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GBHWC Citizen Centric Report FY2018

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Attached please find Guam Behavioral Health and Wellness Center's FY2018 Citizen Centric Report.

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GUAM BEHAVIORAL HEALTH & WELLNESS CENTER

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GBHWC Citizen Centric Report Final.pdf
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THE GUAM BEHAVIORAL HEALTH & WELLNESS CENTER

2018 Citizen Centric Report

1983
The Department of Mental Health and Substance Abuse was created.

2013
Pursuant to Public Law 32-73, the Department was renamed Guam Behavioral Health and Wellness Center.

2014
GBHWC embarked on its journey towards accreditation.

2015
The electronic behavioral health record was adopted and implemented.

2016
The Quality Improvement Program was implemented.

2017
GBHWC went through Commission on Accreditation for Rehabilitation Facilities (CARF) accreditation survey, passed with flying colors and was awarded the 3 year accreditation.

2018
Medically Assisted Treatment and Community Home Base programs were started.

MISSION

To provide culturally respectful, quality behavioral health services that support and strengthen the wellbeing of the persons served, their families, and the community in a safe environment.

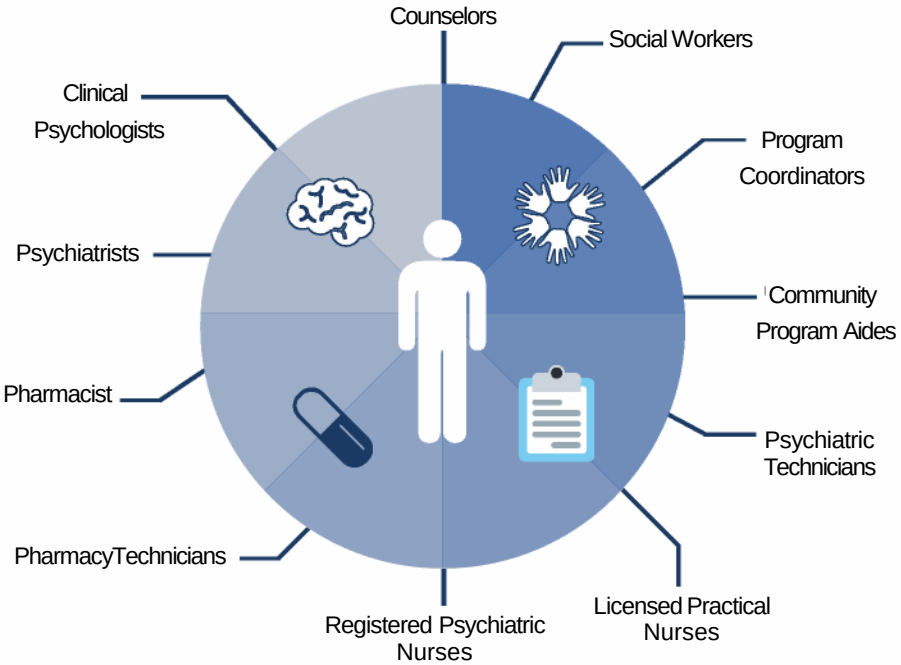
VISION

A healthy island committed to promoting and improving the behavioral health and wellbeing of the community.

