



Centra Wellness  
NETWORK

Fiscal Year 2023 Quality Snapshot

Every year, from October 1 to September 30 of the next year, we follow a plan based on laws and rules. We look at how fast we can get people help and how happy people are with the help they are getting. Now we have all the information from our last fiscal year. See some of the good work we do below!

Centra Wellness has had some version of Health Home for 9 years. This year, the programs became CARF Accredited! We look at a lot of things to see how Health Homes help people. We look at a risk score based on things like diagnoses, emergency room visits, and hospital stays. The lower the risk score, the better.



**1 in 3** people in Health Home showed a lower risk score!



**Over half** of the individuals with reported hypertension showed better control of their blood pressure.



**1 in 5 people** in Health Home had fewer visits to the emergency department.

During the year **14,662** hours of services were provided to **1,725** individuals in the community.



**338 hours** were spent with individuals in the community during a time of crisis either in person or via phone.

**91 community members accessed crisis** services by walking in and were connected with a clinician in 15 minutes or less.

**432 contacts in Manistee and 435 contacts in Benzie** were made by Jail Services.

**119 children in Benzie and 117 children in Manistee** were seen in the prevention program (Safenet) in schools.

**102 individuals** were served by the Medication Assisted Treatment program for individuals with an Opioid Use Disorder.



A survey of parents and guardians who worked with the Safenet Prevention services showed over **95% satisfaction** with services!



**148 people** presented thinking they

needed to go to the hospital and over **70%** stayed in the community with effective safety planning.