


QA REPORT

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

FROM: Bonnie Pearse, MSW, LISW 
QA Coordinator

SUBJECT: Quality Assurance Activities for January 2003

SUBMITTED: April 9, 2003

I: MAJOR UNUSUAL INCIDENTS

There were no major unusual incidents during the month of January 2003.

II: TRANSFERS FROM STATE HOSPITALS

There was one transfer to or from state hospitals reported in the month of January 2003. Client # 02102204 was transferred to Adena Hospital on 1-23-03 and released on 1-29-03. This client was seen by Bonnie Pearse on 1-30-03.

III: PLANT/PHYSICAL HEALTH AND SAFETY

No health or safety issues were identified by the building inspection in the month of January 2003.

IV: RECORDS COMPLETENESS REVIEW

Clinicians	% Compliance With Standard
Dr. Brad Hedges	98
Robin Rippith	97
Dr. Chris Ray*	89
Tonya Kraner	97
Scott Craft*	92
Dean Bachelor*	93
Stephanie Miller*	62
Claire Robitaille	99
Joni Grim	96
Chris Johnson*	54
Steve Ford*	90
Amanda Moore	96
Joe Dunson	96
Dr. David Mahl*	91
Mike Selegue*	82
Miriam Murray*	93
Tara Rice*	88
Kelly Kleimeyer*	72
Debbie Culp*	52
Rick Gehlbach	96
Paula Roberts	96
Dawn McCoy *	93
Misty Coleman*	75
Bonnie Pearse	98

*Denotes that the clinician did not meet the target threshold of 95% compliance with the standards. Fifty-eight percent of the clinicians did not meet the 95% threshold for the record review. Reasons that clinicians did not meet the threshold and the percentage of records reviewed is as follows:

- Seventy-five percent of the records reviewed were missing a copy of the current medical card.
- Forty-six 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 33% of the clinicians.
- In 50% of the records reviewed there was at least one session recorded that did not match the billing record.
- Thirty-eight percent of the records reviewed had an Individual Service Plan on the chart that needed to be updated.
- Thirty-eight percent of the records reviewed did not have a completed health assessment in the chart.
- Fifty percent of clinicians were missing case notes for billed services

V: PEER REVIEW

Clinicians	Percent Compliant With Standard
Dr. Brad Hedges	96
Stephanie Miller*	37
Dr. Chris Ray	92
Dr. David Mahl*	87
Robin Rippeth	99
Tonya Kraner	99
Steve Ford	97
Mike Selegue*	86
Joni Grim*	84
Scott Craft*	86
Chris Johnson*	42
Claire Robitaille	96
Kelly Kleimeyer*	72
Bonnie Pearse	97
Dawn McCoy	98
Debbie Culp*	46
Dean Bachelor*	80
Misty Coleman*	87
Rick Gehlbach	99
Joe Dunson	97
Tara Rice	96
Miriam Murray	96
Amanda Moore	96
Paula Roberts	98

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

- Forty-two percent of the clinicians did not meet the 90% threshold for peer review for the month of January.
- Thirty-three percent of the records reviewed for peer review showed that the clinician did not complete the required forms, or make the necessary referrals.
- Seventy-five percent of the records were not maintained consistently in that case notes were not completed and not billed for. Also, the client, clinician and the supervisor have not signed the progress note or other necessary documentation

VI:UTILIZATION REVIEW

Clinician	Total Number of Clients
Dean Bachelor	9
Stephanie Miller	30
Brad Hedges	59
David Mahl	21
Chris Ray	44
Tonya Kraner	28
Robin Rippith	34
Dawn McCoy	71
Scott Craft	112
Steve Ford	50
Bonnie Pearse	56
Joni Grim	54
Chris Johnson	110
Claire Robitaille	39
Rick Gehlbach	15
Mike Seleque	50
Debbie Culp	29
Kelly Kleimeyer	39
Miriam Murray	11
Joe Dunson	7
Tara Rice	16
Misty Coleman	10
Amanda Moore	16
Paula Roberts	14

The No Show rate for January was 20%. When considering both the no show rate and the cancellation rate, this figure is 36%.

