

MID-OHIO PSYCHOLOGICAL SERVICES, INC.

624 East Main Street  
Lancaster, Ohio 43130

Voice (740) 687-0042

Fax (740) 687-MOPS (6677)

Bradley A. Hedges, Ph.D.  
Executive Director

www.mopsohio.com

Stephanie L. Miller, Ph. D.  
Psychologist

**QA REPORT**

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

**FROM:** Shawna Watts, MBA  
Quality Assurance Coordinator

**SUBJECT:** Quality Assurance Activities for July 2003

**SUBMITTED:** October 17, 2003

**I: MAJOR UNUSUAL INCIDENTS**

There were two major unusual incidents in the month of July. The first MUI a medical emergency occurred on 07/09/2003, it involved client #03070103, being transported by squad to Fairfield Medical Center due to having abdominal pains. The second MUI was also a medical emergency that occurred on 07/24/03, it involved client #02070501, being transported by squad to Fairfield Medical Center after having an seizure. Both incidents were reported to the Fairfield County ADAMHS Board within 24 hours.

**II: TRANSFERS FROM STATE HOSPITALS**

There were no transfers to the state hospital in July. Client #02112005 was sent to Columbus Adolescent Psychiatric Hospital on 06/24/2003, but was then sent to Fox Run where she was hospitalized for an extended period. The client was seen post discharge by Tonya Kraner on 7/10/2003. Client #02112005 was readmitted to Fox Run on 07/11/2003, she was then released from Fox Run to Muskingum County Detention facility where the client remained until 08/15/2003. The client was seen post discharge by Tonya Kraner on 8/26/2003.

**III: PLANT/PHYSICAL HEALTH AND SAFETY**

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



#### IV: RECORDS COMPLETENESS REVIEW

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

- Seventy-seven percent of the records reviewed were missing a copy of the current medical card.
- Thirty-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 22% of the clinicians.
- In 50% of the records reviewed there was at least one session recorded that did not match the billing record.
- Thirty-six percent of the records reviewed had an Individual Service Plan on the chart that needed to be updated.
- Forty-five of the records reviewed did not have a reviewed health assessment.
- Sixty-five 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       | 95                              | NO                          | YES                         |
| Dr. Stephanie Miller* | 87                              | NO                          | NO                          |
| Dr. Chris Ray         | 94                              | NO                          | YES                         |
| Dr. Robin Rippeth     | 97                              | NO                          | YES                         |
| Tonya Kraner          | 90                              | NO                          | YES                         |
| Steve Ford            | 99                              | NO                          | YES                         |
| Mike Selegue          | 93                              | NO                          | NO                          |
| Joni Grim             | 96                              | NO                          | NO                          |
| Dr. Scott Craft       | 99                              | NO                          | NO                          |
| Chris Johnson         | 92                              | NO                          | NO                          |
| Claire Robitaille     | 98                              | NO                          | YES                         |
| Kelly Kleimeyer       | 100                             | NO                          | NO                          |
| Bonnie Pearse         | 99                              | YES                         | YES                         |
| Dawn McCoy            | 93                              | NO                          | NO                          |
| Dean Bachelor         | 99                              | NO                          | NO                          |
| Misty Coleman         | 94                              | NO                          | NO                          |
| Rick Gehlbach         | 100                             | NO                          | NO                          |
| Joe Dunson            | 95                              | YES                         | YES                         |
| Tara Rice             | 93                              | NO                          | YES                         |
| A.J. Bierly           | 95                              | NO                          | YES                         |
| Jodi Frazier          | 93                              | NO                          | YES                         |
| Amanda Moore          | 99                              | NO                          | YES                         |

