best|self
BEHAVIORAL HEALTH

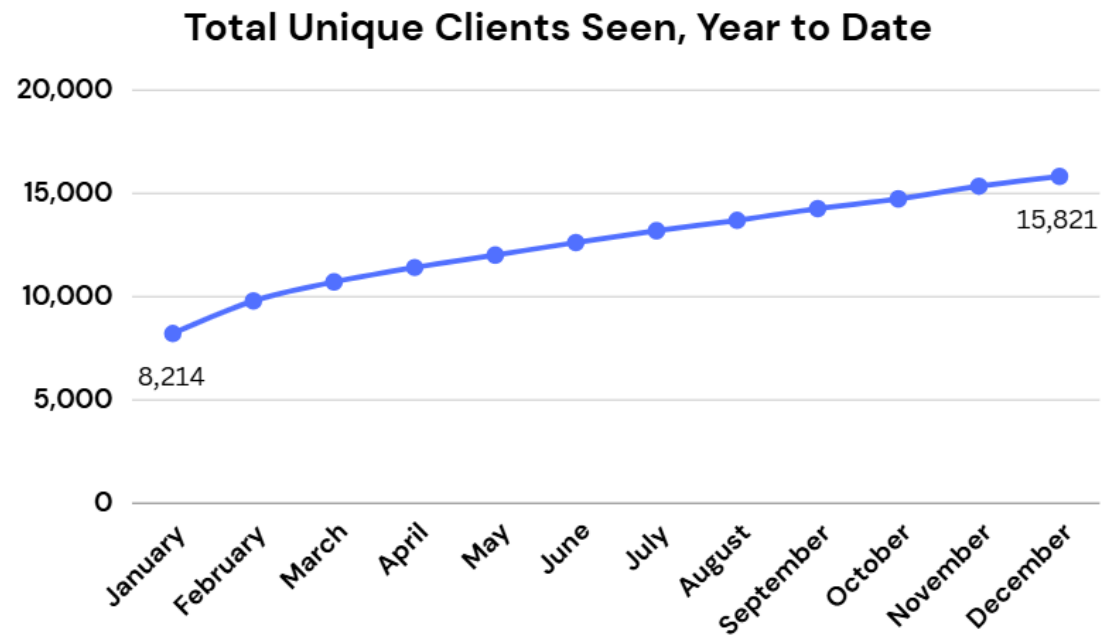
Performance & Quality Improvement Annual Report

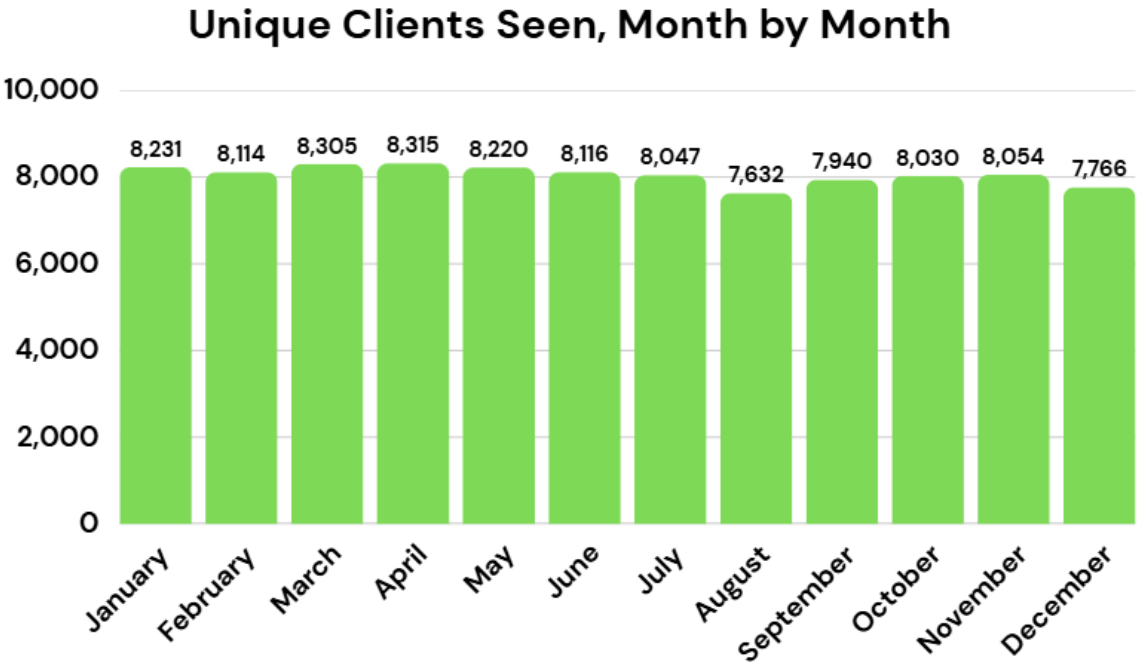
2025

Prepared by the BestSelf Behavioral Health Quality Improvement Department

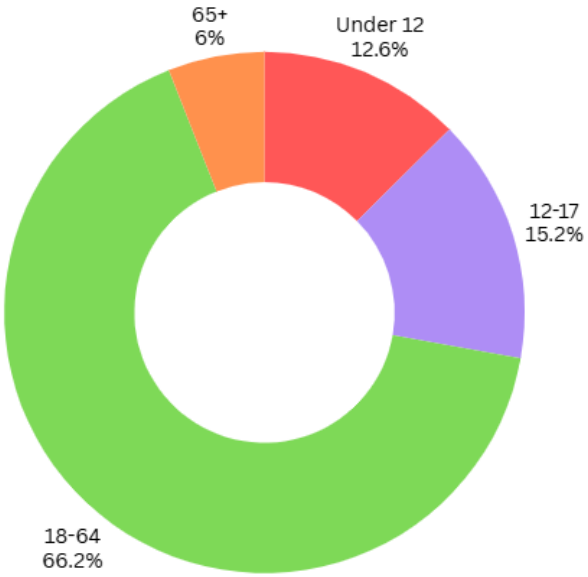
Client Statistics

The following figures illustrate the demographic breakdown of BestSelf Behavioral Health clients in 2025. Client data in these charts was collected form the Cerner Millennium system and consists of clients seen in the following programs: Certified Community Behavioral Health Clinics (CCBHC), Assertive Community Treatment (ACT), and Personalized Recovery Oriented Services (PROS).

