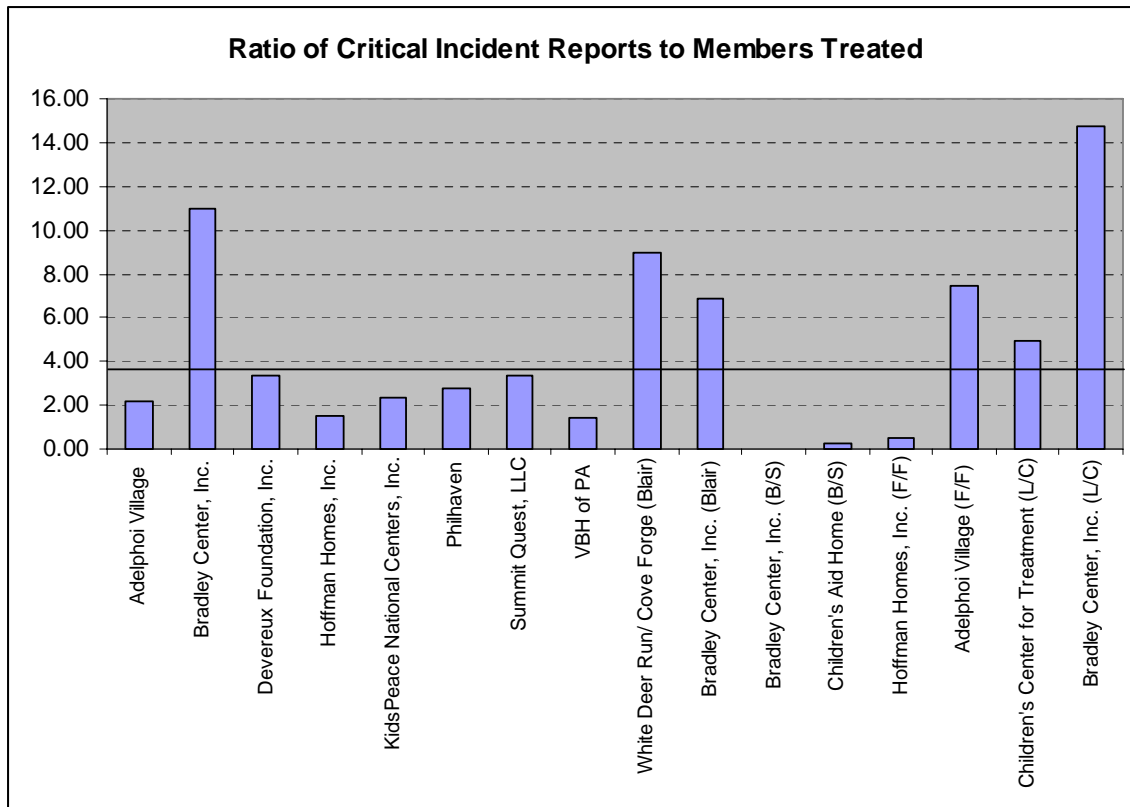


### Quality

The quality indicators for RTF services were measured by the total number of complaints and quality of care issues and the total number of critical incident reports submitted by the provider. Across the Network there were a total of 156 complaints and quality of care issues reported, resulting in a 23.42% ratio of complaints/quality of care issues to Members treated, as indicated by the solid black line in the chart below. Providers that had no founded complaints or quality of care issues indicative of Member safety or other risk problems met two additional target criteria for preferred provider status. Three providers met this goal.



There were a total of 2,621 critical incident reports submitted, resulting in a 3.94 ratio of critical incidents to Members served, as indicated by the solid black line in the chart below. One hundred twenty-three of the reported incidents resulted in quality of care or safety issues. One provider, Bradley Center, Inc. (B/S), submitted zero critical incident reports for the period. However, Bradley Center, Inc. in the Capital Region, submitted the most number of critical incident reports at 473 for the period.



## Compliance

Compliance indicators were measured using IPRO measure scores from treatment record reviews, the number of denied administrative appeals and the number of provider performance issues reported for each provider.

There were three IPRO measures that were scored individually.

