



Fiscal Year 2024 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 10 years. We look at a lot of things to see how Health Homes help people like how many hospitalizations and how many visits to the emergency department people have every month.



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



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



Over half of people in Health Home had fewer hospitalizations.

During the year **over 48,000 hours** of services were provided to **1,434** individuals in the community.



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

Over 20,000 calls were made to CWN, with an average wait time of just 16 seconds.

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

182 contacts in Manistee and 236 contacts in Benzie were made by Jail Services.

256 and 85 individuals were served in the behavioral health home and substance use disorder health home, respectively.

In a survey of all people receiving services from CWN, 99% indicated they were happy with the services they get.



108 children in Benzie and 140 children in Manistee were seen in the prevention program (Safenet) in schools.

9 out of 10 parents and guardians who worked with the Safenet Prevention services with their children said they were happy with services! **10 out of 10** school staff surveyed said they were satisfied!

Please contact Quality Management at Centra Wellness Network 877-398-2013 for any questions or comments.