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

- One of the clinicians did not meet the 90% threshold for peer review for the month of July.
- Twenty-two percent of the records reviewed for peer review showed that the clinician did not complete the required forms, or make the necessary referrals.
- Seventy-three 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                         | 15                     | 1.3  |
| Dr. Stephanie Miller | 50                         | 8                      | 1.3  |
| Dr. Brad Hedges      | 54                         | 12                     | 1.3  |
| Dr. Chris Ray        | 78                         | 24                     | 1.8  |
| Tonya Kraner         | 52                         | 26                     | 1.9  |
| Dr. Robin Rippith    | 41                         | 31                     | 1.6  |
| Dawn McCoy           | 69                         | 39                     | 1.8  |
| Dr. Scott Craft      | 119                        | 37                     | 1.5  |
| Steve Ford           | 67                         | 51                     | 1.9  |
| Bonnie Pearse        | 78                         | 50                     | 3.1  |
| Joni Grim            | 87                         | 37                     | 3.4  |
| Chris Johnson        | 132                        | 23                     | 2.7  |
| Claire Robitaille    | 41                         | 25                     | 2.1  |
| Rick Gehlbach        | 60                         | 40                     | 2.4  |
| Mike Seleque         | 54                         | 40                     | 2.1  |
| Kelly Kleimeyer      | 56                         | 49                     | 2.7  |
| Joe Dunson           | 27                         | 13                     | 5.8  |
| Tara Rice            | 36                         | 21                     | 3.1  |
| Misty Coleman        | 43                         | 28                     | 4.6  |
| A.J. Bierly          | 27                         | 19                     | 4.6  |
| Jodi Frazier         | 26                         | 14                     | 4.4  |
| Amanda Moore         | 28                         | 17                     | 4.8  |

The No Show rate for July was 16%. When considering both the no show rate and the cancellation rate, this figure is 32%.

The Medicaid dollars billed for the month of July 2003 for Fairfield County totals \$90,633. A total of \$90,633 Medicaid dollars were billed year to date for Fairfield County. Following this report is a table of the agency's service budget.

**VII: AOD UTILIZATION REVIEW**

AOD Womens Group sessions in the month of July 2003 showed that the average attendance at each session was 78%. Overall, five women utilized the AOD Womens Group during the month of July, and attended an average of 3.3 of 4 sessions.

| Sessions Offered | 07/07/2003 | 07/14/2003 | 07/28/2003 | 07/28/2003 |
|------------------|------------|------------|------------|------------|
| 6 Females        | 6          | 5          | 3          | 0*         |

\* Group was canceled.

**VIII: INVOLUNTARY TERMINATIONS**

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

**IX: PROFESSIONAL STAFF ORGANIZATION**

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

| Clinician         | Workshop Name                        | Dates Attended | # of CEU's |
|-------------------|--------------------------------------|----------------|------------|
| Claire Robitaille | Shame, Guilt, and the Sheres of Self | 07/25/2003     | 6          |

**X: REVIEW OF WAITING LIST**

There were a total of 89 new clients seen in the MOPS General Program of enrollment this month. Sixty-six percent of these new clients were from Fairfield County. The total number of clients seen in the month of July 2003 was 619.

**XI: REVIEW OF SERVICES UNDER CONTRACT**

No changes are noted regarding the services under contract.

**XII: FOCUSED REVIEW AREA**

In July, clinical pertinence and appropriateness of services rendered was reviewed. To conduct this review, the agency's top ten service utilizers were reviewed. All ten clients reviewed had diagnosis' that would categorize them as severely mentally ill, these clients require high levels of service to maintain their stability and functioning in day to day life.

To highlight the findings, five of the clients reviewed had hospital utilization. Overall, these clients are consistently high utilizers of service, all are receiving individual

counseling, case management, and medication management services at the agency. Six of these clients have also received group services from the agency.

In addition, these clients are also utilizing other community services, seven of the clients are receiving services at Our Place, three are involved in AA or a twelve step program, three clients are receiving services at New Horizons, and one is receiving services at the Recovery Center.

A fire drill was conducted within the agency. The fire drill was announced using the intercom feature on the agency's telephone system. The clients and agency employees evacuated the building, however it was realized that if someone is on the telephone, they cannot hear the intercom message. Also, the intercom is not loud enough to be heard over a group of people. In all, sixteen people participated in the fire drill and the time taken to clear the building was two minutes.

