



forging futures

2004 annual report
portage path behavioral health



Perspective



In a world that is so uncertain, with thousands fighting overseas, natural disasters destroying the strongest of structures, and an unstable economy, everyone searches for some sort of consistency - something they can depend on that will always be there for them when they need it.

One thing HAS remained the same in an ever-changing world - the quality of services at Portage Path Behavioral Health. We still provide outpatient, inpatient, emergency and specialized behavioral health services to Summit County. Now, more than ever, as emotions run high in the world around us, the services Portage Path provides are crucial to maintaining a sense of healthy, balanced living.

In 2004, we developed a great advancement in treatment services at Portage Path - the Medication Clinic. We know that busier lifestyles and higher costs of living lead to more stressful lives and we want to make sure that when you visit our agency, we don't add to that burden. The addition of the Med Clinic, located at our Akron facility, offers hands-on, easily available, immediate and efficient services.

The advent of the clinic streamlined the formerly multi-step process of monitoring and changing medications for our clients, while eliminating the need to wait four to six weeks to meet with a psychiatrist. This allows time in therapy to be better spent focusing on behavioral issues and emotional progress, rather than trouble-shooting medication concerns.

The clinic has received overwhelmingly positive responses from clients who like the added convenience and the comfort in knowing that they can get their necessary medication, no matter what. For our clinicians, the clinic enhances our efficiency and helps us to attain an even greater level of service.

When nothing in life seems certain, be assured that our services will remain the foundation on which our motto is built - we truly provide state-of-the-art care, for your state of mind.

At Portage Path, it is our goal to continue to serve the community in the coming year, because, as Henry Van Dyke, a turn of the century author, states, "*To desire and strive to be of some service to the world, to aim at doing something which shall really increase the happiness and welfare and virtue of mankind - this is a choice which is possible for all of us; and surely it is a good haven to sail for.*"

- Jerome T. Kraker, President

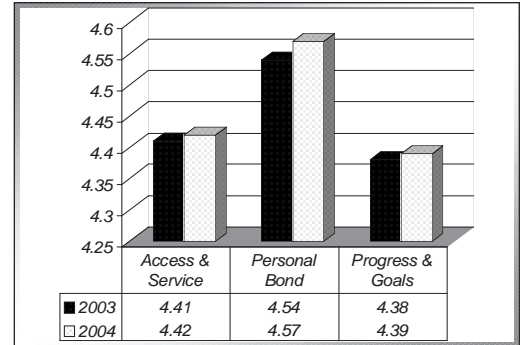
Achievements through Service

Customer Service

In 2004, Portage Path took a huge step in better customer relations and improving customer service. The newly formed Customer Service Department is headed by Chris Gossard. The department focused on Computer Scheduling deficiencies and corrected a significant amount of errors. As a result of the formation of the department, patient complaints decreased by 32% from 2003. The department continues to spearhead a customer relations movement through staff meetings and one-on-one feedback.

By law, patients have specific rights and responsibilities regarding their health care. For example, they have the right to have access to their own clinical records within legal guidelines. They also have the right to file a grievance and receive oral and written instructions on how to do this. At each of PPBH's clinics, a clients rights officer is available as a non-biased mediator between clients and staff to help resolve incidents. In addition, patients have the responsibility to know their benefit coverage and its limitations and must pay their bills in a timely manner, among other responsibilities. The Marketing Department and the Quality Improvement team worked together to develop an improved handbook that made the state defined rights and responsibilities easier for clients to understand. This handbook is distributed to each client and reviewed with them at the beginning of their treatment at PPBH.

In late 2003, early 2004, PPBH increased our determination to help engage clients in the treatment process. This led to the creation of four Outpatient Services Workgroups. Throughout 2004, Brief Treatment, Chronic Care, Depression, and SAMI workgroups met to brainstorm ways to get long-term clients involved with group so as to break up the potential monotony of individual therapy and to help short-term patients achieve results. New programming and a series of new therapy groups resulted from these workshops. The Marketing Department worked with the four workshops to develop easy to understand and eye-catching brochures for these new groups therapies.



