



HOFFMAN

• HOMES •

Together toward tomorrow

Psychiatric Outpatient Clinic Quality Improvement Report July 2024 - June 2025

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Introduction

Located in South Central Pennsylvania, Hoffman Homes (HH) has been a part of Adams County history for over 100 years. Hoffman Homes is a non-profit organization that provides both inpatient and outpatient behavioral health treatment, educational services, and other county-funded residential-based services to individuals and their families across the Commonwealth.

Mission Statement

To be committed to promoting personal growth and achievement of those we serve through continuous quality improvement, education, staff development, and the use of evidence-based practices.

Vision Statement

The vision of Hoffman Homes is to be the leading choice for providing innovative human services to the communities we serve.

Quality Improvement

In the on-going effort to provide the highest quality services and assure stakeholders have information regarding Hoffman Homes, the Quality Assurance and Compliance Specialist develops this Quality Improvement report. This individual manages an interdisciplinary process designed to assure quality treatment services to improve healthy outcomes for individuals and families, system processes, and professional development. This process includes healthcare professionals, individuals and their families, and agencies/MCOs. Hoffman Homes strives for excellence and continuous quality improvement in all areas of service delivery to include:

- Ensuring that clients and their family, if applicable, are engaged as partners in their care, and being respectful and responsive to their individual needs.
- Promoting effective communication and coordination of care.
- Providing efficient and timely services that reduce the cost of quality health care for individuals, their families, and the government.
- Implementing a healing centered framework for treatment.



