


QA REPORT

TO: Bradley A. Hedges, Ph.D.
Executive Director

FROM: Bonnie Pearse, MSW, LSW 
QA Coordinator

SUBJECT: Quality Assurance Activities for June 2002

SUBMITTED: December 04, 2002

I: MAJOR UNUSUAL INCIDENTS

There were no major unusual incidents in the month of June 2002.

II: TRANSFERS FROM STATE HOSPITALS

There were no transfers from state hospitals reported in the month of June 2002. Client #01082904 was transferred to Fairfield Medical Center on 06-18-02 and was discharged on 06-20-02. This client was seen post discharge on 06-26-02 by her case manager. The same client was readmitted to the Fairfield Medical Center on 06-28-02 and not released until July.

III: PLANT/PHYSICAL HEALTH AND SAFETY

No health or safety issues were identified by the building inspection in the month of June 2002.

IV: RECORDS COMPLETENESS REVIEW

Clinicians	% Compliance With Standard
Dr. Brad Hedges	98
Robin Rippith	98
Dr. Chris Ray	99
Tonya Kraner*	90
Scott Craft	100
Dean Bachelor	95
Stephanie Miller*	64
Claire Robitaille	95
Joni Grim	96
Chris Johnson*	90
Steve Ford	95
Amanda Moore	96
Kristin Taylor*	81
Joe Dunson*	91
Miriam Murray*	51
Paula Roberts	99
Amanda Moore*	91
Cassie Dille	97
Bonnie Pearse	95

* Denotes that the clinician did not meet the target threshold of 95% compliance with the standards.

Thirty-seven percent of the clinicians did not meet the 95% threshold for the record review. Reasons for the failure and the percentage of records reviewed is as follows:

- Forty two percent of the records reviewed were missing at least one of the monthly copies of the current medical card.
- Forty-two percent of the records reviewed were missing forms or had incomplete forms in the chart.
- Signatures were missing on some forms in the chart for 37% of the clinicians.
- In 26% of the records reviewed there was at least one session recorded that did not match the billing record.
- Five percent of the records reviewed had an Individual Service Plan on the chart that needed to be updated. Eleven percent of the records were missing at least one ISP.
- Thirty-seven percent of the records reviewed did not have a completed health assessment in the chart.

V: PEER REVIEW

Clinicians	% Compliance With Standard
Dr. Brad Hedges	98
Robin Rippith	100
Dr. Chris Ray	99
Tonya Kraner	99
Scott Craft	100
Dean Bachelor	94
Stephanie Miller*	44
Claire Robitaille	90
Joni Grim	96
Chris Johnson	97
Steve Ford	98
Amanda Moore	93
Kristin Taylor	95
Joe Dunson*	87
Miriam Murray*	56
Paula Roberts	100
Amanda Moore	99
Cassie Dille	100
Bonnie Pearse	98

* Denotes that the clinician did not meet the target threshold of 90% compliance with the standards.

- Three of the clinicians did not meet the 90% threshold for the peer review for the month of June.
- Twenty-one percent of the records reviewed for peer review showed that the clinician did not completely fill out the required forms.
- Thirty-seven percent of the records were not maintained consistently in that at least one case note was not completed and/or billed for.

VI: UTILIZATION REVIEW

Clinician	Total number of clients
Dean Bachelor, M.Div.	10
Joni Grim, M.Ed., LSW	29
Dr. Bradley Hedges, Ph.D.	44
Lara Rice	9
Chris Johnson, M.Ed.	112
Dr. Chris Ray, Ph.D.	39
Dr. Stephanie Miller, Ph.D.	26
Tonya Kraner, LISW	45
Robin Rippith, M.Ed., LPCC	24
Scott Craft, M.A.	62
Steve Ford, M.A., LPC	59
Bonnie Pearse	57
Paula Roberts	17
Claire Robitaille	28
Joe Dunson	2
Miriam Murray	8
Kristin Taylor, M.Ed	24
Amanda Moore	15
Cassie Dille	19
Cathy Howard	1

The total number of clients by clinician listed above may not accurately reflect the clinician's actual client load based on difficulties by some clinicians in closing charts in a timely manner.