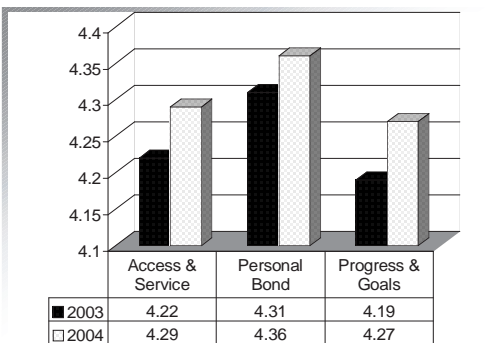
*Client Satisfaction with Therapists
(5 is a perfect rating)*

Satisfaction is measured in three areas and the results CONSISTENTLY show that patients are HIGHLY SATISFIED with services they receive at Portage Path Behavioral Health facilities. The first is **Access & Service** - how easy it is to get a referral and the comfort, cleanliness and appearance of the facility. The second is **Personal Bond** - the understanding given to me and my problems, the warmth of my therapist. Finally, we measure **Goals & Progress** - how clear I am about the goals of my treatment and my understanding of the things that take place during treatment. **Client Satisfaction increased in EVERY area since 2003.**

Treatment Services

The biggest advance in treatment services at Portage Path in 2004 is, without a doubt, the opening of the Medication Clinic. The clinic serves to enhance the quality of care to our clients by making nurses and other clinicians more available to patients, as well as making patient medications more available. It provides better control over the medication program and enhanced customer service by eliminating what was previously a multi-step process to have medications changed or renewed. Patients received better care in 2004 as a result of the clinic and this allowed clinicians to be more available to other clients that need their help. Secondly, the Med Clinic

improved the walk-in program. Patients who had already been through intake but were having difficulties between appointments were able to come in and have someone assess their problems so that they didn't have to wait until their next appointment. This relieved pressure on the patient's regular clinician, while still providing state-of-the-art care to those who needed it most. Judy Corcelli became the director of the Med clinic and the head of the new team of prescribing nurses available to PPBH clients. In its first year, the clinic received positive feedback from clients who liked the pleasant, quiet atmosphere.

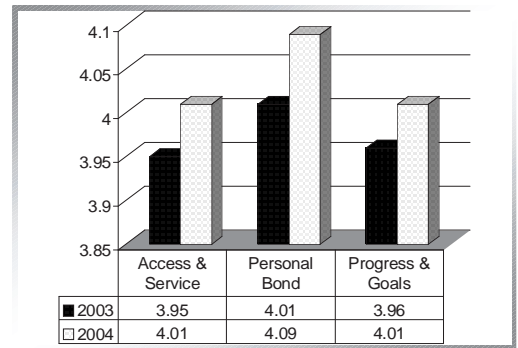


*Client Satisfaction with Psychiatrists
(5 is a perfect rating)*

We learned that 60 percent of our clients attend treatment for six sessions or less. A shocking statistic, this made us even more determined to engage our clients in their own treatment and determine what services would be the most effective to treating these short-term clients. The Quality Improvement team worked in conjunction with the Outpatient Services Workgroups to better define Brief Treatment - a form of treatment designed to provide maximum benefit to clients in minimum time. A widely used concept, Brief Treatment is designed to address one specific issue that clients want to resolve quickly. Portage Path tailored this concept to treat our clients, both in the individual, and group settings.