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Demographics

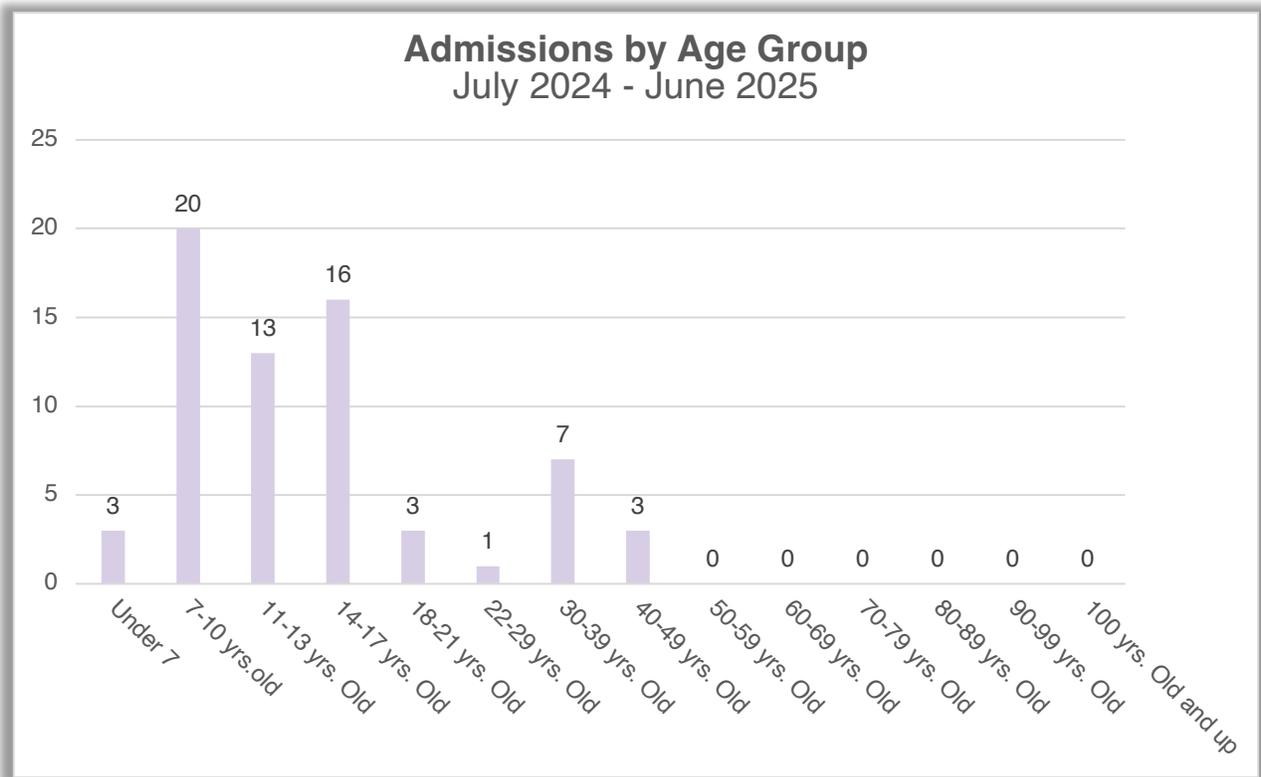
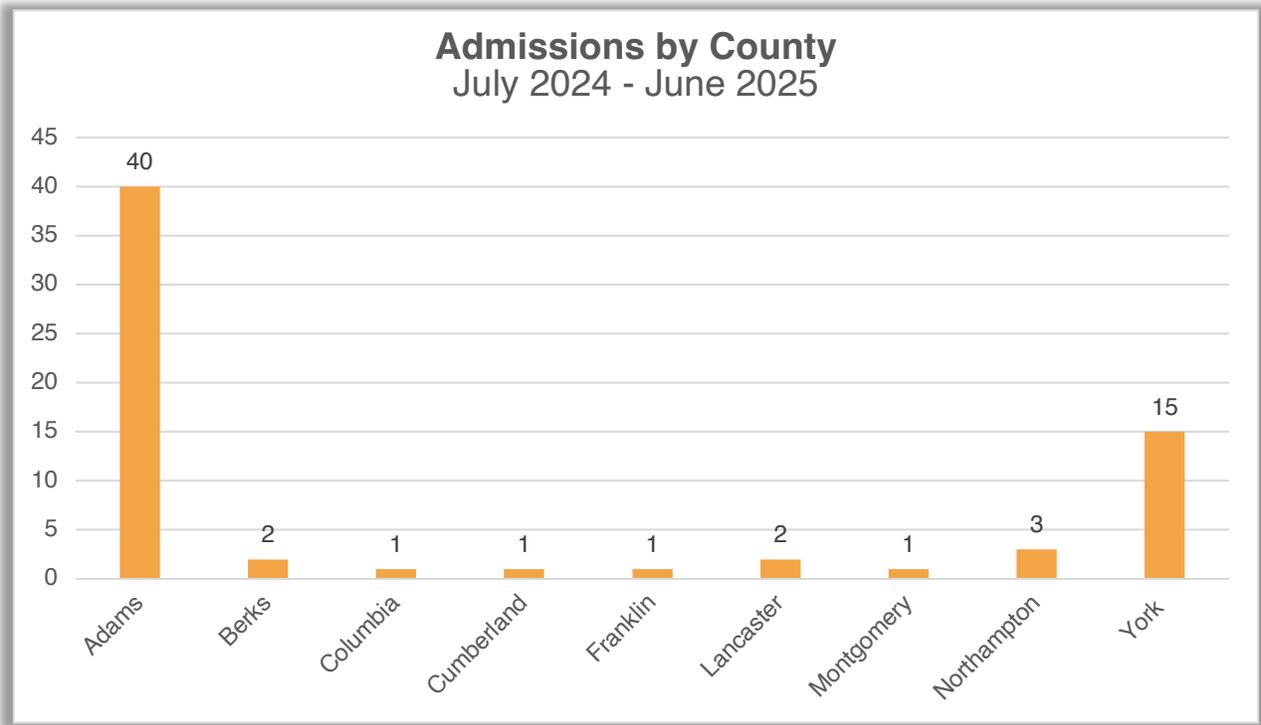
Admissions 7/1/24 – 6/30/25

Admissions by Gender

<i>Month</i>	<i>Male</i>	<i>Female</i>	<i>Transgender</i>	<i>Non-Binary</i>
July	0	0	0	0
August	0	0	0	0
September	0	3	1	0
October	0	0	0	0
November	3	4	0	0
December	5	6	0	0
January	2	4	0	0
February	4	3	0	0
March	3	6	0	0
April	4	3	0	0
May	3	7	0	0
June	2	3	0	0
Total	26	39	1	0

