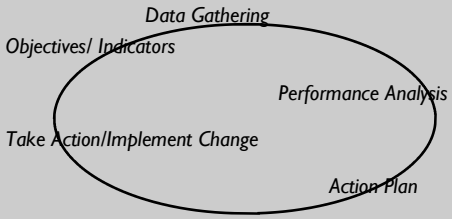
Alternative Paths Quality Improvement Program

AP is committed to high-quality services as demonstrated by its continuous efforts to review, analyze and implement programs to address the complex needs of the people we serve .

Performance Improvement Processes



Performance Framework

Measures Outcomes for the Following

- **Effectiveness**
- **Efficiency**
- **Service Access**
- **Feedback**

AP strives to exceed our stakeholders' expectations for High–Quality Services

What's New in 2011

Outpatient Counseling - Lodi Community Hospital

Exact Care Pharmacy on-site services

Alternative Paths' revenue originates from resources such as the Medina County Alcohol, Drug Addiction and Mental Health Board (ADAMH), entitlements, insurance, client fees, service contracts, grants and donations.

Agency operating revenues totaled $3,012,237 for FY11.

ALTERNATIVE PATHS

Leading you to new opportunities through behavioral healthcare.

Ohio Department of Mental Health

ALTERNATIVE PATHS

Leading you to new opportunities through behavioral healthcare.

2011 Quality Improvement and Performance Review

Alternative Paths, Inc.
246 Northland Drive
Medina, OH 44256

www.alternativepaths.org
330.725.9195

The People of Alternative Paths

We area multidisciplinary team of physicians, psychiatric nurses, social workers, counselors, case managers supported by administrative professionals committed to partnering with the people we serve in promoting recovery-based services.

Who we Serve

AP provides an array of behavioral health services for persons diagnosed with severe and persistent mental illnesses, as well as general mental health concerns. The agency specializes in the treatment of schizophrenia, bi-polar disorder, major depression, anxiety disorders, phobias, and other serious mood and thought disorders.

Crisis Intervention Services are available 24 hours seven-days-a-week to all individuals in Medina County regardless of age.

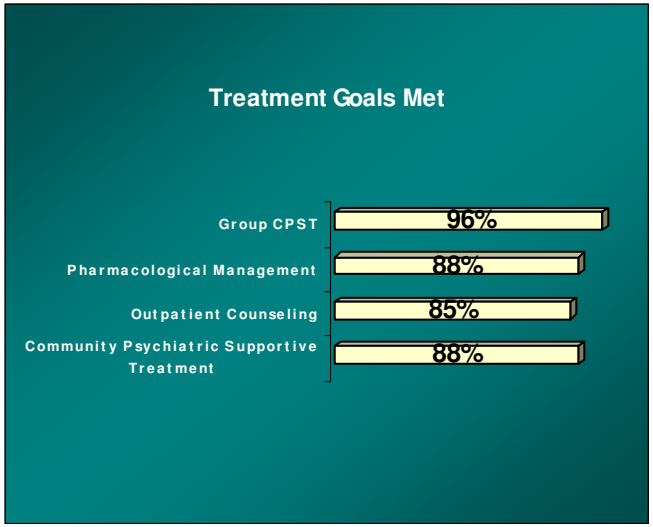
What we Offer

Diagnostic Assessment
Crisis Intervention Services
Pharmacologic Management
Individual and Group Counseling
Individual and Group
Community Psychiatric Supportive Treatment
Forensic Services
Violence Prevention Program
Pre-trial Diversion Program
Outpatient Counseling (Adults and Youth) - Lodi Community Hospital

How Busy Were We?

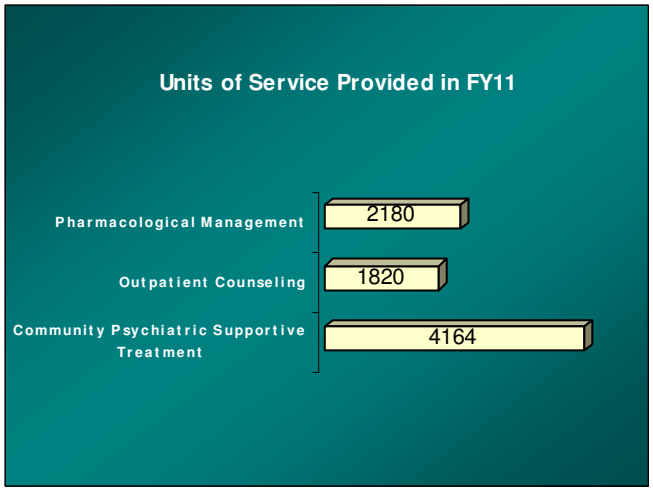
AP served over 2149 consumers and our clinical staff had over **31,747** contacts in which mental health services were provided to consumers in FY11.

Effectiveness



Percent of clients who self-report treatment has been effective in helping them meet their recovery goals.

Efficiency



Alternative Paths provided over 8100 units of service in FY11 for the programs illustrated in this graph. The agency carefully manages its resources in order to provide quality mental health services to the greatest number of people in need of these services.

Service Access

In FY2011 Alternative Paths provided outpatient services to 844 persons. Emergency Psychiatric Services had 1564 contacts with 1060 consumers, and performed 285 crisis mental health assessments.

Community Collaboration

A few of our community collaboratives:

Akron General Hospital/Lodi Community Hospital

American Red Cross

CIT (Law Enforcement Training)

Domestic Violence Taskforce

Family First Council

Housing Network

Adult Services Coordination

NAMI

Step up to Health

Volunteer Guardianship Program

Medina County Coalition for Suicide Prevention

Feedback

Consumer surveys averaged **98%** satisfaction rate for our agency in 2011. Feedback is solicited on a regular basis and is used when planning new programs and improving existing offerings.

"The Staff has given us a lot of helpful information that has helped us lead a more useful and fulfilling life. We are all applying the information learned to be healthier and happier people."

— Group CPST Participant

"Alternative Paths helped me to 'live in the today' and not dwell on past problems. I am happier because of that and leading a fuller life." — Mrs. R.