In addition to creating the Brief Treatment Program, the Outpatient Service Workgroups developed the Discover Recovery, Depression Support, Foundation and Two Track Groups. Discover Recovery (dealing with substance abuse) and Foundation (dealing with laying groundwork to cope with depression) are both part of the brief treatment concept in that they can be completed in as few as six

sessions. Two Track, Women's Anger Management, Depression and Transitional Support Groups are all designed with a "flow" concept in mind. If a patient doesn't see his or her therapist for some time, and would like a little extra support, these groups are available on a come and go basis. While these groups meet on specific days, clients have the ability utilize them as often as they feel necessary. All groups outside of the brief treatment concept are ongoing and open to all PPBH clients. For a complete list and explanation of all of our ongoing and brief treatment groups, please call 330-353-3100.



Client Satisfaction with Psychiatric Emergency Services (PES) has increased in EVERY area since 2003



Psychiatric Emergency Services (PES)

In 2003, Psychiatric Emergency Services (PES) revised its assessment process for all new patients. As a direct result of this revamp, in 2004 the number of clients that left before evaluation (LBE) each month was drastically reduced from 37 a month to an average of 1.5. This indicates that more people in the community who are in crisis are getting the help and treatment they desperately need.

Also implemented in late 2003 was counseling services available to clients on the Crisis Stabilization Unit (CSU.) Director of Operations at PES, Candace Pallante, has received positive feedback from all the clients. In addition, individual and group counseling serves to speed a client's recovery time on the unit.

Our staff excels at providing service during acute crisis and providing long term care to those on the CSU unit," explains Director Pallante. The staff's ability to link patients on the CSU to community resources allows patients to re-enter the community with the knowledge of how and where to receive any future help they may need.

Educational Training at PES

In an ongoing effort to educate the community on mental illness, PES offered a number of educational programs. Twice a year, the facility hosts community Crisis Intervention Training (CIT). In addition to training members of the community, PES cross trains twice a year in a three-way partnership between the criminal justice system, the alcohol and drug system, and the mental health system. In this manner, each system knows how the other operates as the three areas often overlap. Staff at PES continue to train new staff at Community Support Services to orient them to what our facility and how acute crisis is treated there.

PES offers the only mental health training available for paramedic EMTs for those working at Akron General and St. Thomas Hospitals. This is a crucial service because this is the only psychiatric crisis training that these paramedics receive. Nursing students from both Kent State University and the University of Akron develop their skills and receive training in psychiatric crises by doing shift rotations at the facility. Physicians at the Barberton Family Practice also receive mental health training from PES.

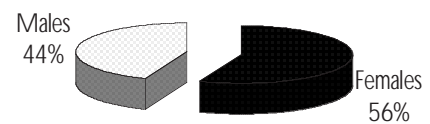
Support Hotline, Crisis Intervention and Prevention

For over 36 years, Portage Path's Support Hotline has been the place where people in Summit County turn when they have no one else to talk to. The 24-hour hotline deals with a range of crisis calls, including abuse, financial stressors, substance abuse and grief. Approximately 15 percent of calls deal with suicide.

Well over 3,000 calls were made to the hotline in 2004 and while not every call is life-threatening, they are all life-disrupting, making the hotline one of the county's most valuable resources. Hotline volunteers trained in crisis intervention and resolution, who gave over 2,500 hours of service, were able to make over 3,000 referrals to community agencies, providing callers with much more than just peace of mind, but a way to take the next step.

In 2003, Support applied for national certification from the American Association of Suicidology. In spring of 2004, Support was recognized as having met or exceeded specific standards in administration, training, service delivery, services in life-threatening crisis, ethical issues and community integration and program evaluation. Most importantly, Support

Outpatient Demographics *Based on 9129 clients in 2004*



<u>Age</u>		<u>Race</u>	
0-18	0.04%	White	70.57%
19-25	16.55%	Black	23.39%
26-35	24.98%	Asian	0.15%
36-45	26.55%	Native American	0.17%
46-60	27.19%	Hispanic	0.35%
61-74	4.15%	Other/Unknown	5.36%
75+	0.55%		
<u>Education</u>		<u>Income</u>	
Grades 0-11	27.85%	\$0-5,000	67.15%
HS Grad	45.64%	\$5,001-10,000	16.69%
Trade/Tech	2.59%	\$10,001-15,000	7.71%
Some College	16.69%	\$15,001-20,000	3.64%
2 yr. degree	1.51%	\$20,001-25,000	1.87%
4 yr. degree	2.84%	\$25,001-30,000	1.08%
Grad courses	0.55%	\$30,000 +	1.85%

has gained the prestigious honor of being part of the national suicide prevention movement that links the resources of accredited hotlines across the country.