### **XIII: RESPONSE TO LAST MONTHS FOCUS REVIEW**

Client satisfaction surveys were completed with the AOD Womens group members, a copy of the survey results are attached to this report. All of the women surveyed have been abstaining from alcohol and drugs for one month or longer and working on a recovery program. Alcohol and prescription drugs had the highest abuse rate among those surveyed. On a scale of 1 to 5, 1 being none and 5 being a lot, the program received an average score of 4.7 for the helpfulness of the program. All clients felt that the clinicians facilitating the group and frequency and time of sessions are very helpful. There were two overall suggestions as to how the agency could make the group more helpful, one was to provide daycare services and the second was to provide additional educational material to the group members. So overall from clinical perspective the AOD Womens group members are satisfied with the services they are receiving and the clinicians facilitating the group can work to provide educational materials based on group needs.

A referral source survey was sent to the Family, Child, and Adult First Counsel members, and Fairfield County Children Services line staff to be completed on the web, to date no responses to the survey have been received.

### **XIV: CLIENT RIGHTS AND GRIEVANCES**

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

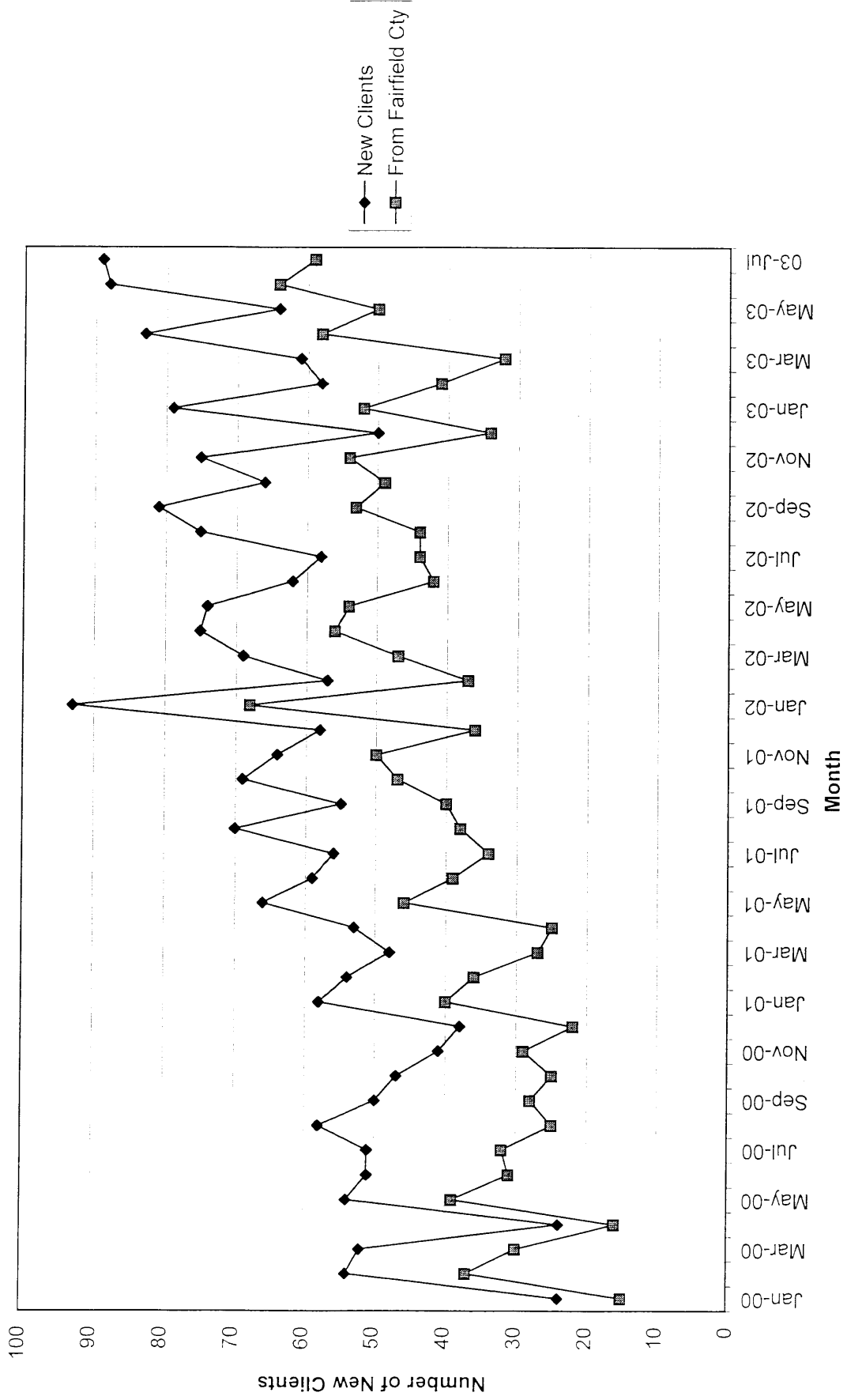
cc: Fairfield County Mental Health and Recovery Services Board  
MOPS Board of Directors  
MOPS Staff  
QA Minutes Logbook

