

MID-OHIO PSYCHOLOGICAL SERVICES, INC.

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Bradley A. Hedges, Ph.D.
Executive Director

QA REPORT

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

FROM: Bonnie Pearse, MSW, LSW
QA Coordinator

SUBJECT: Quality Assurance Activities for February 2003

SUBMITTED: July 18, 2003

I: MAJOR UNUSUAL INCIDENTS

There were no major unusual incidents during the month of February.

II: TRANSFERS FROM STATE HOSPITALS

There were no transfers to or from state hospitals reported in the month of February 2003. Client # 02021101 was seen by Tonya Kraner on 02-04-03, which was within two weeks after release from Fairfield Medical Center. Client #01111304 was transferred to Fairfield Medical Center on 02-21-03 and released on 02-24-03. The same client was transferred to Fairfield Medical Center on 02-25-03 and released on 02-27-03. This client was seen by Bonnie Pearse on 03-04-03.

III: PLANT/PHYSICAL HEALTH AND SAFETY

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

IV: RECORDS COMPLETENESS REVIEW

Clinicians	% Compliance With Standard	Chart Included AOD Services	Chart Included CSP Services
Dr. Brad Hedges	99	NO	NO
Robin Rippith	99	NO	YES
Dr. Chris Ray*	94	NO	YES
Tonya Kraner	98	NO	NO
Scott Craft*	91	NO	YES
Dean Bachelor*	91	NO	NO
Stephanie Miller*	63	NO	NO
Claire Robitaille*	94	NO	YES
Joni Grim*	83	NO	YES
Chris Johnson*	83	NO	NO
Steve Ford*	86	NO	YES
Amanda Moore*	92	YES	YES
Joe Dunson*	91	NO	YES
Dr. David Mahl*	93	NO	NO
Mike Selegue*	45	NO	YES
Miriam Murray	97	NO	YES
Tara Rice	97	NO	YES
Kelly Kleimeyer	97	NO	YES
Debbie Culp*	79	NO	YES
Rick Gehlbach	97	NO	NO
Paula Roberts	95	NO	YES
Dawn McCoy	97	NO	NO
Misty Coleman*	85	NO	YES
Bonnie Pearse	97	NO	YES

*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:

- Thirty-eight percent of the records reviewed were missing a copy of the current medical card.
- Twenty-nine 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 29% of the clinicians.
- In 42% of the records reviewed there was at least one session recorded that did not match the billing record.
- Forty-six percent of the records reviewed had an Individual Service Plan on the chart that needed to be updated.
- Forty-two percent of the records reviewed did not have a completed health assessment in the chart.
- Fifty-eight 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	100	NO	NO
Stephanie Miller*	50	NO	NO
Dr. Chris Ray	99	NO	YES
Dr. David Mahl	100	NO	NO
Robin Rippeth	99	NO	YES
Tonya Kraner	98	NO	NO
Steve Ford*	89	NO	YES
Mike Selegue*	34	NO	YES
Joni Grim	95	NO	YES
Scott Craft	96	NO	YES
Chris Johnson*	71	NO	NO
Claire Robitaille*	78	NO	YES
Kelly Kleimeyer	99	NO	YES
Bonnie Pearse	97	NO	YES
Dawn McCoy	97	NO	NO
Debbie Culp*	79	NO	YES
Dean Bachelor	92	NO	NO
Misty Coleman*	85	NO	YES
Rick Gehlbach	97	NO	NO
Joe Dunson*	86	NO	YES
Tara Rice	99	NO	YES
Miriam Murray	97	NO	YES
Amanda Moore*	88	YES	YES
Paula Roberts	94	NO	YES

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

- Thirty-three percent of the clinicians did not meet the 90% threshold for peer review for the month of January.
- Fifty-four 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	Number of Clients Assigned	Number of Clients Seen	Average Number of Contacts Per Client Seen
Dean Bachelor	9	5	4.0
Stephanie Miller	30	13	1.5
Brad Hedges	59	19	1.6
David Mahl	21	3	1.0
Chris Ray	44	34	2.1
Tonya Kraner	39	37	2.8
Robin Rippith	34	33	2.0
Dawn McCoy	71	41	2.6
Scott Craft	112	30	2.7
Steve Ford	66	71	2.4
Bonnie Pearse	72	66	2.8
Joni Grim	54	42	2.6
Chris Johnson	110	36	2.3
Claire Robitaille	39	32	2.7
Rick Gehlbach	28	22	2.5
Mike Seleque	50	36	1.9
Debbie Culp	29	5	1.2
Kelly Kleimeyer	39	38	4.8
Miriam Murray	12	12	7.3
Joe Dunson	15	11	5.7
Tara Rice	30	25	2.9
Misty Coleman	28	19	5.1
Amanda Moore	15	17	4.9
Paula Roberts	15	11	4.7

The No Show rate for February was 22%. When considering both the no show rate and the cancellation rate, this figure is 39%.