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	95.40	21.42	869.20	149.94
Individual Counseling	706.95	86.25	3662.71	603.75
Group Counseling	176.40	27.25	1545.50	190.75
Medication/somatic Services	39.40	22.08	176.80	154.56
Community Support Program (CSP)	551.20	433.40	3235.30	3033.80
Alcohol and Other Drug (AOD) - Group	12	65	163.50	455

The Medicaid units billed for the month of January 2003 for Fairfield County totals 1581.35. A total of 10559.20 Medicaid units were billed Year to date for Fairfield County. We are currently working on a system to capture the individual totals for each program.

VII: AOD UTILIZATION REVIEW

AOD Group Therapy sessions in the month of January 2003 showed that the average attendance at each session was 46%. Overall, three men and 11 women utilized AOD services during the month of January..

Sessions Offered	01/06/03	01/13/03	01/20/03	01/27/03
6 Females	4	2	2	3

VIII: INVOLUNTARY TERMINATIONS

No involuntary terminations were conducted during the month of January 2003.

IX: PROFESSIONAL STAFF ORGANIZATION

The clinical staff maintains current licensure requirements. No staff members attended any workshops during the month of January.

X: REVIEW OF WAITING LIST

There were a total of 54 new clients seen this month. Forty of the new clients were from Fairfield County. The total number of clients seen in the month of January 2003 was 609. Seventy-four percent of the new clients were from Fairfield County. For the month of January 78% 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 issues that were covered in the month of December include a review of trends and patterns of service. It appears that Community Support Services has had significant increases since initially offered in April 2001. Units of service in April 2001 were 187.15 and in January 2003 units of service that have occurred increased to 551.20. This trend has been monitored over the past year and it appears that case managers are utilized in an appropriate manner.

XIII: RESPONSE TO LAST MONTH'S FOCUS REVIEW

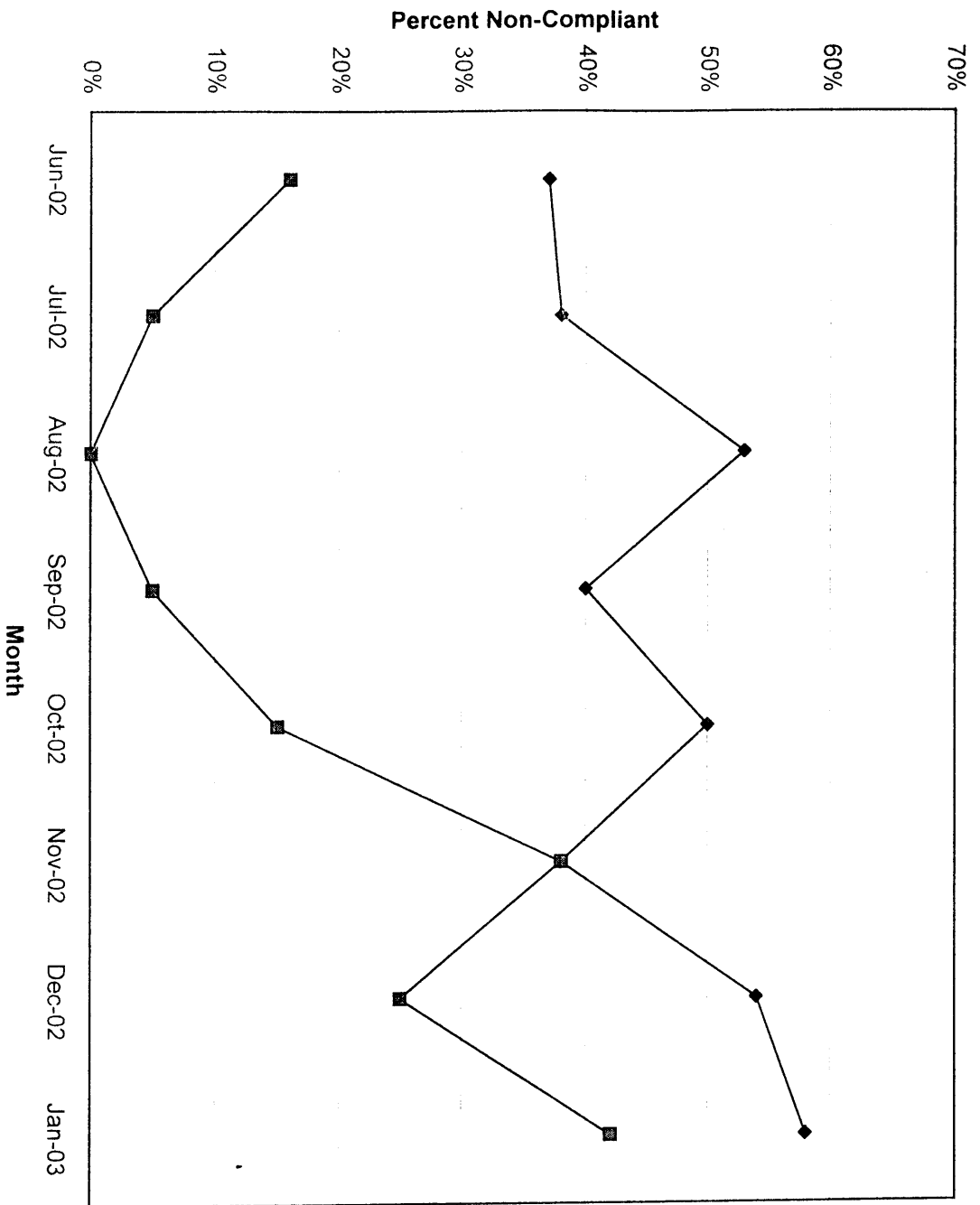
In response to last month's review, QA staff need to spend their time working on the quarterly reviews that are past due. QA staff have some concerns that while they are working on past reviews the current monthly reports will fall behind.