**Agency Service Budget**

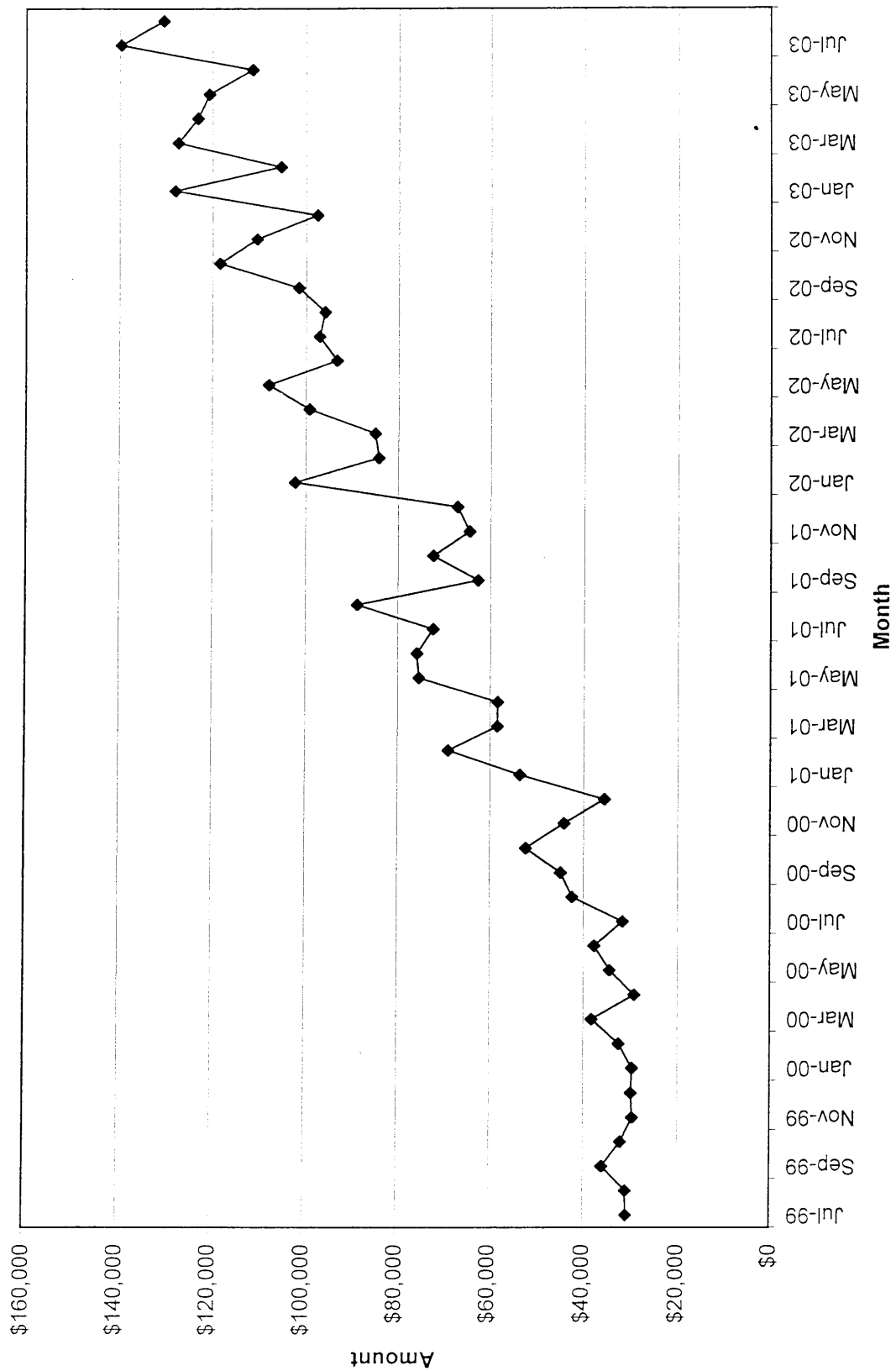
|                       | Service Provided for Month |                           | Budgeted for Month    |                           | Fiscal Y-T-D Provided |                           | Fiscal Y-T-D Budgeted |                           | Variance between Budgeted and Provided Y-T-D |                           |
|-----------------------|----------------------------|---------------------------|-----------------------|---------------------------|-----------------------|---------------------------|-----------------------|---------------------------|--|---------------------------|
|                       | 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 | 157                        | 85                        | 108                   | 54                        | 157                   | 85                        | 108                   | 54                        | 108  | 54                        |
|                       | \$20,460                   | \$10,997                  | \$14,039              | \$7,019                   | \$20,460              | \$10,997                  | \$14,039              | \$7,019                   | \$14,039                                     | \$7,019                   |
| Individual Counseling | 776                        | 465                       | 458                   | 183                       | 776                   | 465                       | 458                   | 183                       | 6422   | 3978                      |
|                       | \$69,840                   | \$41,850                  | \$41,220              | \$16,470                  | \$69,840              | \$41,850                  | \$41,220              | \$16,470                  | 28620  | 25380                     |
| Individual CSP        | 504                        | 359                       | 319                   | 175                       | 504                   | 359                       | 319                   | 175                       |  |                           |
|                       | \$32,760                   | \$23,316                  | \$20,735              | \$11,375                  | \$32,760              | \$23,316                  | \$20,735              | \$11,375                  | 12025  | 11941                     |
| Group CSP             | 0                          | 0                         | 42                    | 38                        |                       |                           | 42                    | 38                        |  |                           |
|                       | \$0                        | \$0                       | \$1,648               | \$1,491                   | \$0                   | \$0                       | \$1,648               | \$1,491                   | (1648)                                       | (1491)                    |
| Group                 | 156                        | 66                        | 104                   | 67                        | 156                   | 66                        | 104                   | 67                        |  |                           |
|                       | \$6,175                    | \$2,618                   | \$4,106               | \$2,645                   | \$6,175               | \$2,618                   | \$4,106               | \$2,645                   | 2069   | (28)                      |
