New Hope Carolinas
Psychiatric Residential Treatment Facility
Outcomes Summary 2013
Dear Stakeholder,

Thank you for taking the time to review the enclosed information. This report is designed to provide you with outcomes data across several key areas as a measure of our overall performance in 2012. New Hope Carolinas is a 150 bed Psychiatric Residential Treatment Facility (PRTF), which is owned and operated by New Hope Treatment Centers. New Hope Treatment Centers utilizes a comprehensive approach to behavioral healthcare through a broad continuum of residential and community-based services that addresses the unique needs of each child and family served. New Hope Treatment Centers has been collecting outcome data since 1988. We compile a variety of data sets which we anticipate will be useful to families who may be searching for a quality provider, as well as stakeholders who are looking for effective and efficient care.

We chose to open this report with a section outlining our ongoing initiatives to ensure that our programming incorporates best practice standards and evidence-based approaches in order to provide you with evidence of our enduring commitment to providing the highest quality of care. The information compiled for this report includes consumer satisfaction survey results, post discharge survey results, percentage of successful discharges and several quality measures specific to the overall safety and efficacy of our programming. Throughout the report we have included testimonials from our patients and their families providing a more personalized perspective of our care and treatment from those actually receiving it.

Thanks again for taking the time to review our report. I encourage you to visit our website at www.newhopetreatment.com for more information and I look forward to hearing your feedback, thoughts or questions regarding this report. I can be reached at sphifer@newhopetreatment.com

Sincerely,

Sam E. Phifer, LCSW
Executive Director

*New Hope Treatment Centers is a nationally recognized behavioral healthcare provider, serving troubled adolescents and their families for over 25 years. New Hope Carolinas, a psychiatric residential treatment facility (PRTF), has been fully accredited by the Joint Commission since 1998, and is nationally recognized for its expertise serving adolescents who have suffered trauma, and/or display sexually offensive behavior.*
SIX UNIQUE RESIDENTIAL BEHAVIORAL HEALTHCARE PROGRAMS

Boys (Ages 12-21)

Offensive Sexual Behaviors
Offensive Sexual Behaviors & Lower Cognitive Functioning
General Psychiatric Disorders & Lower Cognitive Functioning

Girls (Ages 12-21)

Offensive Sexual Behaviors
General Psychiatric Disorders
General Psychiatric Disorders & Lower Cognitive Functioning

COST EFFECTIVE QUALITY CARE

Average Daily Rate Comparison

<table>
<thead>
<tr>
<th>Program</th>
<th>Average Daily Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Hope Carolinas</td>
<td>$388.93</td>
</tr>
<tr>
<td>Other Regional PRTFs</td>
<td>$442.04*</td>
</tr>
</tbody>
</table>

*Averaged daily rate of 37 NC and border area PRTFs. Data compiled from NC Medicaid rates.

Referral Process

Our referral process is simple: No admission application / No required face-to-face interviews. Just call our toll free number, (800) 776-6482, or fax your referral information to us at (843) 851-1075.

“Thank you for all that your program offers to our consumers, I will continue to make referrals to you as well as recommend your program to other agencies in the future!”
- Community Agency Staff

“Thank you for treating her case individually”
- Parent of Former Consumer
Evidenced-Based Practice

Emerging attention is being given to the integration of clinical practice and outcome oriented research, or evidence-based practice. New Hope's leadership is committed to ensuring our philosophy and infrastructure are aligned to promote the fidelity of evidence-based practice (EBP). In order to effectively deliver evidence-based practices, behavioral healthcare organizations must continually work to make sure comprehensive training is provided, and that the supervision given to clinicians focuses on integrating the latest research. Programs must also regularly review data in order to evaluate the efficacy of each clinician's approach. New Hope Carolinas is committed to providing the leadership and resources necessary to ensure adherence to the structure of treatment, and we continually work to guarantee the integrity of the EBP modality so that our consumer's improvement can be measured and validated.

“The central mission of New Hope is the healing of children, adolescents, and their families who are burdened by psychological and psychiatric illness. We seek those who suffer more than minor maladjustment. We seek those whose needs are such that others have been unable to help. At New Hope, care and understanding collaborate with knowledge to provide a treatment philosophy designed to restore healthy functioning.
## Evidence-Based Training Initiatives

### Trauma-focused:

<table>
<thead>
<tr>
<th>Intervention</th>
<th>Endorsed By</th>
<th>Required for</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trauma-Focused Cognitive Behavioral Therapy</td>
<td>SAMHSA’s National Registry</td>
<td>All therapists</td>
<td>Initiated: July 2006</td>
</tr>
<tr>
<td>Dialectical Behavioral Therapy</td>
<td>SAMHSA’s National Registry</td>
<td>All therapists</td>
<td>Initiated: June 2009</td>
</tr>
<tr>
<td>Real Life Heroes</td>
<td>SAMHSA’s National Registry</td>
<td>All therapists</td>
<td>Feb 2013</td>
</tr>
</tbody>
</table>

### Sexually Aggressive Youth (SAY):

<table>
<thead>
<tr>
<th>Intervention</th>
<th>Endorsed By</th>
<th>Required for</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Good Lives/Self-Regulation Model</td>
<td>Association for the Treatment of Sexual Abusers (ATSA)</td>
<td>All SAY therapists</td>
<td>Initiated: May 2007</td>
</tr>
<tr>
<td>(S. Phifer, S. Calhoun White)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ABEL screening (S. Calhoun-White)</td>
<td>ATSA best-practice standard</td>
<td>ALL SAY therapists</td>
<td>Initiated: April 2006</td>
</tr>
<tr>
<td>Motivational Interviewing (S. Rollnick)</td>
<td>SAMHSA’s National Registry</td>
<td>All Therapists</td>
<td>Initiated June 2010 DVD</td>
</tr>
</tbody>
</table>