The "No Show" rate for June was 22%. When considering both the "no show" rate and the cancellation rate, this figure is 36%. These totals do not include clinicians who do not schedule sessions.

Service Area	Total Number of Units This Month (All of MOPS)	Monthly Allocated Medicaid Units for Fairfield County	Year to Date Total Units for MOPS	Year to Date Allocated Medicaid Units for Fairfield County
Diagnostic Assessment	98.40	21.42	1230.29	192.78
Individual Counseling	454.70	86.25	4377.67	776.25
Group Counseling	204.10	27.25	2504.89	1468.90
Medication/somatic Services	35	22.08	166.95	198.72
Community Support Program (CSP)	350.70	433.40	2748.92	2730.60
Alcohol and Other Drug (AOD) - Group	23.50	65	105.50	470

The Medicaid units billed for the month of June 2002 for Fairfield County totals 1302.90. A total of 11162.01 Medicaid units were billed Year to date for Fairfield County. We are currently working on a system to capture the individual totals for each service type.

VII: AOD UTILIZATION REVIEW

AOD Group Therapy sessions in the month of June showed that 100% of the males and 53% of the females attended sessions.

Sessions Offered	06/03/02	06/10/02	06/17/02
2 Males	2	2	2
5 Females	1	3	4

VIII: INVOLUNTARY TERMINATIONS

No involuntary terminations were conducted during the month of June 2002.

IX: PROFESSIONAL STAFF ORGANIZATION

The clinical staff maintains current licensure requirements. The following chart shows the workshops that clinicians reported attended:

Clinician	Workshop	Dates Attended	# Of CEU's
Bonnie Pearse	ODMH- Supported Employment	06/18/02 and 06/19/02	9
Robin Rippith	ODMH- Supported Employment	06/18/02 and 06/19/02	9
Scott Craft	Forensic Director's Conference	06/14/02 and 06/15/02	12

X: REVIEW OF WAITING LIST

There continues to be no waiting list. The average time elapsed between initial phone contact and first offered session will be added once our new management information system is up and running in July. Our intent will be to re-run these numbers once the new management information system is in place.

There were a total of 17 new clients seen this month. Eleven of the new clients were from Fairfield County. The total number of clients seen in the month of June 2002 was 444. For the month of June 77% of the sessions conducted were with clients from Fairfield County.

XI: REVIEW OF SERVICES UNDER CONTRACT

No changes are noted regarding the services under contract.

