

MID-OHIO PSYCHOLOGICAL SERVICES, INC.

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Executive Director

Psychologist

QA REPORT

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

FROM: Shawna Watts, MBA
Quality Assurance Coordinator

SUBJECT: Quality Assurance Activities for August 2003

SUBMITTED: December 10, 2003

I: MAJOR UNUSUAL INCIDENTS

There was one major unusual incidents in the month of August. The MUI occurred on 08/27/2003 and involved the suicidal ideations of client # 01082904. The local police department was contacted and a unit was dispatched to locate the client. The incident was not reported to the Board within 24 hours due to the clinician not knowing that the incident needed to be reported. Re-education in regards to this issue has occurred.

II: TRANSFERS FROM STATE HOSPITALS

There was one transfer from the state hospital in August, client #02110703 was released from Twin Valley on 08/10/2003. The client was seen by Joe Dunson on 08/11/2003. Client #03040901 was discharged from Fairfield Medical Center on 08/22/2003. The client was seen by Derrick Gelbach on 08/25/2003.

III: PLANT/PHYSICAL HEALTH AND SAFETY

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



IV: RECORDS COMPLETENESS REVIEW

Clinicians	% Compliance With Standard	Chart Included AOD Services	Chart Included CSP Services
Dr. Brad Hedges	99	NO	NO
Dr. Robin Rippeth	95	NO	YES
Dr. Chris Ray	98	NO	YES
Tonya Kraner*	93	NO	YES
Dr. Scott Craft*	94	NO	NO
Dean Bachelor*	83	NO	NO
Dr. Stephanie Miller*	76	NO	NO
Claire Robitaille	100	NO	YES
Joni Grim	95	NO	NO
Chris Johnson*	87	NO	NO
Steve Ford	95	NO	YES
Amanda Moore*	93	NO	YES
Joe Dunson*	92	NO	YES
Mike Selegue*	90	NO	YES
Tara Rice	99	NO	YES
Jodi Frazier	97	NO	YES
A.J. Bierly	95	NO	YES
Kelly Kleimeyer	96	NO	YES
Rick Gehlbach*	93	YES	YES
Dawn McCoy	95	NO	NO
Misty Coleman	95	NO	NO
Bonnie Pearse	97	NO	YES

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

- Sixty-three percent of the records reviewed were missing a copy of the current medical card.
- Twenty-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 17 % of the clinicians.
- In 58% of the records reviewed there was at least one session recorded that did not match the billing record.
- Forty percent of the records reviewed had an Individual Service Plan on the chart that needed to be updated.
- Forty-seven of the records reviewed did not have a reviewed health assessment.
- Sixty-nine percent of clinicians were missing case notes for billed services.

V: PEER REVIEW

Clinicians	Percent Compliant With Standard	Chart Included AOD Services	Chart Included CSP Services
Dr. Brad Hedges	98	NO	NO
Dr. Stephanie Miller*	66	NO	NO
Dr. Chris Ray	97	NO	YES
Dr. Robin Rippeth	94	NO	YES
Tonya Kraner	96	NO	YES
Steve Ford	96	NO	YES
Mike Selegue*	83	NO	YES
Joni Grim	97	NO	NO
Dr. Scott Craft	90	NO	NO
Chris Johnson	90	NO	NO
Claire Robitaille	100	NO	YES
Kelly Kleimeyer	98	NO	YES
Bonnie Pearse	97	NO	YES
Dawn McCoy	97	NO	NO
Dean Bachelor*	81	NO	NO
Misty Coleman	90	NO	NO
Rick Gehlbach	99	NO	NO
Joe Dunson	96	NO	YES
Tara Rice	100	NO	YES
A.J. Bierly	100	NO	YES
Jodi Frazier	99	NO	YES
Amanda Moore	95	NO	YES

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

- Thirteen percent of the clinicians did not meet the 90% threshold for peer review for the month of August.
- Thirty-five percent of the records reviewed for peer review showed that the clinician did not complete the required forms, or make the necessary referrals.
- Sixty-eight 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	Number of Clients Assigned	Number of Clients Seen	Average Number of Contacts Per Client Seen
Dean Bachelor	20	11	2.9
Dr. Stephanie Miller	50	8	1.1
Dr. Brad Hedges	54	12	1.2
Dr. Chris Ray	78	24	1.7
Tonya Kraner	52	26	1.6
Dr. Robin Rippith	41	31	1.5
Dawn McCoy	69	39	1.7
Dr. Scott Craft	119	37	2.2
Steve Ford	67	51	2.7
Bonnie Pearse	78	50	3.1
Joni Grim	87	37	2.6
Chris Johnson	132	23	2.1
Claire Robitaille	41	25	2.1
Rick Gehlbach	60	40	2.0
Mike Seleque	54	40	1.8
Kelly Kleimeyer	56	49	3.0
Joe Dunson	27	13	4.7
Tara Rice	36	21	2.8
Misty Coleman	43	28	3.1
A.J. Bierly	27	19	4.0
Jodi Frazier	26	14	4.1
Amanda Moore	28	17	4.9

The No Show rate for August was 18%. When considering both the no show rate and the cancellation rate, this figure is 31%.

VII: AOD UTILIZATION REVIEW

AOD Womens Group sessions in the month of August 2003 showed that the average attendance at each session was 81%. Overall, four women utilized the AOD Womens Group during the month of August, and attended an average of 3.3 of 4 sessions.

Sessions Offered	08/04/2003	08/11/2003	08/18/2003	08/25/2003
4 Females	4	3	3	3

VIII: INVOLUNTARY TERMINATIONS

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

IX: PROFESSIONAL STAFF ORGANIZATION

The clinical staff maintains current licensure requirements. The following clinicians attended workshops during the month of August.

