

# Intensive Behavioral Health Services Quality Assurance Plan and Report

We're on a **mission**

to  
**heal.**

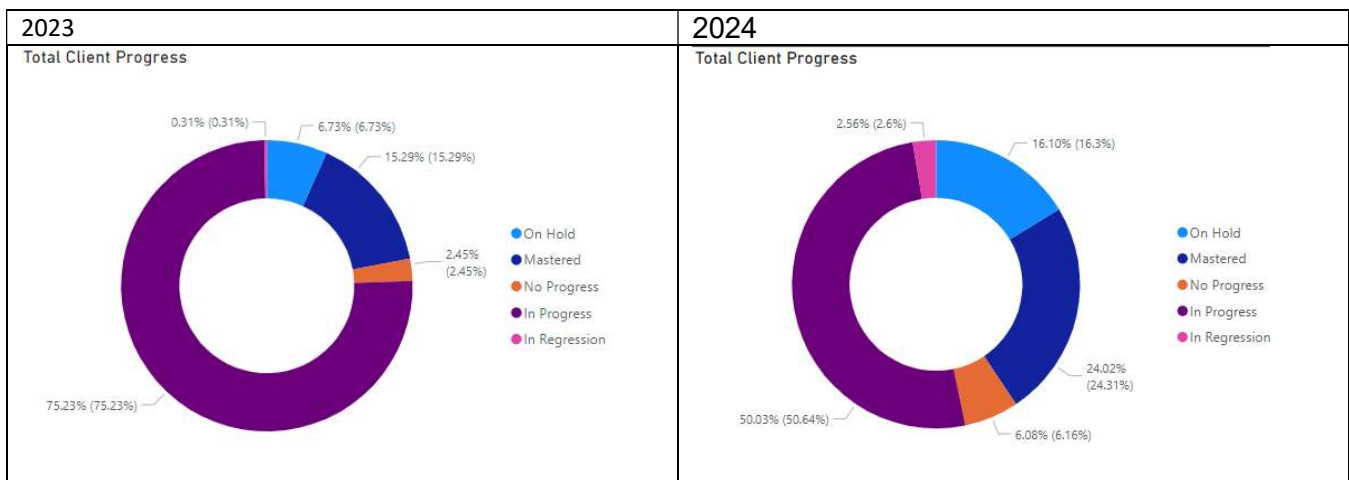
to  
**teach.**

to  
**empower.**

to  
**amaze.**

## Client Outcomes

Positive client outcomes are our top priority in providing ABA treatment. In 2024, we provided ABA services to 47 clients for a total of 9,066 hours of treatment time. Our clients are all working towards highly individualized goals, and they all have different rates of skill acquisition. We constantly analyze each client's data to determine if progress is being made. At times, we put goals on hold if we determine more base skills need to be worked on before tackling a particular goal. We began working with 8 new clients in the past 3 months and are working on establishing rapport with their team as a basis to begin building progress on their goals. At year end we have a total of 27 clients in active treatment. Our data overview of client progress provides a general look at how the program is progressing as a whole. Individual client progress reporting is documented in monthly data reviews completed by case BCBA's and BC-ABAs as well as in daily clinical notes. Progress is also reported in Individual Treatment Plan (ITP) updates which occur at least every 6 months. In the ITP update, data-based decision making is documented to adjust goals and interventions based on progress.



