Our stated values of integrity, dignity, respect, safety, teamwork and responsiveness guides our care. These values exemplify who we are at the Pennsylvania Psychiatric Institute (PPI) and make us unique providers of behavioral health services in central Pennsylvania.
Message from the Chief Executive Officer

This is an exciting time of growth and expansion for Pennsylvania Psychiatric Institute (PPI) to serve patients in our five-county region. Created as a joint venture of UPMC Pinnacle and Penn State Health nine years ago, PPI benefits from the outstanding support of these parent organizations as well as collaborative relationships with many community agencies and programs.

PPI’s unique structure includes partnering with Penn State Health’s Department of Psychiatry for psychiatrists. This connection to a nationally recognized medical education program keeps our clinicians attuned to emerging research and advances their understanding of how and why behavioral health illnesses develop and can best be treated. As a result, PPI’s programs and services are based on research, best practices and evidence-based models of care while staying true to our overriding goal of providing high-quality care to patients, age four and older, at the best value.

Through fiscal year 2017 we have dramatically expanded our inpatient, outpatient and partial-care services to meet the rapidly increasing demand for behavioral healthcare in our region. These additions, mainly at our Polyclinic campus, help us target the appropriate care to patients to make the greatest impact.

One of our major initiatives is helping our community address the opioid crisis. As our opioid treatment program grows, PPI will expand services and help lead the charge to stem the impact of the epidemic. Also in the coming year, patients who are seen in our outpatient clinic will benefit from medical care for other health concerns, an approach called reverse care integration, which is proven to assist patients in recovery by addressing the whole of their health and well-being.

Driving all of these changes and innovations is our incredible staff. These highly skilled physicians, nurses, social workers, business office and admissions personnel have a passion for their work and assuring that the unique needs of each patient is met. We are fortunate because these professionals truly are the drivers of the success of this program.

Certainly there are more challenges to meet. With an estimated 11 percent of individuals who have mental health conditions in treatment in the United States, there are more patients to reach and potential lives to save and improve through excellent behavioral healthcare. We are grateful for the trust placed in us and are proud to be a leader with strong support to improve the health of individuals and communities in our region.

Sincerely,

William Daly
Chief Executive Officer
Pennsylvania Psychiatric Institute

Message from the Board Chair

Through collaborative efforts of Penn State Health and UPMC Pinnacle, Pennsylvania Psychiatric Institute (PPI) was formed nine years ago to provide our region with access to high-quality psychiatric treatment and care. The blend of inpatient and outpatient services, tied to a program of academic research and teaching make PPI a unique and integral regional resource.

PPI is guided by an enthusiastic board comprised of healthcare leadership, medical staff and local business leaders who have a vested interest in the overall health of our region. Our board recognizes that a strong behavioral health program is critical to providing exceptional healthcare. Behavioral health impacts compliance with medical treatment, it impacts community relationships and it impacts the productivity of our region’s employers.

With measured, strategic growth grounded in findings from a recent five-county community health needs assessment, PPI’s programming provides a targeted approach to improving mental health for patients at all ages and stages of life. Our board is proud of how our leadership team, medical providers, staff and countless community agencies collaborate to strengthen and build upon PPI’s programming to meet critical needs.

The accomplishments of the past year, including programs to address addiction, safety initiatives and a new initiative targeted to reach vulnerable young adults, show how PPI’s focused approach is helping to meet the most urgent needs in our communities. At the same time, PPI aims to play a significant leadership role in academic research and the education of future medical providers.

As PPI continues evolving as a regional leader, we look forward to continued community collaboration, growth and improved access to care for our patients.

Sincerely,

Philip W. Guarneschelli
Co-Chair of the Board, Pennsylvania Psychiatric Institute
Chief Executive Officer, UPMC Pinnacle
Our Team

Message from the Chief Medical Officer

Pennsylvania Psychiatric Institute (PPI) was well into fiscal year 2016-17 when I became the new Chief Medical Officer at the end of March 2017. Coming to central Pennsylvania from Thomas Jefferson University in Philadelphia, where I served as Vice Chair for Clinical Affairs for 15 years, I saw an opportunity to help PPI become a regional leader in behavioral healthcare. I believe PPI can provide top-notch, high-quality, evidence-based programs and improve access to behavioral health services for individuals. I recognized PPI's potential to become an academic flagship for Hershey Medical Center’s Department of Psychiatry and the region’s behavioral health physicians and clinicians: a real academic-community partnership.