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	92.60	21.42	961.80	171.36
Individual Counseling	569.75	86.25	4232.46	690
Group Counseling	156.50	27.25	1702	218
Medication/somatic Services	27.20	22.08	204	176.64
Community Support Program (CSP)	445.50	433.40	3680.8	3467.20
Alcohol and Other Drug (AOD) - Group	18	65	181.50	520

The Medicaid units billed for the month of February 2003 for Fairfield County totals 1309.55. A total of 11868.75 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 February 2003 showed that the average attendance at each session was 75%. Overall, 6 women utilized AOD group services during the month of February, and attended an average of 3 of 4 sessions.

Sessions Offered	02/03/03	02/10/03	02/17/03	02/24/03
6 Females	5	4	6	3

VIII: INVOLUNTARY TERMINATIONS

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

IX: PROFESSIONAL STAFF ORGANIZATION

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

X: REVIEW OF WAITING LIST

There were a total of 58 new clients seen this month. Forty-one of the new clients were from Fairfield County. The total number of clients seen in the month of February 2003 was 588. Seventy-one percent of the new clients were from Fairfield County. For the month of February 73% 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

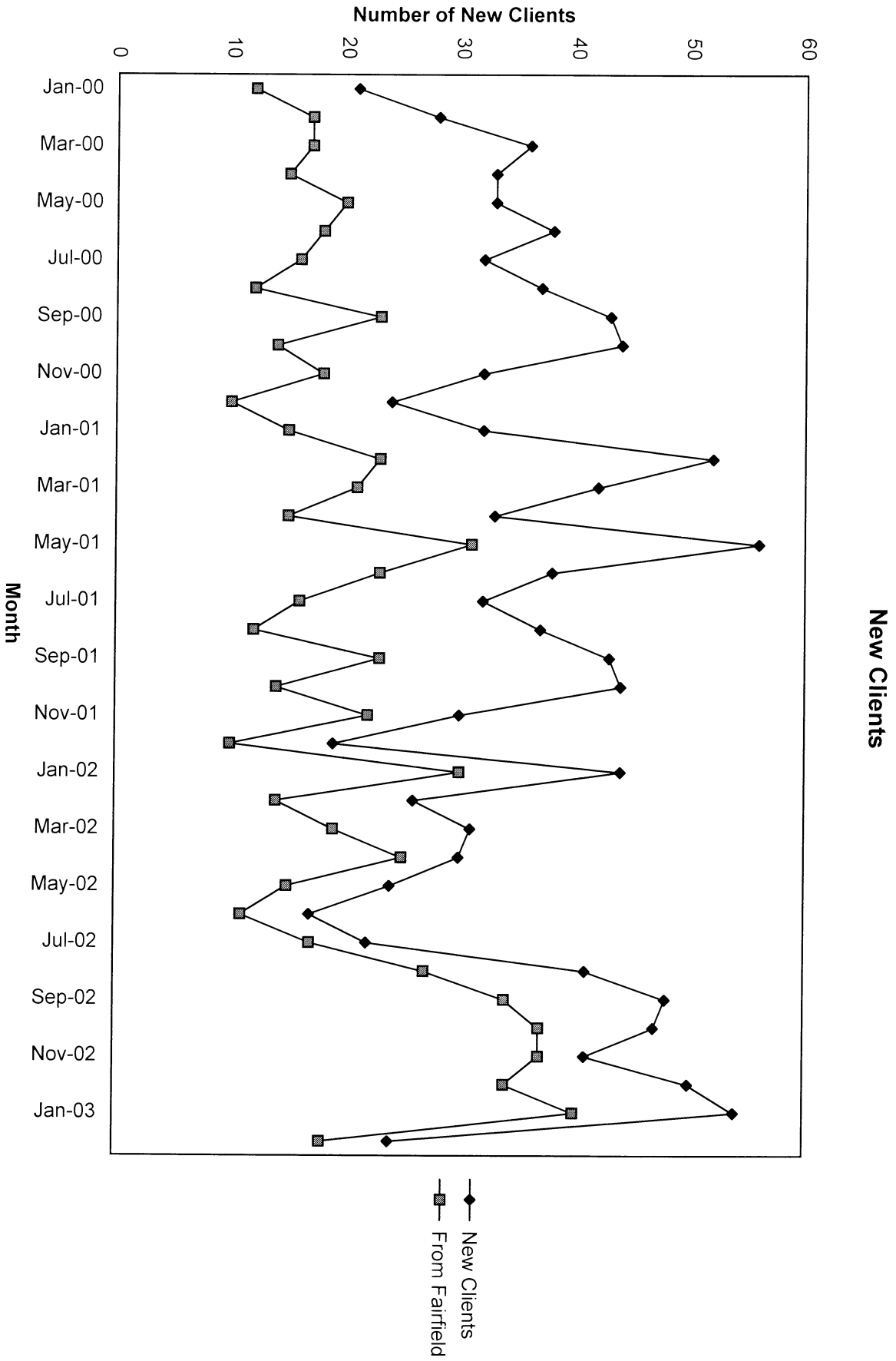
The issues that were covered in the month of February include reviewing the accessibility, availability and appropriateness of services for people who speak a language other than English or who have a handicapping condition. The support staff who answer the incoming telephone calls were questioned, and there do not appear to be any issues relating to language. Contact with the Ohio University Language Department is maintained in the event that an interpreter may be needed.