Community Services

Portage Path's Marketing Department continued to increase community awareness on a variety of behavioral health issues by distributing monthly press releases, media updates, and public service announcements. Regular

radio play of PSAs and continued press coverage supported Portage Path's efforts to educate the public and encourage them to seek help when it's needed.

Portage Path also offered another valuable service to the community through its Speaker's Bureau. PPBH staff addressed many different civic, community and corporate groups to educate them on their choice of behavioral health issues, including Therese Viperman broadcast on several Clear Channel radio stations speaking about holiday depression, hotline coordinator Barb Medlock speaking on suicide to the Battered Women's Shelter Family Stability Program staff, and Donna McDonald speaking to the Ohio Rehabilitation Services Commission on services available at Portage Path.

The local medical and social service communities were distributed Clinical Pathways and Community Pathways, newsletters that help healthcare professionals and community members better identify behavioral issues and more importantly, understand the treatment process. In addition, we created specialized handouts to help people better understand a myriad of issues such as Self Injury and Cutting, Binge Drinking, Depression, and Obsessive Compulsive Disorder. If you would like one of our handouts on any of the 27 topics available, call our Marketing Department at 330-253-3100.



In 2004, PPBH successfully retained its certification through the Joint Commission on Accreditation of Healthcare Organizations (JCAHO). An independent, not-for-profit organization, JCAHO evaluates and accredits more than 15,000 health care organizations and programs in the United States, and has been the nation's predominant standards-setting and accrediting body in health care since 1951. **Accreditation by the JCAHO reinforces the level of outstanding services that Portage Path Behavioral Health provides to the community.**

statement of financial position

Year Ending December 31, 2003

Public Support and Revenue	2003	2004
Summit County ADM Board	8,083,275	8,353,356
Medicaid/Medicare	1,698,048	1,754,660
Grant Revenue	0	7,000
Pharmacy In-Kind Allowance	268,155	140,599
Special Events	4,972	7,920
Total Public Support	10,054,450	10,263,535
Fees for Service	369,105	415,372
Psychiatric Staffing	8,188	0
Miscellaneous Revenue	15,905	21,967
Contributed Services	39,156	32,708
Interest Income	9,314	10,452
Realized (loss) gain on investments	1,580	7,628
Unrealized gain (loss) of investments	12,508	(1,034)
<u>Donations</u>	<u>625</u>	<u>2,647</u>
Total Operating Revenue	456,381	489,740
Total Public Support and Revenue	10,510,831	10,753,275
<u>Expenses</u>	<u>2003</u>	<u>2004</u>
Program Services	9,341,159	9,504,393
Management and General	1,028,910	1,057,115
Total Expenses	10,370,069	10,561,508
Change in Assets Increase/(decrease)	140,762	191,767
Net Assets of the Beginning of the Year	1,056,974	1,197,736
Net Assets of the End of the Year	1,197,736	1,389,503

Web Service

Disorder	# Screened	% Positive
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Depression	75	81.33
Bipolar (manic/depressive)	45	55.56
PTSD	15	73.33
Eating	20	65
GAD	46	91

By visiting www.portagepath.org, users are able to access a variety of behavioral health materials. Copies of our newsletters, many of our special reference guides, and client success stories are all available at the click of a button and at NO CHARGE to users!

