

# ADHS Provider Response to SAMHSA Fidelity Review

Complete the following form in response to the SAMHSA fidelity review process conducted by ADHS behavioral health staff.

Date: September 14, 2015

Name and contact information of provider:

Lifewell Behavioral Wellness - Lifewellness Center South Central  
602-323-3000

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?

The overall experience was very positive and a valuable learning experience. The collaborative approach used by the auditors allowed for a greater understanding of the fidelity measures and what changes the agency needs to explore to improve upon them.

What was most helpful about the fidelity review process for your agency?

The fidelity report outlines each area of the fidelity review with detailed rationale. The rationale allows the ACT team and agency leadership to readily identify areas of strength along with areas for improvement. The ACT Fidelity Report also provides recommendations for specific fidelity measures to be utilized as a guide to support the agency and the ACT team to achieve full fidelity adherence. The post fidelity review teleconference provides an opportunity for agency and ACT leadership to actively engage and collaborate with the fidelity reviewers to discuss the results of the fidelity review and seek clarification as necessary. Overall, the fidelity review process provides an objective measure of the ACT team's and the agency's progression to achieve full adherence to the ACT fidelity measures.

What suggestions would improve the review process?

Overall the review process was collaborative and beneficial as an objective review of the ACT team's and the agency's degree of fidelity to the ACT model. With the transition of the South Central ACT team to Lifewell Behavioral Wellness on August 1, 2015, continued collaboration between the Fidelity reviewers, the ACT team and agency leadership will be beneficial while enhancing adherence to the fidelity measures.

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

The ACT Fidelity Report provides a detailed summary of the ACT team's strengths and areas for improvement in regards to the SAMHSA ACT Fidelity measures. Lifewell is utilizing the ACT Fidelity Report as a tool to enhance agency understanding of the ACT services and the fidelity process as the South Central ACT team transitioned to Lifewell Behavioral Wellness effective August 1, 2015. Lifewell Behavioral Wellness is utilizing the fidelity report to analyze each item within the fidelity review to identify areas of strength and areas of improvement with the goal of continuing to sustain the identified areas of strength while developing and supporting opportunities to positively impact areas where full adherence to the fidelity measure was not evidenced during the review process. Utilizing the recommendations outlined in the fidelity report, Lifewell will identify internal quality improvement activities to aid in achieving full adherence to the fidelity measures. Lifewell is in the process of reviewing current ACT processes targeting areas where the maximum rating was not achieved in order to identify areas for improvements and efficiencies which align with the identified fidelity measures.

Following the transition of the South Central ACT team to Lifewell Behavioral Wellness effective August 1, 2015, Lifewell is reviewing internal areas of expertise to support the ACT team via training opportunities and the utilization of other established resources with the agency. Lifewell will continue to review agency culture and processes to identify opportunities for enhanced alignment with the SAMSHA fidelity model as well as opportunities for heightened support of the ACT team.