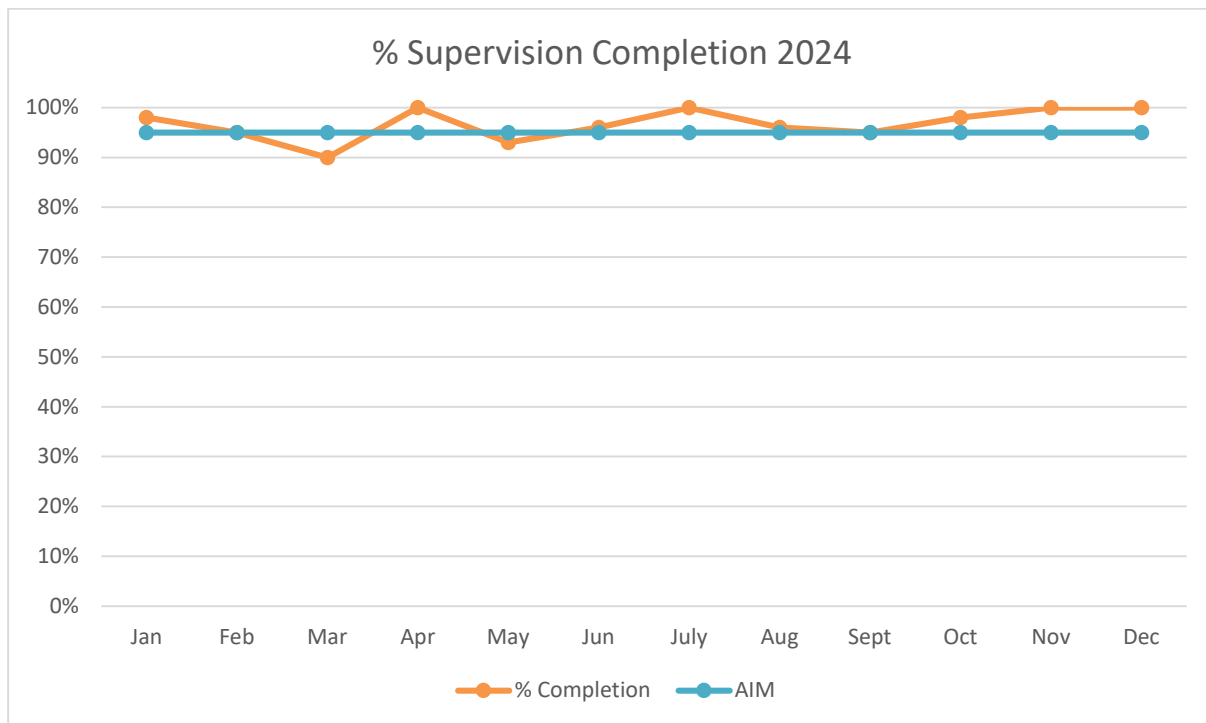
The data set for this report pulled individual client data for clients who had been in treatment for at least 2 months in December 2024.

- 24% of client goals have been mastered and are in the maintenance phase
- 51% of client goals are showing progress towards mastery
- 16% of client goals are on hold or have not yet been implemented in treatment sessions
- 6% of client goals are implemented but are not making progress
- 3% of client goals are in regression.

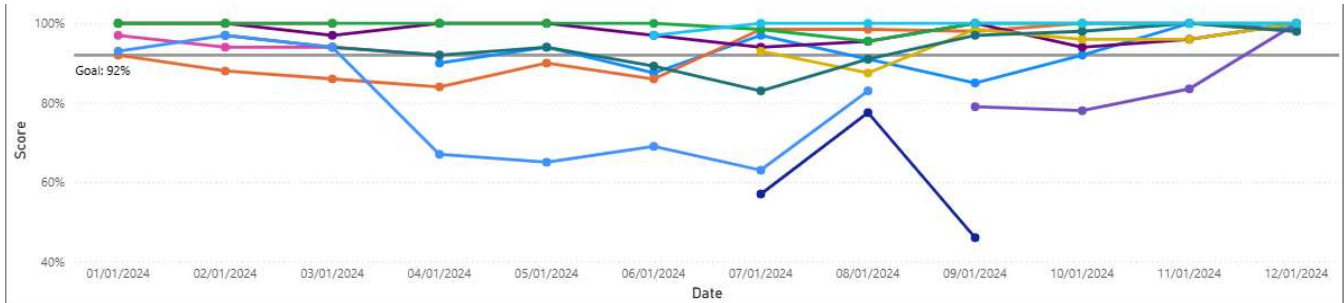
When data shows that clients are making significant progress on goals or are in the mastered/maintenance phase, that indicates that our treatment plan and the interventions we are using are effective. When data show that goal progress is in regression or is not progressing, we reassess our approach to teaching those skills and may need to adjust interventions, teaching methods, or reinforcement strategies.

