



**2019** ANNUAL REPORT



PENNSYLVANIA  
PSYCHIATRIC INSTITUTE

A Collaboration of Penn State Health & UPMC Pinnacle



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## PHILOSOPHY OF CARE

Our stated values of integrity, dignity, respect, safety, teamwork and responsiveness guide our care. These values exemplify who we are at the Pennsylvania Psychiatric Institute (PPI) and make us unique providers of mental healthcare in central Pennsylvania.

## MISSION

Pennsylvania Psychiatric Institute is committed to providing a wide range of high-quality behavioral health services. PPI is dedicated to providing clinical excellence, diverse education, research and community collaboration in a manner that evolves to meet the changing behavioral healthcare needs of the region.

## VISION

The vision of Pennsylvania Psychiatric Institute is to be the trusted leader in delivering the highest quality behavioral health services, education and research.

## VALUES

- |                        |   |
|------------------------|---|
| <b>Integrity:</b>      | We will do the right thing even when we are not being watched.  |
| <b>Respect:</b>        | We will show regard and consideration to all.   |
| <b>Safety:</b>         | We will take deliberate actions to minimize risk for personal harm or danger.   |
| <b>Teamwork:</b>       | We will cooperate and coordinate all efforts.   |
| <b>Responsiveness:</b> | We will take deliberate actions based on the needs of the region.   |
| <b>Dignity:</b>        | We will guard a person's reputation and encourage the development of their self-worth. We will also behave in a way that only brings honor to the organization. |

## **ABOUT**

The Pennsylvania Psychiatric Institute (PPI), a collaboration of Penn State Health and UPMC Pinnacle, is central Pennsylvania's leader in helping people with psychiatric and substance use disorders achieve and maintain stability in their daily lives.

Created in 2008 through a partnership of two leading healthcare systems, PPI has a comprehensive team of specialists who provide sensitive, compassionate care for children, adolescents, adults and mature adults through personalized treatment plans that meet unique patient needs.

Located in Harrisburg, PPI has a modern 89-bed, inpatient facility at its Polyclinic campus at 2501 North Third Street and two convenient locations offering outpatient services, the Division Street Clinic and the Third Street Clinic.



## Message from the Chief Executive Officer

I have been with the Pennsylvania Psychiatric Institute a relatively short time. During that time, I have been continually impressed by our outstanding staff and the many programs and services helping area residents in need.

Pennsylvania Psychiatric Institute provides a full range of care in one place—from inpatient care to partial programs to outpatient services. Wherever patients are in the care continuum, we have the services to support them and to continue their treatment for those in need.

And our work is making a difference.

Through participation in research programs and grants, PPI is bringing some of the most innovative mental health treatments to central Pennsylvania. The range, depth and quality of the programs we offer are unmatched in the region.

Also unmatched is the quality of our team. Our staff consists of leaders in their fields. Not only are they knowledgeable in the latest treatments, they bring compassion and empathy to their work. The well-being of the patient—and not their diagnosis—remain our focus. I am proud of their work and grateful for their commitment to our patients.

I am also grateful for the outstanding support we receive from UPMC Pinnacle and Penn State Health. Their unwavering commitment makes it possible for us provide the innovative, high-quality care that the community deserves.

The work we do is very important, and we appreciate the opportunity to do it. In my brief time here, I have learned that PPI is a very special place.

Sincerely,

**Kimberly Feeman, MHA**

Interim Chief Executive Officer  
Pennsylvania Psychiatric Institute



## Message from the Chief Medical Officer

This past year has been an exciting time as we've expanded on previous successes and worked to build a stronger foundation for the future care and treatment of our patients. I am proud of the many accomplishments we've made and none of this would have been possible without outstanding providers to support these efforts.

This year, we've worked to build a team of leading physicians and nurse practitioners who share PPI's values and vision. To recruit and retain providers, we've enhanced clinical, education, research and administrative operations to make PPI a place where patients want to come for great care and where providers want to stay for a rewarding and fulfilling career.