Clinician	Workshop Name	Dates Attended	# of CEU's
AJ Bierly	Ohio Advocates 20 Annual Meeting Recovery and Resiliency	08/15/2003-08/16/2003	4
Claire Robitaille	Addictions & Compulsions	08/25/2003	6.0
Claire Robitaille	Ethics and the Law	08/11/2003	6.5
Bonnie Pearse	Diverse Cultures	08/06/2003	4
Bonnie Pearse	Crisis Intervention	08/19/2003	4

X: REVIEW OF WAITING LIST

There were a total of 75 new clients seen in the MOPS General Program of enrollment this month. Sixty-eight percent of these new clients were from Fairfield County. The total number of clients seen in the month of August 2003 was 615.

XI: REVIEW OF SERVICES UNDER CONTRACT

No changes are noted regarding the services under contract.

XII: FOCUSED REVIEW AREA

The focused review for August was to review any client and staff grievances.

There was one verbal client grievance made by client #00101201 in June. There was a misunderstanding between what a client perceived the clinician to say and what the clinician was meaning when the statement was made. The client and clinician resolved this by clarifying the information. This grievance was handled by the Client's Rights Officer and reported to the Fairfield County ADAMHS Board.

XIII: RESPONSE TO LAST MONTHS FOCUS REVIEW

To improve the agency's fire drill response time, when a drill is conducted, the intercom system will be used, but as key staff are leaving the building, they will knock on office doors to make sure everyone is aware of the need to evacuate the building.

XIV: CLIENT RIGHTS AND GRIEVANCES

There were no client grievances made during the month of August.

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

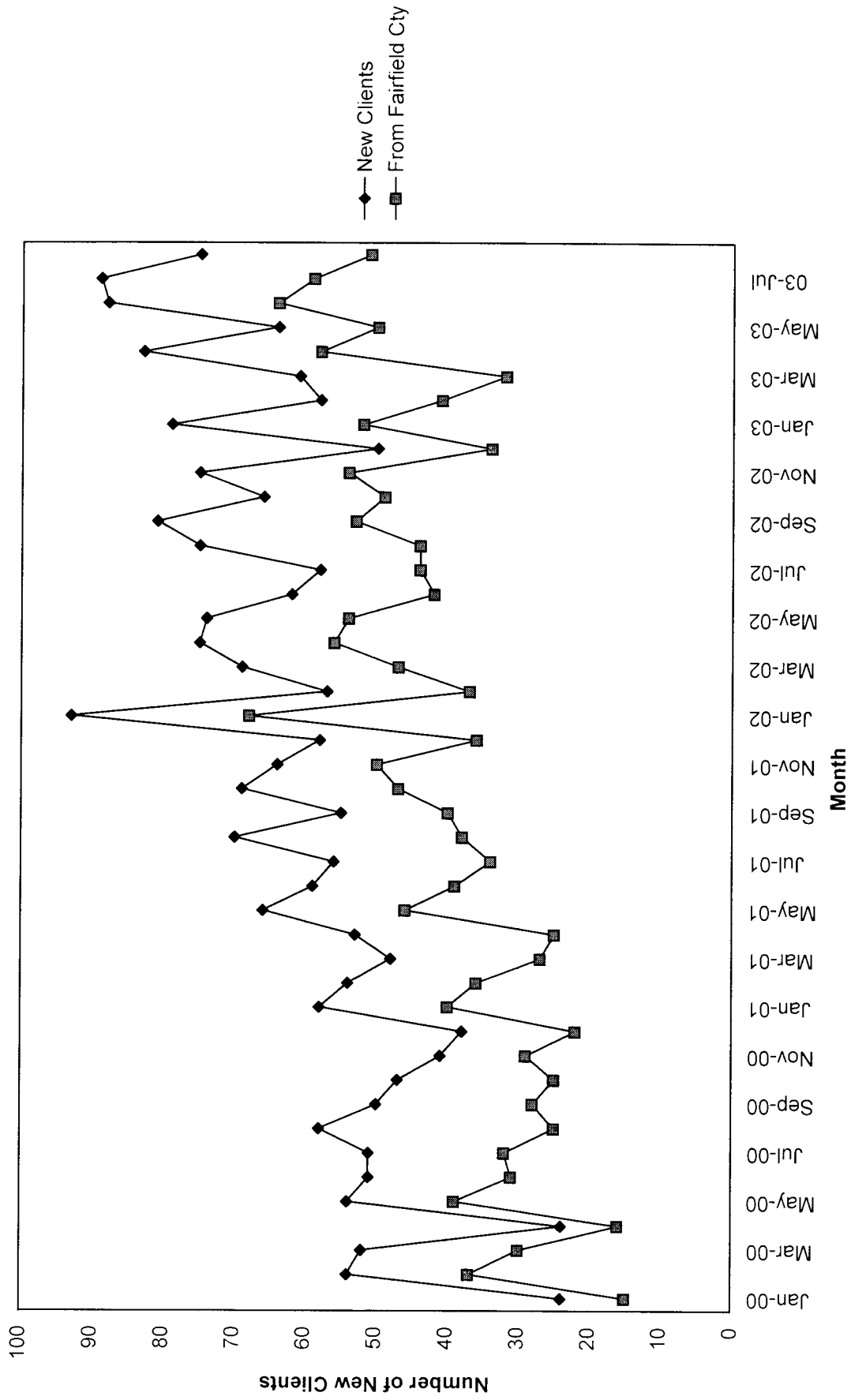
Agency Service Budget -Month of August 2004