### ***Record Review and Treatment Fidelity***

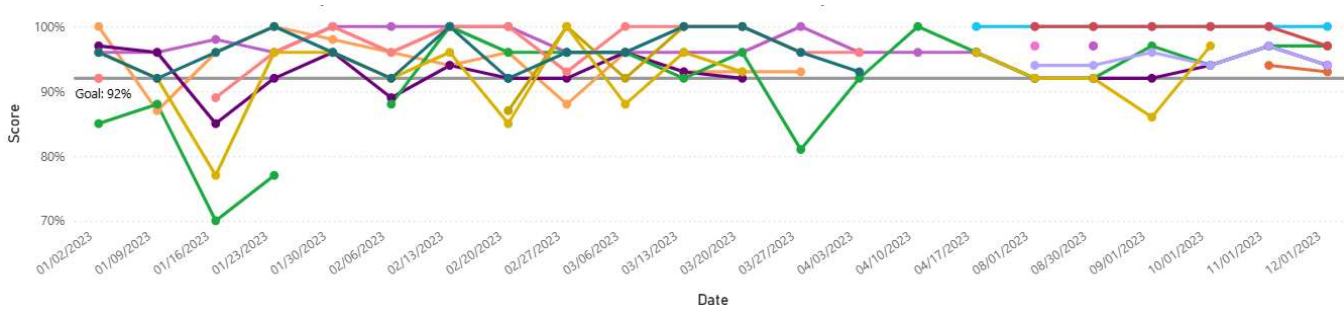
IBHS records are reviewed on an ongoing basis. Progress notes are reviewed at least monthly by BCBA's. Fidelity checks are completed as part of this process and reviewed with Clinical Director as part of supervision. Clinical record compliance is reviewed weekly, and an internal audit tracker is reviewed monthly by the Clinical Director. Supervision notes are reviewed monthly, and supervision completion is tracked on a rolling basis. Compliance with supervision requirements was an average of 97% across the year. Training plans are reviewed at least every two months during clinical supervision and updated as trainings are completed. All Assessment Reports and Individual Treatment Plans are reviewed by the Clinical Director prior to the family signing and submitting for authorization. We collect data on staff treatment intervention and documentation fidelity with a goal of at least 92% fidelity. The fidelity score is based on a rubric of best practice for multiple interventions, clinical notes, and IBHS regulations. This year we expanded use of various types of rubrics for detailed clinical interventions. Each color represents a team member. When fidelity scores are lower than 92%, supervision and additional trainings are provided to team members. The average fidelity score for the team in 2023 was 95%. In 2024, the average fidelity score was 93%