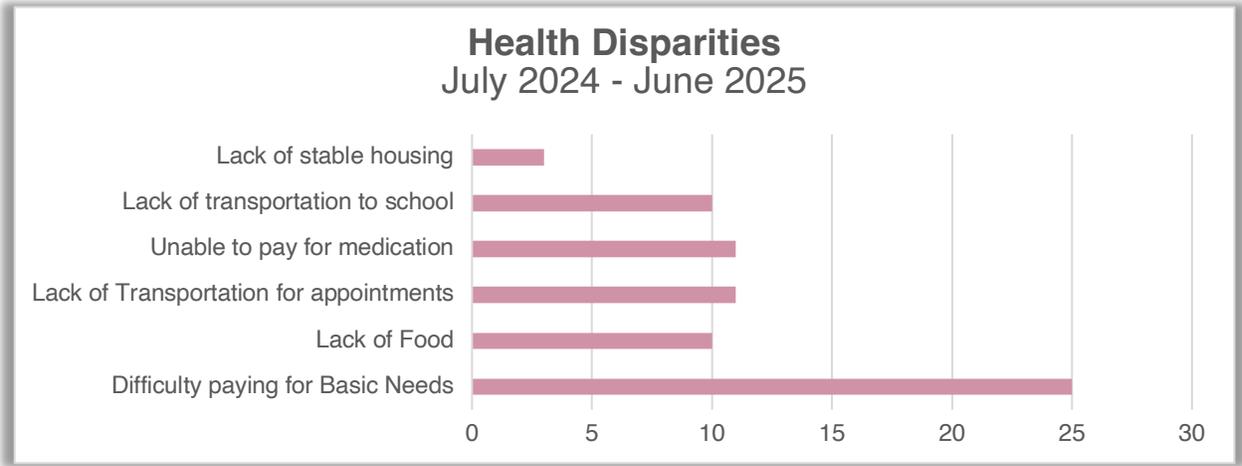
Admissions by Race

<i>Month</i>	<i>Caucasian</i>	<i>African American</i>	<i>Hispanic</i>	<i>Bi-Racial</i>	<i>Pacific Islander</i>	<i>Other</i>
July	0	0	0	0	0	0
August	0	0	0	0	0	0
September	1	3	0	0	0	0
October	0	0	0	0	0	0
November	4	1	2	0	0	0
December	11	0	0	0	0	0
January	5	0	1	0	0	0
February	7	0	0	0	0	0
March	8	0	0	0	0	1
April	5	0	1	1	0	0
May	8	0	1	1	0	0
June	2	2	0	1	0	0
Total	51	6	5	3	0	1



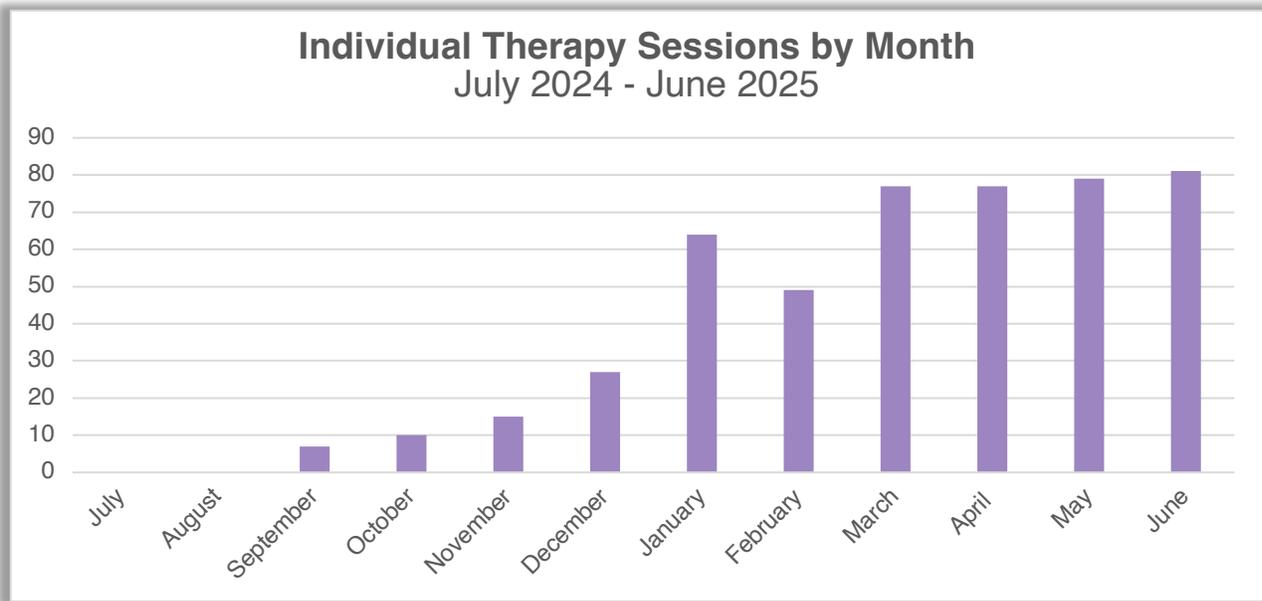
Health Disparities

From July 2024-June 2025, the following health disparities were reported by clients in the community:

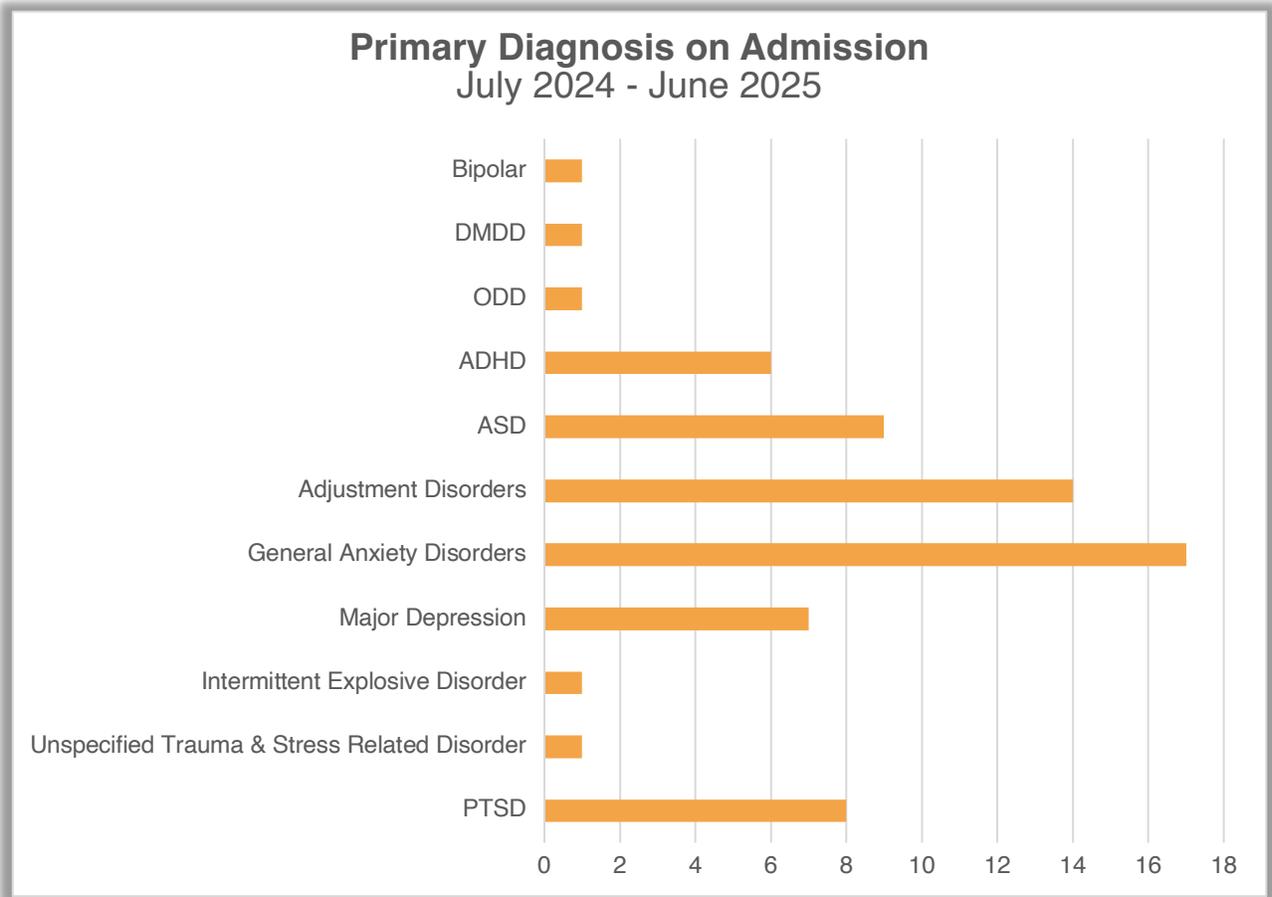


Sessions Held

From July 2024-June 2025, there were a total of 486 individual therapy sessions held in the Psychiatric Outpatient Clinic. There were eight (8) family therapy sessions. Group therapy for these individuals involved with other programs was included in the programs that the youth were participating in at HH (Therapeutic Shelter or Transitional Living Program). There were no sessions held in July and August due to the resignation of the Mental Health Professional.



