

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: 1/29/16

Name and contact information of provider: Lifewell Behavioral Wellness
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Type of evidence-based practice provider (select one):

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

What was your experience with the fidelity review conducted at your agency?

Lifewell Behavioral Wellness staff felt as though the fidelity review was well coordinated by the reviewers. The reviewers were flexible with the members and staff schedules to ensure that everyone was able to participate and feel comfortable. The reviewers asked several follow up questions to ensure that they had a clear picture of the program and how it is implemented at Lifewell. Throughout the process the reviewers were clear about the process and the purpose of the review, which seemed to help the members and staff to feel comfortable with them. The review call was presented in a way to help support the program, rather than criticize it which is helpful.

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

The review conference call was really beneficial as this allowed for some further explanation of the information included in the review. This also allowed for the auditors to provide answers to questions that we had related to different areas.

What suggestions would improve the review process?

Lifewell Behavioral Wellness felt as though the review process went smoothly and was presented in a way to help Lifewell Behavioral Wellness as well as the system as a whole. We understand that the standards of the review are set forth through the SAMHSA Fidelity Toolkit, there does seem to be an area that could improve around the timeframe reviewed during the chart review. There appears to be the potential that scores could be skewed based on seeing something in a chart that had been caught at the previous audit and then an action plan had been implemented to eliminate/change a practice. However, because the practice had been in place and documented prior to the change it will be caught on potentially every review, until all members who were in the program prior to the action plan being implanted have discontinued the services.

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

Lifewell Behavioral Wellness appreciates that continued review of our program to help support our program to improve as it is related to the SAMHSA Permanent Supported Housing model. We look forward to continued collaboration with Arizona Department of Health Services and the Regional Behavioral Health Authority to continue to improve the understanding and implementation of the fidelity model.