XII: FOCUSED REVIEW AREA

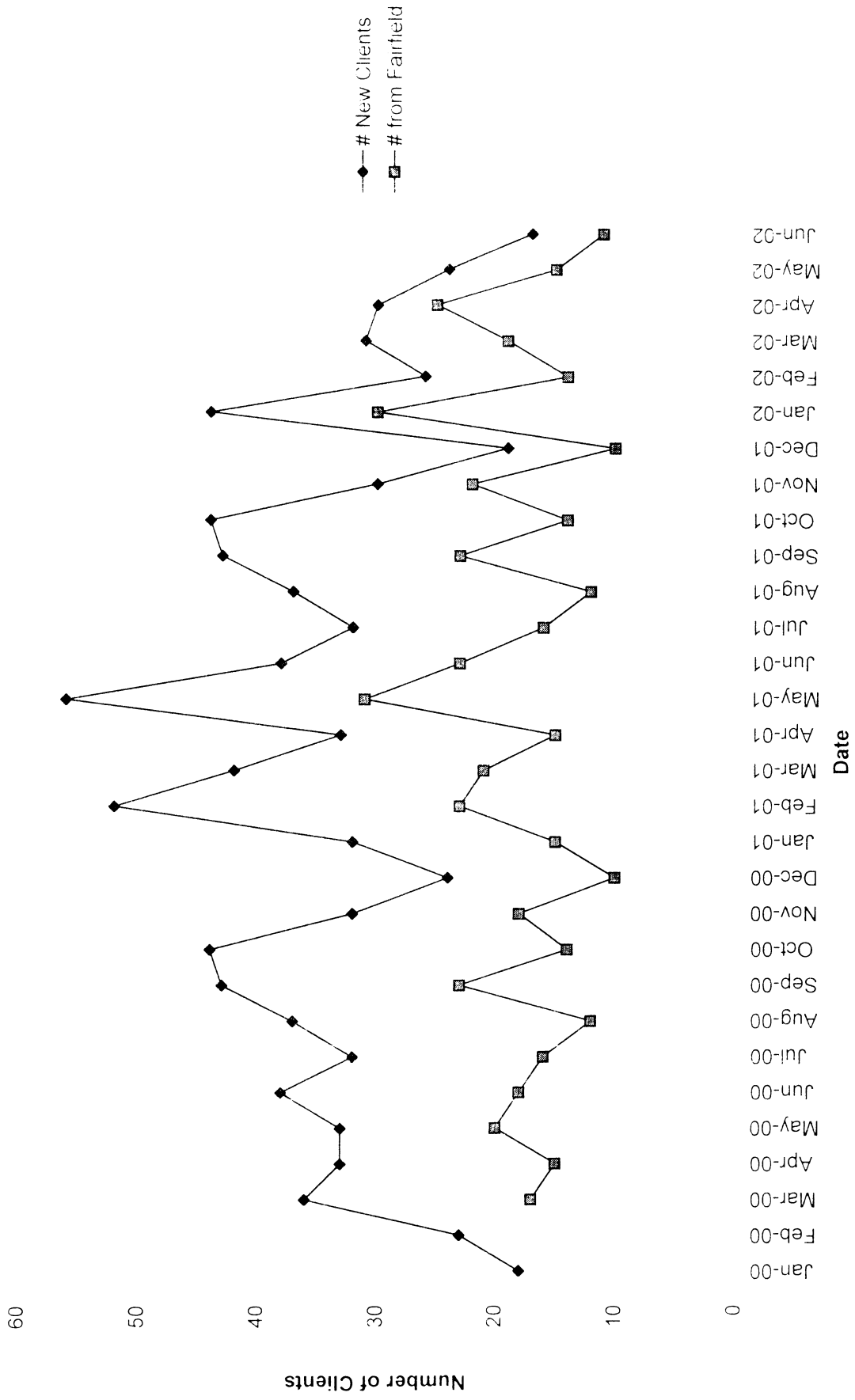
The issue that was covered in the month of June includes a discussion on the quarterly report. Due to the backlog of quality assurance activities this report is not completed.