	Service Provided for Month		Budgeted for Month		Fiscal Y-T-D Provided		Fiscal Y-T-D Budgeted		Variance between Budgeted and Provided Y-T-D	
	Total For All of MOPS	Fairfield County Medicaid	Total For All of MOPS	Fairfield County Medicaid	Total For All of MOPS	Fairfield County Medicaid	Total For All of MOPS	Fairfield County Medicaid	Total For All of MOPS	Fairfield County Medicaid
Diagnostic/Assessment	111	76	108	54	268	161	216	108		
	\$14,429	\$9,879	\$14,039	\$7,019	\$34,837	\$20,928	\$28,078	\$14,039	\$6,759	\$6,889
Individual Counseling	732	455	458	183	1,508	920	916	366		
	\$65,880	\$40,950	\$41,220	\$16,470	\$135,720	\$82,800	\$82,440	\$32,940	\$53,280	\$49,860
Individual CSP	500	366	319	175	1,004	725	638	350		
	\$32,500	\$23,790	\$20,735	\$11,375	\$65,260	\$47,125	\$41,470	\$22,750	\$23,790	\$24,375
Group CSP	0	0	42	38	0	0	84	76		
	\$0	\$0	\$1,648	\$1,491	\$0	\$0	\$3,296	\$2,982	(\$1,648)	(\$2,982)
Group	142	53	104	67	298	119	208	134		
	\$5,606	\$2,092	\$4,106	\$2,645	\$11,765	\$4,698	\$8,212	\$5,290	\$3,553	(\$592)
Medication	46	38	42	19	85	67	84	38		
	\$9,479	\$7,830	\$8,655	\$3,915	\$17,515	\$13,806	\$17,309	\$7,830	\$206	\$5,976
AOD Assessment	0	0	1	0	0	0	2	0		
	\$0	\$0	\$96	\$0	\$0	\$0	\$192	\$0	(\$192)	\$0
AOD Individual	0	0	1	1	0	0	2	2		
	\$0	\$0	\$87	\$87	\$0	\$0	\$175	\$175	(\$175)	(\$175)
AOD Group	24	21	21	17	43	38	42	34		
	\$914	\$800	\$800	\$647	\$1,637	\$1,447	\$1,599	\$1,295	\$38	\$152
Jail Based	65	0	52	0	130	0	104	0		
	\$2,275	\$0	\$1,820	\$0	\$4,550	\$0	\$3,640	\$0	\$910	\$0
Court Diversion	87	0	106	0	174	0	212	0		
	\$3,045	\$0	\$3,710	\$0	\$6,090	\$0	\$7,420	\$0	(\$1,330)	\$0
Sum \$	\$134,128	\$85,342	\$96,916	\$43,651	\$277,375	\$170,805	\$193,831	\$87,301	\$83,544	\$83,504

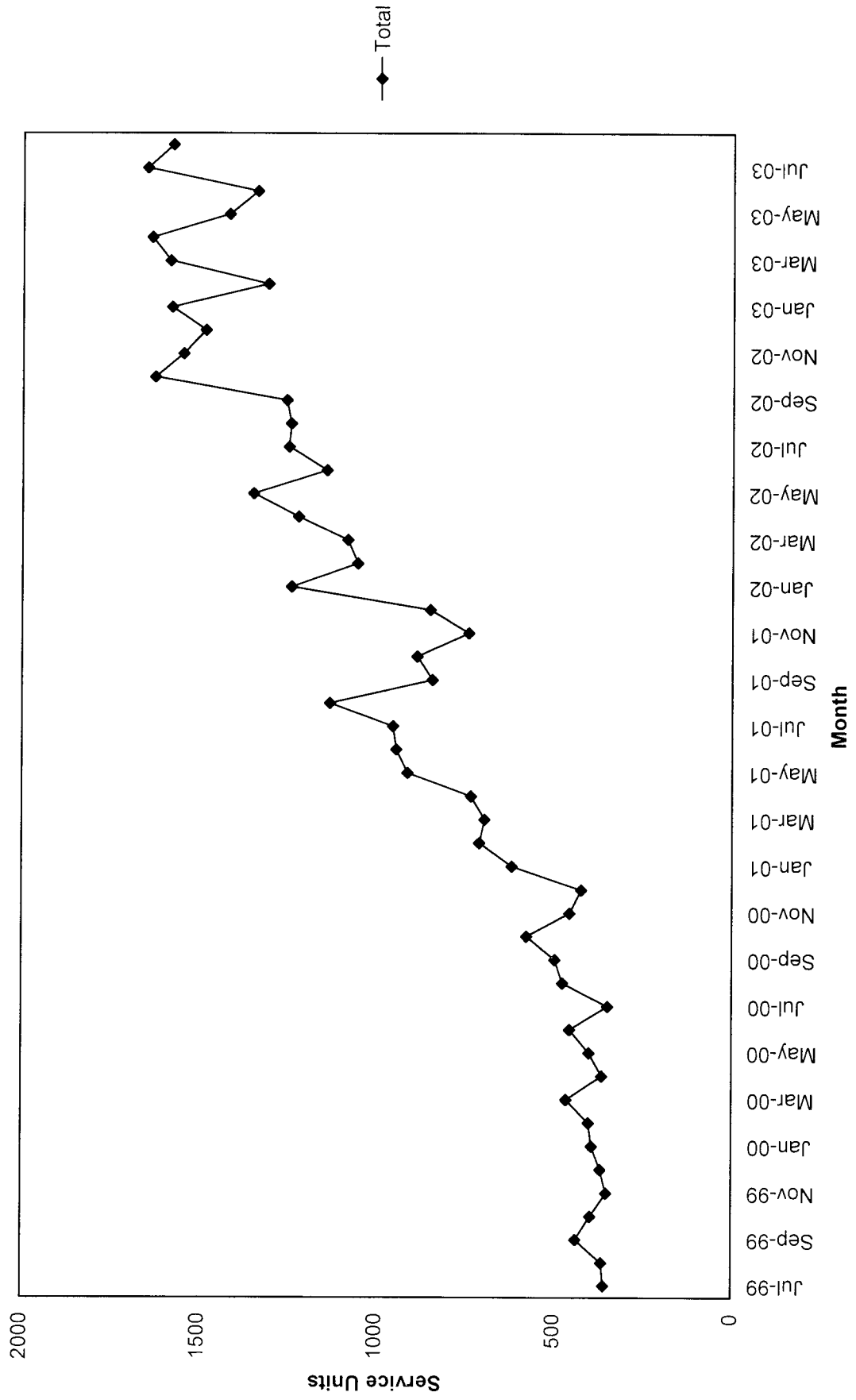
* () figures indicate that MOPS provided fewer services in this category than budgeted.