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

PEER REVIEW		Jan-03	pass	fail	Med Somatic	General	DA	CSP	AOD	Utilization	ISP
Dean Bachelor		80		Records inconsistent		inappropriate diagnosis	mis transfer				axis
Scott Craft		86		inapp roi, record inconsistent		Health assess not review	mis transfer				
Misty Coleman		87		inapp roi, record inconsistent		Health assess not review					
Debbie Culp		46		Records inconsistent		inappropriate diagnosis					
Joe Dunson		97		Forms, record inconsistent							
Steve Ford		97		Forms, record inconsistent							
Rick Gehlbach		99		Forms, record inconsistent		Health assess not review					
Joni Grimm		84		inapp roi, record inconsistent			mis transfer				
Brad Hedges		96				Health assess not review					
Chris Johnson		42		Records inconsistent		inappropriate diagnosis					missing
Tonya Kraner		99		Records inconsistent							
Dawn McCoy		98				Health assess not review					axis missing
Stephanie Miller		37		Records inconsistent		Health assess not review					missing
Miriam Murray		96		linkages, forms, record inco		Health assess not review					axis II
Bonnie Pearse		97		Records inconsistent				not on isp			
Chris Ray		92		inapp roi, forms, record inc		Health assess not review					
Robin Rippeth		99									
Paula Roberts		98		Forms, record inconsistent							
Claire Robitaille		96		Forms, record inconsistent							initial missing
Kelly Kleineyer		72		Records inconsistent							
Amanda Moore		96		Forms, record inconsistent			update onisp				
David Mahl		87				HA review, inapp diagnosis					axis, client in
Tara Rice		96		Forms, record inconsistent							
Mike Selegue		86		inappropriate roi		HA rev, inapp diagnosis					axis missing