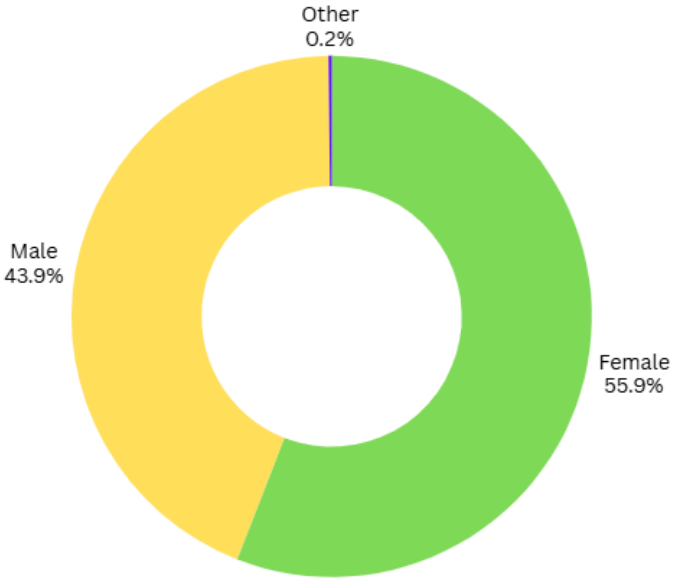




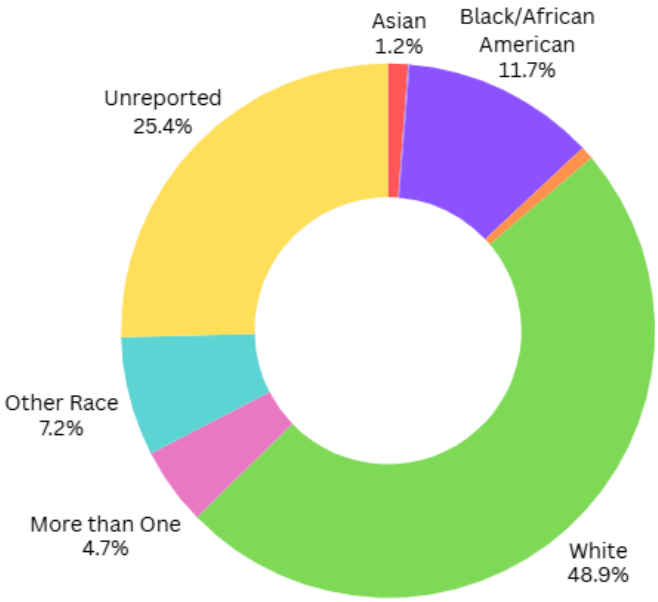
Client Age



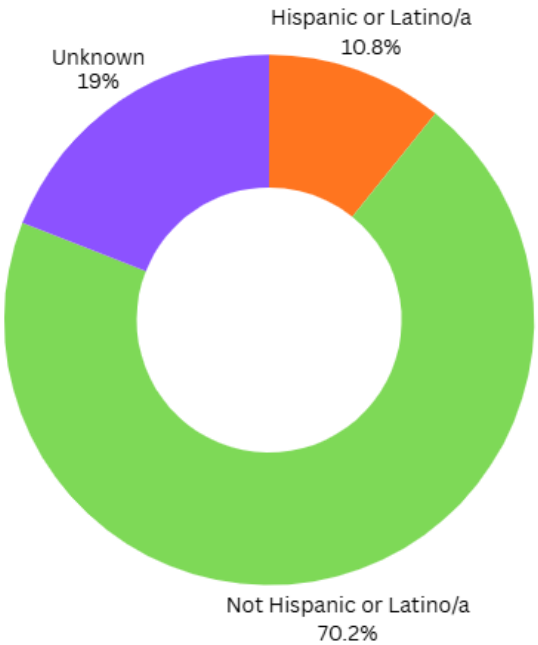
Client Sex



Client Race



Client Ethnicity



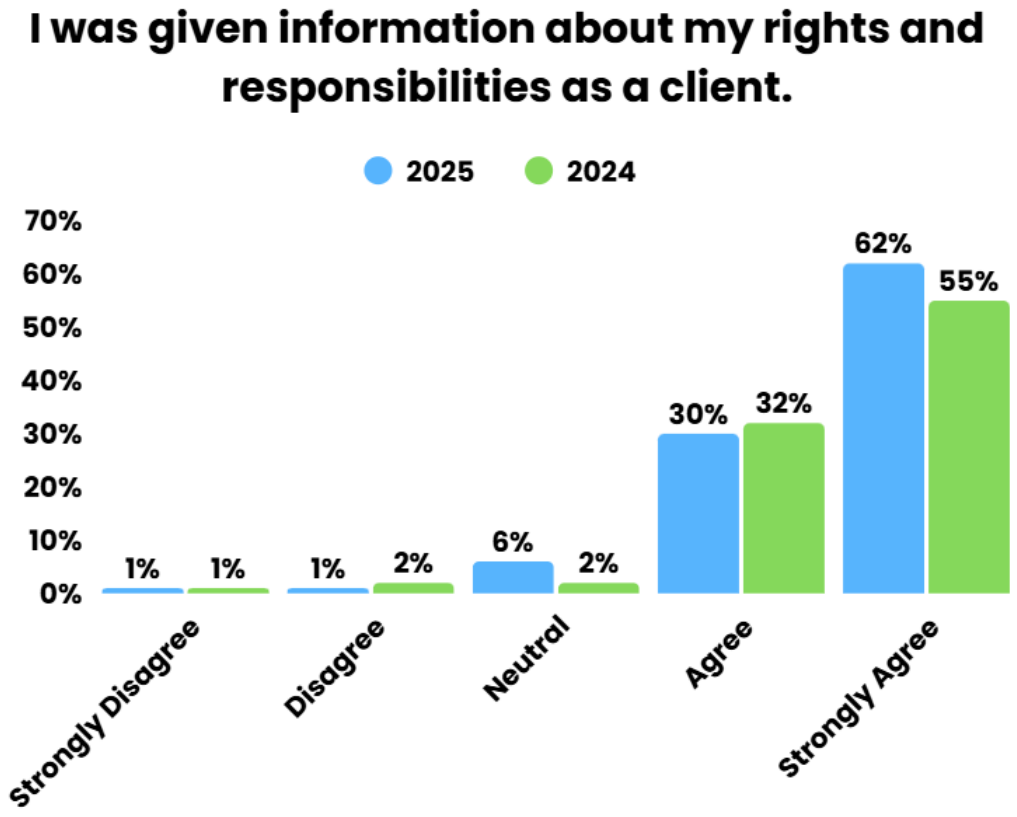
BestSelf Consumer Surveys

Client feedback is essential to improving the quality of care provided at BestSelf. Getting the client's perspective can provide insight into what is working well, and what may still need improvement. Research shows that positive client experiences can lead to better outcomes in their care. In Fall 2025, the BestSelf Behavioral Health Consumer Survey was released to all clients for their feedback. This survey was available in many different formats to match client communication preferences:

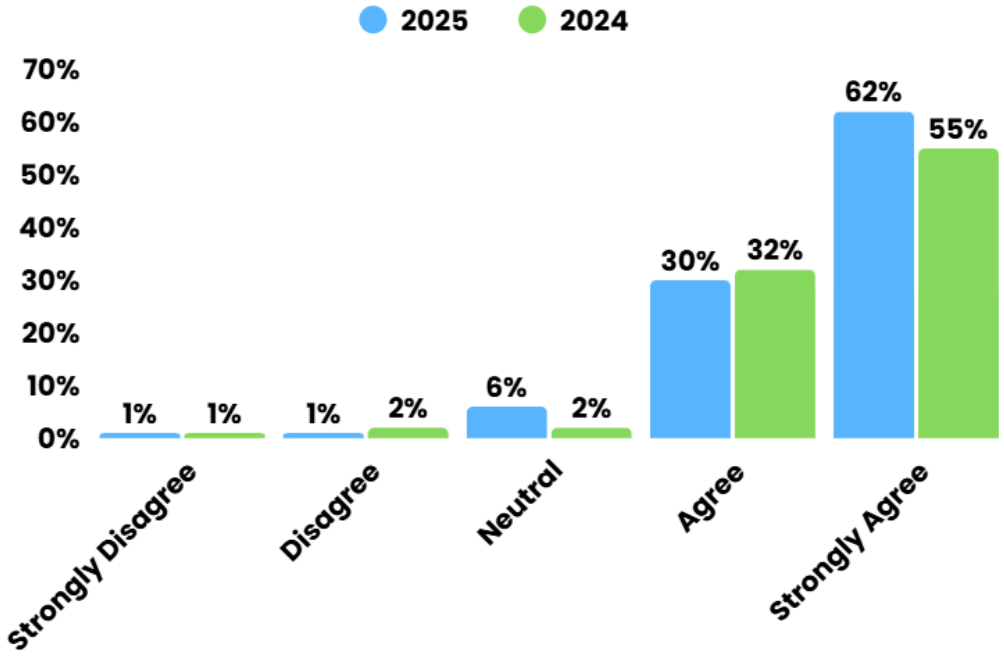
- Electronic survey links sent to client phones via text message
- Paper copies sent to program locations for in-person completion
- Online QR code advertised on survey flyers.

Yet again, BestSelf staff exceeded all expectations for their hard work getting clients to complete the Consumer Survey. We had over 1,000 responses from clients.

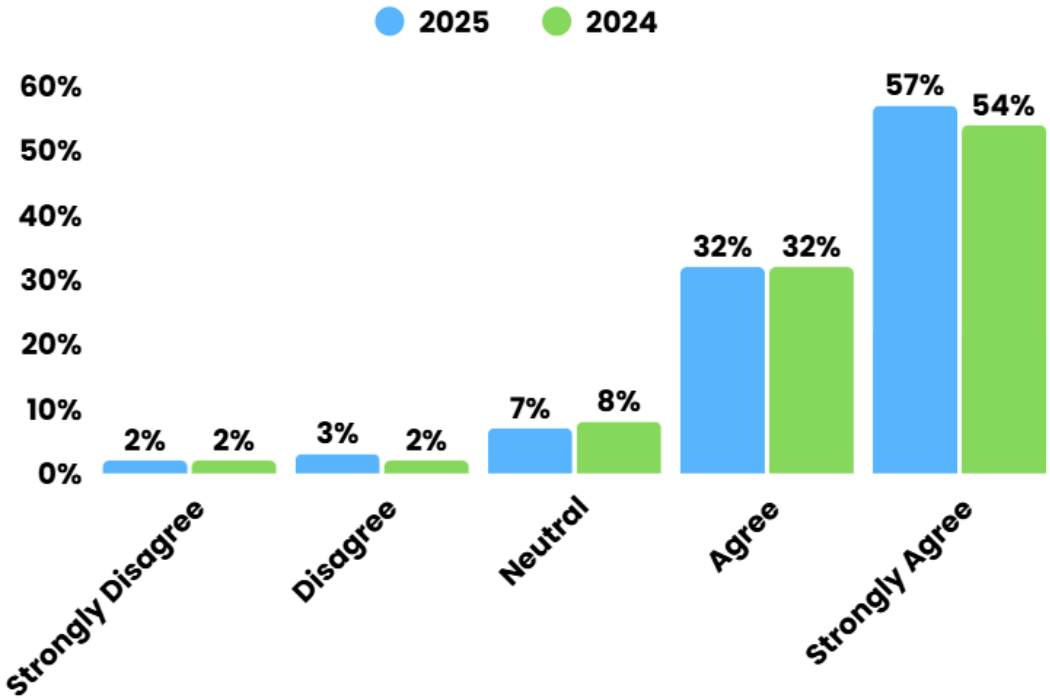
Overall, the responses were very positive. Many clients had many positive things to share about their experience and care. See the survey results below.



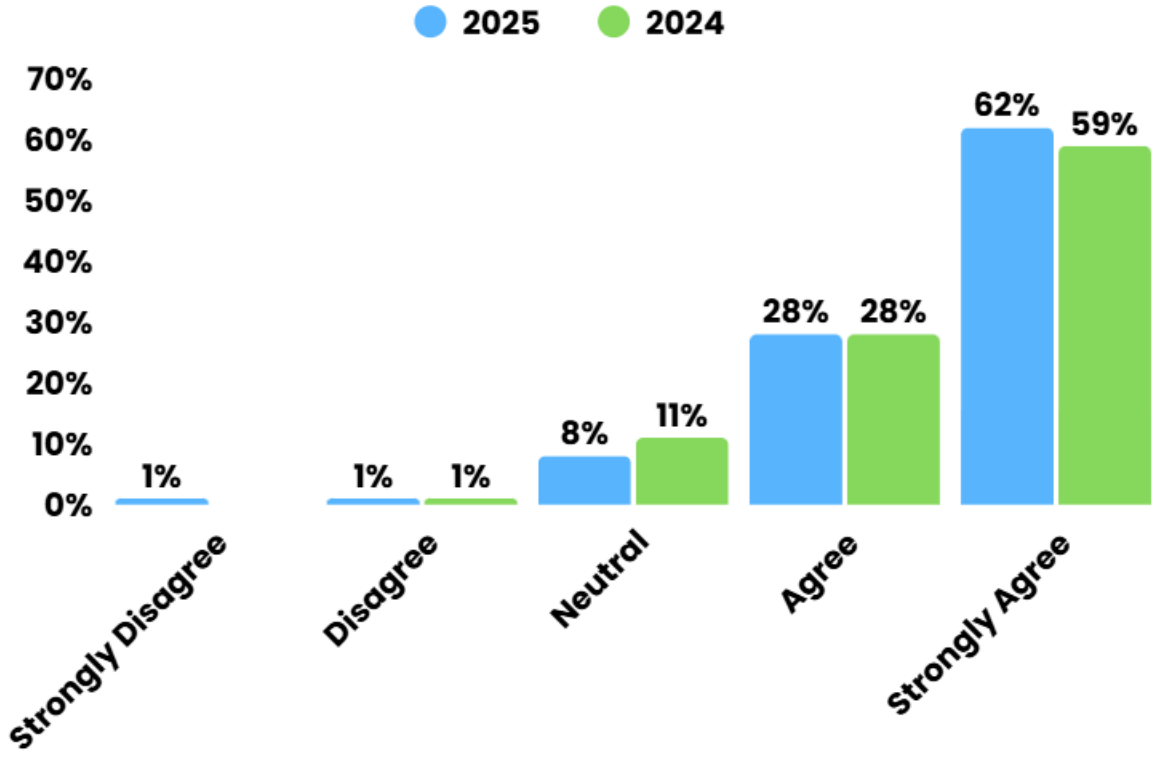
The staff is respectful of my confidentiality and privacy.