Several clients have severe conditions that limit them from climbing or descending stairs. These clients are accommodated by receiving services on a ground level floor. Clients who have conditions that limit them to wheelchairs also receive services on the ground floor and have access to the building by a ramp. There have been no complaints or concerns voiced by the care givers who typically transport and accompany these individuals.

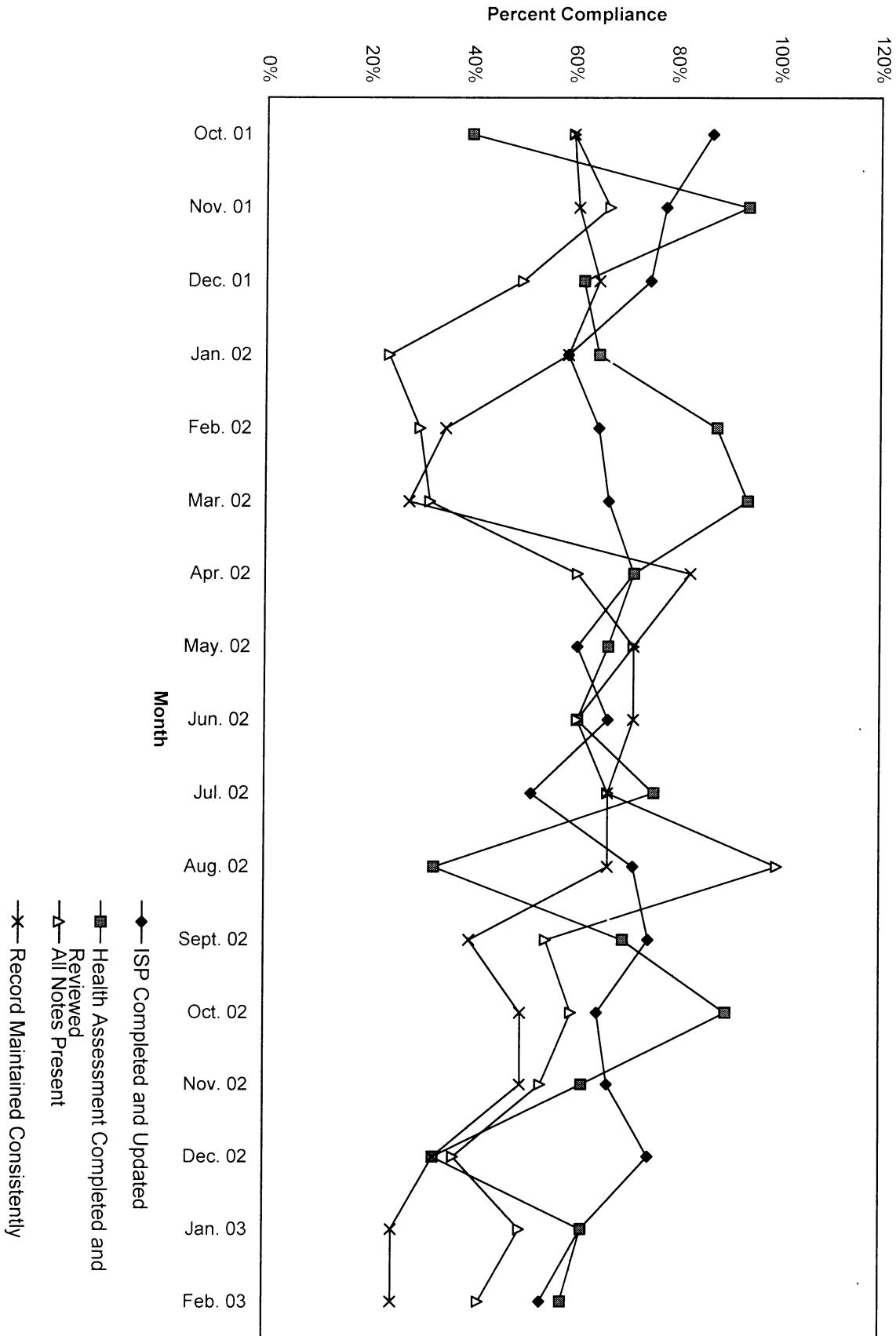
XIII: RESPONSE TO LAST MONTHS FOCUS REVIEW

In response to last month's review, Community Support Services has shown significant increases in units of service since being initially offered in April 2001. This trend has been monitored and it appears that case managers are utilized in an appropriate manner.