PPI is a unique behavioral healthcare provider because of its connection with the Milton S. Hershey Penn State University Medical Center’s nationally recognized medical education programs. In addition, the combination of inpatient and outpatient programming at one location equips PPI to serve all patients ages four and older at all stages of their diagnosis and treatment.

The continued growth and success of PPI since its inception in 2008 points to a strong leadership team and skilled clinicians. Further strengthening the program are the recent facility enhancements and new services that coincided with my appointment at PPI. These include a new inpatient unit for children, an outpatient clinic to address opioid addiction and a program for young adults experiencing their first episode of psychosis. In the few months since my work began at PPI, we received overwhelming support from PPI’s medical employees, clinicians and community partners to enact steps to improve administrative policies, clinical and quality standards and programming for education and research. Improving these four critical areas will continue to be our focus moving forward as we make targeted, impactful enhancements that strengthen our programs and delivery of services.

We are thankful for the support from the communities we serve and for the providers, clinicians, police officers and other professionals who are integrating our services with their plans for community health, safety and well-being. Together we are assuring continued excellence and growth of PPI to meet the region’s behavioral health and behavioral health education needs.

Sincerely,

Elisabeth Kunkel, MD
Chief Medical Officer
Pennsylvania Psychiatric Institute
Mission

Pennsylvania Psychiatric Institute (PPI) is committed to providing a wide range of high-quality behavioral health services. PPI is dedicated to providing clinical excellence, diverse education, research and community collaboration in a manner that evolves to meet the changing behavioral healthcare needs of the region.

Vision

The vision of Pennsylvania Psychiatric Institute (PPI) is to be the trusted leader in delivering the highest quality behavioral health services, education and research.

Values

- **Integrity:** We will do the right thing even when we are not being watched.
- **Respect:** We will show regard and consideration to all.
- **Safety:** We will take deliberate actions to minimize risk for personal harm or danger.
- **Teamwork:** We will cooperate and coordinate all efforts.
- **Responsiveness:** We will take deliberate actions based on the needs of the region.
- **Dignity:** We will guard a person’s reputation and encourage the development of his or her self-worth. We will also behave in a way that only brings honor to the organization.

Philosophy of Care

Our stated values of integrity, dignity, respect, safety, teamwork and responsiveness guide our care. These values exemplify who we are at the Pennsylvania Psychiatric Institute (PPI) and make us unique providers of mental healthcare in central Pennsylvania.
ABOUT

The Pennsylvania Psychiatric Institute (PPI), a collaboration of Penn State Health and UPMC Pinnacle, is central Pennsylvania’s leader in helping people with psychiatric and substance use disorders achieve and maintain stability in their daily lives.

Created in 2008 through a partnership with two leading entities, PPI has a comprehensive team of specialists who provide sensitive, compassionate care for children, adolescents, adults and mature adults through personalized treatment plans that meet unique patient needs.

Located in Harrisburg, PPI has a modern 89-bed, inpatient facility at its Polyclinic campus at 2501 North Third Street and two convenient locations offering outpatient services, the Division Street Clinic and the Third Street Clinic.

Specific components of the PPI Continuum of Care include:

**Outpatient Programs**

<table>
<thead>
<tr>
<th>Services</th>
<th>Level of Care</th>
<th>Age</th>
<th>Contact</th>
</tr>
</thead>
</table>
| Child/Adolescent Services | Psychiatric evaluations, individual therapy, medication clinic, family therapy, parent educational groups | 5-18 (in school)     | Polyclinic campus  
(717) 782-6493 or (866) 746-2496  
ppiadmissions@ppimhs.org |
| Adult Services         | Psychiatric evaluations, individual therapy, medication clinic, family therapy | 18 and older         | Polyclinic campus  
(717) 782-6493 or (866) 746-2496  
ppiadmissions@ppimhs.org |
| Mature Adult Services  | Psychiatric evaluations, medication management, group therapy  
For mature adults who have chronic psychiatric problems | 65 and older         | Polyclinic campus  
(717) 782-2160 |

About The Pennsylvania Psychiatric Institute (PPI), a collaboration of Penn State Health and UPMC Pinnacle, is central Pennsylvania’s leader in helping people with psychiatric and substance use disorders achieve and maintain stability in their daily lives.