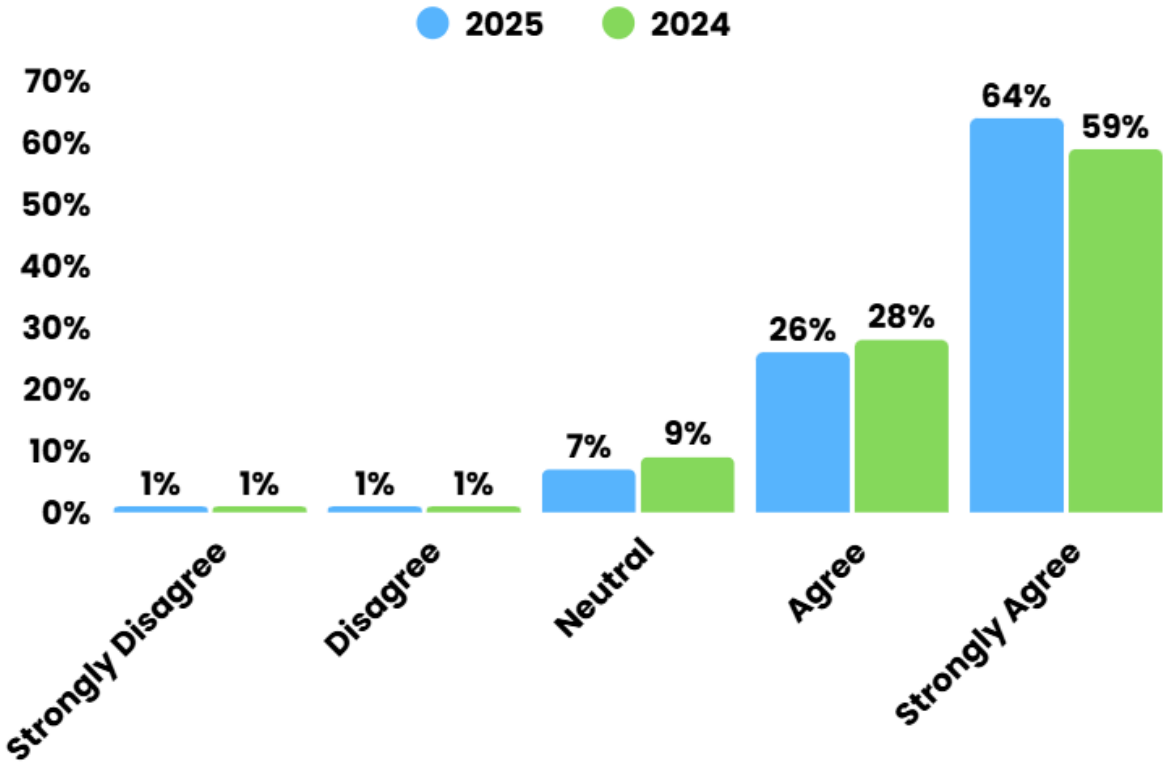
BestSelf's services are available at times that are good for me.



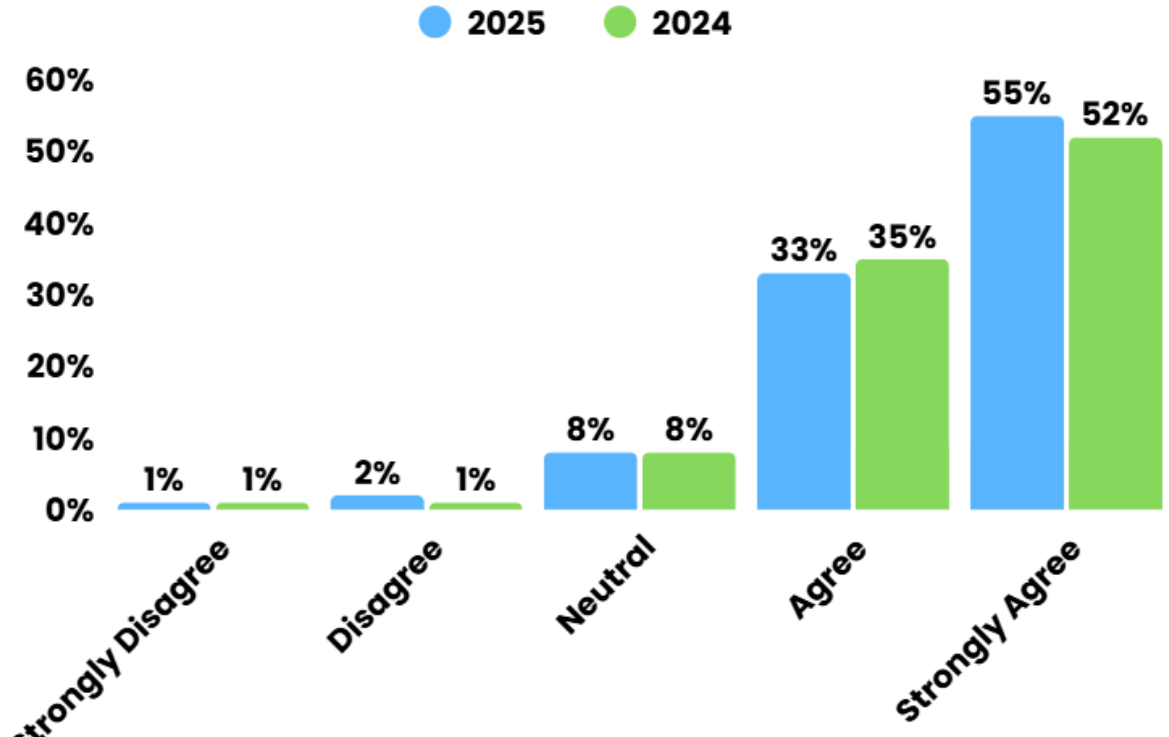
BestSelf buildings and offices are clean.