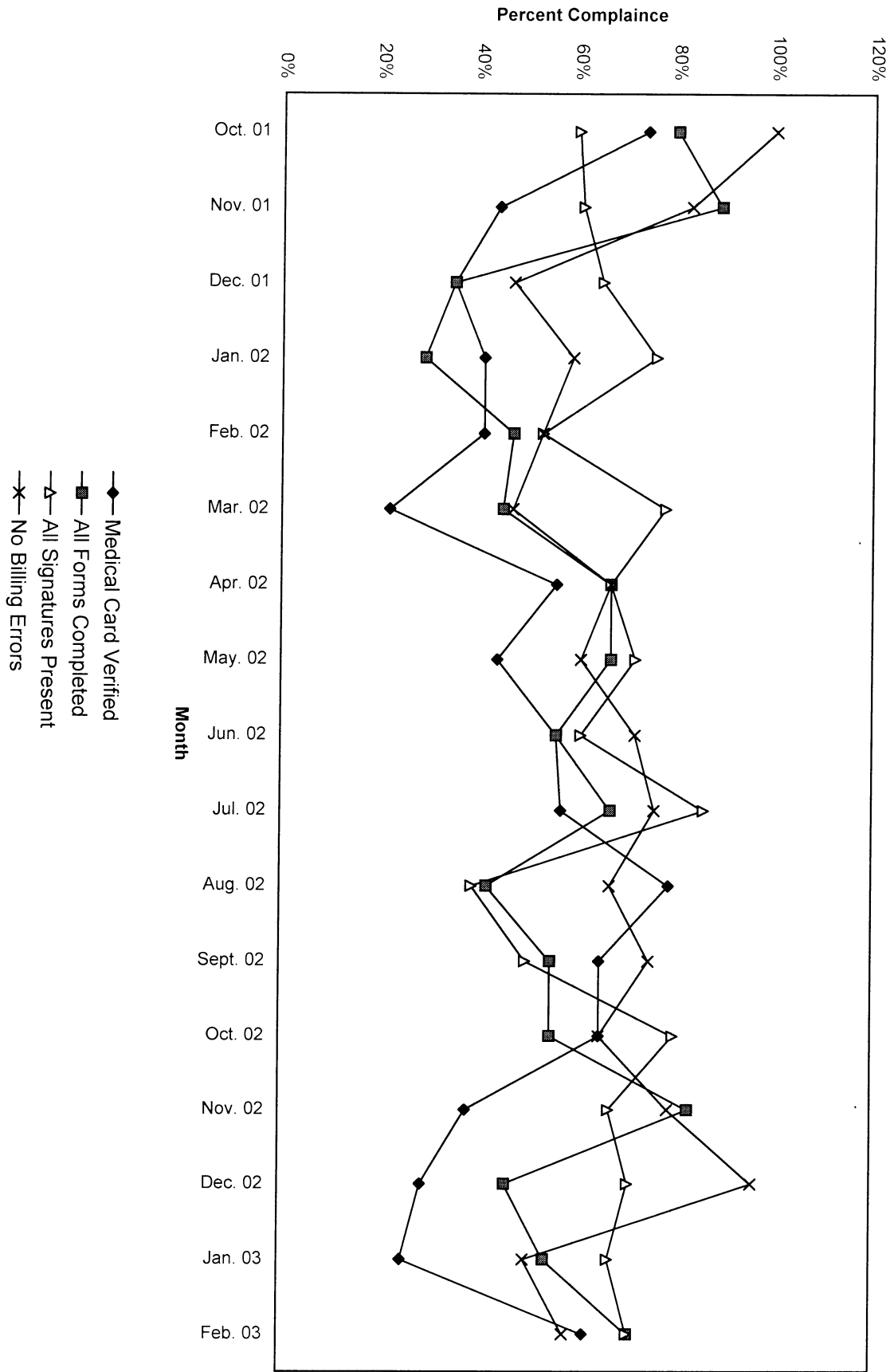
cc: Fairfield County Mental Health and Recovery Services Board
MOPS Board of Directors
MOPS Staff
QA Minutes Logbook



