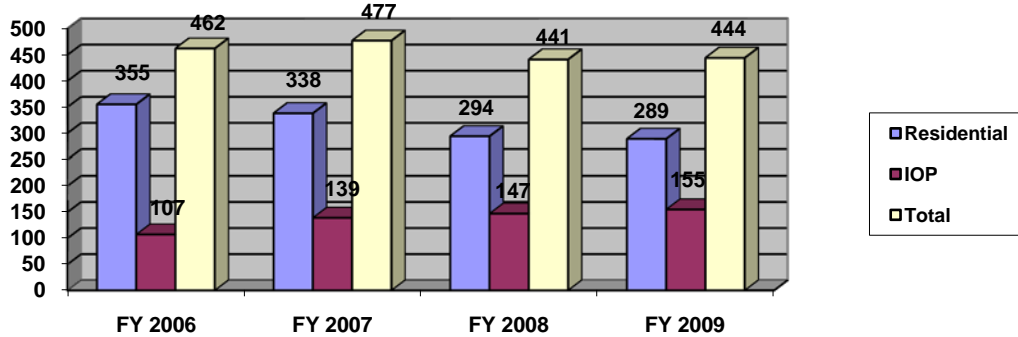


WRC FY 2009 Performance Improvement (PI) Summary

REFERRALS: We received the most referrals this FY during the 4th quarter. Please see attached graph for referrals by county. Our overall referrals for FY 2009 reflect a less than a 1% increase from FY 2008. While our residential referrals reflect a 1.5% decrease from FY 08 our IOP with Family Housing referrals has increased by 5.3%.



ADMISSIONS: Admissions remained consistent throughout the fiscal year with the exception of 1st quarter. We typically have a decrease in admissions during the months of May and June (4th Qtr), the increase during the 1st qtr FY 09 reflects the rescheduling of previous intakes. Please refer to the table below and the attached graph for admissions by county.

| Admissions FY 2009 | Residential | IOP | FY 2009 Totals |
|---------------------------|-------------|-----|----------------|
| Fourth Quarter Admissions | 30 | 26 | 56 |
| Third Quarter Admissions | 31 | 28 | 59 |
| Second Quarter Admissions | 29 | 23 | 52 |
| First Quarter Admissions | 79 | 33 | 112 |
| TOTALS | 169 | 110 | 279 |

INTAKE NO SHOW RATE:

| | FY 2009 Intake No Shows | Number of Scheduled Intakes | FY 2009 No Show Rate |
|----------------|-------------------------|-----------------------------|----------------------|
| Fourth Quarter | 9 | 59 | 15% |
| Third Quarter | 10 | 67 | 15% |
| Second Quarter | 4 | 55 | 7% |
| First Quarter | 15 | 70 | 21% |
| TOTALS | 38 | 251 | 15% |

WAITING LIST: Average wait times for Fiscal Year 2009:
 Priority = 14 Days Non Priority = 17