Among these efforts:

- We enhanced our high-quality team by adding seven new faculty members to strengthen the staffing of our inpatient services.
- We introduced the Opioid Treatment Program (OTP) at our Memorial location, and are launching other programs to help meet the challenges of the opioid epidemic.
- We expanded education and research for our faculty, including providing training in suicide prevention using the Columbia-Suicide Severity Rating Scale.
- We established a research committee at PPI which has supported our efforts to apply for grants, and allowed us to participate in a number of research programs. Examples of new research initiatives have included the Pennsylvania Coordinated Medication Assisted Therapy (PACMAT) state grant, recovery education with nurses, a long-term antipsychotic pediatric safety trial with Duke University and a community service grant to help families and patients who survived Hurricane Maria.

It has been an exciting and rewarding year, and I look forward to continuing to grow our team and the services we provide to our patients.

Sincerely,

**Elisabeth Kunkel, MD**

Chief Medical Officer

Pennsylvania Psychiatric Institute

# PPI Continuum of Care

## Outpatient Programs

● Child/Adolescent Services	Psychiatric evaluations, individual therapy, medication clinic, family therapy, parent educational groups	Ages 5-18 (in school)
● Adult Services	Psychiatric evaluations, individual therapy, medication clinic, family therapy	Ages 18 and older
● Mature Adult Services	Psychiatric evaluations, medication management, group therapy <i>For mature adults who have chronic psychiatric problems</i>	Ages 65 and older

## Inpatient Services

● Child Services	Psychiatry, group therapy, individual therapy, family therapy, activities therapy, play therapy, school classes taught by Capital Area Intermediate Unit	Ages 4-12
● Adolescent Services	Psychiatry, group therapy, individual therapy, family therapy, psycho-educational groups, care planning	Ages 13-18 (in school)
● Adult Services	Psychiatry, group therapy, individual therapy, family therapy, activities therapy ECT treatments, usually 6-12 treatments over 2-4 weeks	Ages 18 and older

## Partial Hospitalization Programs

● Child/Adolescent Services	Psychiatry, group therapy, individual therapy, family therapy, psycho-educational groups, school classes taught by Capital Area Intermediate Unit <i>Bilingual psychiatrist, therapist and staff are available</i>	Ages 6-18
● Adult Services	Psychiatry, group therapy, individual therapy, family therapy, psycho-educational groups, care planning	Ages 18 and older (age 17, if not enrolled in school)



## Specialty Outpatient Clinics

MH/ID Outpatient Clinic	Psychiatric evaluations, medication management <i>For adults with primary mental health disorder and a profound to borderline intellectual disability</i>	Ages 19-65
Hispanic Outpatient Program	Individual therapy, family therapy <i>For individuals who are more comfortable speaking Spanish</i>	Ages 5 and older
Dialectical Behavior Therapy (DBT)	Skills class, individual therapy, coaching call, family therapy sessions, psychiatric evaluations, medication management <i>For adults with primary diagnosis of borderline personality disorder (BPD)</i>	Ages 18 and older
CAPSTONE Program First Episode Psychosis	Medication management, individual resiliency training, family therapy, family education, case management (CMU), supported employment, education (YWCA) <i>For young adults who have recently experienced their first documented episode of psychosis</i>	Ages 16-26
Dementia Assessment	Geriatric psychiatry evaluation, medication management (as needed) <i>For adults who appear to be experiencing cognitive problems, memory loss or new onset mental health problems</i>	Ages 19 and older
Persistently Mentally Ill Outpatient Care	Psychiatric evaluations, medication management, individual therapy, long-acting intramuscular injections of antipsychotic medications, supportive group therapy for patients on Clozaril® (every two weeks) <i>For adults with serious and persistent mental illness</i>	Ages 19 and older
Advancement in Recovery (AIR) Program	<i>Primary medical care, medication-assisted treatment for individuals with an opioid use disorder, referral to psychiatry and therapy</i> ECT treatments, usually 6-12 treatments over 2-4 weeks	Ages 18 and older

## Community Education

Through surveys and focus groups with our community members, they expressed that one of their biggest needs was getting more education about mental health issues and treatments. To meet that need, PPI provides free training on mental health disorders and identifying signs and symptoms of mental health. These programs are made available to organizations which may help individuals get to services sooner, before a crisis unfolds or give support and resources which may help prevent an individual from being hospitalized.