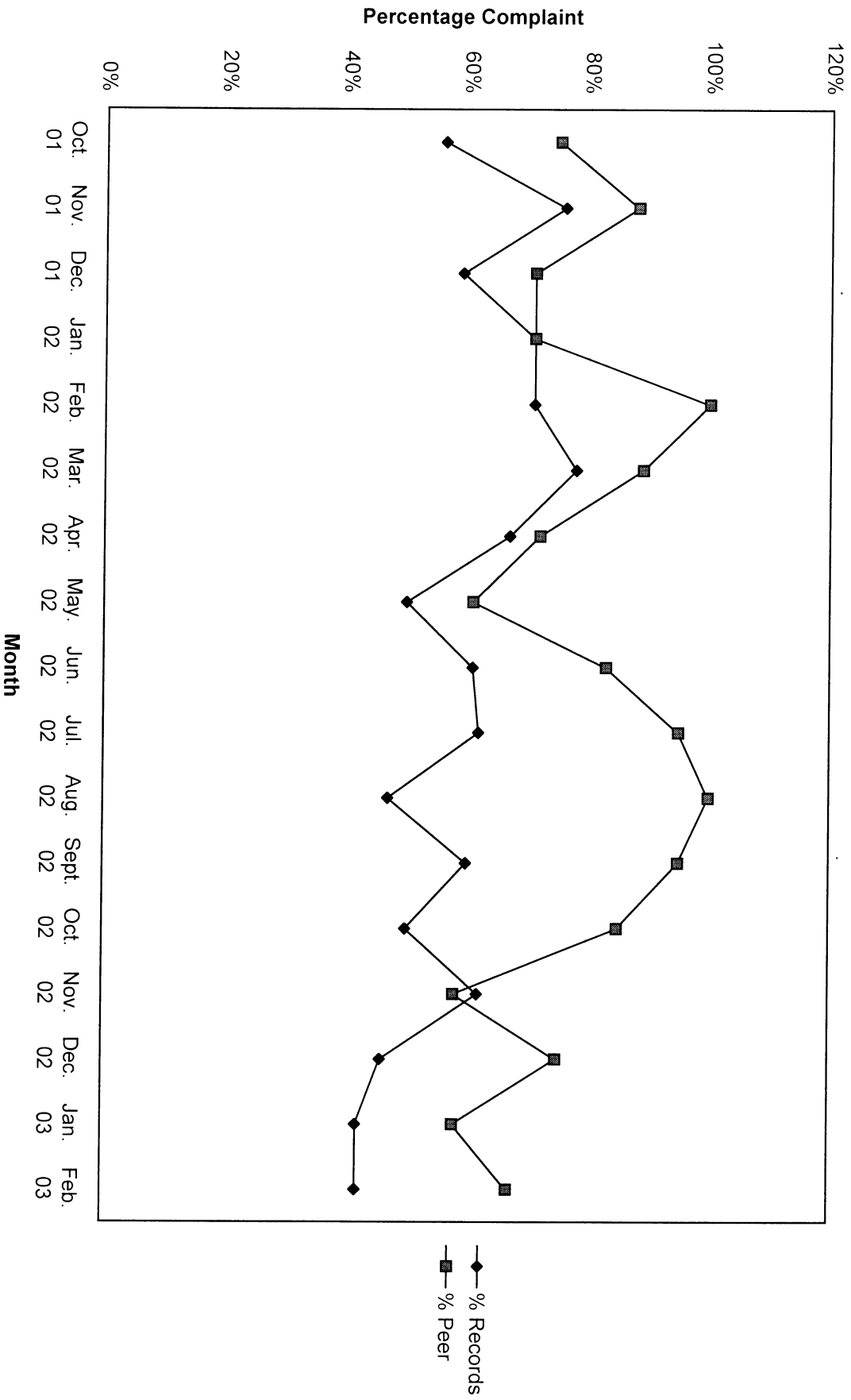
Selected Record Review Issues

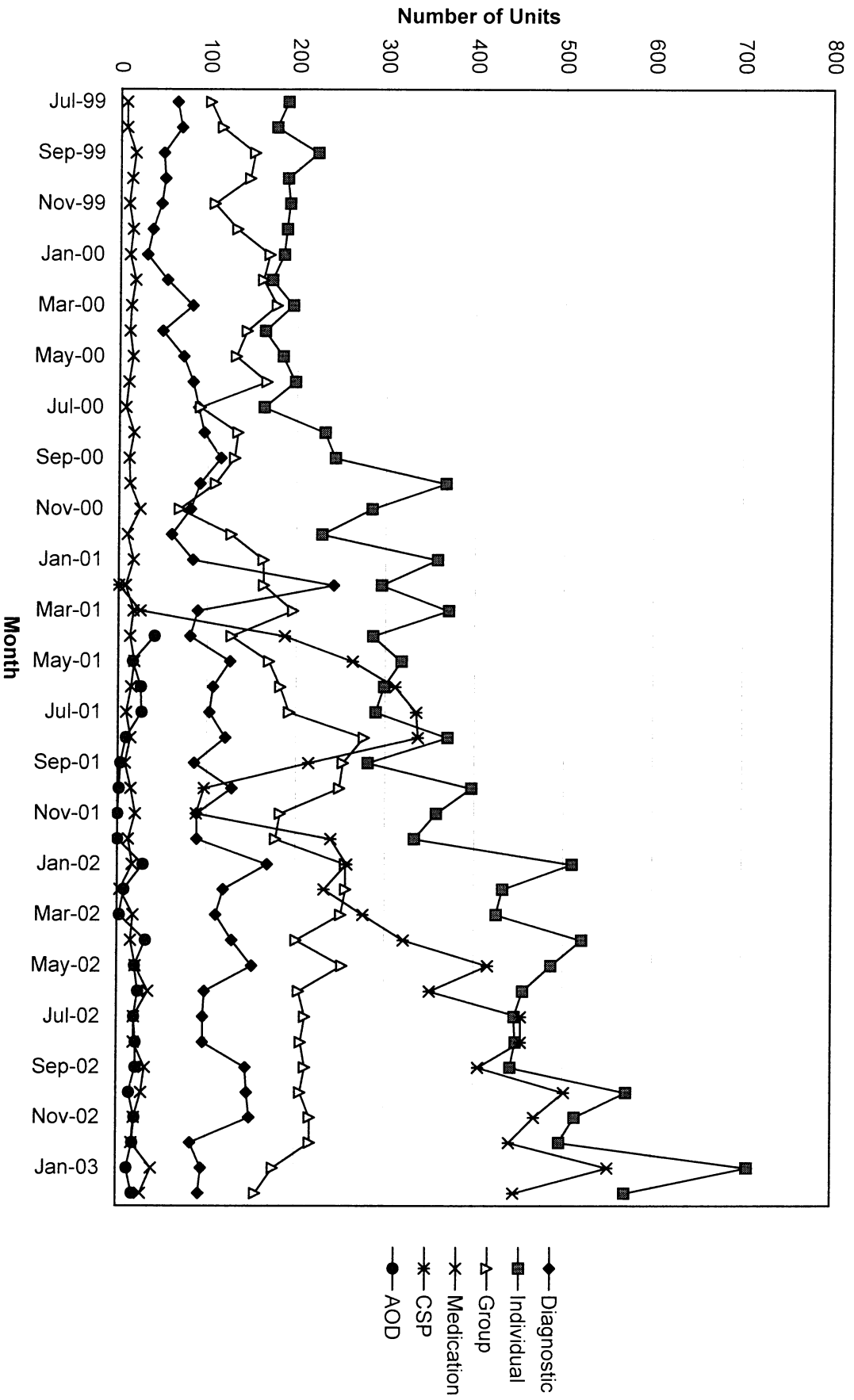


Selected Record Review Issues



Compliance Review





PEER REVIEW		Feb-03	pass	fail	Med Somatic	General	DA	CSP	AOD	Utilization	ISP
Dean Bachelor	92				Forms, record inconsistent						axis 2, update
Scott Craft	96				inapp roi, forms, record incon						
Misty Coleman	85				inapp roi, forms, record incon	Health assess not review				inappropriate admission	axis 2, update
Debbie Culp					Records inconsistent	inappropriate diagnosis					missing
Joe Dunson	86				Forms, record inconsistent	Health assess not review					update
Steve Ford	89				inapp roi, forms do not meet						update
Rick Gehlbach	97					Health assess not review					
Joni Grimm	95			psy n on isp	Records inconsistent						
Brad Hedges	100										
Chris Johnson	71				Forms, record inconsistent	Health assess not review					a2, upd, med-so
Tonya Kraner	98					Health assess not review					
Dawn McCoy	97				forms do not meet needs	Health assess not review					
Stephanie Miller	50				Forms, record inconsistent	Health assess not review					missing
Miriam Murray	97				Forms, record inconsistent						
Bonnie Pearse	97				Forms, record inconsistent						
Chris Ray	99				Records inconsistent						
Robin Rippeth	99				Records inconsistent						
Paula Roberts	94				Records inconsistent						axis 2
Claire Robitaille	78				inapp roi, records inconsist						upd, no med/som
Kelly Kleimeyer	99				Records inconsistent						
Amanda Moore	88				Forms, record inconsistent						axis 2, update
David Mahl	100										
Tara Rice	99				Records inconsistent						
Mike Selegue	34				Forms, record inconsistent	HA rev, innap diagnose	inapp termi			inapp admission	missing