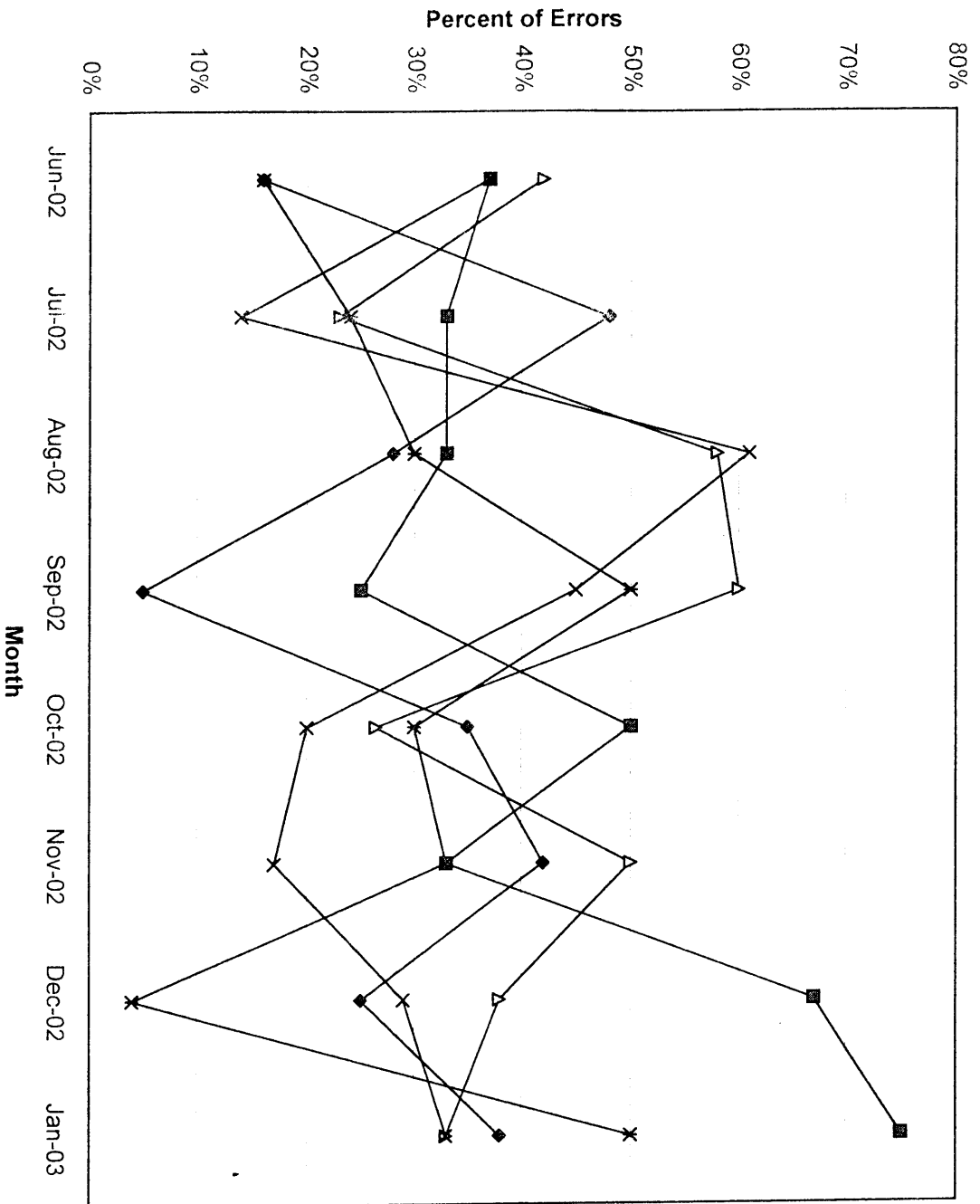
RECORDS COMPLETENESS: Missing or Incomplete Records										
	Jan-03	Pass	Fail	Med Card	ISP	Notes	Health Asses	Signatures Missing	Forms	Billing Record
Dean Bachelor		93			upd, ax II	missing		clie-isp	referral	errors
Scott Craft		92	Reviewed		update	missing			referral	errors
Misty Coleman		75							macsis, roi	
Debbie Culp		52			missing	missing	reviewed			errors
Joe Dunson		96	Reviewed			missing				errors
Steve Ford		90	Reviewed		update	missing		cln-case note		errors
Rick Gehlbach		96	Reviewed			missing	reviewed			errors
Joni Grimm		96	Reviewed		update	missing			roi, referral	errors
Brad Hedges		98					reviewed			
Chris Johnson		54	Reviewed		missing	missing			isp, suspension	
Tonya Kraner		97	Reviewed			missing				errors
Dawn McCoy		93			axis II		reviewed	clie-poa		
Stephanie Miller		62	Reviewed		missing		reviewed	clie- poa, health asses	macsis, isp	
Miriam Murray		93	Reviewed			missing	reviewed		client rights, csp referral	
Bonnie Pearse		98	Reviewed							
Chris Ray		89	Reviewed		axis II			client-roi	roi-Incomplete	errors
Robin Rippeth		97	Reviewed				reviewed			
Paula Roberts		96	Reviewed		update	missing				errors
Claire Robitaille		99	Reviewed							
Kelly Kleimeyer		72	Reviewed		missing					errors
Amanda Moore		96	Reviewed			missing			med/som referral	errors
David Mahi		91			axis II		reviewed	clie-isp	transfer, referral,psso blanks	errors
Tara Rice		88	Reviewed			missing		clie-poa		
Mike Selegue		82	Reviewed		axis II		reviewed	isp- client resp	macsis	errors