### Training Available for:

- Emotional Wellness (youth)
- Cyber Bullying and Suicide Presentation
- Suicide Prevention
- Mental Health Signs and Symptoms
- Depression in Mothers
- Access to PPI Services
- Mental Health Training Adults and Children
- Mental Health Training
- Substance Abuse Training



## Supporting Our Community

PPI is proud to support our community. Below is a list of the organizations and events we supported through donations of money and materials.

- American Legion Post 420
- Bethesda Mission Med/Dental Clinic
- Caitlin's Smiles
- Catholic Charities of the Diocese of Harrisburg  
Homes for Healing, Lourdeshouse
- Downtown Daily Bread
- Harrisburg School District
- NAMI
- NAMI Lunch and Run
- Ronald McDonald House
- Susquehanna Harbor Safe Haven
- Susquehanna Service Dogs
- United Way
- YWCA Domestic Violence



## COMING UP FOR AIR: INNOVATIVE SUBSTANCE USE DISORDER TREATMENT PROGRAM GIVES PATIENTS HOPE

Opioid use disorder is everywhere—and central Pa. is no different. Pennsylvania has some of the highest overdose rates in our nation—that’s at least one overdose a day from central Pa. hospitals. In 2018, it is believed that over 120 people died by overdose in Dauphin County alone.

The epidemic is overwhelming, but it is important to remember that people do recover. It is possible to overcome addiction. You are not alone. It’s just a matter of reaching out for help, and then getting connected with effective, evidence based, comprehensive treatment.

PPI is providing that help with their innovative Advancement In Recovery (AIR) Program. Through a combination of Medication-Assisted Treatment—or MAT—and intensive counseling, people with opioid use disorder are getting a second chance to live a fulfilling life.

“**We treat patients with respect and compassion. Substance use disorder is a medical issue—a progressive, chronic disease—and we approach it with a prescribed set of treatments like any other disease.**”



## Investment In Our Staff

PPI is committed to providing training opportunities that allow for the growth of staff members and the organization. Ongoing trainings produce a stronger team which in turn provides better service and care to our patients. Here's a look at some of the trainings provided:

### Course Title

- Compassion Fatigue
- Competency Fair
- Computer-based Learning Modules
- Co-Occurring Training
- CPR
- Group Training
- Health Literacy
- IV Training
- Leadership Workshop
- Mental Health Workshop
- Nonviolent Crisis Intervention Training (CPI)
- Preceptor Workshop
- Suicide Prevention
- Trauma-Informed Care

### Continuing Education

PPI continues to be an Approved Provider Unit for Continued Education Units (CEUs) through Pennsylvania State Nursing Association. PPI provided CEUs for 71 percent of the internal trainings that were held. These CEUs were available to RNs as well as staff who are licensed through the State Board of Social Workers, Marriage and Family Therapists and Professional Counselors.

In addition to the trainings offered internally, staff members used continuing education funds to attend external trainings. Staff members also used funds available through our Education Assistance Program to further their education.

# ACCREDITATIONS RESULT IN EVEN BETTER SERVICES TO PATIENTS

Patient Financial Services (PFS) is raising the bar. Through a range of accreditations, their team is keeping abreast of the latest developments in their field while making sure to provide top-notch service to patients.

“To be a successful organization, you need to be around successful people and give them the tools and opportunities to grow,” said Lisa Laudeman, CRCE-I, CRCE-P, Patient Accounts Manager. “These certifications take our team and PPI to the next level. The team acquires well-rounded idea of the best practices used at the nation’s leading hospitals.”

PFS includes customer service, billing, follow up, eligibility and benefits—anything related to the revenue cycle. The staff needs to know collection law and compliance rules, as well as the technical side of their positions.