STRATEGIC GOALS

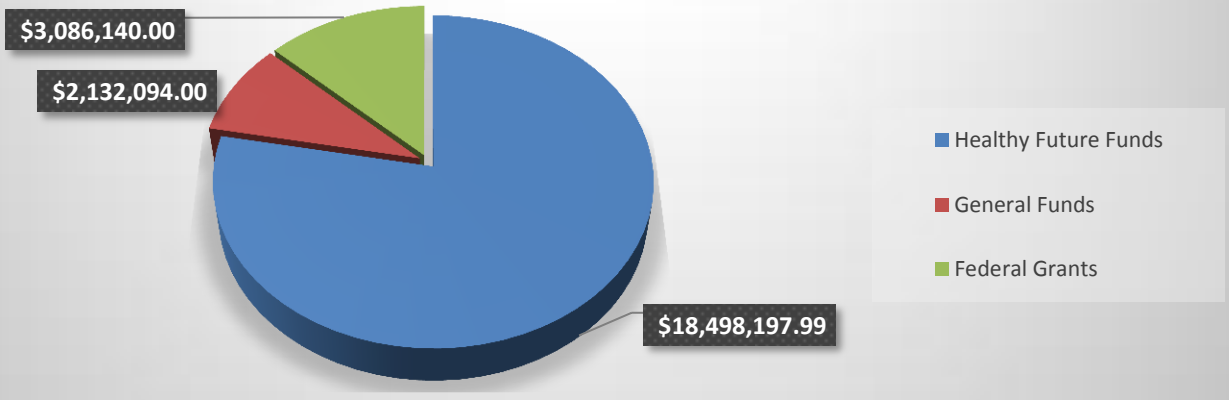
1. TO CONTINUOUSLY PROVIDE AND EXPAND COMPREHENSIVE COMMUNITY-BASED BEHAVIORAL HEALTH SERVICES AND EFFECTIVELY RE-INTEGRATE CONSUMERS INTO THE COMMUNITY.
2. TO PROVIDE SAFE, EFFECTIVE AND EVIDENCE-BASED BEHAVIORAL HEALTH SERVICES THAT WILL IMPROVE THE QUALITY OF CONSUMER CARE.
3. TO EXPAND COMMUNITY PARTNERSHIPS TO EFFECTIVELY MEET THE NEEDS OF THE ISLAND COMMUNITY AND TO INCREASE THE PUBLIC'S AWARENESS OF BEHAVIORAL HEALTH ISSUES, SUBSTANCE USE DISORDERS, AND COGNITIVE DISABILITIES.

OPERATIONAL STRUCTURE: CLIENT CENTERED



Doc. No. 35GL-19-0943.*

Appropriated Budget Source FY 2018 = $23,716,431.00



ADMINISTRATION

- Professional Support Division (Psychiatrists, Pharmacist, and Psychologists)
- Financial Management Division
- Facilities Operations Section
- Quality Improvement/ Regulatory Compliance
- Director's Office
- Human Resources
- Information Technology/ Electronic Behavioral Health Record
- Safety and Security
- Patient Affairs
- Personnel Training
- Medical Records

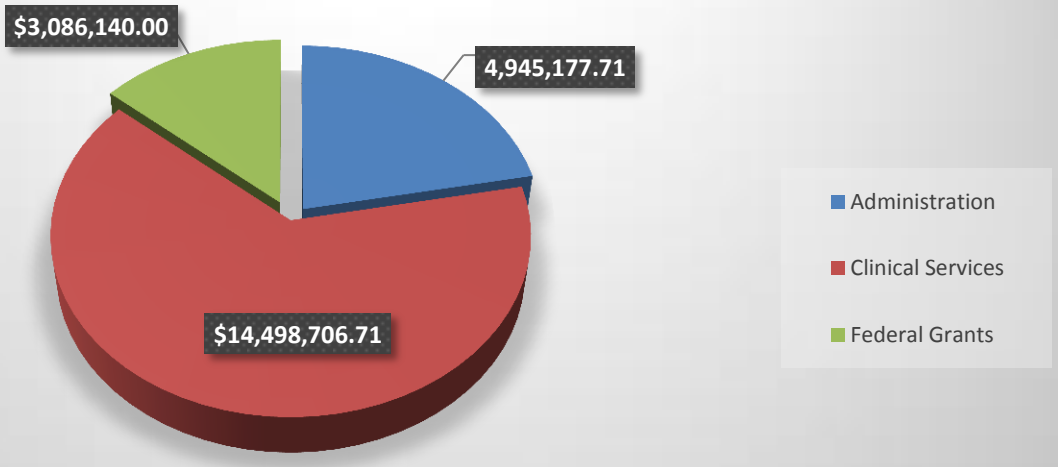
CLINICAL SERVICES

- Adult Counseling
- I Famagu'on-ta Child Adolescent Services
- Community Support Services
- Nursing Services
- Drug and Alcohol Program (New Beginnings)
- Healing Heart Crisis Center
- Residential Recovery Program
- Medication Clinic
- Adult Inpatient Unit
- Child Inpatient Unit