Created in 2008 through a partnership with two leading entities, PPI has a comprehensive team of specialists who provide sensitive, compassionate care for children, adolescents, adults and mature adults through personalized treatment plans that meet unique patient needs.

Located in Harrisburg, PPI has a modern 89-bed, inpatient facility at its Polyclinic campus at 2501 North Third Street and two convenient locations offering outpatient services, the Division Street Clinic and the Third Street Clinic.
### Specialty Outpatient Clinics

<table>
<thead>
<tr>
<th>Services</th>
<th>Level of Care</th>
<th>Age</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>MH/ID Outpatient Clinic</td>
<td>Psychiatric evaluations, medication management</td>
<td>19-65</td>
<td>Polyclinic campus (717) 782-2160</td>
</tr>
<tr>
<td></td>
<td>For adults with primary mental health disorder and a profound to borderline intellectual disability</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hispanic Outpatient Program</td>
<td>Individual therapy, family therapy</td>
<td>5 and older</td>
<td>Polyclinic campus (717) 782-2160</td>
</tr>
<tr>
<td></td>
<td>For individuals who are more comfortable speaking Spanish</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dialectical Behavior Therapy (DBT)</td>
<td>Skills class, individual therapy, coaching call, family therapy sessions, psychiatric evaluations, medication management</td>
<td>18 and older</td>
<td>Division Street Clinic (717) 782-4349</td>
</tr>
<tr>
<td></td>
<td>For adults with primary diagnosis of borderline personality disorder (BPD)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CAPSTONE Program First Episode Psychosis</td>
<td>Medication management, individual resiliency training, family therapy, family education, case management (CMU), supported employment, education (YWCA)</td>
<td>16-26</td>
<td>Division Street Clinic (717) 782-4349</td>
</tr>
<tr>
<td></td>
<td>For young adults who have recently experienced their first documented episode of psychosis</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dementia Assessment</td>
<td>Geriatric psychiatry evaluation, medication management (as needed)</td>
<td>19 and older</td>
<td>Polyclinic campus (717) 782-2160</td>
</tr>
<tr>
<td></td>
<td>For adults who appear to be experiencing cognitive problems, memory loss or new onset mental health problems</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Persistently Mentally Ill Outpatient Care</td>
<td>Psychiatric evaluations, medication management, individual therapy, long-acting intramuscular injections of antipsychotic medications, supportive group therapy for patients on Clozaril (every two weeks)</td>
<td>19 and older</td>
<td>Polyclinic campus (717) 782-2160</td>
</tr>
<tr>
<td></td>
<td>For adults with serious and persistent mental illness</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Advancement in Recovery (AIR) Program</td>
<td>Primary medical care, medication-assisted treatment for individuals with an opioid use disorder, referral to psychiatry and therapy</td>
<td>18 and older</td>
<td>Polyclinic campus (717) 782-4344 Fax (717) 221-5674</td>
</tr>
<tr>
<td>Electroconvulsive Therapy (ECT)</td>
<td>ECT treatments, usually 6-12 treatments over 2-4 weeks</td>
<td>18 and older</td>
<td>Polyclinic campus (717) 782-6422 Monday-Friday 8 a.m.-4 p.m.</td>
</tr>
</tbody>
</table>

### Partial Hospitalization Programs

<table>
<thead>
<tr>
<th>Services</th>
<th>Level of Care</th>
<th>Age</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Child/Adolescent</td>
<td>Psychiatry, group therapy, individual therapy, family therapy, psycho-educational groups, school classes taught by Capital Area Intermediate Unit</td>
<td>6-18</td>
<td>Polyclinic campus (717) 782-6493 or (866) 746-2496 <a href="mailto:ppiadmissions@ppimhs.org">ppiadmissions@ppimhs.org</a></td>
</tr>
<tr>
<td>Adult Services</td>
<td>Psychiatry, group therapy, individual therapy, family therapy, psycho-educational groups, care planning</td>
<td>18 and older (age 17, if not enrolled in school)</td>
<td>Division Street Clinic (717) 782-6493 or (866) 746-2496 <a href="mailto:ppiadmissions@ppimhs.org">ppiadmissions@ppimhs.org</a></td>
</tr>
</tbody>
</table>