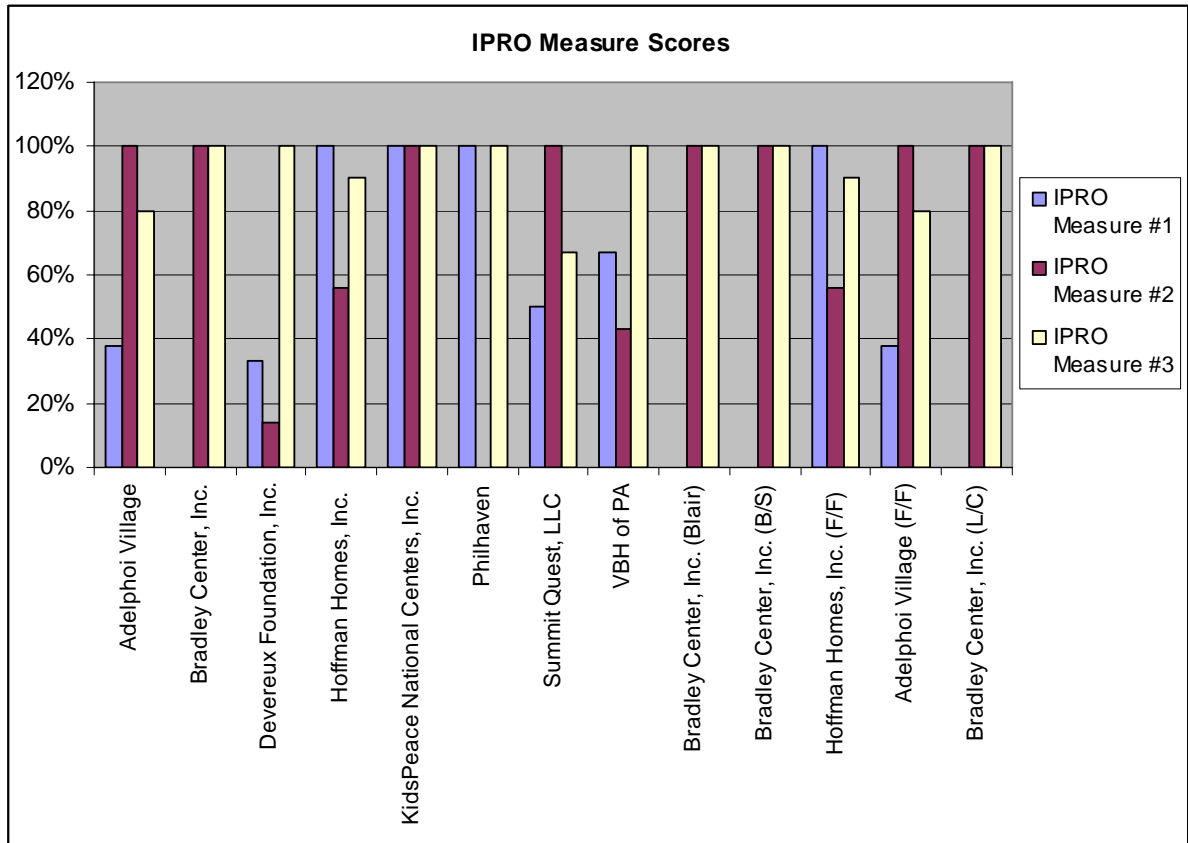
IPRO Measure #1: Parents/legal guardian(s) present for on onsite meeting within the first thirty days after admission.

IPRO Measure #2: A scheduled follow-up appointment with an ambulatory mental health provider clearly noted in the chart.

IPRO Measure #3: If the Member was discharged on psychotropic medications clearly noted in the chart.

Providers that had at least one IPRO measure greater than the Network average met another criterion for preferred provider status. All sixteen providers met this goal. The Network average for measure #1 was 60%, measure #2 was 53% and measure #3 was 87%, with an overall average IPRO score of 67%. White Deer Run/Cove Forge (Blair),

Children's Aid Home (B/S) and Children's Center for Treatment (L/C) were not included in the treatment record reviews, and therefore have no IPRO measure scores.