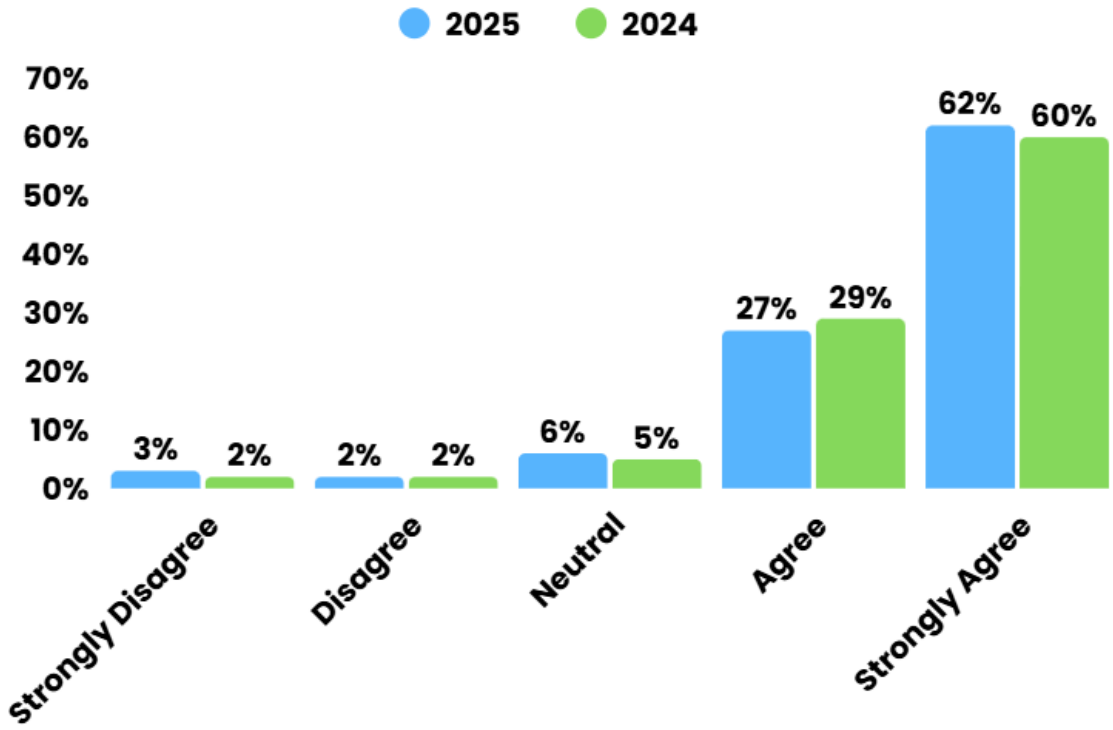
I feel safe while at BestSelf and on its property.



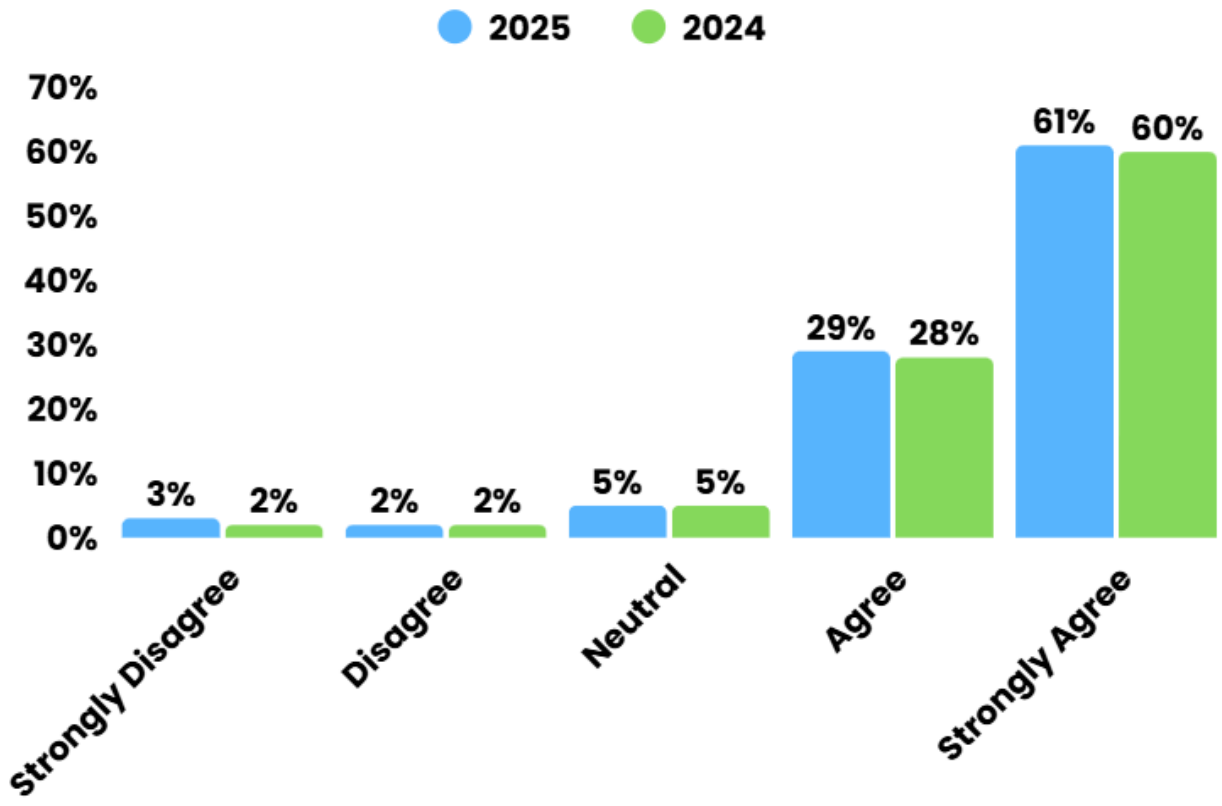
I help plan my services and set my goals.



If I need help or services again, I would come back to BestSelf.



Overall, I am satisfied with the services I am receiving.



Clients were asked to add any additional comments they would like to share at the end of the survey. Here is a sample of those responses:

"Having consistent, designated appointment times has been extremely convenient and plays a big factor in our child's therapy. We love it here!"

"I have been with BestSelf since 2015 and I have sent many people and I will never leave and keep sending people, they are the best."

On a scale of 1-10, how likely are you to recommend BestSelf to a friend?



"Staff at this location are irreplaceable. I don't think I've had a bad experience with anyone here at any point. I've been a patient here for at least a year. Investing in good people pays off and I hope they get the recognition they deserve."

"This space is so nice and inviting!"

"I would give BestSelf an 11 if I could."

"I love BestSelf and am so grateful for the treatment, care, and support I continue to receive. My therapist and my NP are absolutely incredible, and both these women have hugely changed my life for the better!! I recommend BestSelf to everyone!"