### Inpatient Services

<table>
<thead>
<tr>
<th>Services</th>
<th>Level of Care</th>
<th>Age</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Child Services</td>
<td>Psychiatry, group therapy, individual therapy, family therapy, activities therapy, play therapy, school classes taught by Capital Area Intermediate Unit</td>
<td>4-12</td>
<td>Polyclinic campus (717) 782-6493 or (866) 746-2496 <a href="mailto:ppiadmissions@ppimhs.org">ppiadmissions@ppimhs.org</a></td>
</tr>
<tr>
<td>Adolescent Services</td>
<td>Psychiatry, group therapy, individual therapy, family therapy, psycho-educational groups, care planning</td>
<td>13-18 (in school)</td>
<td>Polyclinic campus (717) 782-6493 or (866) 746-2496 <a href="mailto:ppiadmissions@ppimhs.org">ppiadmissions@ppimhs.org</a></td>
</tr>
<tr>
<td>Adult Services</td>
<td>Psychiatry, group therapy, individual therapy, family therapy, activities therapy</td>
<td>18 and older</td>
<td>Polyclinic campus (717) 782-6493 or (866) 746-2496 <a href="mailto:ppiadmissions@ppimhs.org">ppiadmissions@ppimhs.org</a></td>
</tr>
<tr>
<td>Electroconvulsive Therapy (ECT)</td>
<td>ECT treatments, usually 6-12 treatments over 2-4 weeks</td>
<td>18 and older</td>
<td>Polyclinic campus (717) 782-6422 Monday-Friday 8 a.m.-4 p.m.</td>
</tr>
</tbody>
</table>
Patients at PPI receive the most current treatments for mental illness from doctors and staff using the right blend of skill and compassion. All of our doctors are licensed practitioners who are specially trained in diagnosing and treating the full range of psychiatric disorders. In addition to four years of residency in psychiatry, many of our doctors completed fellowships in subspecialties such as child and adolescent psychiatry, geriatric psychiatry, addiction psychiatry, consultation psychiatry and sleep medicine. These physicians are supported by a complement of consulting physicians.

All of our registered nurses and licensed practical nurses are specially trained and oriented in psychiatric nursing to care for patients with mental illness. Many staff members have achieved certification status as psychiatric and mental health nurses. Our additional staff members include:
- Registered Nurses
- Licensed Practical Nurses
- BS/BA in Human Services/Social Work
- MS/MA in Human Services/Social Work
- Certified Nursing Assistants
- Licensed Social Workers
- Medical Assistants
- Certified Addictions Counselors

The department is led by Admissions Manager Leah Holmes, MA, and Assistant Manager Adrienne Womeldorf, MS, with an over-riding goal to provide patients with the best care in a timely manner. Their extensive backgrounds in mental health and counseling, respectively, help them formulate a holistic response for patients as well as support for families.

The admissions department at PPI accepts calls 24 hours a day, seven days a week. Whether it’s a physician looking for the right treatment options for a patient, or a family member seeking guidance for a loved one in crisis, admissions staff members provide a calm, knowledgeable first step toward getting help for behavioral health disorders.

Admissions also serves as a referral resource to the community in cases where a caller isn’t sure of what services he or she needs, or when services not offered by PPI are needed. By calmly talking through the caller’s concerns, admissions staff members provide direction on what types of resources the caller may need and where to get them.

To learn more about services available through PPI or to discuss a specific need for services, you can contact PPI admissions at (866) 746-2496.
A patient-focused program called Connections cut PPI’s 30-day readmission rate by nearly 50 percent in two years, a change that improves care and access for behavioral health patients. With the lowest 30-day readmission rate in the region, PPI’s model is one other mental health organizations want to follow. New grants are helping to improve the program and further reduce readmission rates for FY 2018.

When patients are readmitted to the hospital less than 30 days after being discharged, it’s often because they are struggling to maintain their plan of care whether that’s taking medications as directed, reporting for outpatient follow-up treatments and therapy or running into other barriers that undermine recovery. Being re-hospitalized is disruptive to a patient’s quality of life, and for some behavioral health patients it creates the additional hardship of needing care after limited benefits have been exhausted.

In 2011, PPI had the highest 30-day readmission rate in Dauphin County. PPI’s Chief Executive Officer, William Daly, asked Janis Seiders, RN, Connections Program Coordinator, to create a new discharge model to reduce that rate. He directed them to the process considered best practice for medical hospitals, the Re-Engineered Discharge (RED) toolkit that’s provided by the Agency for Healthcare Research and Quality (AHRQ).