### Presentations/Publications by New Hope Clinical Staff:

Discharging Adolescents with Sexual Behavior Problems from a PRTF, April, 2013, 28th Annual NAPN Conference, Portland, OR


Trauma-Informed Care & Interventions, October 2011. NC Juvenile Services Conference, Carolina Beach, NC

Practical Applications for the Good Lives & Self-Regulation Models, August 2010. GATSA Conference, Atlanta, GA

Practical Applications for the Good Lives & Self-Regulation Models May 2009. 24th Annual NAPN Conference, Tampa, FLA

Practical Evidenced –Based Interventions in Residential Settings, April, 2007. Ninth Annual MATSA/MASOC Joint Conference, Marlboro MA

Practical Evidenced –Based Interventions in Residential Settings, February, 2007. 22nd Annual NAPN Conference, Albuquerque, NM

Juvenile Sexual Aggression: Etiology, Assessment & Intervention, April, 2006. Good Success Seminars, Baxter Hood Center, Rock Hill, SC
New Hope is committed to a philosophy of continual performance improvement. We collect and track data in a variety of areas as part of an ongoing effort to improve the quality of care we provide. New Hope Carolinas’ performance data demonstrated very positive trends in virtually every category on a consistent basis throughout 2012. Some of the key indicators measuring how well a behavioral healthcare program manages patient acuity include the number of critical incidents, utilization of restraint and use of stat medication. Our data in 2012 clearly demonstrates low numbers overall in each of these categories and shows sustained decreases in response categories of restraint and stat medication usage. From a safety perspective, our medication error rate and adverse drug reaction rates remained negligible through the year (0.0001 and 0.00 respectively).

“Sending our son to New Hope was by far the best decision we made for him. Although a hard one.”
- Parents of a former consumer

“I really appreciate New Hope Treatment Centers and the services provided. I like the professionalism, communication and working relationship with employees”
- Community Support Specialist

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**How do we compare to others?**

**External Comparison Data**

<table>
<thead>
<tr>
<th>Category</th>
<th>New Hope Carolinas</th>
<th>Other Area PRTFs*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical Restraint Rate^</td>
<td>1.17</td>
<td>2.9</td>
</tr>
<tr>
<td>AWOL Rate^</td>
<td>0.08</td>
<td>0.32</td>
</tr>
<tr>
<td>Critical Incident Rate^</td>
<td>0.09</td>
<td>0.49</td>
</tr>
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</table>

^Data averaged for 6 regional large (greater than 30 bed capacity) PRTFs, collected from the Children’s Review Program [http://www.bluegrass.org/crp/Default.aspx](http://www.bluegrass.org/crp/Default.aspx)

*Rate= number of incidents / patient days x 100
The following two graphs represent the significant and sustained decrease in the utilization of physical holds and STAT medication utilization in 2012.

**Physical Interventions Rate**

*Rate = # of incident/# of patient days x 1000

**Stat Medication Rate**

*Rate = # of incident/# of patient days x 1000

2012 Patient Satisfaction Survey Summary for Question: “My Treatment is helping me”
“After enduring multiple Psychiatric Admits, two Behavioral Modification Facilities from NC to UT, as well as a NC Girls’ Home, we finally arrived at New Hope Carolinas. Words can not express the magnificent change that it made in our family’s overall well-being. Without hesitation, New Hope literally saved my daughter’s life! All praises!”
- Parents of a former consumer

From Education to Recreation

New Hope Carolinas operates an onsite private school, fully accredited by AdvancED. Our school offers a full curriculum for students functioning at grades K-12, as well as GED prep and post high school coursework. All grades and credits earned are fully transferable upon discharge. Over 78% of patients surveyed in 2012 rated New Hope’s school as “excellent or above average”.

Educational Services as rated by Customer Service Evaluations 2012

New Hope Carolinas offers a variety of expressive therapies as an adjunct to the traditional therapeutic modalities commonly employed at this level of care. Our Certified Recreation Therapists and Master’s level Art Therapist utilize a variety of activities and curriculums designed to improve each child’s physical, emotional and social functioning. These specialized programs are proven effective in the treatment of many common disorders seen in the adolescent population, and are proven particularly valuable in the support of trauma recovery.
Achieving Success

The staff at New Hope Carolinas takes pride in helping each child find success. Our programming is holistic, yet tailored to meet each child's unique challenges and build upon each child's strengths. While we recognize we may not be able to help every child we work with find long term success, we never give up trying, and work hard to give our best every day, to every child in our care, confident that they will leave our program with skills and attitudes aligned with success.

2012 Discharge Rates

Successful Discharge is defined as a child meeting the majority of treatment goals and stepping down to a lower level of care or returning home.

![Pie chart showing discharge rates](chart.png)

Note: Graph does not include discharges against medical advice.

Results of Post Discharge Surveys Conducted at 6 and 12 months of discharge in 2012

- Would recommend New Hope to others: 92%
- Report regular school attendance or successful graduation from school: 83%
“One thing that I have learned over time is that change only happens when we are ready to allow it to. New Hope, in more ways than one, helped me to reach the realization that I was indeed ready to commit to the program and to a road to recovery. Two years ago, I couldn't even grasp the thought of wanting to be alive, now here I am today, medication free, a high school graduate, and a freshman in college! Thank you, New Hope!”

- Former Consumer