64% Percent of Services for Fairfield County
 43% Percent Over Overall MOPS Budget
 96% Percent Over Fairfield County Medicaid

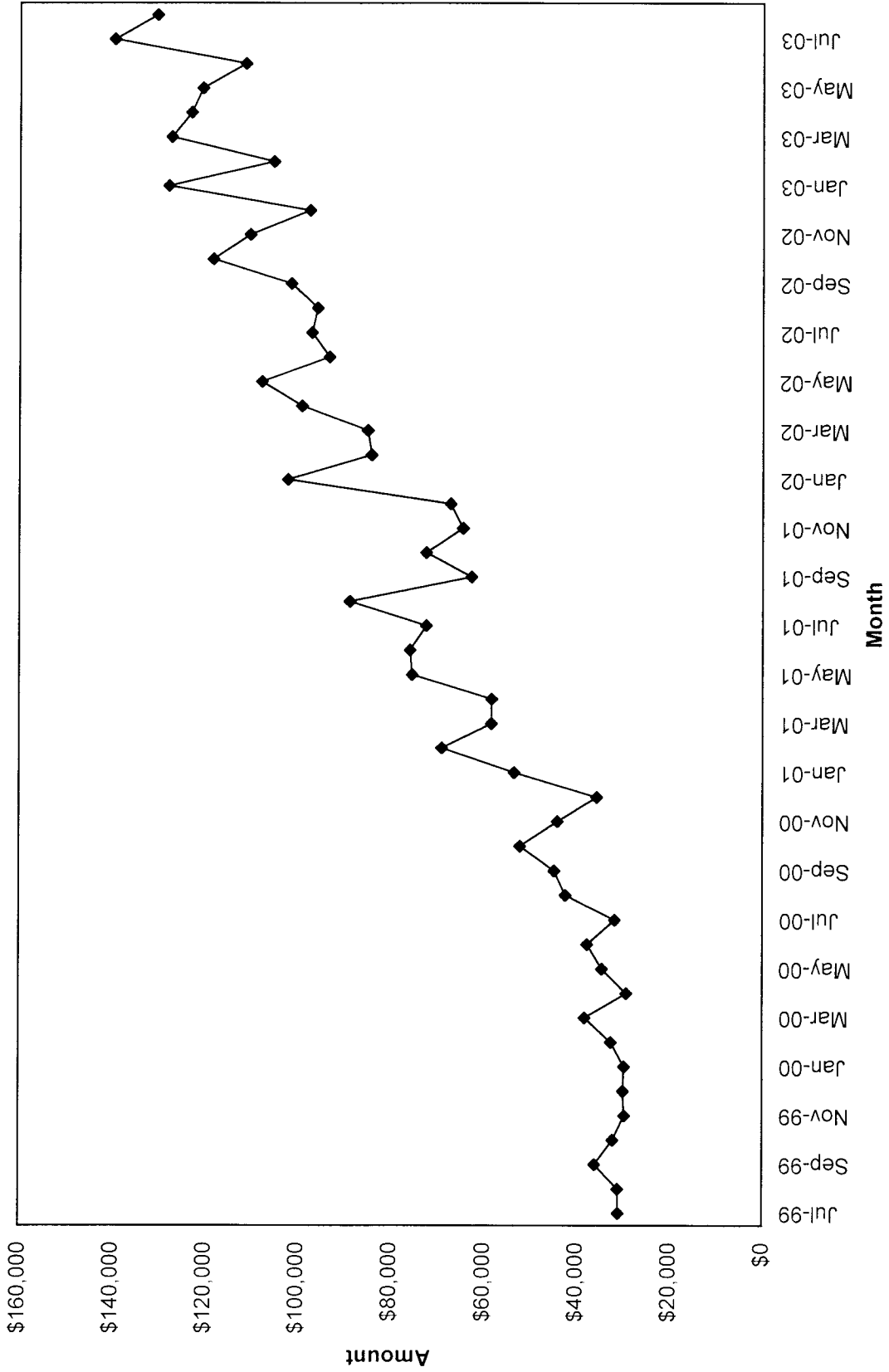
New Clients



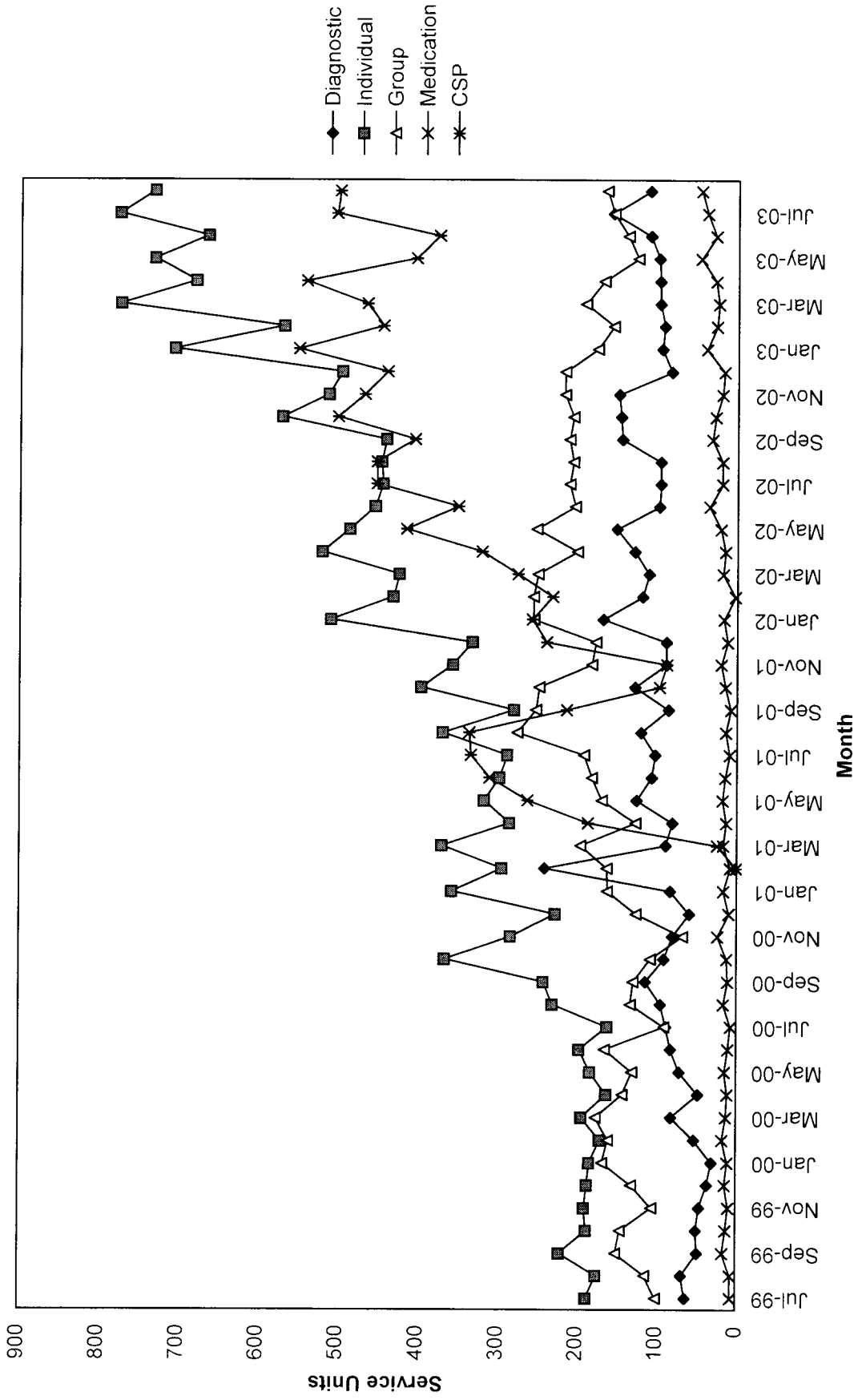
Total Units of Service



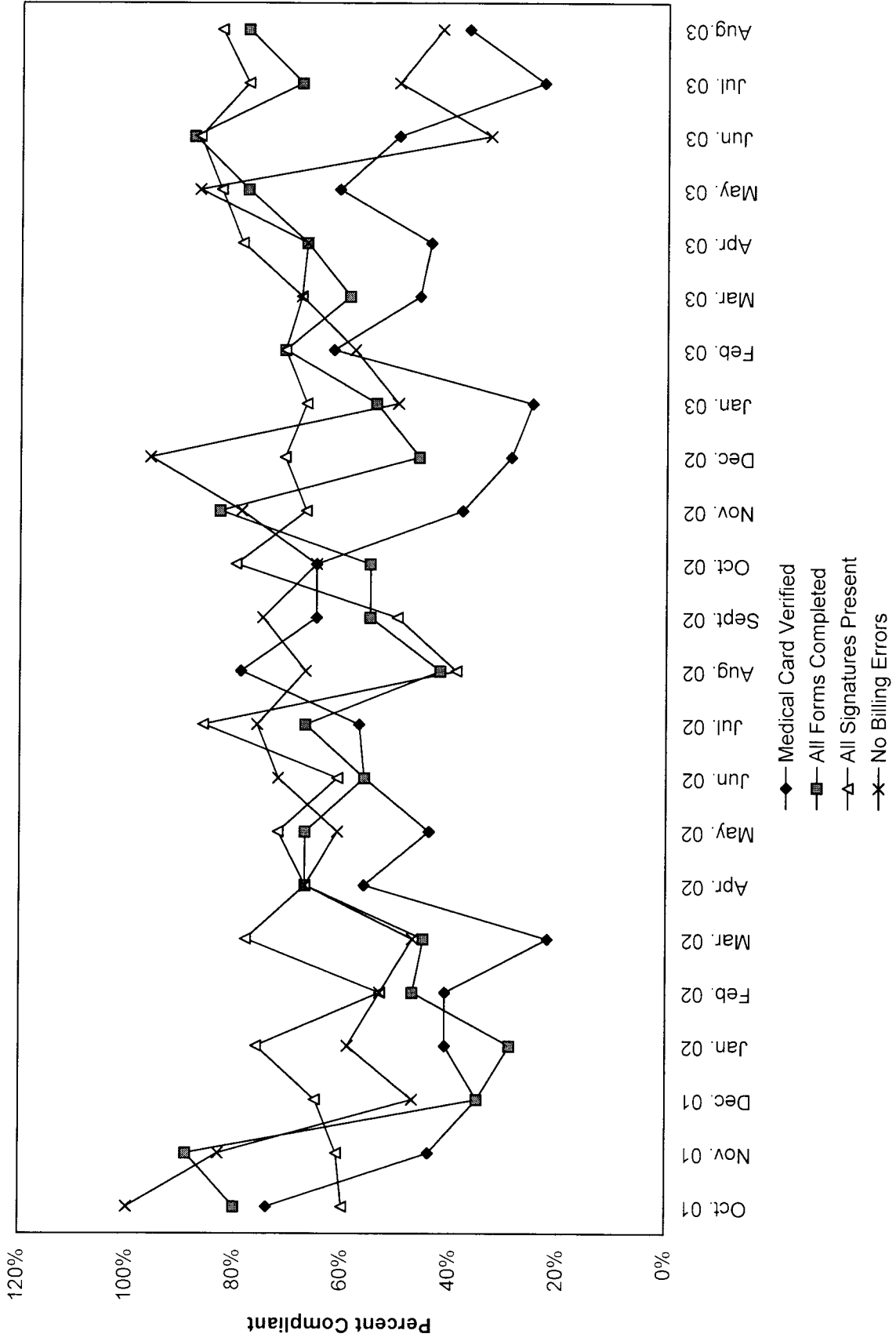
Total Units \$



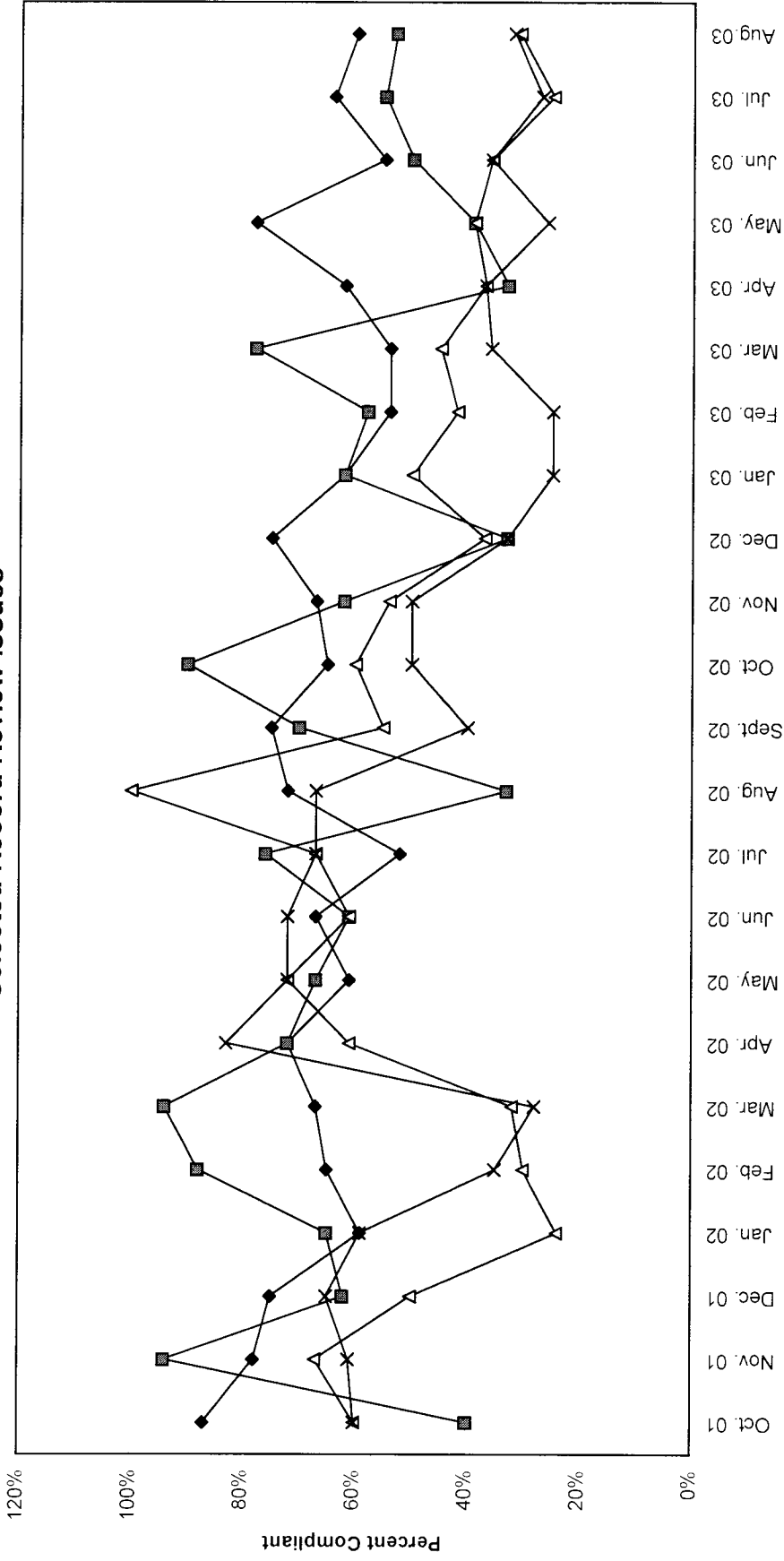
Units of Service



Selected Record Review Issues

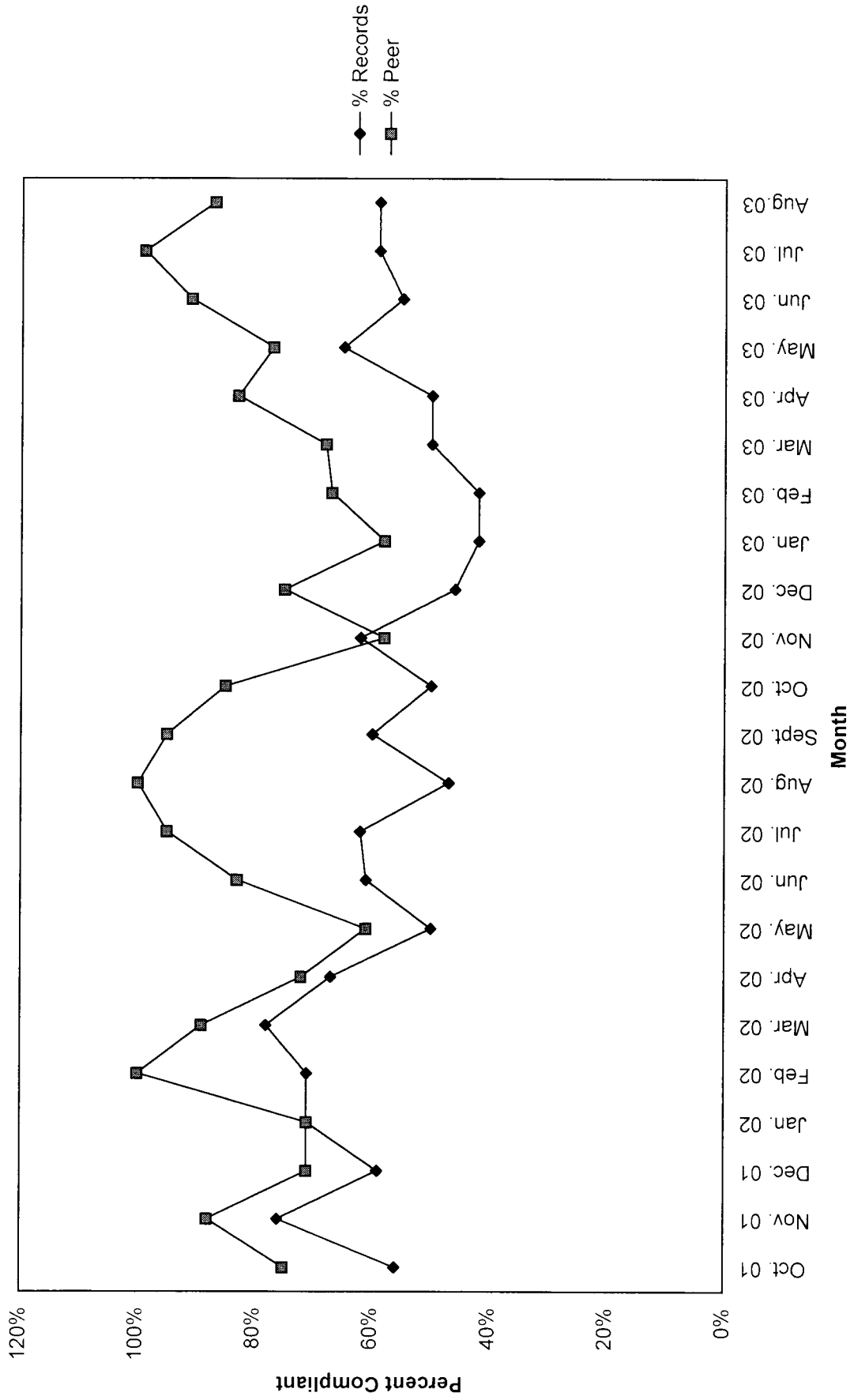


Selected Record Review Issues



- ◆ ISP Completed and Updated
- Health Assessment Completed and Reviewed
- △ All Notes Present
- × Record Maintained Consistently

Compliance Review



