

**DEPARTMENT OF EDUCATION
SCHOOL BASED BEHAVIORAL HEALTH SERVICES
FY 2004-2005 FINAL REPORT**

**AGENCY: Kalihi-Palama Health Center
CONTRACT NO: EDN 150-10-06
TITLE: Psychiatric Services**

Overview of Delivery of Services: The demographics of students served by Kalihi-Palama Health Center (KPHC) under this contract were broad. The age range of students varied from as young as pre-school to high school age. They were of various ethnic backgrounds from various geographic locales throughout Oahu. Students were typically referred by the Student Services Coordinators of their schools. This agency provided psychiatric evaluations, medication monitoring, and individual and family therapy. Length of stay with services with KPHC varied, depending upon the terms of the authorization. For ongoing services such as medication monitoring and therapy, children and their parents / guardians typically stayed with the providers long enough for rapport and therapeutic relationship to be established. However, there were instances in which services were terminated by this agency for reasons such as noncompliance with services.

Unique Qualities of Program: This program is unique in that KPHC provides multi-disciplinary services, such as pediatric and adult medical and dental health. Therefore, if a family lacked access to health care, this agency provided the convenience of overall health services in one location. The staff of KPHC also makes this program unique in that the ethnic backgrounds and linguistic abilities of our staff is reflective of that of the community we serve. This program is also unique as close proximity to schools facilitated ease of integration and coordination of services. In addition, KPHC has an on-site teaching program which mission is to prepare and conduct quality health education programs for and with children, parents, and staff of the Princess Miriam K. Likelike Elementary School. The student team participates in skill-building training to prepare for working in this multicultural/multilingual school and community.

Areas Needing Improvement: It appears that allocation of service contracts may need expansion to include more community resources. Although this agency and its behavioral health department was declined continuation of its service contract, we continue to receive requests from the Department of Education (DOE). Calls are received from neighboring schools requesting services for students, with the family willing to use their own insurance as they were aware we no longer had a service contract.

It also appears that eligibility to services through DOE has become restricted since the Felix decree was lifted. Calls were received requesting help for children who were found to be ineligible for DOE services, although children with similar challenges were approved for services in previous years during the Felix decree.

Barriers to Providing Services: As stated, accessibility appears to be a barrier to obtaining services as families were willing to utilize their own insurance to obtain services at this location.

In addition, the eligibility of children and families to receive services through DOE appears to have been restricted.

Quality Management Activities: Quality Management (QM) activities during the 2004-2005 fiscal year included quarterly chart reviews and patient satisfaction surveys. At this time, we do not have the information technology capability to report QA measures requested, such as percentage of assessments completed within the 60 day timeline, or time from authorization of services to initiation of services.

Staff Summary and Types of Services Provided: Kalihi-Palama Health Center psychiatrists providing medication evaluation and monitoring under this contract were C. Kimo Chan, MD, and Gina Batacan, MD. Ray Teramoto, MD and Thomas Henry, MD served as psychiatric locums while Dr. Batacan was on leave.

Individual and family therapy was provided by the following clinical social workers: Carolyn Pacheco, LCSW, QCSW; Darrin Sato, LSW, QCSW; Donna Shitabata, LCSW, QCSW, and Dustin Teruya, LCSW, QCSW.

There were no retention problems or need for recruiting as there were no challenges with staff termination during the time of the contract and locums were available for coverage. Pay scale of staff was researched and comparable to the general market value. Staff to student ratio depended upon the overall manageability of staff's caseload at a given time.

Staff Training: Staff training occurred in an out of the facility. In house training consisted of weekly behavioral health team meetings involving case review and consultation. In addition, staff attended trainings in the community as available and as time permitted. However, Hawaii appears to be lacking in practical skills training opportunities.

Evaluation of Staff and Subcontractors: Staff evaluation was based upon general Kalihi-Palama Health Center annual performance evaluations. Personnel involved were the identified staff person and their immediate supervisor.

Future Plan of Action for Next Fiscal Year: At this time, there are no future plans of action for the next fiscal year as this agency's contract has been terminated as of 9/30/05. We will continue to work towards fulfilling our mission in servicing our patients, which includes child and adolescent patients and their families.

Donna Shitabata, MSW, LCSW, QCSW