## Nationally Recognized Accreditation

“**Sometimes because of the extra level of training, we can resolve problems before the patient sees them—so their experience continues to be positive.**”

— Lisa Laudeman, CRCE-I, CRCE-P,  
Patients Accounts Manager

The team received their accreditations from the American Association of Healthcare Administrative Management (AAHAM). AAHAM is the premier professional organization in healthcare administrative management, and the only organization dedicated exclusively to the revenue cycle.

“This rigorous accreditation process enables us to do billing more proficiently—accuracy increases and claims are paid properly. And we are better able to help patients when they call,” explained Laudeman.



# RECOGNIZING OUTSTANDING PATIENT CARE

## The DAISY and BEE Awards

Everyone has a story to tell. And through special programs at PPI, inpatients are getting to tell stories about the outstanding care they receive from the nursing and non-nursing staff.

Over the past several years, PPI has rolled out two programs that collect patient stories about the wonderful care they receive.

The DAISY Program is a national award for nurses started by the family of Patrick Barnes who died of a rare disease but received outstanding care from his nurses. The BEE Program is for non-nursing staff such as technicians, social workers, care coordinators, therapist and even physicians.

“We know our staff does a tremendous job, but we don’t know everything they do for our patients,” said Theresa Terry-Williams, Chief Nursing Officer. “It’s nice to have the patients tell their stories about how our staff impacted their lives.”

“When she walks onto the unit, into the nursing station or in a client’s room, it feels like a candle has entered the darkness.”

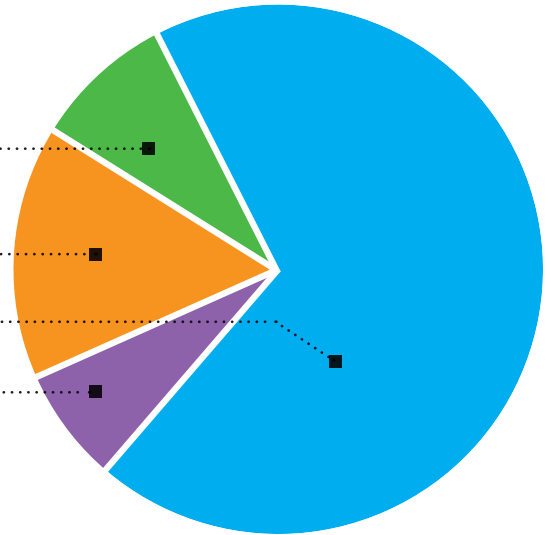
PPI started participating in the national DAISY Program in 2016 to recognize its nurses. That program was such a success, PPI also wanted to recognize non-nursing staff and created the BEE Award—Be Extraordinary Every day. “We call it the BEE Award because just like a daisy can’t survive without bee pollination, nurses can’t survive without their support team,” Terry-Williams said.



# Patients We Serve

A total of 44,069 patients were served by PPI in FY 2018\*.

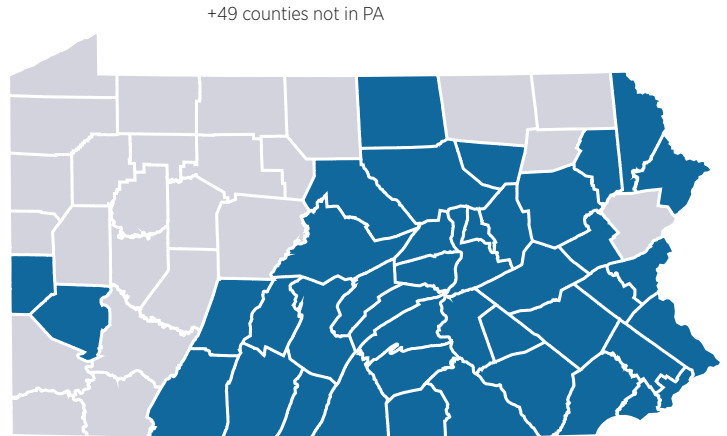
- 3,892** Children (4-12)
- 6,784** Adolescents (13-18)
- 30,331** Adults (19-64)
- 3,062** Mature Adults (65+)



\*The same person may have visited or been admitted more than once.