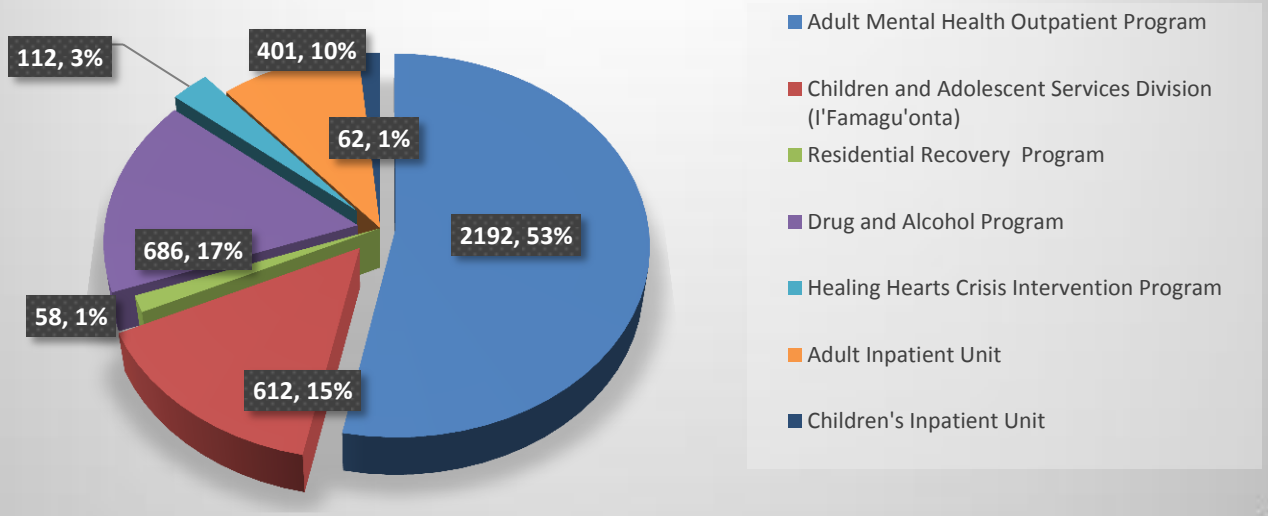
FEDERAL GRANTS

- Substance Abuse Prevention and Treatment Block Grant
- Block Grant for Community Mental Health Services
- Para I Famagu'on (icareguam) System of Care Expansion Grant (No Cost Extension)
- Guam Opioid Response Project
- Projects for Assistance in Transition from Homelessness
- PEACE- Partnerships for Success (No Cost Extension)

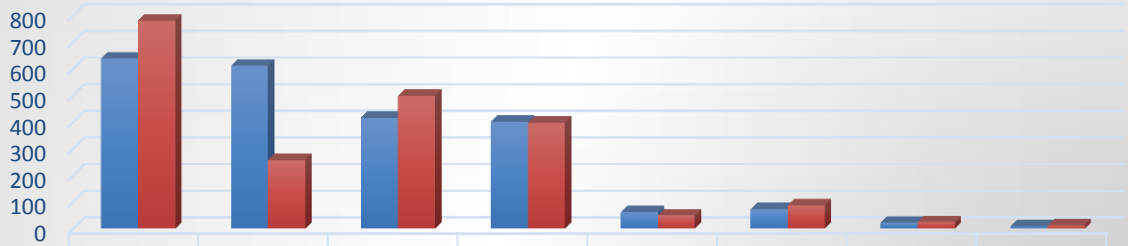
Total Expenditures FY 2018= $22,530,023.95