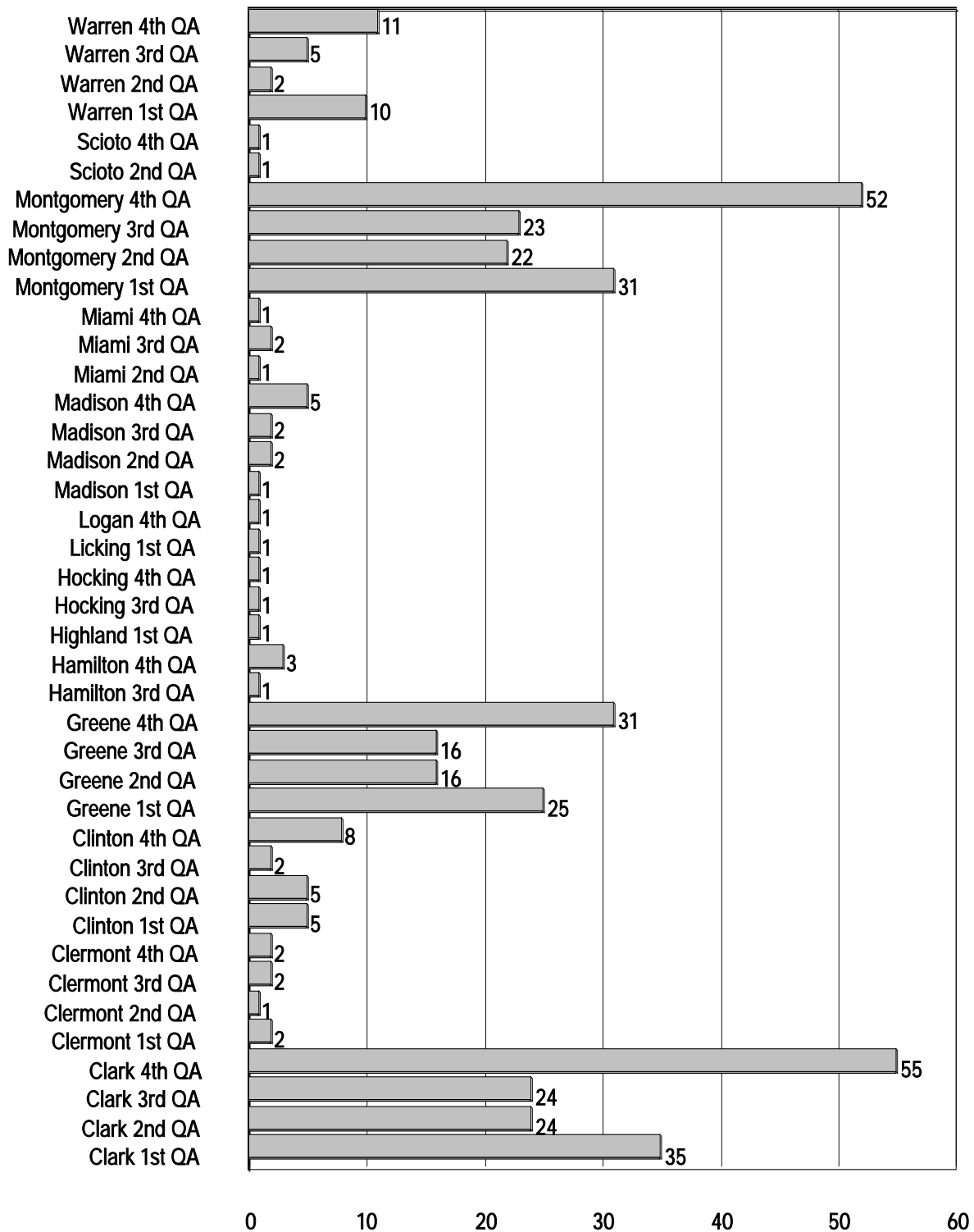
DISCHARGE DATA:

| Discharges FY 2009 | Successfully Completed | Discharged or Referred early | Against Staff Advice | Admin Discharges | Other | FY 2009 Totals | Completion Rate |
|---------------------------------|---------------------------|------------------------------------|-------------------------|---------------------|-------|-------------------|--------------------|
| Fourth Quarter Discharges | 33 | 4 | 6 | 6 | 6 | 55 | 67% |
| Third Quarter Discharges | 23 | 3 | 12 | 6 | 5 | 49 | 53% |
| Second Quarter Discharges | 42 | 2 | 9 | 4 | 2 | 59 | 75% |
| First Quarter Discharges | 27 | 4 | 12 | 8 | 1 | 52 | 60% |
| TOTALS | 125 | 13 | 39 | 24 | 14 | 215 | 64% |