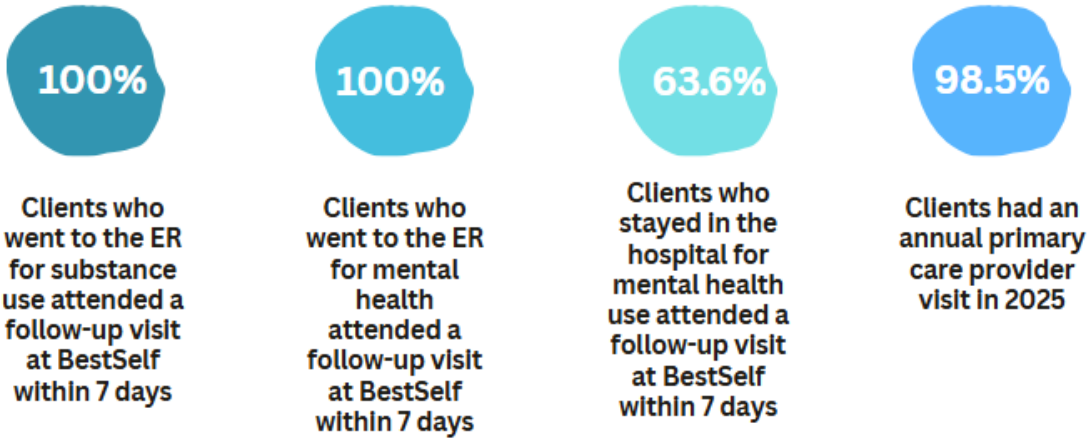
Healthcare System Cost Savings from High-Quality Care

BestSelf is a member of Value Network, a coalition of over 50 behavioral health providers and other community-based organizations that work together to achieve shared goals for providing accessible, high-quality behavioral healthcare in Western New York.

Value Network negotiates value-based payment contracts with local health insurance companies. These contracts offer the potential for additional incentive payments to BestSelf that go beyond traditional reimbursement for services provided. To earn this incentive, BestSelf and other network partners must work together to make sure each organization meets certain goals to increase healthcare quality, reduce healthcare costs, and reduce hospital utilization.

To measure success, BestSelf client outcomes are compared to outcomes from clients served at other behavioral health organizations that are not part of Value Network. An analysis showed that BestSelf services helped contribute to a reduction in hospital visits that saved **the healthcare system $29.5 million in one year (2025)**.

Here are more clinical quality highlights from BestSelf's Value Network contracts:



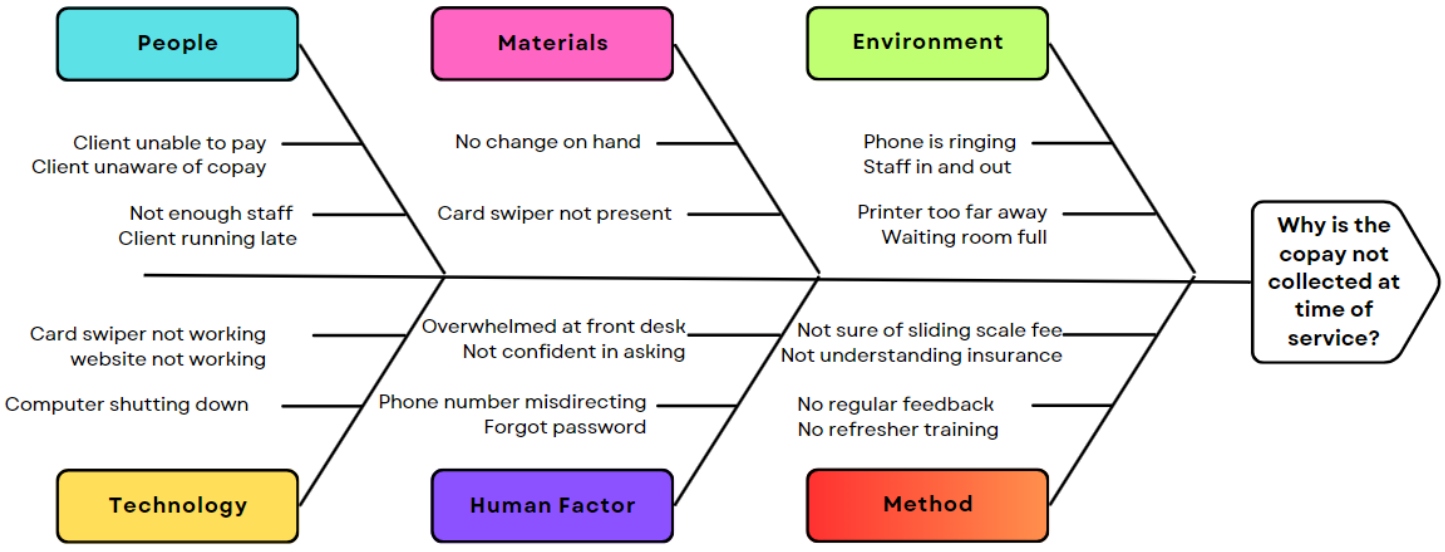
Fishbone Diagrams: Copay Collection Project

Fishbone Diagrams are an important quality improvement tool used to visually organize and identify the potential causes of a particular problem. It's called a "fishbone" because the diagram resembles the shape of a fish skeleton, with the "spine" representing the problem and the "bones" branching off from the spine to show potential causes. The major categories of causes used in fishbone diagrams represent different areas where issues could arise. Some common categories used are:

- People: Factors related to human behavior or skills
- Method: The steps, procedures, or workflows involved
- Materials: Inputs or raw materials that may contribute to the issue
- Machine/Technology: The tools or technology involved
- Environment: External conditions or environmental factors that may be affecting the issue
- Measurement: Issues related to data collection, analysis, or metrics

Recent data has shown that not all client co-pays are collected when the client is seen for a visit at BestSelf. This can lead to large client balances accumulating in their accounts and back-and-forth communications between the client and billing staff.

In the spring, a group of staff across many departments at BestSelf got together to complete a Fishbone Diagram about the copay collection process as part of the QI Advisory Committee. They put a lot of hard work into brainstorming things that could go into the lack of co-pays being collected. Here's a sample of their thoughts:



As you can see, there is no shortage of improvement opportunities to increase the number of co-pays that are collected from clients. Once these causes are brainstormed, staff can analyze the diagram to look for root causes and prioritize areas that need further investigation or improvement.

The co-pay collection focus group identified the following causes as root causes/high priority areas:

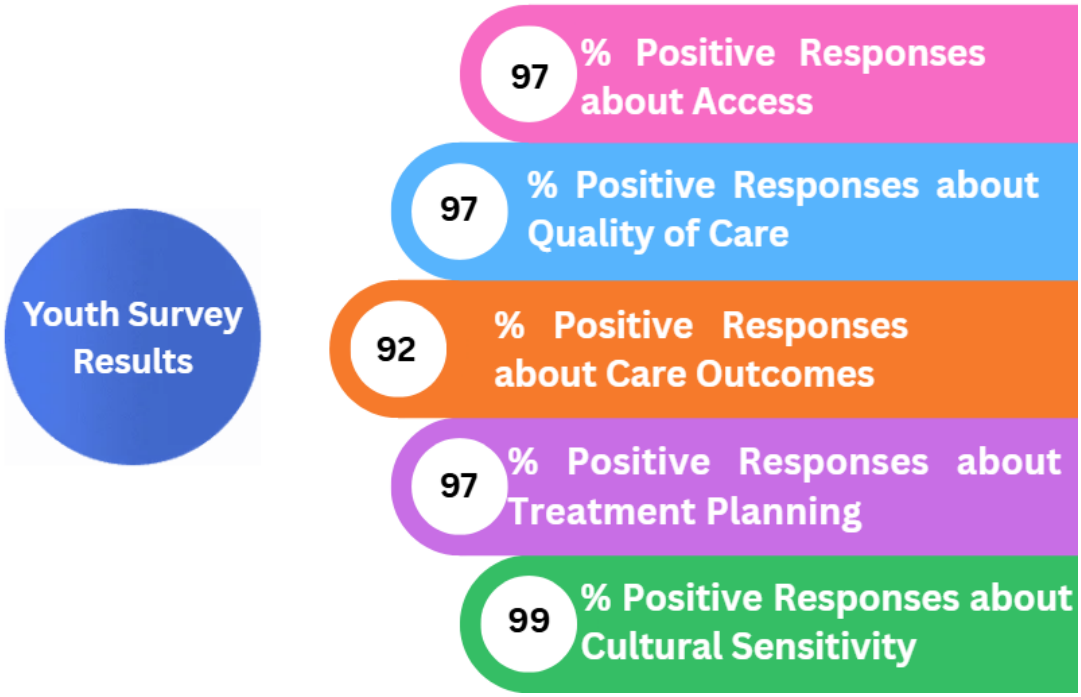
- Distractions from other staff coming in and out of the front office
- Lack of process to collect from child/adolescent clients if dropped off by their parents
- Limited ongoing feedback on how co-pay collection is going overall or refreshers on the co-pay collection process
- Not knowing when to send the Mend co-pay collection links for telehealth appointments
- Limited systems in place to keep track of missing payments.

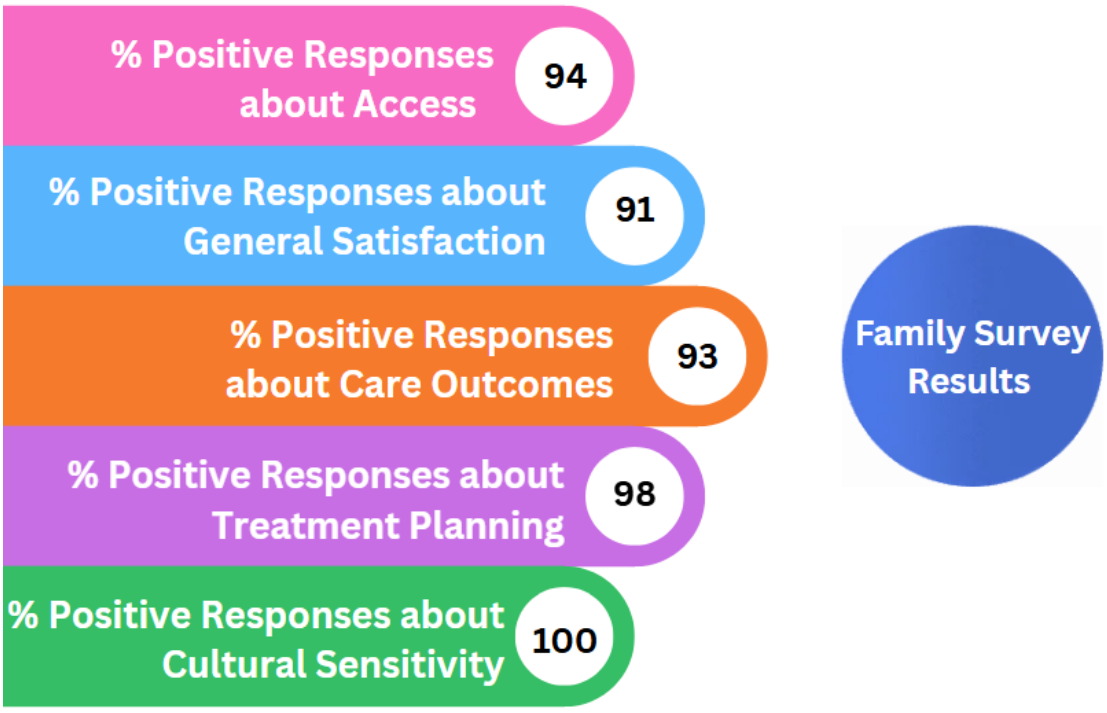
Now that these causes are identified and understood, action plans can be designed to address the root causes and solve the problem. Stay tuned for more updates in 2026!

Positive CCBHC Assessment of Care Survey Results

Check out the results from New York State's annual survey of CCBHC clients to see what percent of respondents responded positively about the care they receive at BestSelf in the five survey categories:




Youth Survey Results
97
% Positive Responses about Access
97
% Positive Responses about Quality of Care
92
% Positive Responses about Care Outcomes
97
% Positive Responses about Treatment Planning
99
% Positive Responses about Cultural Sensitivity


% Positive Responses about Access
94
% Positive Responses about General Satisfaction
91
% Positive Responses about Care Outcomes
93
% Positive Responses about Treatment Planning
98
% Positive Responses about Cultural Sensitivity
100
Family Survey Results

BestSelf Achieves National Accreditation from COA

In mid-2025, BestSelf was awarded a three-year renewal of its Council on Accreditation (COA) accreditation. COA is a national, nonprofit accrediting organization that works to help organizations such as BestSelf achieve the highest standards in best practice service delivery. BestSelf seeks COA accreditation to:

- Demonstrate accountability and transparency
- Enhance service delivery and outcomes
- Improve internal processes and governance
- Build credibility with funders, government agencies, and clients

The COA accreditation process is very rigorous, and it usually takes 12-18 months to complete. COA accreditation is what sets BestSelf apart from other organizations – there are only 1,700 accredited agencies in all 50 US states and Canada.

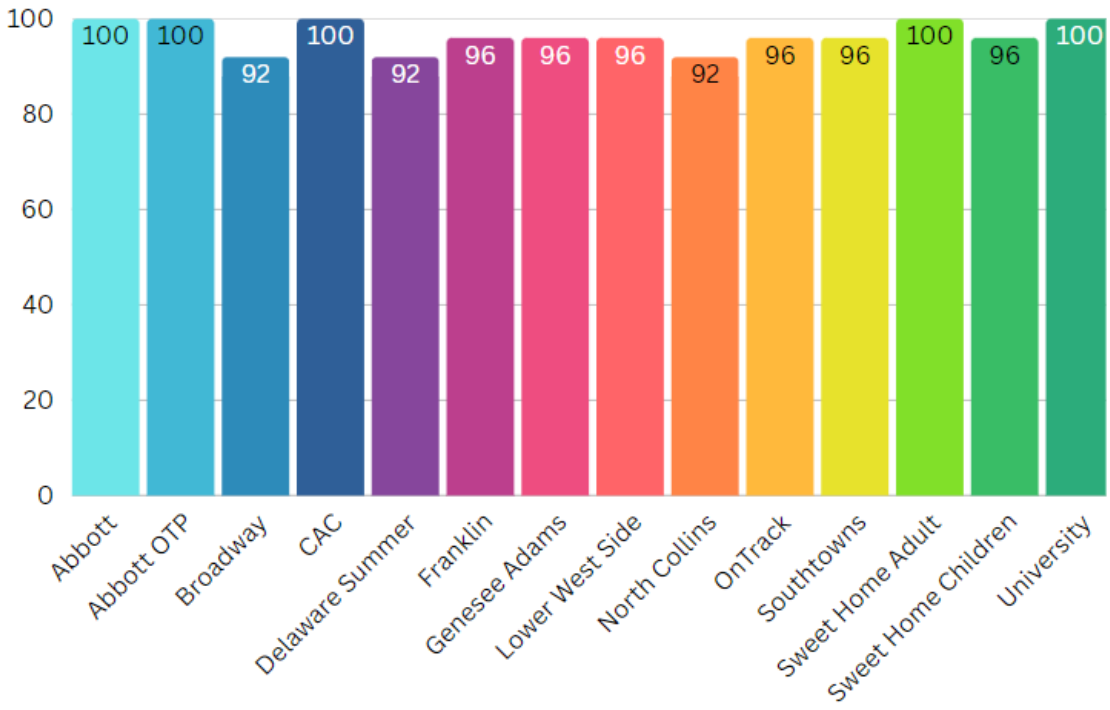
In May 2025, COA peer reviewers from across the country came to BestSelf and visited nearly every program and department as a final step in the accreditation process. Thanks to great teamwork across the organization, the site visit was enormously successful and **BestSelf is now accredited through COA through 2028!**



