

Notes
Mid-Ohio Psychological Services, Inc.
Quality of Service
July 8, 2008

1 Purpose of the Committee

2 Current Goals

Develop and utilize standard of care model

1. Develop web page declaring agency's standard of care
 - a. Dr. Slater is continuing to refine the site and resources.
2. Train staff to use standard of care model
 - a. Early training occurred in October.
3. Integrate standard of care into peer review preprocess
 - a. Currently SOC is being built into CIS so that there will be tabs to declare a standard of care for each client.
 - b. QA review has added SOC as an element

Develop and utilize care management system

1. Develop instrument to assess level of care needed for clients
2. Assess level of care of clients utilizing the care management scale

Create Mechanism for comparing the quality of our agency to other agencies

1. Participate in ADAMH board's client satisfaction survey process
 - a. MOPS has about a 90% compliance rate
2. Develop consistent utilization of Outcome Measures to compare to State averages
3. Referral Source Satisfaction
 - a. External ADAMH Board
 - b. Internal Done During Visits To Referral Agencies

Maintain current scope of practice

1. Maintain certification (CARF/ODMH)
2. Continually modify policy and procedure to comply with ever changing standards
3. Obtain Certification for JSO and ASO programs.
4. Obtain APPIC Certification.

Public Awareness Program (with growth committee)

1. Create mechanism to help the community know that we exist
2. Create mechanism to help referral agencies and the general public know what services we offer and how to access them.

3 Need new goals?

- o Create "Dashboard" Report
 - 3-4 Categories
 - Outcomes/Satisfaction
 - Financial/Stability
 - Wait-time/Retention
- o Clinician Grade Reports

4 Other Concerns

- o Expansion while ensuring Quality