XIII: RESPONSE TO LAST MONTH'S FOCUS REVIEW

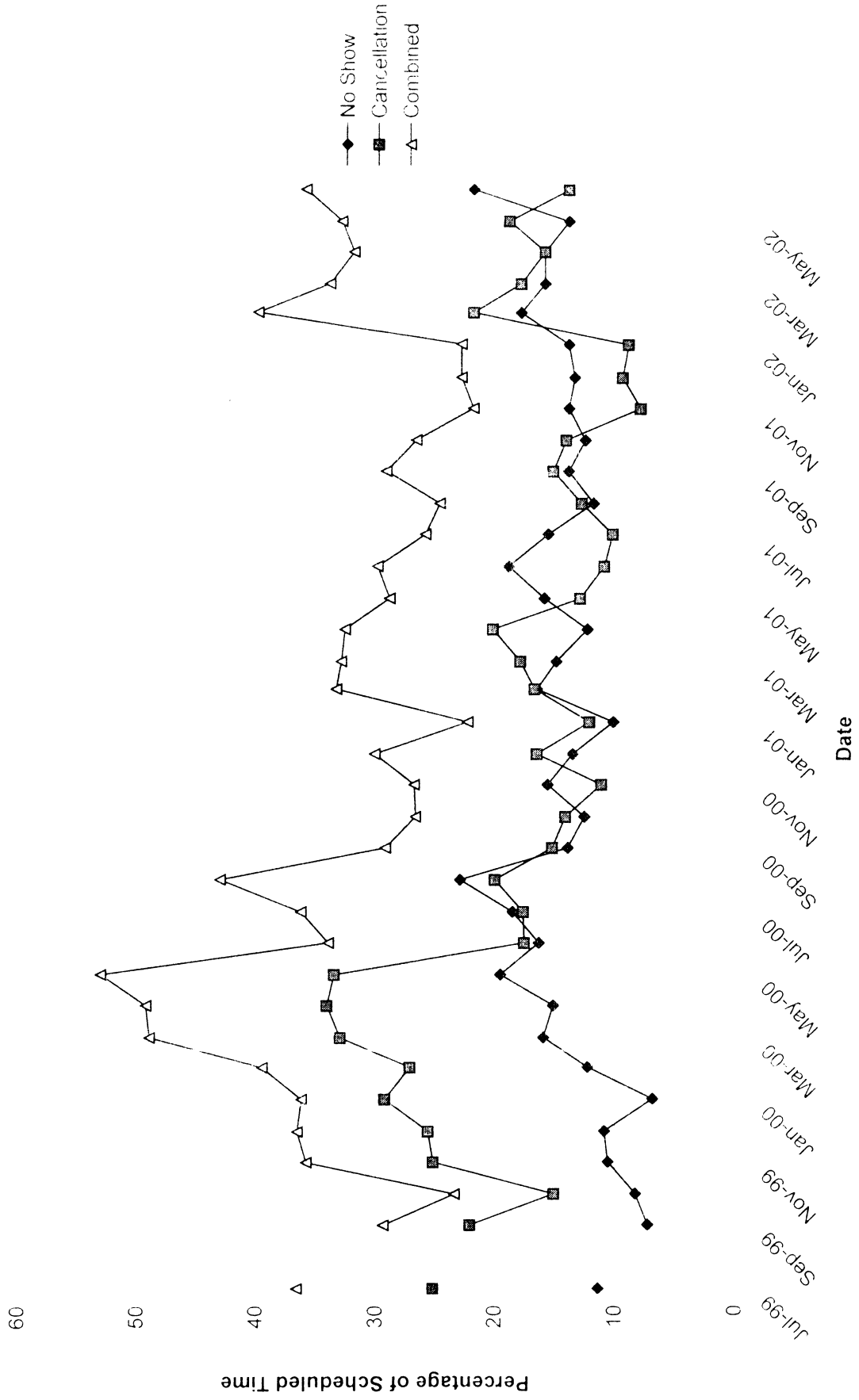
In response to last month's review we continue to be backlogged in completing quality assurance activities and will forward reports as soon as all chart reviews and information is collated. The focus has been to get the monthly quality assurance reports current and then go back and work on the quarterly and annual reports that are due.

cc: Fairfield County Mental Health and Recovery Services Board
MOPS Board of Directors
MOPS Staff
QA Minutes Logbook