| Medication            | 39                         | 29                        | 42                    | 19                        | 39                    | 29                        | 42                    | 19                        |  |                           |
|                       | \$7,954                    | \$5,893                   | \$8,655               | \$3,915                   | \$7,954               | \$5,893                   | \$8,655               | \$3,915                   | (701)  | 1978                      |
| AOD Assessment        | 0                          | 0                         | 1                     | 0                         |                       |                           | 1                     | 0                         |  |                           |
|                       | \$0                        | \$0                       | \$96                  | \$0                       | \$0                   | \$0                       | \$96                  | \$0                       | (96)   | 0                         |
| AOD Individual        | 0                          | 0                         | 1                     | 1                         |                       |                           | 1                     | 1                         |  |                           |
|                       | \$0                        | \$0                       | \$87                  | \$87                      | \$0                   | \$0                       | \$87                  | \$87                      | (87)   | (87)                      |
| AOD Group             | 19                         | 17                        | 21                    | 17                        | 19                    | 17                        | 83                    | 67                        |  |                           |
|                       | \$708                      | \$640                     | \$800                 | \$647                     | \$708                 | \$640                     | \$3,161               | \$2,551                   | (2452)                                       | (1912)                    |
| Jail Based            | 65                         | 65                        | 52                    | 65                        | 65                    | 65                        | 52                    | 65                        |  |                           |
|                       | \$2,275                    | \$2,275                   | \$1,820               | \$2,275                   | \$2,275               | \$2,275                   | \$1,820               | \$2,275                   | 455  | 0                         |
| Court Diversion       | 87                         | 87                        | 106                   | 87                        | 87                    | 87                        | 106                   | 87                        |  |                           |
|                       | \$3,045                    | \$3,045                   | \$3,710               | \$3,045                   | \$3,045               | \$3,045                   | \$3,710               | \$3,045                   | (665)  | 0                         |
| Sum \$                | \$143,217                  | \$90,633                  | \$96,916              | \$48,971                  | \$143,217             | \$90,633                  | \$99,277              | \$50,875                  | 43941  | 39759                     |