RECORDS COMPLETE/NEEDED/Missing or Incomplete Records										
	Feb-03	Pass	Fail	Med Card	ISP	Notes	Health Asses	Signatures Missing	Forms	Billing Record
Dean Bachelor	91				upd, axis 2					errors
Scott Craft	91					missing		client-poa&isp&roi		errors
Misty Coleman	85			la, upd, axis2		missing	reviewed	both-roi		
Debbie Culp	79				upd, axis 2		reviewed		macsis	
Joe Dunson	91				update	missing	reviewed			
Steve Ford	86			Reviewed	update		reviewed	client-roi		
Rick Gehlbach	97					missing	reviewed			
Joni Grimm	83			Reviewed	late, no med	missing			poa, referral	
Brad Hedges	99									
Chris Johnson	83				up, a2, serv	missing	reviewed		macsis, referral	
Tonya Kraner	98						reviewed			
Dawn McCoy	97						reviewed		referral	
Stephanie Miller	63				missing		reviewed	client-poa	macsis	
Miriam Murray	97			Reviewed		missing	reviewed			errors
Bonnie Pearse	97					missing				errors
Chris Ray	94				update	missing	reviewed		referral	errors
Robin Rippeth	99					missing				errors
Paula Roberts	95			Reviewed	upd, axis 2	missing				errors
Claire Robitaille	94			Reviewed	prim, serv	missing		client-roi		errors
Kelly Kleimeyer	97			Reviewed						errors
Amanda Moore	92			Reviewed	upd, axis 2	missing		client-poa		errors
David Mahl	93							clin-cl rights, auth		errors
Tara Rice	97			Reviewed		missing				errors
Mike Selegue	45			Reviewed	missing		missing		cl right, disch, macsis, isp	

February 2003

Mid Ohio Psychological Services

	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
Unit Rate			135	135	90	40	65	195	35	24.00	13.00	24.00	54%	0%	46%	46%	1%
Dean Bachelor		11			4.00	9.00	4.70			4.70	4.70	4.70	100%	0%	0%	0%	0%
A. J. Bierly*																	
Scott Craft	8	26	7.30		34.30	3.00	0.80		80.0	159.40	125.40	151.40	79%	5%	16%	21%	9%
Misty Coleman	7	7			38.70	60.50	7.40			120.60	106.60	113.60	88%	6%	6%	12%	7%
Deb Culp					6.00					6.00	36.00	81.20	600%	0%	0%	-500%	3%
Steve Ford	5	41	3.50		80.60	3.00	10.90			144.00	98.00	139.00	68%	3%	28%	32%	7%
Rick Gehlbach	8	18			36.50	2.00	0.10			64.60	38.60	56.60	60%	12%	28%	40%	3%
Joni Grim	16	31			36.80	14.00	5.00			102.80	55.80	86.80	54%	16%	30%	46%	4%
Brad Hedges	6	4	1.00	7.60	13.90		0.50			33.00	23.00	27.00	70%	18%	12%	30%	2%
Chris Johnson	29	19			18.00	13.00			4.4	83.40	35.40	54.40	42%	35%	23%	58%	2%
Tonya Kraner	22	26			31.00		1.50			80.50	32.50	58.50	40%	27%	32%	60%	2%
Dawn McCoy	22	22	19.50		40.60		3.20			107.30	63.30	85.30	59%	21%	21%	41%	4%
Stephanie Miller	6	5	2.00		6.00					19.00	8.00	13.00	42%	32%	26%	58%	1%
Miriam Murray *						30.00	41.00			71.00	71.00						5%
Bonnie Pearse	17	72	15.80		51.75	18.00	6.70			181.25	92.25	164.25	51%	9%	40%	49%	6%
Chris Ray	17	14	1.00	24.10	29.30					85.40	54.40	68.40	64%	20%	16%	36%	4%
Robin Rippeth	17	16	14.20	2.10	19.70		0.50			69.50	36.50	52.50	53%	24%	23%	47%	3%
Paula Roberts *					0.00		48.80			48.80	48.80						3%
Claire Robitaille	15	17	11.00		44.50	4.00				91.50	59.50	76.50	65%	16%	19%	35%	4%
Mike Selegue *			14.30		32.70		6.00			53.00	53.00						4%
Charles Snyder	34	38			0.30			27.2		99.50	27.50	65.50	28%	34%	38%	72%	2%
David Mahl	2	1			0.00		0.00			3.00	0.00	1.00	0%	67%	33%	100%	0%
Amanda Moore*					0.00		152.50			152.50	152.50						11%
Kelly Kleimeyer	1		3.00		45.10		35.20			84.30	83.30	83.30	99%	1%	0%	1%	6%
Tara Rice *			0.00				76.10			76.10	76.10						5%
Joe Dunson *							44.60			44.60	44.60						3%
Sum Totals	232	368	92.60	33.80	569.75	156.50	445.50	27.2	84.4	2009.75	1439.75	1406.95					
Average													86%	17%	22%	14%	4%