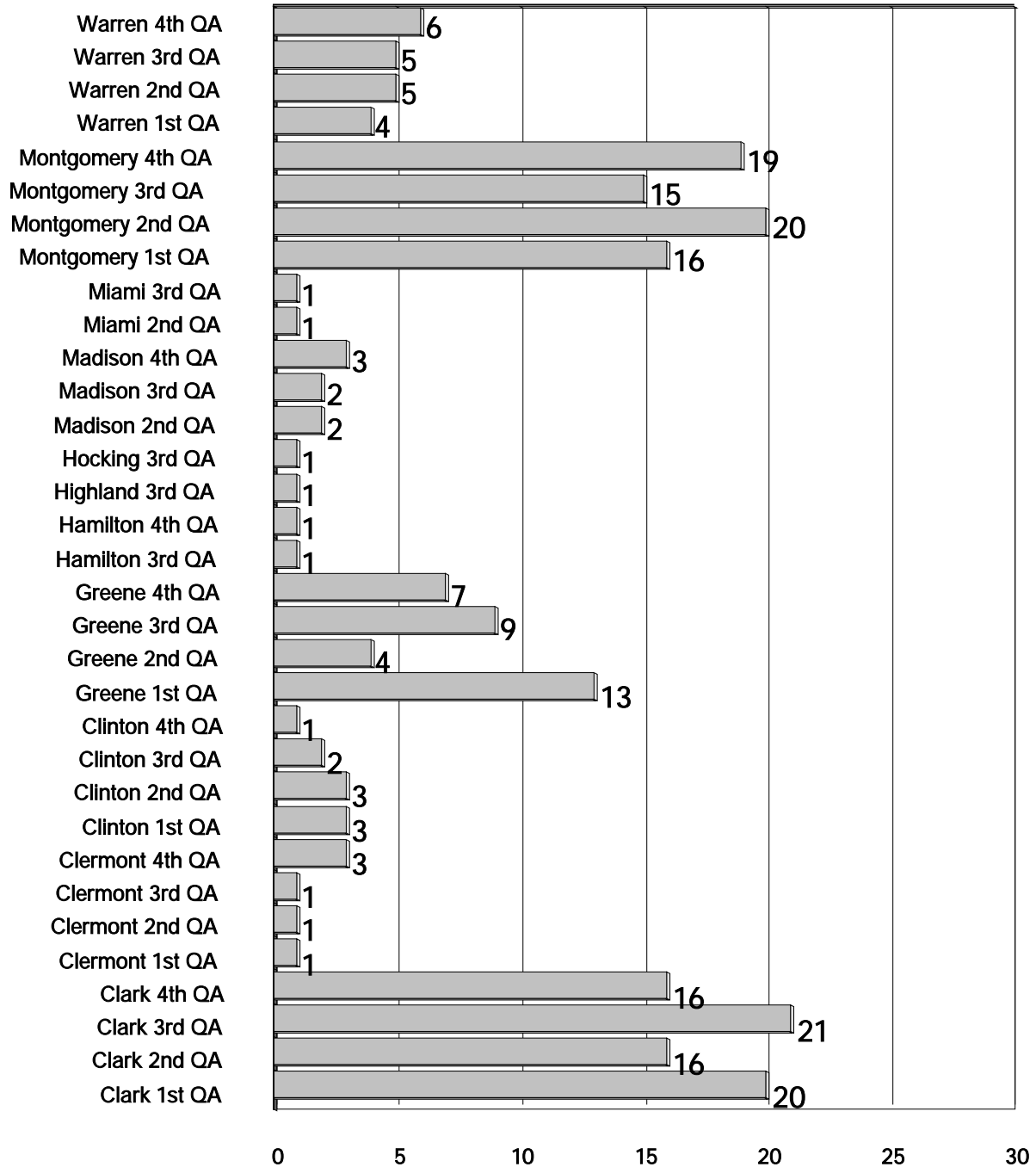
FY 2009 BED DAY UTILIZATION

1st Quarter = 80%
2nd Quarter = 72%
3rd Quarter = 77%
4th Quarter = 84%
FY Total = 78%

Women's Recovery Center Referrals FY 2009



Women's Recovery Center Admissions FY 2009



OTHER FY 2009 INFORMATION

Referral Source Satisfaction:

Referral Source Satisfaction Surveys are sent annually to all agencies that make referrals to Women's Recovery Center. The survey questions follow the recommended CARF and ODADAS format.

During FY 2009 we received 7 of 10 completed referral source satisfaction surveys the results of these surveys are as follows:

| | |
|--------------------------------|-------------------------------------|
| Ease of referrals | 100% satisfied with current process |
| Received feedback on referrals | 85% satisfied with current process |
| Overall satisfaction | 95% satisfied with current process |
| Would recommend WRC to others | 100% would recommend WRC |

Major Unusual Incidents (MUI's):

There were no incident reports filed this fiscal year

PERFORMANCE IMPROVEMENT TRENDS AND PATTERNS

Current areas being monitored are listed below.

AREA: Errors surrounding medication administration and management

EXPECTED

OUTCOME: 100% compliance with Women's Recovery Center's self medication policy and procedure.

ACTION: Monitoring of incident reports, random checks or key exchange form and the medication administration record will be accomplished by the staff nurse and the clinical director.

UPDATE: We had three incident reports filed this quarter surrounding medication. The incident reports dealt with a client self administering a medication at the wrong time. Clients involved met with the staff nurse to reaffirm medication regime.

Another area monitored is Against Staff Advice (ASA) discharges

AREA: Increase in ASA discharges

EXPECTED

OUTCOME: Decrease total ASA's by 10% in FY 2009 from the FY 2008 total of 40.

ACTION: Data will be collected surrounding the time, day and length of stay of clients that have left ASA. The Performance Improvement team will identify patterns and trends from this data to plan for more guidance on handling ASA's

UPDATE: During the fourth quarter we had six (6) ASA discharges bringing our FY total to 39. **WE DID NOT MEET OUR GOAL FOR FY 2009. OUR OVERALL ASA RATE FOR 2009 DECREASED BY 3%.**

The average amount of days spent in treatment prior to leaving ASA this quarter was twenty-eight (28) The average age of the clients who left ASA this quarter was 27. Two (2) of the six clients who left ASA this quarter were from Clark County. Five (5) of the women who left ASA this quarter were dually diagnosed. The most occurring dual diagnosis was Depressive Disorders along with Opioid Dependence.

A third area identified by the Performance Improvement Team is client follow up.

AREA: Minimal follow-up data from graduates of WRC at 30 days, 3,6,9,12 and 24 month intervals.

EXPECTED

OUTCOME: Contact and complete follow-up surveys at appropriate intervals on 80% of clients discharged from the program.

ACTION

UPDATE: **WE MET OUR FY GOAL!!!!** Currently we have made follow-up contact with 82% of the women who have completed our program during FY 2009.