



CENTERSTONE



"Centerstone is a one-of-a-kind place. They can help you find that part of your life that's missing."

- Laura, Centerstone Patient



**Ashley Newton**

CHIEF EXECUTIVE OFFICER, CENTERSTONE'S INSTITUTE FOR CLINICAL EXCELLENCE AND INNOVATION

"We continue to consistently use measurement-informed processes to make decisions for patient care, simulation work to train staff, and ethically sourced artificial intelligence tools to gather data. We've created a hybrid strategy using these different tools to make our staff experience the best it can be and to provide excellent patient outcomes as a result of the work we're doing."

Fiscal Year 2024

# Centerstone's Institute for Clinical Excellence and Innovation Impact Report

Centerstone's Institute for Clinical Excellence and Innovation advances the science of care through research and evaluation, data science, training, quality, and patient safety.

## Accomplishments

- Received the Bell Seal for Workplace Mental Health Platinum Level Certification from Mental Health America. This certification nationally recognizes Centerstone as exceeding workplace practices and standards that promote positive worker mental health and well-being.
- Expanded simulation training opportunities for Centerstone staff by developing 18 new educational courses that have since been added to our library, which now totals 31 courses. Centerstone's simulation training offers immediate opportunities for staff to practice new skills and to receive feedback in real time, increasing the likelihood that learners will successfully apply what they have learned in their day-to-day practice. Last year, 1,822 courses were completed bringing the cumulative total to 3,110 courses completed.
- Showcased the expertise of Institute staff by being accepted to present at 25 conferences during the fiscal year, including the American Public Health Association Conference and the Agency for Healthcare Research and Quality's Annual PSO Conference.
- Engaged in 13 different research projects, including those related to the use of artificial intelligence in behavioral health, developing suicide pathways, and streamlining clinical documentation and data collection.
- Completed program evaluations for more than 58 different Centerstone programs, interviewing more than 17,000 participants to collect feedback and insights on how their care at Centerstone is helping them achieve wellness.
- The Institute's Quality and Patient Safety team worked collaboratively with Clinical Operations teams to standardize Centerstone's patient experience and discharge surveys. This resulted in a more efficient workflow for staff, and allows Centerstone to identify meaningful trends in patient feedback and best practices, and share that information more quickly and efficiently.
- Chief Psychology Officer Shane Kuhlman was awarded a Most Innovative Member Award from Mental Health Care Association for his work in simulation training in community behavioral health.
- Centerstone's Patient Safety Organization (PSO) facilitated the enterprise's first ever Organizational Self-Assessment Tool for Patient Safety, which comes from the National Patient Safety Foundation.
- Implemented two dissemination strategies for emerging data for internal and external stakeholders. These include Clinical Data Insights for internal staff which highlights clinical outcomes and diagnostic patterns; and our Grounded in Science video series which engages industry experts and internal decision-makers in topics relevant to Centerstone.