But what we are most proud of is our screening service. Now, anyone who logs onto our site has the ability to take a screening for Depression, Bipolar Disorder, Post Traumatic Stress Disorder (PTSD), Eating Disorders, or Generalized Anxiety Disorders (GAD.) Best of all, they can test FOR FREE from the COMFORT and PRIVACY of their own homes.

While the screenings aren't actually a diagnosis of a disorder, they do detect symptoms which could indicate the need for following up with a therapist. After getting the results of the screening, users are given the chance to take the first steps to register for an appointment at PPBH.

Over 200 people used the service and a majority said they would seek treatment as a result of their screenings, while an average of 73% screened positive for symptoms.

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County of Summit Children Services

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Portage Path Behavioral Health Service Awards

30 years

Betty Johns, *CIRS Team Leader*

Shelly Obert, *Director Quality Improvement*

20 years

Anna Himelrigh, *Special Assistant to the President*

15 years

Bonnie Bricker, *Director of CIRS*

Linda Johns-Bradley, *Intake Coordinator*

Blaine Muehlbauer, *Psychiatric Counselor*

Jill Pritchett, *Intake Scheduler*

Robert Waldsmith, *Licensed Professional Counselor*

10 years

Annette Blakney, *Quality Improvement Assistant*

Sameera Khan, *Psychiatrist*

Barbara Medlock, *Hotline Coordinator*

Judy Weber, *Licensed Professional Clinical Counselor*

5 years

Renee Burns, *Mental Health Technician*

Suzanne Halke, *CSU Social Worker*

David McClendon, *Security Officer*

Donna McDonald, *Psychologist*

Susan McMillen, *Emergency Clinician*

Judith Uhlar, *Licensed Professional Clinical Counselor*

Service Award Recipients at January 2004 Annual Meeting



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Anna Himelrigh

Timothy L. Morgan

Sara Stein, M.D.

Phillip Heislman

Tracy Davis Yaeger, Ph.D.

James A. Crouse

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Shelly Obert, L.I.S.W.

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Cindy Kaminsky

Chris Gossard

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Senior Vice President/Medical Director

Vice President - Operations

Vice President - Clinical Services

Vice President - Marketing

Medical Director - P.E.S.

Director of Operations - P.E.S.

Director of Quality Improvement

Director of C.I.R.S.

Director of Human Resources

Director of Information Systems

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Director of Customer Service

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Kathy Cockfield, M.S.N.

Judith Corcelli, M.S.N.

Jill Lowery, L.P.C.

James D. Mullen, Ph.D.

Cynthia Seibel Lormor, Ph.D.

Avery Zook, Ph.D.

Intensive Treatment Services

Admissions Team

North Summit Clinic

Akron Med Clinic

Akron Team A

Akron Clinic Team B

Akron Clinic Team C

Barberton Clinic



portage path
behavioral health

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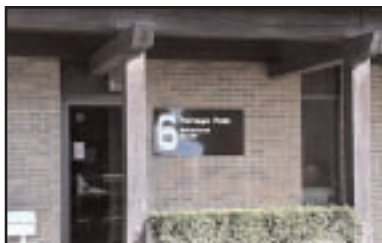
Akron, Ohio
Permit #178

OUR MISSION

Portage Path Behavioral Health exists to provide outpatient, inpatient, emergency, and specialized behavioral health services to individuals and other purchasers in the Northeast Ohio region. Our services are shaped by the needs of our various clientele, and are accessible, affordable, and of the highest quality.

Akron Outpatient Clinic

340 S. BROADWAY ST.
AKRON, OHIO 44308
330-253-3100



Barberton Outpatient Clinic

105 FIFTH ST. SE, SUITE 6
BARBERTON, OHIO 44203
330-745-0081

North Summit Outpatient Clinic

792 GRAHAM RD., SUITE C
CUYAHOGA FALLS, OHIO 44221
330-928-2324



Psychiatric Emergency Services

10 PENFIELD AVE.
AKRON, OHIO 44310
330-762-6110

www.portagepath.org