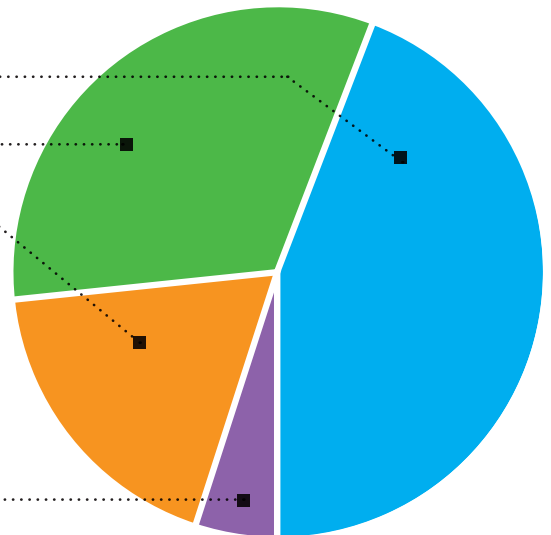
## Residence — Our patients come from 42 counties in Pennsylvania including:

- Adams
- Allegheny
- Beaver
- Bedford
- Berks
- Blair
- Bucks
- Cambria
- Carbon
- Centre
- Chester
- Clinton
- Columbia
- Cumberland
- Dauphin
- Delaware
- Franklin
- Fulton
- Huntingdon
- Juniata
- Lackawanna
- Lancaster
- Lebanon
- Lehigh
- Luzerne
- Lycoming
- Mifflin
- Montgomery
- Montour
- Northampton
- Northumberland
- Perry
- Philadelphia
- Pike
- Schuylkill
- Snyder
- Somerset
- Sullivan
- Tioga
- Union
- Wayne
- York



## Treatment Program Breakout

- 19,432** Outpatient Programs
- 14,340** Specialty Outpatient Clinics
- 8,190** Partial Hospitalization Programs
- 2,107** Inpatient Services

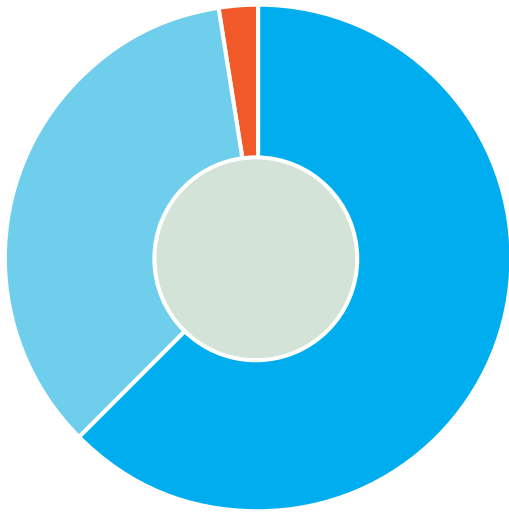




# Financial Summary Fiscal Year 2019

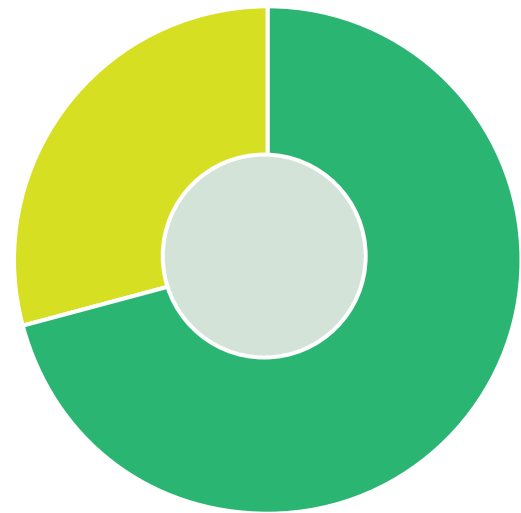
PPI is fiscally sound and fiscally responsible.