Compliance With Standard

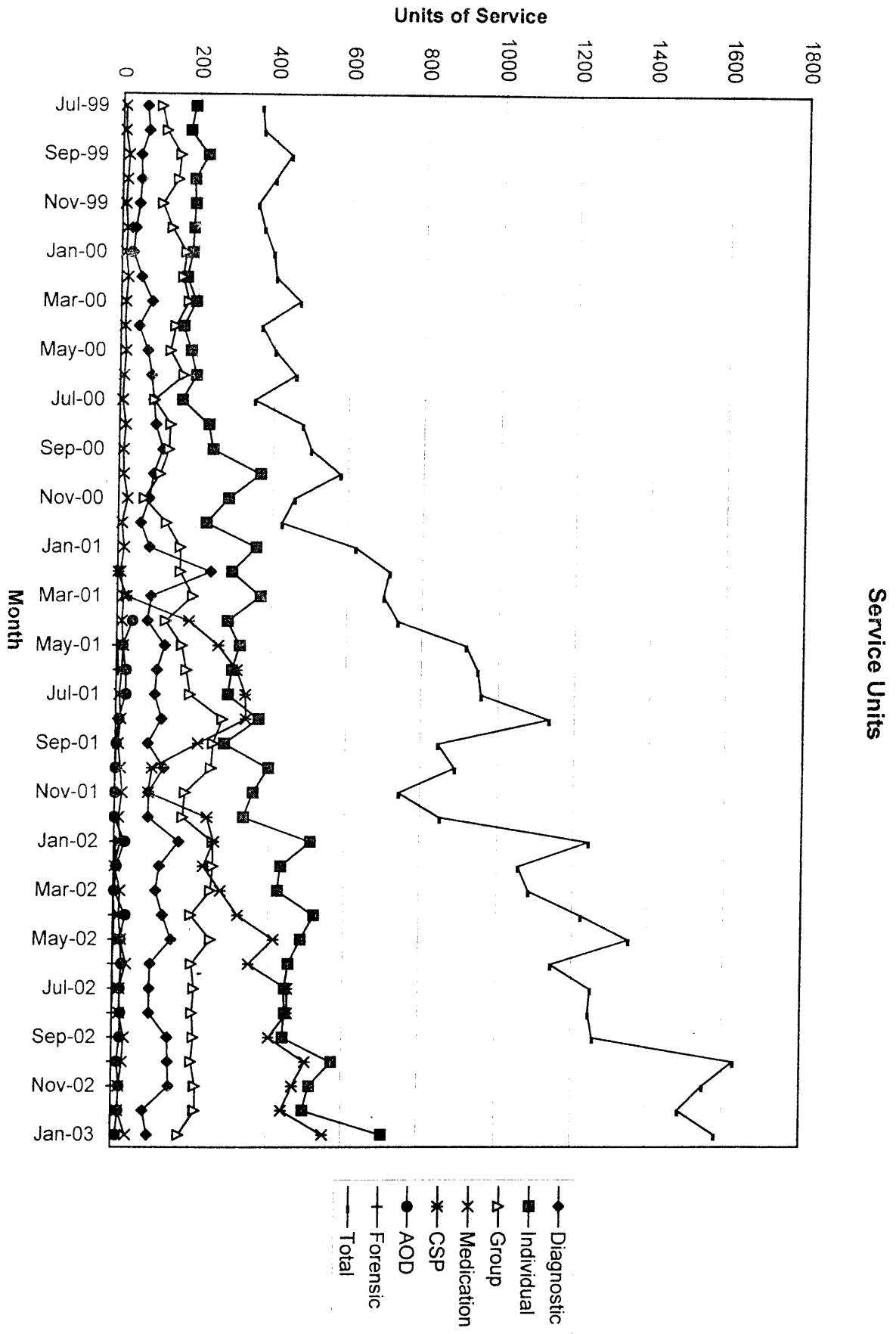


◆ Record Non-Compliance
■ Peer Non-Compliance

Errors in Client Files



- ◆ ISP Missing/Not Updated
- Records Incomplete
- △ Forms Missing
- × Signatures Missing
- * Billing Errors



