



TCPI Exemplary Practice Performance Summary, August 2019

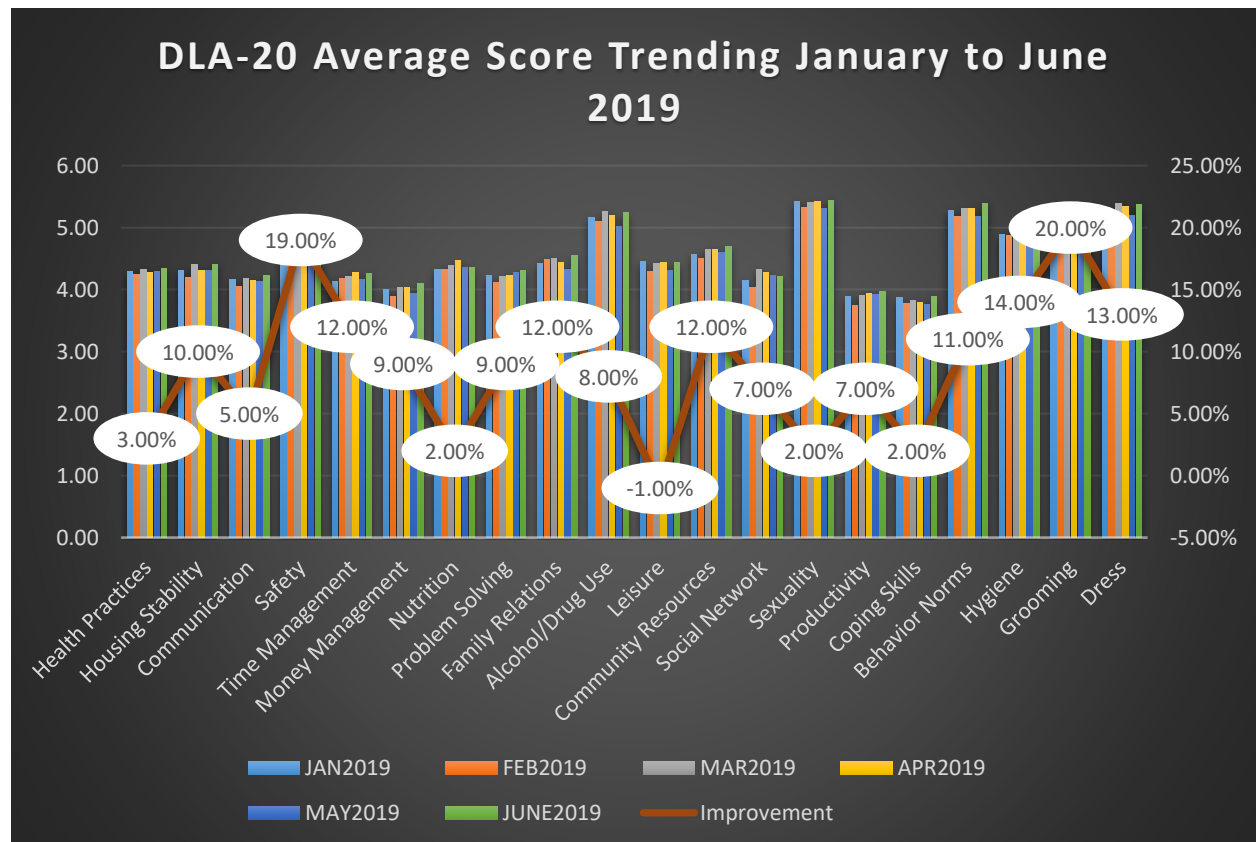
Resilient Health

Ron Carpio, MSW, Chief of Resiliency

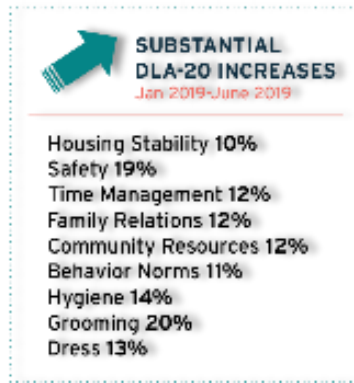
Our purpose is to unleash the power of our employees and participants to create a resilient world, one person at a time.

Resilient Health is a not-for-profit healthcare company with 18 locations throughout Arizona. With 230+ employees who are passionate about providing exceptional care, 179 employees provide direct care to our participants. Our services support over 3,000 children, individuals, and families throughout Arizona who experience mental health and substance use disorder challenges, including the SMI population.

To ensure good stewardship of public dollars and create high value for our payers and participants, Resilient Health places a high emphasis on the TCPI service delivery **Aim 2 - Improving Clinical Outcomes** through focused and effective **AIM 2 Clinical Processes- evidence-based practices** for responding to trauma and building resilience. We call our patients “Participants” because they are an integral part of their successful experience. Using evidence-based practices and innovative resiliency-building techniques, our participants receive a treatment experience that differs from the typical experience. Our participants’ improvements have been in 19 of the 20 areas identified in the DLA-20 over the course of six months.



The most substantial improvements include:



As we further refine our innovative treatment experience, we expect to see the outcomes from the DLA 20 continue to increase.



Figure 1: Resilient Health's Treatment Plan

Resiliency implies a more durable, even a permanent level of skill building when compared to "treatment" which typically has a connotation of fixing and thus vulnerable to deterioration. It is important to us that each person who walks through our doors walks out with tools that will help them continue to experience success in life.

We feel that trauma, which often has a direct correlation to mental health and substance use disorders, can be addressed and resiliency achieved through five basic pillars during their treatment. This experience focuses on a trauma- responsive service array that includes a combination of non-verbal interventions and verbal interventions.

Resilient Health is an active participant of the Practice Innovation Institute (Pii), Arizona's Practice Transformation Network.

As of August 2019, **Resilient Health** has completed all 5 Phases of the 5 Phases of Transformation.



Practice Innovation Institute

Engage. Transform. Reward.