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

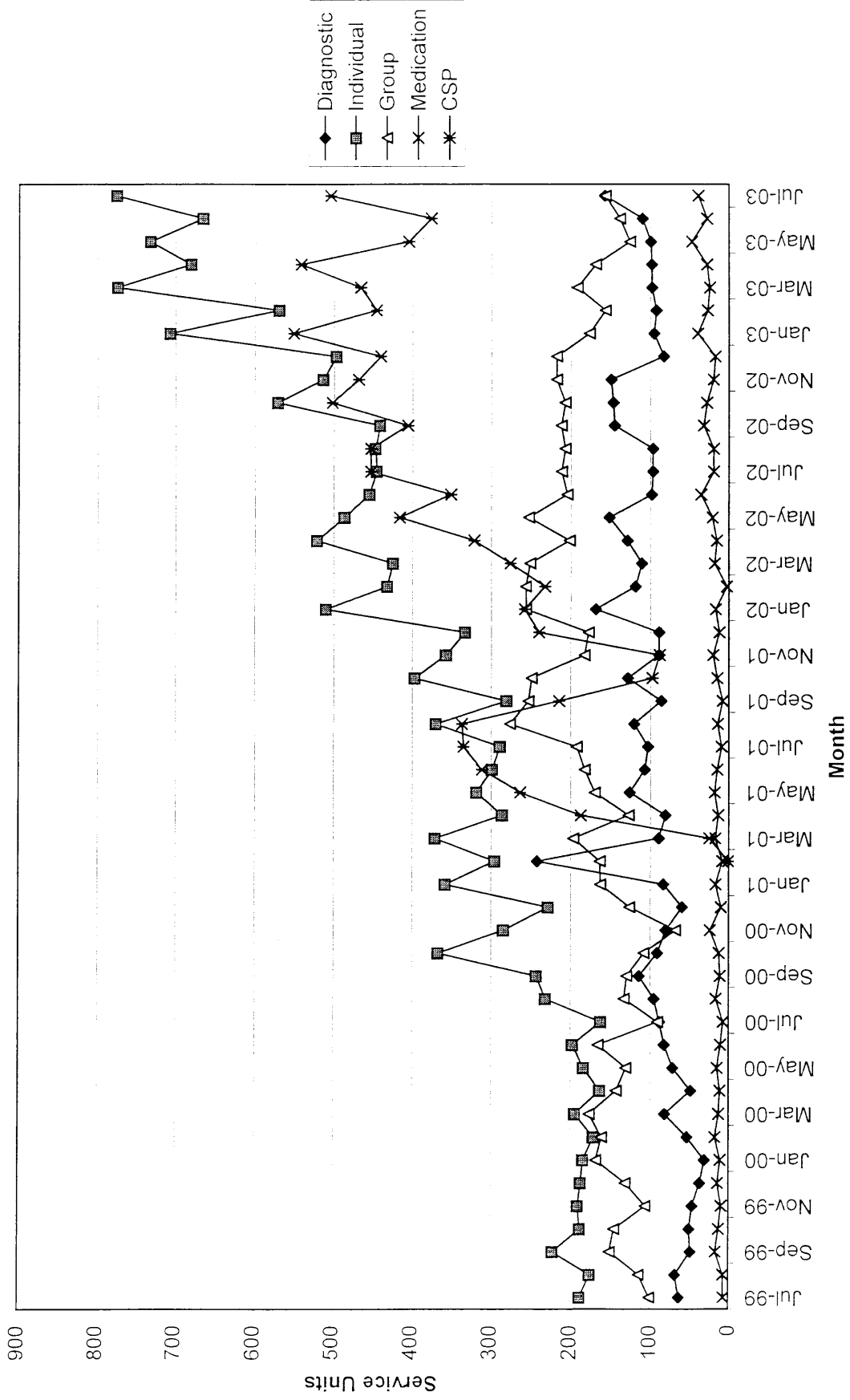