Number of New Clients by Month FY 00/01/02



FY 00/01/02 No Show Rate



June 2002

Mid Ohio Psychological Services

Unit Rate	135	135	Missed	Diagnosics	Evaluations	Individual	Group	Community Support	Medication	Other Units	Total Units	Billable Units	Units Billed+ Missed	Schedule Proficiency	% Canceled	% Missed	Lost Units due to C & M	% of Total Billable Units
Dean Bachelor	23						58.00			35	81.00	58.00	81.00	72%	0%	28%	28%	4%
Scott Craft	12	3.00	34		34.10	15.00		29.50		80.0	178.10	132.10	166.10	7.4%	7%	19%	26%	10%
Cassie Dillie *	46	6.80	26		96.00	16.00		5.10			29.50	29.50	151.90	64%	23%	13%	36%	10%
Steve Ford	36	5.60	31		50.50	33.30		7.80			197.90	125.90	128.20	59%	22%	19%	41%	7%
Brad Hedges	5	2.00	2		10.50						30.50	23.50	25.50	77%	16%	7%	23%	2%
Chris Johnson	19	6.00	12		34.50	2.00				80.0	155.50	124.50	136.50	80%	12%	8%	20%	10%
Tonya Kraner	9	11.60	24		28.40			1.50			74.50	41.50	65.50	56%	12%	32%	44%	3%
Stephanie Miller	2	1.00	7		5.00						15.00	6.00	13.00	40%	13%	47%	60%	0%
Miriam Murray *					42.40			28.00			70.40	70.40						5%
Bonnie Pearse	17	15.00	84		65.80	23.50		9.30			214.60	113.60	197.60	53%	8%	39%	47%	9%
Chris Ray	10	1.00	8		11.30	21.30					51.60	33.60	41.60	65%	19%	16%	35%	3%
Robin Rippeth	12	7.70	13		6.10	23.50					62.30	37.30	50.30	60%	19%	21%	40%	3%
Paula Roberts *								57.60			57.60	57.60						4%
Claire Robitaille	16	6.80	18		33.30	28.30		0.30			102.70	68.70	86.70	67%	16%	15%	33%	5%
Charles Snyder	25		43		1.20				35.0		104.20	36.20	79.20	35%	24%	41%	65%	3%
Kristin Taylor	2				50.10			4.50			56.60	54.60	54.60	98%	4%	0%	4%	4%
Cathy Howard *								10.10			10.10	10.10						1%
Amanda Moore *								139.50			139.50	139.50						11%
Tara Rice *								13.60			13.60	13.60						1%
Joe Dunson *								29.50			29.50	29.50						2%
Sum Totals	211	70.50	325		27.90	497.10	176.10	336.30	35.0	160.0	1838.90	1302.90	1277.70	64%	14%	22%	36%	5%
Average																		

* These clinicians do not have a daily scheduler therefore their totals are not reported in the missed or cancelled sessions.

June	2002		Weighted					Tot Units	% of Tot
	DA	EVAL	IND	Group	CSP	MED	Other		
Unit Rate	135	135	90	40	65	195	35		
Dear Bachelor	0.00	0.00		58.00	0.00	0.0	0.0		
	0.00	0.00	0.00	2320.00	0.00	0.00	0.00	2320.00	2%
Scott Craft	3.00	0.00	34.10	15.00	0.00	0.0	80.0		
	405.00	0.00	3069.00	600.00	0.00	0.00	2800.00	6874.00	7%
Cassie Dillie	0.00	0.00	0.00	0.00	29.50	0.0	0.0		
	0.00	0.00	0.00	0.00	1917.50	0.00	0.00	1917.50	2%
Steve Ford	8.80	0.00	96.00	16.00	5.10	0.00	0.00		
	1188.00	0.00	8640.00	640.00	331.50	0.00	0.00	10799.50	11%
Joni Grim	5.60	0.00	50.50	33.30	7.80	0.00	0.00		
	756.00	0.00	4545.00	1332.00	507.00	0.00	0.00	7140.00	8%
Brad Hedges	2.00	10.50	11.00	0.00	0.00	0.00	0.00		
	270.00	1417.50	990.00	0.00	0.00	0.00	0.00	2677.50	3%
Chris Johnson	8.00	0.00	34.50	2.00	0.00	0.00	80.00		
	1080.00	0.00	3105.00	80.00	0.00	0.00	2800.00	7065.00	7%
Tonya Kraner	11.60	0.00	28.40	0.00	1.50	0.00	0.00		
	1566.00	0.00	2556.00	0.00	97.50	0.00	0.00	4219.50	4%
Stephanie Miller	1.00	0.00	5.00	0.00	0.00	0.0	0.0		
	135.00	0.00	450.00	0.00	0.00	0.00	0.00	585.00	1%
Miriam Murray	0.00	0.00	0.00	28.00	42.40	0.00	0.00		
	0.00	0.00	0.00	1120.00	2756.00	0.00	0.00	3876.00	4%
Bonnie Pearse	15.00	0.00	65.80	23.50	9.30	0.00	0.00		
	2025.00	0.00	5922.00	940.00	604.50	0.00	0.00	9491.50	10%
Chris Ray	1.00	11.30	21.30	0.00	0.00	0.00	0.00		
	135.00	1525.50	1917.00	0.00	0.00	0.00	0.00	3577.50	4%
Robin Rippeth	7.70	6.10	23.50	0.00	0.00	0.00	0.00		
	1039.50	823.50	2115.00	0.00	0.00	0.00	0.00	3978.00	4%
Paula Roberts	0.00	0.00	0.00	0.00	57.60	0.00	0.00		
	0.00	0.00	0.00	0.00	3744.00	0.00	0.00	3744.00	4%
Claire Robitaille	6.80	0.00	33.30	28.30	0.30	0.00	0.00		
	918.00	0.00	2997.00	1132.00	19.50	0.00	0.00	5066.50	5%
Charles Snyder	0.00	0.00	1.20	0.00	0.00	35.00	0.00		
	0.00	0.00	108.00	0.00	0.00	6825.00	0.00	6933.00	7%
Kristin Taylor	0.00	0.00	50.10	0.00	4.50	0.00	0.00		
	0.00	0.00	4509.00	0.00	292.50	0.00	0.00	4801.50	5%
Cathy Howard	0.00	0.00	0.00	0.00	10.10	0.00	0.00		
	0.00	0.00	0.00	0.00	656.50	0.00	0.00	656.50	1%
Amanda Moore	0.00	0.00	0.00	0.00	139.50	0.00	0.00		
	0.00	0.00	0.00	0.00	9067.50	0.00	0.00	9067.50	10%
Tara Rice	0.00	0.00	0.00	0.00	13.60	0.00	0.00		
	0.00	0.00	0.00	0.00	884.00	0.00	0.00	884.00	1%
Joe Dunson	0.00	0.00	0.00	0.00	29.50	0.00	0.00		
	0.00	0.00	0.00	0.00	1917.50	0.00	0.00	1917.50	2%
Sum Totals	9517.50	3766.50	40923.00	8164.00	19994.00	6825.00	5600.00	94790.00	5%