Fidelity Scores 2024



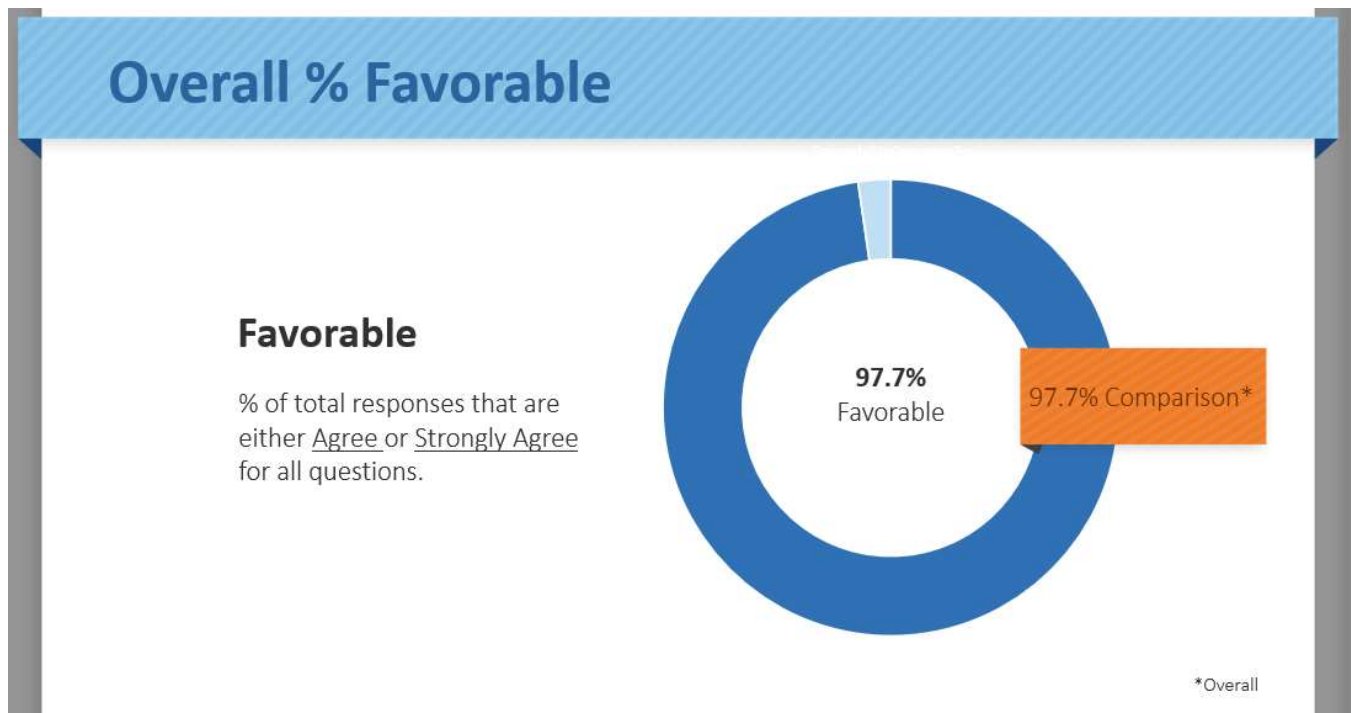
Fidelity Scores 2023



## Satisfaction Surveys

The annual IBHS Family Satisfaction Survey was sent to families in October 2024 and completed in December 2024. Surveys were sent to all current families whose children have been receiving ABA services in the clinic for at least 2 months. The results of the survey convey that 97.7% of the responses were favorable (responses of Agree or Strongly Agree). This represents a 2.7% increase in favorability compared to 2023. Some adjustments were made to the questions on the survey after reviewing past data and current surveys from other CI departments. The changes align survey questions across department areas and are documented in the chart below.

### Family Satisfaction Survey 2024



Survey Questions and Response Data

| Survey Question   | 2022 | 2023 | 2024         |
|---|------|------|--------------|
| My child has enjoyed their experiences at the clinic.   | 100% | 87%  | 100%         |
| My child has benefitted from their experiences at the clinic.   | 100% | 100% | 100%         |
| My child's improvement since starting services was higher than expected.  | 80%  | 75%  | Discontinued |
| I am satisfied with the services my child has received this year.   | 100% | 100% | 100%         |
| Staff help me understand my child's needs.  | 100% | 100% | 100%         |
| Staff regularly communicate with me about my child's performance and progress.  | 80%  | 100% | 88%          |
| Staff encouraged me to participate in the decision-making process.  | 100% | 100% | Discontinued |
| My concerns and recommendations were documented in the Assessment Report and Individual Treatment Plan.                 | 80%  | 100% | 100%         |
| I have seen improvement in my child's behavior.   | 80%  | 87%  | 100%         |
| New: My child's ability to communicate basic wants and needs has improved.  | 80%  | 100% | 88%          |
| New: My child's/family's quality of life has improved from the services we have received from the Children's Institute. |      |      | 100%         |
| New: I am satisfied with my experience at the Children's Institute.   |      |      |              |
|   |      |      |              |
| Net Promoter Score  | 2022 | 2023 | 2024         |
| How likely is it that you would recommend the Children's Institute to a friend, family member, or colleague?            | 80%  | 100% |              |
| Revised to: Would you recommend the Children's Institute to a friend or family member? Yes/No                           |      |      | 100%         |

### ***Parent and Caregiver Training***

In 2024, we provided a total of 152.25 hours of parent training across 34 clients in ongoing treatment. When total hours of parent training per client were compared to total months in treatment per client, each client received an average of .58 hours per month. Our goal is to provide at least 1 hour of parent training per month per client therefore we aim to increase the frequency and duration of parent training in the next year. We began collecting more detailed data on parent training in 2024 and now have baseline data to compare moving forward.

### ***Accreditation***

In December 2023, the Children's Institute ABA Clinic completed all the steps towards becoming a Behavioral Health Center of Excellence and was awarded full accreditation. We remain in good standing with BHCOE in 2024 and will apply for re-accreditation in 2025.

"BHCOE Accreditation ® is a certification given to an applied behavior analysis provider once it has demonstrated it has met and continues to meet an assortment of clinical and administrative standards as determined by an independent third-party evaluator."

"BHCOE Accreditation demonstrates that a practice scales with integrity, is sustainable, offers high patient satisfaction, and is at the forefront of offering effective treatment. Accredited practices stand out to insurance companies, funding sources, and potential investors as organizations that are committed to ethical growth."

Please visit the BHCOE website for additional information on accreditation: <https://www.bhcoe.org/>



## ***Regulatory Compliance***

To maintain compliance with billing regulations and rules we conduct multiple internal audits on a regular basis. We conduct monthly random sampling cross systems compliance check for record matching, monthly reconciliation of all billed services documentation to ensure that it is complete, accurate, and matching other systems documentation, and monthly full client file audits on rotation so each client file is reviewed at least twice per year at our current census. We use both IBHS regulations and CCBH performance standards to guide our compliance processes. We keep data on supervision provision and are in compliance with both IBHS and BACB regulations and requirements.