**Unit Production & Scheduling Proficiency by Clinician
Mid Ohio Psychological Services**

August 2003

	Cancellations	Missed	Diagnostics	Evaluations	Individual	Group	Community Support	Medication	Other Units	Total Units	Billable Units	Units Billed+ Missed	Schedule Proficiency	% Canceled	% Missed
Unit Rate			135	135	90	40	65	195	35						
Dean Bachelor	4	8	1.00		8.00	23.50				44.50	32.50	40.50	80%	9%	18%
A. J. Bierly*							67.30			67.30	67.30				
Scott Craft	7	21	3.80	0.00	40.00	3.00	0.80		80.0	155.60	127.60	148.60	82%	4%	13%
Misty Coleman	13	37	20.00		64.70	33.00	16.70		0.0	184.40	134.40	171.40	73%	7%	20%
Steve Ford	13	35	5.00		82.50	9.00	8.80			153.30	105.30	140.30	69%	8%	23%
Jodie Frazier*							48.40			48.40	48.40				
Rick Gehlbach	15	35	14.00	0.00	52.60	12.00	0.90			129.50	79.50	114.50	61%	12%	27%
Joni Grim	26	25	2.00		63.60	44.00	6.60			167.20	116.20	141.20	69%	16%	15%
Brad Hedges	4	4	0.00	14.00	7.60		0.00			29.60	21.60	25.60	73%	14%	14%
Chris Johnson	32	21	1.00		41.00	8.50			60.0	163.50	110.50	131.50	68%	20%	13%
Tonya Kraner	16	15	1.00		34.60		0.80			67.40	36.40	51.40	54%	24%	22%
Dawn McCoy	18	28	4.00		59.00	5.00	3.30			117.30	71.30	99.30	61%	15%	24%
Stephanie Miller	0	0	2.00	0.00	7.70	0.00				9.70	9.70	9.70	100%	0%	0%
Bonnie Pearse	40	32	3.50		75.90	23.50	25.60			200.50	128.50	160.50	64%	20%	16%
Chris Ray	13	8	4.30	5.50	36.70					67.50	46.50	54.50	69%	19%	12%
Robin Rippeth	9	8	11.00	0.00	23.30	0.00	0.00			51.30	34.30	42.30	67%	18%	16%
Claire Robitaille	9	25	4.50		52.10					90.60	56.60	81.60	62%	10%	28%
Mike Selegue *	3	13	31.30		34.90		3.50		0.0	85.70	69.70	82.70		4%	15%
Charles Snyder	49	52			0.20			46.3		147.45	46.45	98.45	32%	33%	35%
Amanda Moore*					0.00		177.50			177.50	177.50				
Kelly Kleimeyer	0	0	2.50		48.00	4.00	26.70			81.20	81.20	81.20	100%	0%	0%
Tara Rice *			0.00				58.40			58.40	58.40				
Joe Dunson *							54.80			54.80	54.80				
Sum Totals	271	367	110.90	19.50	732.40	165.50	500.10	46.3	140.0	2352.65	1714.65	1675.25			
Average													70%	13%	17%