This chart represents the percentage of the total dollars billed by clinician for the month of June.

PEER REVIEW

June 2002	pass	fail	Med Somatic	General	DA	CSP	AOD	Utilization	ISP
Dean Bachelor	94			inconsistent	axis II missing				
Scott Craft	100								
Cassie Dillie	100								
Steve Ford	98			inconsistent					
Joni Grimm	96			inconsistent					axis II missing
Brad Hedges	98			health assessment					
Chris Johnson	97			inconsistent					
Tonya Kraner	99			roi necessary for corr.					
Stephanie Miller	44			health assessment					missing
Miriam Murray	56			inconsistent	diagnosis missing				missing
Bonnie Pearse	98			inconsistent	health assessment				
Chris Ray	99			inconsistent					
Robin Rippeth	100								axis II missing
Paula Roberts	100								
Claire Robitaille	90			inconsistent					incomplete
Kristin Taylor	95			inconsistent		75% not			
Joe Dunson	87			health assessment					axis II missing
Amanda Moore	99			inconsistent					

RECORDS COMPLETE/NEEDED/MISSING or Incomplete Records										
	Jun-02	Pass	Fail	Med Card	ISP	Notes	Health Asses	Signatures Missing	Forms	Billing Record
Dean Bachelor	95				update	missing		poa		
Scott Craft	100									
Cassie Dillie	97			missing					csp referral,	billing errors
Steve Ford	95			missing		missing	review	roi	csp referral,	
Joni Grimm	96				axis 11		review			
Brad Hedges	98						review			
Chris Johnson	90			missing	not 30 dys	missing		roi, isp		mismatch
Tonya Kraner	90					missing			roi	
Stephanie Miller	64			missing	incomplete		review	poa	referral aod, dr. csp, poa	
Miriam Murray	51			missing	incomplete	missing		case notes	blanks fee agr., maccis	
Bonnie Pearse	95						review			
Chris Ray	99									billing errors
Robin Rippeth	98									
Paula Roberts	99								csp referral	misbilled
Claire Robitaille	95			missing						
Kristin Taylor	81			missing			review	guidelines	roi, psych. Social	
Joe Dunson	91			missing	missing	missing	review		ref. Dr., csp	
Amanda Moore	91			missing	missing	missing	review	isp		billing errors