

AHCCCS Provider Response to SAMHSA Fidelity Review

Complete the following form in response to the SAMHSA fidelity review process conducted by AHCCCS staff.

Date: 3/11/2022

Name and contact information of provider:

Michaela Statt, LMSW- Vice President of Outpatient Services – Copa Health
 Norm Sartor, Director of Quality Management- Copa Health

Type of evidence-based practice provider (select one):

	Permanent Supportive Housing
	Supported Employment
	Consumer Operated Services
X	Assertive Community Treatment

What was your experience with the fidelity review conducted at your agency? Copa Health remained under Covid-19 protocols during the time of review, fidelity was conducted via Zoom and went well despite a handful of technical issues, which were managed.

What was most helpful about the fidelity review process for your agency? A comprehensive fidelity review by a third party is always helpful to identify strengths, as well as areas of opportunity for our ACT Teams. Most areas of opportunity where scores were lower than historical audits were directly related to Copa Health's efforts to mitigate risk during this unprecedented global pandemic.

What suggestions would improve the review process?

During the audit an ad-hoc demographic report was requested that required Copa Health's to quickly create/merge several reports as it wasn't a part of our standardized ACT reporting. Moving forward it would be helpful to have reporting needs communicated prior to the audit to increase our preparedness.

Several Omega team members reported the interview style of the auditors caused them some discomfort and didn't feel collaborative or relational. They also reported several questions were asked that didn't pertain to ACT, which would have been more appropriately asked of the supervisor or the ACT Program Manager.

Comments from your agency regarding the findings of the review and/or the fidelity report:

H2 Team approach score of 2.

The Omega ACT team continually facilitates warm hand-offs to identify and implement unique services based on need. This has been observed in multiple meetings and is evidenced in the clinical documentation. During the audit period Copa Health Covid-19 protocols were in place which encouraged home visits to be conducted outside of the home if possible. Home visits with members were determined based on need and specific services recommendations.

H3 Team Meeting score of 2

The Omega team meets four days a week Mon-Thursday, for a minimum of one hour. A review of each member is discussed at that time. Dr Belmonte (Omega Psychiatrist) is consistently present every Thursday and often attends on other days depending on the needs of the team and the members.

During the audit review all team meetings were conducted via Zoom, with in-office staff participating in the zoom meeting from their workstations of common space. Copa Health Covid-19 protocols limited staff to gatherings

where physical distancing could not be accomplished, and we were able to leverage technology (zoom) to meet as a team, while minimizing the potential exposure to Covid-19.