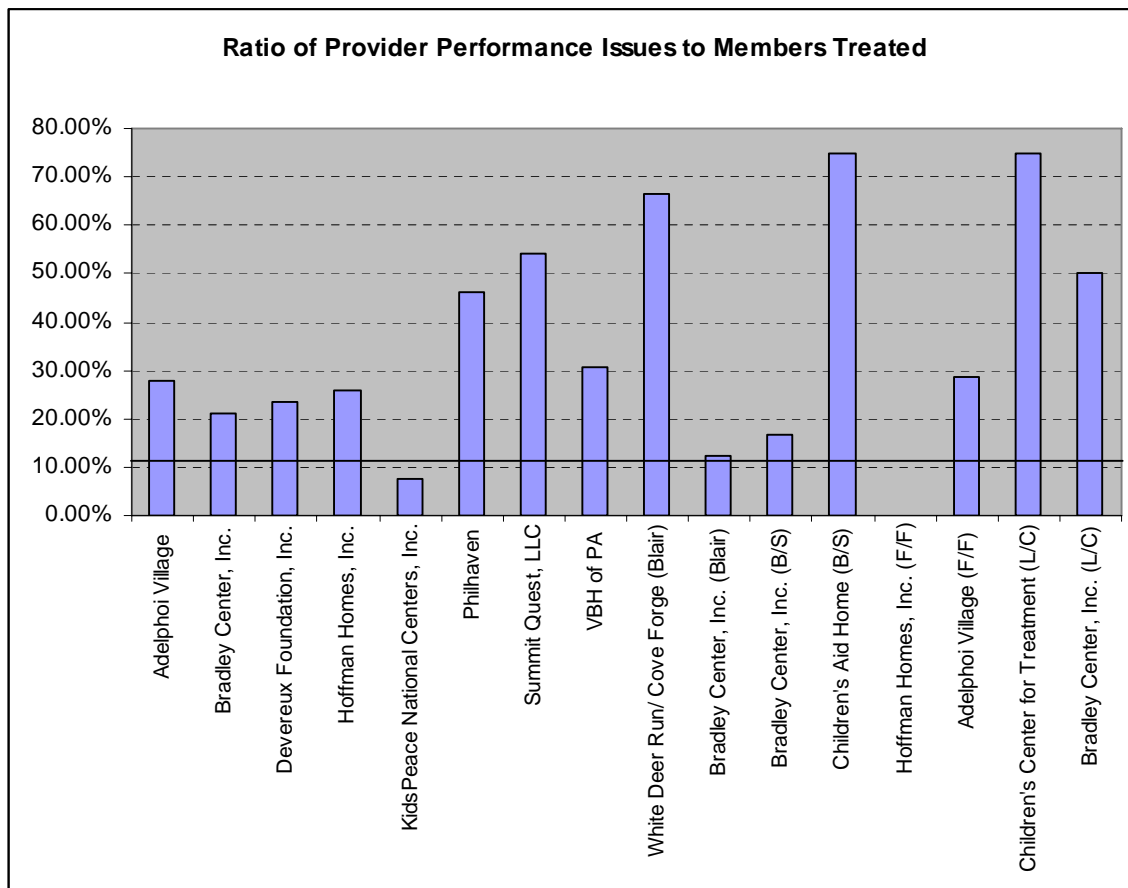


There were fifty denied administrative appeals across the Network for RTF services, resulting in a 7.51% ratio of denied administrative appeals to Members treated. Nine of the sixteen providers had zero denied appeals, while the remaining seven ranged from one to four.

Provider	Ratio of Denied AA to Members Treated
Adelphoi Village	12.00%
Devereux Foundation, Inc.	8.51%
White Deer Run/ Cove Forge (Blair)	8.33%
VBH of PA	3.85%
Summit Quest, LLC	2.86%
Hoffman Homes, Inc.	1.35%
Bradley Center, Inc.	0.00%
KidsPeace National Centers, Inc.	0.00%
Philhaven	0.00%
Bradley Center, Inc. (Blair)	0.00%
Bradley Center, Inc. (B/S)	0.00%
Children's Aid Home (B/S)	0.00%

Hoffman Homes, Inc. (F/F)	0.00%
Adelphoi Village (F/F)	0.00%
Children's Center for Treatment (L/C)	0.00%
Bradley Center, Inc. (L/C)	0.00%

Although provider performance measures are taken using a variety of provider issues, profiling was completed using the issue with the highest volume of documented instances. The issue for RTF services was the request or treatment plan was submitted with incorrect, incomplete or missing information. Across the Network there were seventy-five documented issues, resulting in an 11.26% ratio of provider performance issues to Members served, as indicated by the solid black line in the chart below. Although not a target criterion for preferred provider status, only two providers fell below the Network average ratio of 11.26%.



### Consumer Satisfaction

Four of the sixteen profiled providers participated in a consumer satisfaction survey process. Those providers included Adelphoi Village, Hoffman Homes, Inc., KidsPeace National Centers, Inc. and Philhaven. Only Adelphoi Village and Philhaven responded accordingly to the comments made by consumers who participated in the survey.



Negative reports related to service were documented for each provider, but none of the profiled providers had any documented negative reports.

### Preferred Provider Status

None of the profiled providers met all the target criteria to achieve preferred provider status. In summary, the target criteria included an average length of stay less than the Network average, a ratio of inpatient admissions to Members treated less than the Network average, a total of Members treated greater than thirty, no founded complaints or quality of care issues indicative of Member safety or other risk problems, at least one IPRO measure better than the Network average and verified reporting of restraint episodes.

### Provider Rank

Residential Treatment Facility providers were given an overall rank score for performance based on scores of several profiled indicators. These indicators included scores for ratio of inpatient admissions to Members treated, number of restraints per 1000 Member days, ratio of complaints/quality of care issues to Members treated, ratio of critical incidents to Members treated, ratio of denied admin appeals to Members treated and ratio of provider performance issues to Members treated. The overall ranking is as follows.

Provider	
Hoffman Homes, Inc. (F/F)	1
Children's Aid Home (B/S)	2
KidsPeace National Centers, Inc.	3
Bradley Center, Inc. (B/S)	4
Bradley Center, Inc. (Blair)	5
Hoffman Homes, Inc.	6
Children's Center for Treatment (L/C)	7
Philhaven	8
Bradley Center, Inc.	9
Adelphoi Village (F/F)	10
Bradley Center (L/C)	11
Devereux Foundation, Inc.	12
VBH of PA	13
Adelphoi Village	14
Summit Quest, LLC	15
White Deer Run/ Cove Forge (Blair)	15