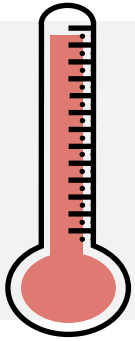


Centra Wellness Network
September 2023 Quality Snapshot



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.

We are so close to being done with the plan this year.

Did you know 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 much Health Homes help people. We look at a risk score based on things like diagnoses, emergency room visits, and hospital stays; the lower the score, the better. 29% of individuals showed a lower risk score! In addition:



Over 20% of individuals showed less environmental factors that could have impacted their health.



16% of individuals showed better control of their blood pressure.



9% of individuals had fewer stays in the hospital.



20% of individuals had fewer visits to the emergency department.

Throughout the year we have had 7 audits and reviews:

- Financial Audit
- Triannual Recipient Rights Audit
- Michigan Department of Health and Human Services Waivers Audit
- Northern Michigan Regional Entity Annual Audit
- CARF Accreditation Survey
- ACT MIFAST Review
- LOCUS MIFAST Review

We also got our three-year certification as a Community Mental Health Service Provider!

We helped **1,011 people** for a total of **9,611 hours** during April, May, and June!



In August, CWN helped stay out of the hospital 76% of the time!