“At the time, changing reimbursement rules were pushing medical hospitals to reduce readmission rates, but there wasn’t a model for behavioral health organizations. We took the RED toolkit and adapted it for our program,” explains Seiders.

Focusing on patients at high-risk for readmission first, the discharge READY Program was established. The program was expanded in 2015, through development of the Connections Program, to provide support for ALL patients through:

- Five weekly check-in telephone calls to the patient. During each call the patient collaborates with call staff to create an action plan along with interventions the patient can use to remain out of the hospital and continue with recovery until the call the following week.
- A Support Line to call for nonemergent concerns and questions.

Implementation of the program provided opportunities to improve the quality of communication both with patients and between staff members and physicians. During the check-in calls and through calls to the support line, patients were helped through challenges like finding transportation to appointments, getting questions answered by their physician or getting their medication.

“In many cases, our patients don’t have a support person or the knowledge to navigate this complex care system. When compliance with their discharge plan is too difficult, they may be tempted to give up. Through Connections they have an advocate who helps and teaches them how to work through those challenges to avoid having a re-lapse,” says Theresa T. Terry-Williams, Chief Nursing Officer at PPI.

Within two years of implementation, the 30-day readmission rate at PPI dropped to under 11 percent, and even as the patient census increased at PPI, readmission as a percentage of the population has remained between 10.4 and 10.7 percent.

The program’s success has been recognized by insurance providers, and Seiders and Terry-Williams have been invited to share it with the American Psychiatric Nurses Association, American Nurses Credentialing Center, AHRQ and the Hospital and Health System Association of Pennsylvania.

“Patients are getting better care with less gaps in service,” says Seiders. “The response has been excellent, and as reimbursement requirements change, this puts us in a better position to mitigate penalties for excessive readmissions.”

Connections Provides Support for Recently Discharged Patients

Fiscal Year 2017 Highlights

A driving force behind PPI’s program and service development is a 2015 Community Health Needs Assessment (CHNA) conducted in Cumberland, Dauphin, Lebanon, Perry and northern York counties. Based on findings from the CHNA, Penn State Health, UPMC Pinnacle, and PPI developed a joint strategy to improve mental healthcare in the region. Key outcomes during FY 2017 include:

- Provide Outreach to the Community. Clinicians and staff at Pennsylvania Psychiatric Institute are a professional resource for community organizations and are frequently asked to provide training and seminars. During FY 2017, PPI staff provided 133 hours of training to help more than 900 area professionals and volunteers recognize the symptoms of mental health issues, provide appropriate first aid support and referrals for care. Organizations PPI worked with included:
  - Big Brothers, Big Sisters
  - Big Springs School District
  - Central Dauphin School District
  - Harrisburg Professional Leadership Program
  - Harrisburg School District
  - Northwestern Human Services (NHS)
  - Penn State Nursing School
  - Penn State Pro Wellness
  - U.S. Army War College
  - Women Who Will Conference
  - YWCA (Lancaster Police Training)

- Development of an Inpatient Children’s Behavioral Health Unit. Demand for child and adolescent services at PPI led to a shortage of appropriate clinical space in 2015. Through PPI board support and fundraising, a new unit with nine private rooms for children ages four to 12, a play-therapy room and a sensory room were opened and completed in FY 2017.

- Programs to Address Substance Abuse. A 2013 National Survey of Drug Use and Health revealed that out of the 22.7 million individuals ages 12 and older who needed treatment for an illicit drug or alcohol problem, only 2.5 million received treatment in a specialty facility. The rapidly growing opioid epidemic has only increased the need for service since then.

- In response to the region’s growing opioid addiction problem, PPI opened its first opioid disorder clinic in February 2017 in cooperation with Penn State Health Family Medical Group and prepared to open an opioid maintenance clinic at the PolyClinic campus in Fall 2017 to support safe and effective delivery of medication-assisted treatment. With help from a $1 million grant from Pennsylvania Governor Thomas Wolf’s administration, the clinic will serve as treatment hub in response to the statewide opioid epidemic.

The clinic provides medication-assisted treatment, the gold standard of care, and provides a way to fast-track people with addiction disorders into treatment. The clinic will provide patients with additional tools and support to sustain recovery from addiction.