January 2003

Mid Ohio Psychological Services

Unit Rate	Cancellations	Missed	Diagnostics	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 Bacheior	8	7	135	135	90	40	65	195	35	30.00	15.00	22.00	68%	27%	23%	50%	1%
Scott Craft	16	25	16.60		32.70	3.00			80.0	173.30	132.30	157.30	76%	9%	14%	24%	8%
Misty Coleman	10	10			69.00	60.00	27.00			176.00	156.00	166.00	89%	6%	6%	11%	9%
Deb Culp		1			30.00	16.00	2.00			49.00	36.00	81.20	73%	0%	2%	27%	2%
Steve Ford	18	39	13.30		79.80	4.00	17.80			171.90	114.90	153.90	67%	10%	23%	33%	7%
Rick Gehbach		6			9.00	6.00				25.00	15.00	21.00	60%	16%	24%	40%	1%
Joni Grimm	14	37	4.70		62.40	20.40	3.20	0.3		141.95	90.95	127.95	64%	10%	26%	36%	5%
Brad Hedges	7	4	1.50	8.10	20.10		0.30			41.00	30.00	34.00	73%	17%	10%	27%	2%
Chris Johnson	27	19	3.00		40.00	17.00			4.4	109.40	63.40	82.40	58%	25%	17%	42%	4%
Tonya Kramer	24	27	2.00		23.10		0.90			78.00	27.00	54.00	31%	35%	35%	65%	2%
Dawn McCoy	19	22	10.50		63.40		2.20			117.10	76.10	98.10	65%	16%	19%	35%	4%
Stephanie Miller	7	14	2.00		6.00	2.50				31.50	10.50	24.50	33%	22%	44%	67%	1%
Miriam Murray *						21.00	32.40			53.40	53.40						3%
Bonnie Pearse	27	85	10.30		71.05	12.50	16.70			222.55	110.55	195.55	50%	12%	38%	50%	6%
Chris Ray	14	19		8.80	36.50		0.50			78.80	45.80	64.80	58%	18%	24%	42%	3%
Robin Rippeith	8	7	12.50	20.50	32.50		1.90			82.40	67.40	74.40	82%	10%	8%	18%	4%
Paula Roberts *					0.00		88.60			88.60	88.60						5%
Claire Robitaille	18	31	2.00		42.60	6.00	0.60			100.20	51.20	82.20	51%	18%	31%	49%	3%
Mike Selegue *			17.00		29.40		8.20		9.2	63.80	63.80						4%
Charles Snyder	48	43						39.2		130.15	39.15	82.15	30%	37%	33%	70%	2%
David Mahl	4			14.60	0.00		0.00			18.60	14.60	14.60	78%	22%	0%	22%	1%
Amanda Moore*					0.00		175.00			175.00	175.00						10%
Kelly Kleimeyer		3			52.40		42.70			98.10	95.10	98.10	97%	0%	3%	3%	6%
Tara Rice *			0.00				90.30			90.30	90.30						5%
Joe Dunson *							40.90			40.90	40.90						2%
Sum Totals	273	399	95.40	52.00	706.95	176.40	551.20	39.4	93.6	2386.95	1702.95	1634.15	64%	16%	20%	37%	4%
Average																	