## Statement of Operations for the year ended June 30, 2019



### Revenue

■ Net patient services revenue	\$ 26,137,441
■ Member Contributions	9,806,594
■ Other revenue	429,197
<hr/>	
Total revenues	\$ 36,372,232



### Expenses

■ Healthcare services	\$ 31,809,271
■ General and administrative	7,469,602
<hr/>	
Total expenses	\$ 39,278,873

### Healthcare Services Breakdown

Adult Inpatient	39.5%
Child/Adolescent Inpatient	19.3%
Outpatient	18.5%
Addiction - Opioid Treatment Program	7.1%
Electroconvulsive Therapy (ECT)	7.1%
Child/Adolescent Partial	5.8%
Adult Partial	2.7%

### General and Administrative Breakdown

Administration & Finance	20.7%
Patient Financial Services	18.3%
Admissions	17.4%
Human Resources	16.6%
Nursing Administration	12.2%
Compliance	8.0%
Informatics	6.9%

## Senior Leadership



**Kimberly Feeman, MHA**  
Interim Chief Executive Officer



**Brian M. Morgan, CPA**  
Chief Financial Officer



**Theresa Terry-Williams, RN, MA**  
Chief Nursing Officer



**Wanda Geesey, MBA, PHR**  
Director, Human Resources



**Stephanie Kegel, MBA, LCSW,  
CAADC, CCDPD, CCS**  
Service Line Director, Adult



**Jason S. Kibler, LPC**  
Director, Special Projects



**Ruth S. Moore**  
Director, Business Development  
and Admissions



**Laurie Talbot**  
Director, Compliance

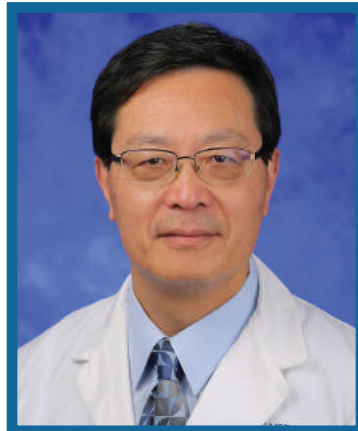


**David Zug**  
Director, Informatics

## Physician Leadership



**Elisabeth J. Kunkel, MD**  
Chief Medical Officer



**Yu-Fei Duan, MD**  
Service Line Medical Director, Adult



**Ehsan Ullah Syed, MD**  
Service Line Medical Director,  
Children and Adolescents

## PPI Board of Directors Fiscal Year 2019

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Executive Director, Hospital Operations  
Penn State Health

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Department Chair  
Department of Psychiatry, Penn State Health

**Susan B. Promes MD, MBA, FACEP**  
Professor and Chair  
Department of Emergency Medicine, Penn State Health

**Eric Strucko**  
Senior Vice President and Chief Financial Officer  
Penn State Health

### **UPMC Pinnacle | P. O. Box 8700 | Harrisburg, PA 17105-8700**

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CEO, UPMC Pinnacle

**William H. Pugh (Treasurer of the Board)**  
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### **UPMC Western Psychiatric Hospital | 3811 O'Hara Street | Pittsburgh, PA 15213**

**Deborah Brodine**  
President, Western Psychiatric Hospital and Senior Services  
UPMC Western Psychiatric Hospital

**Camilla Herisko, DNP, MSN, RN, PMHCNS-BC, CRNP**  
Chief Nursing Officer and Vice President of Operations and  
Patient Care Services, UPMC Western Psychiatric Hospital

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**Robert F. Whalen**  
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H. B. McClure Company

**Taylor Andrews**  
Attorney  
Andrews and Johnson Law Office



P E N N S Y L V A N I A  
P S Y C H I A T R I C I N S T I T U T E

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A Collaboration of Penn State Health & UPMC Pinnacle

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**ppimhs.org**

For further information on our products and services, contact Ruth Moore at (717) 782-2188 or [rmoore@ppimhs.org](mailto:rmoore@ppimhs.org).