Meeting Additional Service Needs. During FY 2017 PPI added several more programs to address specific and targeted mental healthcare needs including:

- Addition of our first Dialectical Behavioral Therapy (DBT), an Intensive Outpatient Program (IOP) for individuals who need more support than outpatient therapy alone.

- Introduction of the CAPSTONE program, a collaborative effort of PPI, CMU (Case Management Unit) and YWCA of Greater Harrisburg, for young adults in Dauphin County who are beginning to exhibit signs and symptoms of severe mental illness.

Penn State Pro Wellness and the Penn State Nursing School provide more programs to address specific and targeted mental healthcare needs including:

- Penn State Nursing School
- Penn State Pro Wellness
- U.S. Army War College
- Women Who Will Conference
- YWCA (Lancaster Police Training)
A proactive approach to safety benefits patients and staff at PPI as well as the community. When planning a new unit or service, every piece of equipment from blankets to dressers is reviewed to make sure it is appropriate and safe for the population being served. Along with that, training is provided to ensure staff is prepared to work with the patient population and can appropriately provide any new therapies or medications that will be used. Safety is also considered in PPI’s processes for admitting, transporting and transferring patients to or from other service areas including when other medical needs arise. Slightly prior to FY 2017, a rigorous review of communication within the Polyclinic campus resulted in implementation of a new portable radio communications system for all staff. The system has enhanced information sharing and reduced response time for assistance. In addition, the system includes a “panic alarm” that staff can access in emergencies, and it eliminated the need for staff to use their personal phones for communication.

Drills are an important part of emergency preparedness and safety planning. The PPI patient safety officer manages several unit coaches and works in partnership with police and fire departments, other area hospitals and the PA Patient Safety Authority. Through the South Central Healthcare Coalition, PPI regularly takes part in drills and virtual drills to prepare for anything from a natural disaster that requires rapid evacuation to a mass shooting that might increase demand for services. Regional hospitals also drill on how they can share resources to support one another in a crisis.

“Drills show us where our strengths and weaknesses are. They help us anticipate problems so we can develop solutions and be ready in a real emergency,” says AnnMarie Ross, MHS, BSN, RN, CEN, NNHPD-BC, PHRN, Patient Safety Officer. “Drills have been an important part of preparing for the opening of the new opioid treatment center. It’s part of our ongoing safety commitment to patients, staff members, visitors and the community.”

In addition, a patient safety committee, which includes physicians, nurses, patient safety officers, a PPI board member and three people from the community, meets monthly to evaluate various aspects of safety at PPI from a community perspective.

PPI recently became an Approved Provider Unit for CEUs through Pennsylvania State Nursing Association. PPI provided CEUs for 67 percent of the internal trainings that were held. These CEUs were available to RNs as well as staff who are licensed through the State Board of Social Workers, Marriage and Family Therapists and Professional Counselors.

In addition to the trainings offered internally, staff members used Continuing Education funds to attend external trainings. Staff members also used funds available through our Education Assistance program to further their education.

To further staff development, PPI developed three discipline specific Professional Development Pathways (PDP) with tracks for:
- Registered Nurse
- Licensed Practical Nurse, Certified Nursing Assistant and Behavioral Health Specialist
- Therapist, Mental Health Clinician and Social Worker

PPI recognizes the importance of investing in its staff and has a very strong commitment to providing training opportunities necessary for the growth of staff members and the organization. Here’s a look at the trainings provided:

<table>
<thead>
<tr>
<th>Course Title</th>
<th>TOTAL Attended</th>
</tr>
</thead>
<tbody>
<tr>
<td>Optional Trainings</td>
<td></td>
</tr>
<tr>
<td>Co-occurring Training</td>
<td>17</td>
</tr>
<tr>
<td>Trauma Informed Care</td>
<td>47</td>
</tr>
<tr>
<td>Clinical Homicide &amp; Aggression Management Practices for Inpatient, Outpatient and Nontraditional Settings (CHAMPIONS)</td>
<td>67</td>
</tr>
<tr>
<td>Health Literacy</td>
<td>10</td>
</tr>
<tr>
<td>Charge Nurse Workshop</td>
<td>40</td>
</tr>
<tr>
<td>Preceptor Workshop</td>
<td>45</td>
</tr>
<tr>
<td>Mental Health Workshop</td>
<td>53</td>
</tr>
<tr>
<td>Mandatory Trainings</td>
<td></td>
</tr>
<tr>
<td>CPR Training</td>
<td>238</td>
</tr>
<tr>
<td>Competency Fair</td>
<td>336</td>
</tr>
<tr>
<td>Epic</td>
<td>333</td>
</tr>
<tr>
<td>Computer-based Learning Modules</td>
<td>342</td>
</tr>
<tr>
<td>Nonviolence Crisis Intervention Training (CPI)</td>
<td>304</td>
</tr>
</tbody>
</table>