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

January	2003		Weighted						
	DA	EVAL	IND	Group	CSP	MED	Other	Tot Units	% of Tot
Unit Rate	135	135	90	40	65	195	35		
Dean Bachelor	0.00	0.00	7.00	8.00	0.00	0.0	0.0		
	0.00	0.00	630.00	320.00	0.00	0.00	0.00	950.00	1%
Misty Coleman	0.00	0.00	69.00	60.00	27.00	0.00	0.00		
	0.00	0.00	6210.00	2400.00	1755.00	0.00	0.00	10365.00	8%
Scott Craft	16.60	0.00	32.70	3.00	0.00	0.0	80.0		
	2241.00	0.00	2943.00	120.00	0.00	0.00	2800.00	8104.00	6%
Deb Culp	0.00	0.00	30.00	16.00	2.00	0.00	3.60		
	0.00	0.00	2700.00	640.00	130.00	0.00	126.00	3596.00	3%
Steve Ford	13.30	0.00	79.80	4.00	17.80	0.00	0.00		
	1795.50	0.00	7182.00	160.00	1157.00	0.00	0.00	10294.50	8%
Rick Gehlbach	0.00	0.00	9.00	6.00	0.00	0.00	0.00		
	0.00	0.00	810.00	240.00	0.00	0.00	0.00	1050.00	1%
Joni Grim	4.70	0.00	62.40	20.40	3.20	0.25	0.00		
	634.50	0.00	5616.00	816.00	208.00	48.75	0.00	7323.25	6%
Brad Hedges	1.50	8.10	20.10	0.00	0.30	0.00	0.00		
	202.50	1093.50	1809.00	0.00	19.50	0.00	0.00	3124.50	2%
Chris Johnson	2.00	0.00	40.00	17.00	0.00	0.00	80.00		
	270.00	0.00	3600.00	680.00	0.00	0.00	2800.00	7350.00	6%
Kelly Kleimeyer	0.00	0.00	52.40	0.00	42.70	0.00	0.00		
	0.00	0.00	4716.00	0.00	2775.50	0.00	0.00	7491.50	6%
Tonya Kraner	3.00	0.00	23.10	0.00	0.90	0.00	0.00		
	405.00	0.00	2079.00	0.00	58.50	0.00	0.00	2542.50	2%
David Mahl	0.00	14.60	0.00	0.00	0.00	0.00	0.00		
	0.00	1971.00	0.00	0.00	0.00	0.00	0.00	1971.00	1%
Dawn McCoy	10.50	0.00	63.40	0.00	2.20	0.00	0.00		
	1417.50	0.00	5706.00	0.00	143.00	0.00	0.00	7266.50	6%
Stephanie Miller	2.00	0.00	6.00	2.50	0.00	0.0	0.0		
	270.00	0.00	540.00	100.00	0.00	0.00	0.00	910.00	1%
Miriam Murray	0.00	0.00	0.00	21.00	32.40	0.00	0.00		
	0.00	0.00	0.00	840.00	2106.00	0.00	0.00	2946.00	2%
Bonnie Pearse	10.30	0.00	71.05	12.50	16.70	0.00	0.00		
	1390.50	0.00	6394.50	500.00	1085.50	0.00	0.00	9370.50	7%
Chris Ray	0.00	8.80	36.50	0.00	0.50	0.00	0.00		
	0.00	1188.00	3285.00	0.00	32.50	0.00	0.00	4505.50	3%
Robin Rippeth	12.50	20.50	32.50	0.00	1.90	0.00	0.00		
	1687.50	2767.50	2925.00	0.00	123.50	0.00	0.00	7503.50	6%
Paula Roberts	0.00	0.00	0.00	0.00	88.60	0.00	0.00		
	0.00	0.00	0.00	0.00	5759.00	0.00	0.00	5759.00	4%
Claire Robitaille	2.00	0.00	42.60	6.00	0.60	0.00	0.00		
	270.00	0.00	3834.00	240.00	39.00	0.00	0.00	4383.00	3%
Mike Selegue	17.00	0.00	29.40	0.00	8.20	0.00	9.20		
	2295.00	0.00	2646.00	0.00	533.00	0.00	322.00	5796.00	4%
Charles Snyder	0.00	0.00	0.00	0.00	0.00	39.15	0.00		
	0.00	0.00	0.00	0.00	0.00	7634.25	0.00	7634.25	6%
Amanda Moore	0.00	0.00	0.00	0.00	175.00	0.00	0.00		
	0.00	0.00	0.00	0.00	11375.00	0.00	0.00	11375.00	9%
Tara Rice	0.00	0.00	0.00	0.00	90.30	0.00	0.00		
	0.00	0.00	0.00	0.00	5869.50	0.00	0.00	5869.50	4%
Joe Dunson	0.00	0.00	0.00	0.00	40.90	0.00	0.00		
	0.00	0.00	0.00	0.00	2658.50	0.00	0.00	2658.50	2%
Sum Totals	9166.50	5049.00	40837.50	3776.00	21963.50	7683.00	5600.00	131611.50	4%

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