Psychiatric Health



Suicidality Assessment

As outlined in the Suicide Risk Policy, the Psychiatric Outpatient Clinic tracks the effectiveness of the SAFE-T Assessment for the clients in this program. Through analysis of the data, the following themes emerged:

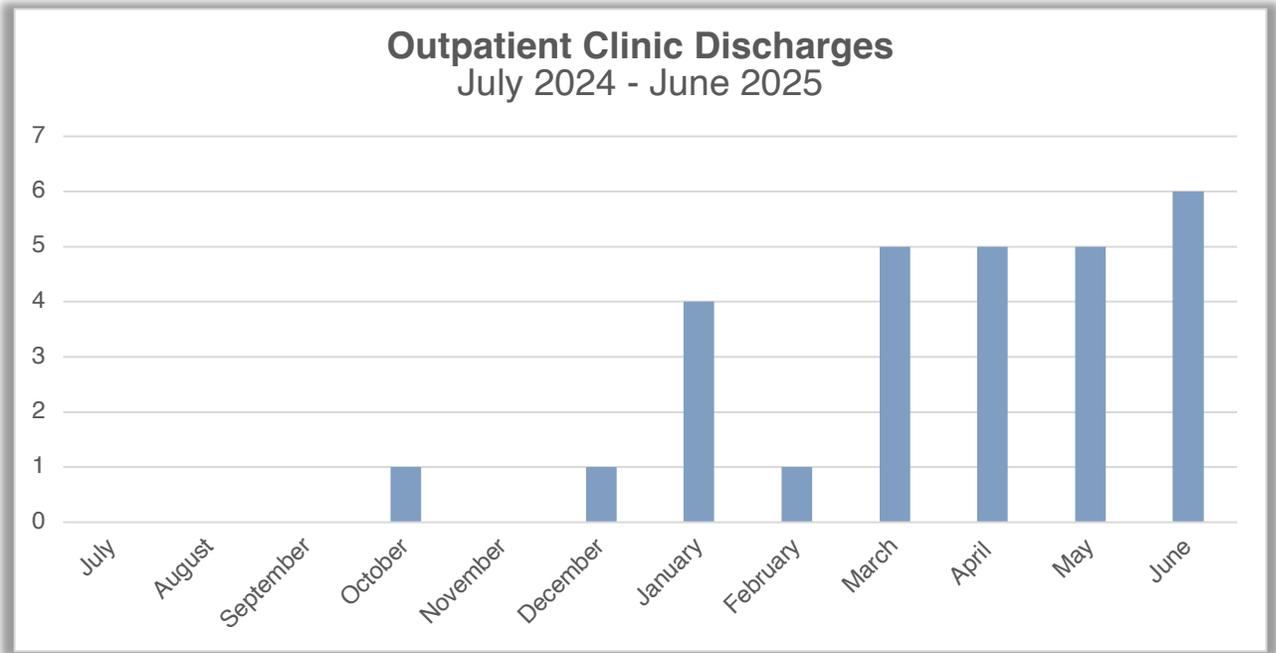
- During the course of this fiscal year, the SAFE-T assessment was utilized four (4) times.
- Upon completion of the SAFE-T assessment, clients scored at high and moderate risk.
- Safety plans were implemented with the client and guardians (if applicable) to ensure safety during that time.
- The plans were evaluated, and no further safety concerns were noted that would require a higher level of care.



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Discharges

From July 2024 – June 2025, the Outpatient Clinic discharged 28 clients from the program.



Quality Improvement

Consumer Satisfaction Surveys

Consumer Satisfaction Surveys are offered to clients within 30 days of admission, every six (6) months during treatment, and upon discharge. The results from these surveys are compiled and any suggestions are taken into consideration by the Leadership team at HH. The survey asks clients to rate different aspects of treatment on a scale from 1 through 5.

Average Rating on Admission	4.5
Average Rating during Treatment	4.54
Average Rating at Discharge	4.44
Overall Average Rating	4.49