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

February	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	4.00	9.00	0.00	0.0	0.0			
	0.00	0.00	360.00	360.00	0.00	0.00	0.00	720.00	1%	
A.J. Bierly	0.00	0.00	0.00	0.00	4.70	0.00	0.00			
	0.00	0.00	0.00	0.00	305.50	0.00	0.00	305.50	0%	
Misty Coleman	0.00	0.00	38.70	60.50	7.40	0.00	0.00			
	0.00	0.00	3483.00	2420.00	481.00	0.00	0.00	6384.00	6%	
Scott Craft	7.30	0.00	34.30	3.00	0.80	0.0	80.0			
	985.50	0.00	3087.00	120.00	52.00	0.00	2800.00	7044.50	7%	
Deb Culp	0.00	0.00	6.00	0.00	0.00	0.00	0.00			
	0.00	0.00	540.00	0.00	0.00	0.00	0.00	540.00	1%	
Steve Ford	3.50	0.00	80.60	3.00	10.90	0.00	0.00			
	472.50	0.00	7254.00	120.00	708.50	0.00	0.00	8555.00	8%	
Rick Gehlbach	0.00	0.00	36.50	2.00	0.10	0.00	0.00			
	0.00	0.00	3285.00	80.00	6.50	0.00	0.00	3371.50	3%	
Joni Grim	0.00	0.00	36.80	14.00	5.00	0.00	0.00			
	0.00	0.00	3312.00	560.00	325.00	0.00	0.00	4197.00	4%	
Brad Hedges	1.00	7.60	13.90	0.00	0.50	0.00	0.00			
	135.00	1026.00	1251.00	0.00	32.50	0.00	0.00	2444.50	2%	
Chris Johnson	0.00	0.00	18.00	13.00	0.00	0.00	4.40			
	0.00	0.00	1620.00	520.00	0.00	0.00	154.00	2294.00	2%	
Kelly Kleimeyer	3.00	0.00	45.10	0.00	35.20	0.00	0.00			
	405.00	0.00	4059.00	0.00	2288.00	0.00	0.00	6752.00	6%	
Tonya Kraner	0.00	0.00	31.00	0.00	1.50	0.00	0.00			
	0.00	0.00	2790.00	0.00	97.50	0.00	0.00	2887.50	3%	
David Mahl	0.00	0.00	0.00	0.00	0.00	0.00	0.00			
	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0%	
Dawn McCoy	19.50	0.00	40.60	0.00	3.20	0.00	0.00			
	2632.50	0.00	3654.00	0.00	208.00	0.00	0.00	6494.50	6%	
Stephanie Miller	2.00	0.00	6.00	0.00	0.00	0.0	0.0			
	270.00	0.00	540.00	0.00	0.00	0.00	0.00	810.00	1%	
Miriam Murray	0.00	0.00	0.00	30.00	41.00	0.00	0.00			
	0.00	0.00	0.00	1200.00	2665.00	0.00	0.00	3865.00	4%	
Bonnie Pearse	15.80	0.00	51.75	18.00	6.70	0.00	0.00			
	2133.00	0.00	4657.50	720.00	435.50	0.00	0.00	7946.00	8%	
Chris Ray	1.00	24.10	29.30	0.00	0.00	0.00	0.00			
	135.00	3253.50	2637.00	0.00	0.00	0.00	0.00	6025.50	6%	
Robin Rippeth	14.20	2.10	19.70	0.00	0.50	0.00	0.00			
	1917.00	283.50	1773.00	0.00	32.50	0.00	0.00	4006.00	4%	
Paula Roberts	0.00	0.00	0.00	0.00	48.80	0.00	0.00			
	0.00	0.00	0.00	0.00	3172.00	0.00	0.00	3172.00	3%	
Claire Robitaille	11.00	0.00	44.50	4.00	0.00	0.00	0.00			
	1485.00	0.00	4005.00	160.00	0.00	0.00	0.00	5650.00	5%	
Mike Selegue	14.30	0.00	32.70	0.00	6.00	0.00	0.00			
	1930.50	0.00	2943.00	0.00	390.00	0.00	0.00	5263.50	5%	
Charles Snyder	0.00	0.00	0.30	0.00	0.00	27.20	0.00			
	0.00	0.00	27.00	0.00	0.00	5304.00	0.00	5331.00	5%	
Amanda Moore	0.00	0.00	0.00	0.00	152.50	0.00	0.00			
	0.00	0.00	0.00	0.00	9912.50	0.00	0.00	9912.50	10%	
Tara Rice	0.00	0.00	0.00	0.00	76.10	0.00	0.00			
	0.00	0.00	0.00	0.00	4946.50	0.00	0.00	4946.50	5%	
Joe Dunson	0.00	0.00	0.00	0.00	44.60	0.00	0.00			
	0.00	0.00	0.00	0.00	2899.00	0.00	0.00	2899.00	3%	
Sum Totals	7533.00	4563.00	33313.50	3760.00	17433.00	5304.00	2954.00	103971.50	4%	

This chart represents the percentage of the total dollars billed by clinician during February 2003.