Excellence in Front Desk Audits

Members of the Quality Improvement Team visited each clinic front desk in the first few months of 2025 as part of the ongoing Front Desk Audit process. The goal of these audits is to make sure that that front desk staff follow standard procedures

and workflows, and that clients have a seamless experience no matter when or where they come for services. Audit topics included copay collection, HIPAA compliance, overall client experience and more. All sites knocked it out of the park with these audits, with scores ranging from 92% - 100%!

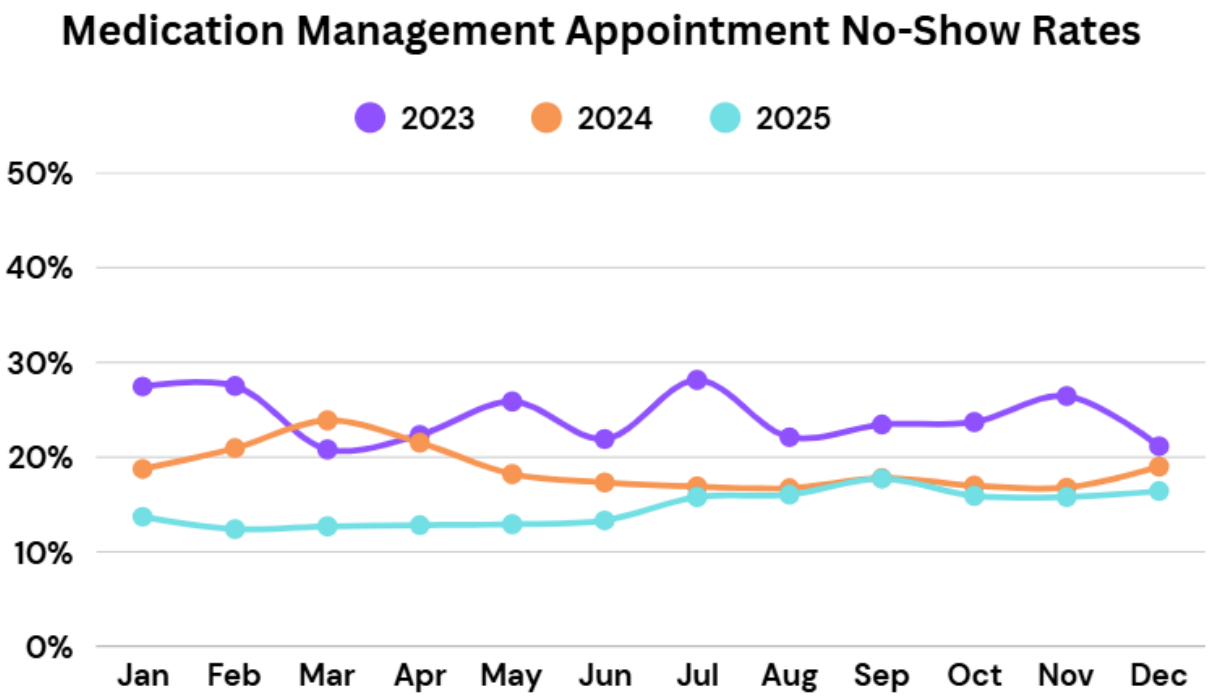


Reducing Appointment No-Show Rates

Just in Time (JIT) Prescribing is an evidence-based model to improve appointment attendance rates and expand client access to medication management appointments. The goal of this work is to make sure more clients are seen for medication management appointments when they need care, which is essential to providing safe and client-centered services.

Throughout all of 2025, continued progress has been made in implementing this model across all CCBHC clinic sites. The overall goal is of this work is to decrease client no-show rates for medication management appointments to 10%.

As you can see from the chart that follows, significant progress has continued since the beginning of this project in 2023. No-show rates have dropped over 40% from January 2023 to December 2025.



VP PQI Meeting Highlights

Every other month at the Vice President Performance and Quality Improvement (VP PQI) meeting, BestSelf senior management and leadership teams meet with representatives from each BestSelf program or department to review overall performance, how it's measured, and any problem-solving needs.

Here are selected highlights from the 2025 presentations:

Lighthouse Women's Residence

74 unique clients served in the past year

Child Advocacy Center

30% increase in forensic interviews since move to 899 Main St.

Building Brighter Futures

86% of students improved performance at School #6

OnTrack

81% of clients working, in school, or volunteering

Get Involved!

The Quality Improvement department encourages staff at all levels and roles at BestSelf to participate in the quality improvement process. Here are a few opportunities to get involved:

- **Participate in Focus Groups:** For most quality improvement projects, there are focus groups held by a member of the quality improvement team to get input from BestSelf's employees who are involved in the day-to-day work and processes. The quality improvement team encourages staff to get involved and attend these focus groups to provide valuable insight and feedback on the projects.
- **Join the Performance and Quality Improvement Advisory Committee:** The PQI committee meets quarterly to discuss current quality improvement projects. The committee members are champions of quality improvement who not only give feedback on the projects, but also bring the quality improvement discussions back to their site.

If you are interested in participating in the PQI Advisory Committee, please get permission from your Program Director and email Stephanie Adkins at sadkins@bestselfwny.org to be added to the upcoming meeting invitation.

Contact the Quality Improvement Department

Becky Steffen	Vice President of Quality Improvement and Accreditation
Christine Kemp	Director of Population Health and Quality Improvement
Mike Nanfara	Director of Systems Analysis and Evaluation
Stephanie Adkins	Quality Improvement Project Manager
Christina Carr	Quality Improvement Coordinator
Jessie McKeown	Quality Improvement Project Manager
Meagan Schreiner	Quality Improvement Project Assistant