In compliance with our approved service description for Intensive Behavior Health Services, The Children's Institute offers focused and comprehensive 1:1 ABA services through IBHS which includes behavior analytic services, behavioral consultation, assistant behavior consultation and behavior health technician/registered behavior technician. Individual ABA services include best practice assessment, strengths-based treatment, individualized programs that target the individuals need for skill development and behavior reduction, daily data collection, maximization of teachable moments, monthly summaries and treatment outcomes. Clinic-based individual ABA services are currently available Monday through Friday, 9:00 am- 4:00 pm. The Children's Institute also offers group ABA services through IBHS which includes behavior analytic services, behavioral consultation, assistant behavior consultation and behavior health technician/registered behavior technician. Group services may be considered a step down from the traditional 1:1 programming due to the increase ratio of 2:1 or 3:1 (2 or 3 individuals to one staff). The program is designed to serve individuals from the ages of 3-21 that would benefit from a therapeutic group setting targeting development and enhancement of social skills, maintenance and generalization. Our current groups are running for clients ages 3-10 with plans to expand to older clients in 2025. Clinic based group ABA is offered Monday - Friday 9:00 am- 4:00 pm and Monday -Thursday 4:00 pm- 6:00 pm. We currently operate primarily as a clinic-based ABA provider for both individual ABA and group ABA services. Behavior Analysts provide assessment, support, and parent training services across settings: home, school, community, and clinic. All families participating in our services are required to participate in parent/caregiver training on at least a monthly basis. We are currently designing an expansion pilot to also provide BHT-ABA and ABC-ABA services in the home, school, and community settings. Though we are also licensed to provide Individual services under IBHS including Behavior Consultation, Mobile Therapy, and BHT, we do not currently have the staffing capacity to offer this service line. There is exploration to introduce these services if ABA services in the home, school, and community are feasible and appropriate staffing is hired. We currently offer services in Allegheny County. There is also exploration to expand our service model in the Western Region into Beaver, Butler, Washington, and Westmoreland counties. All individuals entering our program must have a written order for the services, demonstrating medical necessity and identifying which services are appropriate and the maximum number of hours prescribed. The final recommendation of hours is completed by our Behavior Analysts through the assessment process. When services are recommended beyond our current availability, we work to support families in finding additional services to meet their needs. If it is determined that home, school, and community services are recommended alongside clinic-based services, we collaborate extensively with the other provider to ensure a cohesive course of treatment.



## ***Recommendations***

Our data continue to trend in an overall positive pattern across our quality measures. Client outcomes currently show a high percentage of client goals progressing or in the mastery stage indicating that our clinical strategies are working overall. On an individual basis, we have improved documentation of interventions and goal adjustments when making data-based decisions around treatment. We will continue to increase parent/caregiver training including discussion and problem solving around treatment barriers. Frequency and duration of parent/caregiver training were tracked and showed a slight decrease in the average. However, the decrease is partly due to an increase in clients receiving fewer hours per month in our evening group ABA sessions. We will continue to work to improve participation and quality of parent/caregiver training across the program. If funding can be secured, we will explore offering group parent training to increase participation and to provide an additional support system to our families. The data we have collected related to treatment quality has allowed us to identify training needs and provide real time support to team members to better serve our clients. We continue to work to expand access to IBHS services by opening additional treatment rooms in the clinic, hiring additional staff when client census is nearing capacity, and expanding the types of services offered. We are also working to remove administrative barriers that limit the clinical time our team can devote to direct client care. In 2025 we will begin the BHCOE renewal process for our accreditation. The clinic has benefitted greatly from gaining accreditation. We have gained access to trainings and peer groups to support our goal of being a best-in-class provider. We continue on our path to being a neurodiversity affirming and trauma informed practice to help our clients and families reach their goals.

## ***Reporting***

The annual IBHS Quality Report is published in January each year. It will include the prior year's quality data (reviews, surveys, outcomes, etc.), an analysis of the data, and proposed recommendations for the upcoming calendar year in future reports. The recommendations will have specified actions and time frames for completion. The subsequent year's IBHS Quality Plan will be updated to reflect these recommendations.

Notification of the availability of the annual IBHS Quality Report is included as an addendum to the Parent Handbook provided to parents of all new ABA clients. Additionally, it is posted on the organization's website ([www.amazingkids.org](http://www.amazingkids.org)) under information related to Autism Services.