Staff members must apply and be accepted into the yearlong PDP program and achieve the following:
- Complete exemplars or narratives for seven domains associated with their field
  - Clinical Practice
  - Caring Role
  - Milieu Management
  - Patient and Family Education
  - Clinical Knowledge Development
  - Monitoring and Ensuring Quality of Healthcare Practices
  - Professional Collaboration and Leadership
- Attend specific internal workshops/trainings
- Attend outside seminar/conferences
- Complete case studies
- Conduct education programs both within PPI and in the community
- Obtain/maintain the discipline specific certification

Upon successful completion, the staff members earn recognition of their achievement plus a monetary bonus of up to $4,000 per year.

In FY 2017, the patient safety committee conducted monthly rounding. Five of 10 safety events, including preparing for potential weather disasters and large community events, warranted various levels of response from the Incident Management Team to ensure the continuity of operations at the facility. Also in FY 2017, PPI began participating with the South Central Healthcare Coalition, and intends to participate in a virtual drill at the regional and state level in the fall of 2017.

FOCUS ON SAFETY AND QUALITY
More than $164,969 in charitable care was provided to patients who did not have insurance or were unable to pay in FY 2017.

<table>
<thead>
<tr>
<th>Treatment Program Breakout</th>
<th>No. of Patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outpatient Programs</td>
<td>17,304</td>
</tr>
<tr>
<td>Specialty Outpatient Clinics</td>
<td>1,147</td>
</tr>
<tr>
<td>Partial Hospitalization</td>
<td>7,257</td>
</tr>
<tr>
<td>Inpatient Services</td>
<td>2,157</td>
</tr>
</tbody>
</table>

A total of 27,865 patients were served by PPI in FY 2017*.

- **Children (4-12)**: 3,097
- **Adolescents (13-18)**: 5,887
- **Adults (19-64)**: 16,063
- **Mature Adults (65+)**: 2,818

*The same person may have visited or been admitted more than once.

In FY 2017, staff members received a total of 752 hours of Trauma Informed Care training.

Understanding how trauma in a patient’s life can impact his or her behavior gives both providers and the patient a greater sense of control and empowerment. Trauma Informed Care (TIC) is an innovative approach to organizational structure and a treatment framework that involves understanding, recognizing and responding to the effects of all types of trauma in a patient’s life and how that may relate to the patient’s current health behaviors and health status. Using TIC, PPI emphasizes physical, psychological and emotional safety for patients, care providers and staff.

"PPI is committed to providing Trauma Informed Care, and each year all staff members must participate in training to refresh and advance their skills," says Laurie Talbot, Director, Compliance. "We know that by looking at the whole patient with a broader understanding of what she/he has gone through in life, our caregivers and staff can provide a holistic approach that meets a full complement of needs that the patient may have."
FINANCIAL SUMMARY FISCAL YEAR 2017

Statement of Operations for the year ended June 30, 2017
all amounts in thousands

Revenue
- Net patient services revenue $ 24,422
- Contributions 8,049
- Other revenue 15
- Total revenues $ 32,486

Expenses
- Healthcare services $ 23,018
- General and administrative 10,095
- Total expenses $ 33,113

Changes in net assets $(627)

Statement of Financial Position as of June 30, 2017
all amounts in thousands

Assets
- Cash $ 1,111
- Accounts receivable, net 3,654
- Other current assets 405
- Property, plant and equipment, net 1,886
- Total current assets $ 7,056

Liabilities
- Accounts payable and accrued expenses $ 3,380
- Accrued wages and benefits 1,034
- Unrestricted net assets 2,366
- Temporarily restricted net assets 276
- Total liabilities and net assets $ 7,056

PPI is fiscally sound and fiscally responsible.