4,123 Total Consumers Served FY 2018

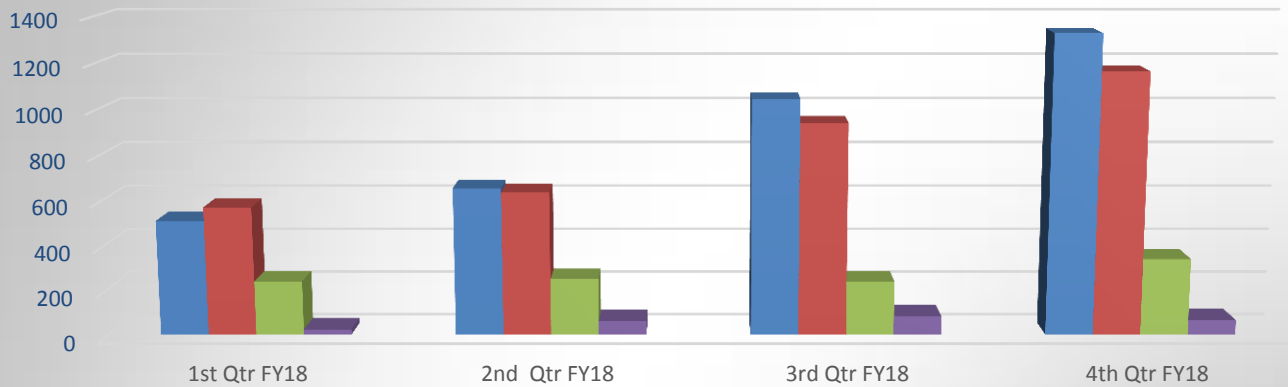


Total Admissions and Discharges FY 2018



	Adult Outpatient Program	Children Adolescent Services Division	Drug and Alcohol Program	Adult Inpatient Unit	Childrens Inpatient Unit	Healing Hearts	Residential Recovery Program	Serenity
Admissions	638	612	416	401	62	73	22	9
Discharges	781	258	499	398	50	87	25	12

3,310 Total Consumers Seen at Medication Clinic



	1st Qtr FY18	2nd Qtr FY18	3rd Qtr FY18	4th Qtr FY18
Scheduled Appt.	509	654	1046	1330
Total Seen	569	635	941	1165
Walk - In	239	249	238	339
New Consumers	22	59	82	64

Scheduled Appt. Total Seen Walk - In New Consumers

Doc. No. 35GL-19-0943.*



FUTURE OUTLOOK

NEW INITIATIVES AND PROGRAMS IN THE WORKS

FULLY-ASSISTED ADULT THERAPEUTIC GROUP HOME

TGH

A fully-assisted living facility operated 24-hours a day and 7-days a week that provides a home-like atmosphere for individuals with severe and persistent mental illness receiving therapeutic treatment. The program uses both individual and group approaches in assisting each individual to develop skills in symptom management as well as interpersonal and practical living skills within the structured residence. The staff assists the residents in establishing and maintaining connections with services in the general community. Symptom management is the primary focus of the program to help individuals stabilize and function well on a day to day basis.

GUAM CRISIS LIFELINE

DEPARTMENT OF INTERIOR- TECHNICAL ASSISTANCE GRANT

The Guam Crisis Lifeline will establish culturally appropriate, evidence-based suicide prevention, assessment, treatment and follow up programs and practices. These practices will be standardized throughout the health care system and help form strong linkages between the behavioral health and medical care systems.

Guam Crisis Lifeline project will impact Guam's high rates of suicide by providing 24-hour and 7-days a week suicide prevention and clinical intervention services which could significantly reduce suicide among Guam's children, adolescents, and adults.

CHALLENGES

1. Recruitment and retention of qualified staff
2. Lack of funding
3. Requisitions and procurement delays
4. Capital improvement project upgrades
5. Anticipated critical shortages of qualified medical service professionals in anticipation of retirement
6. Aging medical workforce