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

% of Agency \$ Billed by Clinician

August	2003		Weighted						
	DA	EVAL	IND	Group	CSP	MED	Other	Tot Units	% of Tot
Unit Rate	\$ 135	\$ 135	\$ 90	\$ 40	\$ 65	\$ 195	\$ 35		
Dean Bachelor	1.00	0.00	8.00	23.50	0.00	0.0	0.0		
	\$135	\$0	\$720	\$940	\$0	\$0	\$0	\$ 1,795.00	1%
A.J. Bierly	0.00	0.00	0.00	0.00	67.30	0.00	0.00		
	\$0.00	\$0.00	\$0.00	\$0.00	\$4,374.50	\$0.00	\$0.00	\$ 4,374.50	3%
Misty Coleman	20.00	0.00	64.70	33.00	16.70	0.00	0.00		
	\$2,700.00	\$0.00	\$5,823.00	\$1,320.00	\$1,085.50	\$0.00	\$0.00	\$ 10,928.50	8%
Scott Craft	3.80	0.00	40.00	3.00	0.80	0.0	80.0		
	\$513.00	\$0.00	\$3,600.00	\$120.00	\$52.00	\$0.00	\$2,800.00	\$ 7,085.00	5%
Jodie Frazier	0.00	0.00	0.00	0.00	48.40	0.00	0.00		
	\$0.00	\$0.00	\$0.00	\$0.00	\$3,146.00	\$0.00	\$0.00	\$ 3,146.00	2%
Steve Ford	5.00	0.00	82.50	9.00	8.80	0.00	0.00		
	\$675.00	\$0.00	\$7,425.00	\$360.00	\$572.00	\$0.00	\$0.00	\$ 9,032.00	7%
Rick Gehlbach	14.00	0.00	52.60	12.00	0.90	0.00	0.00		
	\$1,890.00	\$0.00	\$4,734.00	\$480.00	\$58.50	\$0.00	\$0.00	\$ 7,162.50	5%
Joni Grim	2.00	0.00	63.60	44.00	6.60	0.00	0.00		
	\$270.00	\$0.00	\$5,724.00	\$1,760.00	\$429.00	\$0.00	\$0.00	\$ 8,183.00	6%
Brad Hedges	0.00	14.00	7.60	0.00	0.00	0.00	0.00		
	\$0.00	\$1,890.00	\$684.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 2,574.00	2%
Chris Johnson	1.00	0.00	41.00	8.50	0.00	0.00	60.00		
	\$135.00	\$0.00	\$3,690.00	\$340.00	\$0.00	\$0.00	\$2,100.00	\$ 6,265.00	5%
Kelly Kleimeyer	2.50	0.00	48.00	4.00	26.70	0.00	0.00		
	\$337.50	\$0.00	\$4,320.00	\$160.00	\$1,735.50	\$0.00	\$0.00	\$ 6,553.00	5%
Tonya Kraner	1.00	0.00	34.60	0.00	0.80	0.00	0.00		
	\$135.00	\$0.00	\$3,114.00	\$0.00	\$52.00	\$0.00	\$0.00	\$ 3,301.00	2%
Dawn McCoy	4.00	0.00	59.00	5.00	3.30	0.00	0.00		
	\$540.00	\$0.00	\$5,310.00	\$200.00	\$214.50	\$0.00	\$0.00	\$ 6,264.50	5%
Stephanie Miller	2.00	0.00	7.70	0.00	0.00	0.0	0.0		
	\$270.00	\$0.00	\$693.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 963.00	1%
Bonnie Pearse	3.50	0.00	75.90	23.50	25.60	0.00	0.00		
	\$472.50	\$0.00	\$6,831.00	\$940.00	\$1,664.00	\$0.00	\$0.00	\$ 9,907.50	7%
Chris Ray	4.30	5.50	36.70	0.00	0.00	0.00	0.00		
	\$580.50	\$742.50	\$3,303.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 4,626.00	3%
Robin Rippeth	11.00	0.00	23.30	0.00	0.00	0.00	0.00		
	\$1,485.00	\$0.00	\$2,097.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 3,582.00	3%
Claire Robitaille	4.50	0.00	52.10	0.00	0.00	0.00	0.00		
	\$607.50	\$0.00	\$4,689.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 5,296.50	4%
Mike Selegue	31.30	0.00	34.90	0.00	3.50	0.00	8.80		
	\$4,225.50	\$0.00	\$3,141.00	\$0.00	\$227.50	\$0.00	\$308.00	\$ 7,902.00	6%
Charles Snyder	0.00	0.00	0.20	0.00	0.00	46.30	0.00		
	\$0.00	\$0.00	\$18.00	\$0.00	\$0.00	\$9,028.50	\$0.00	\$ 9,046.50	7%
Amanda Moore	0.00	0.00	0.00	0.00	177.50	0.00	0.00		
	\$0.00	\$0.00	\$0.00	\$0.00	\$11,537.50	\$0.00	\$0.00	\$ 11,537.50	8%
Tara Rice	0.00	0.00	0.00	0.00	58.40	0.00	0.00		
	\$0.00	\$0.00	\$0.00	\$0.00	\$3,796.00	\$0.00	\$0.00	\$ 3,796.00	3%
Joe Dunson	0.00	0.00	0.00	0.00	50.80	0.00	4.00		
	\$0.00	\$0.00	\$0.00	\$0.00	\$3,302.00	\$0.00	\$0.00	\$ 3,302.00	2%
Sum Totals	\$14,971.50	\$2,632.50	\$65,916.00	\$6,620.00	\$32,246.50	\$9,028.50	\$5,208.00	\$136,623.00	

This chart represents the percentage of the total dollars billed by clinician in August 2003.