# New Clients



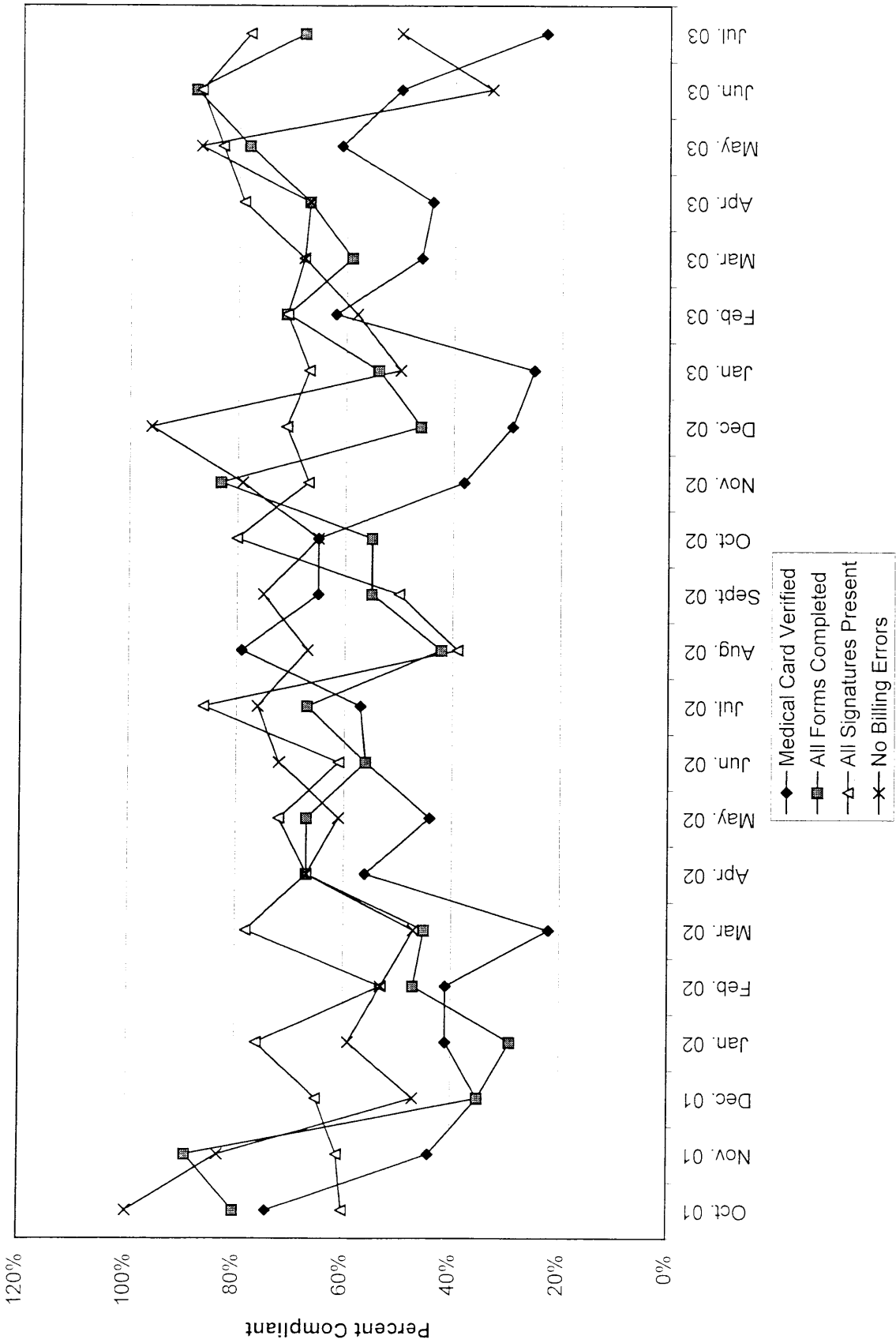
Total Units \$



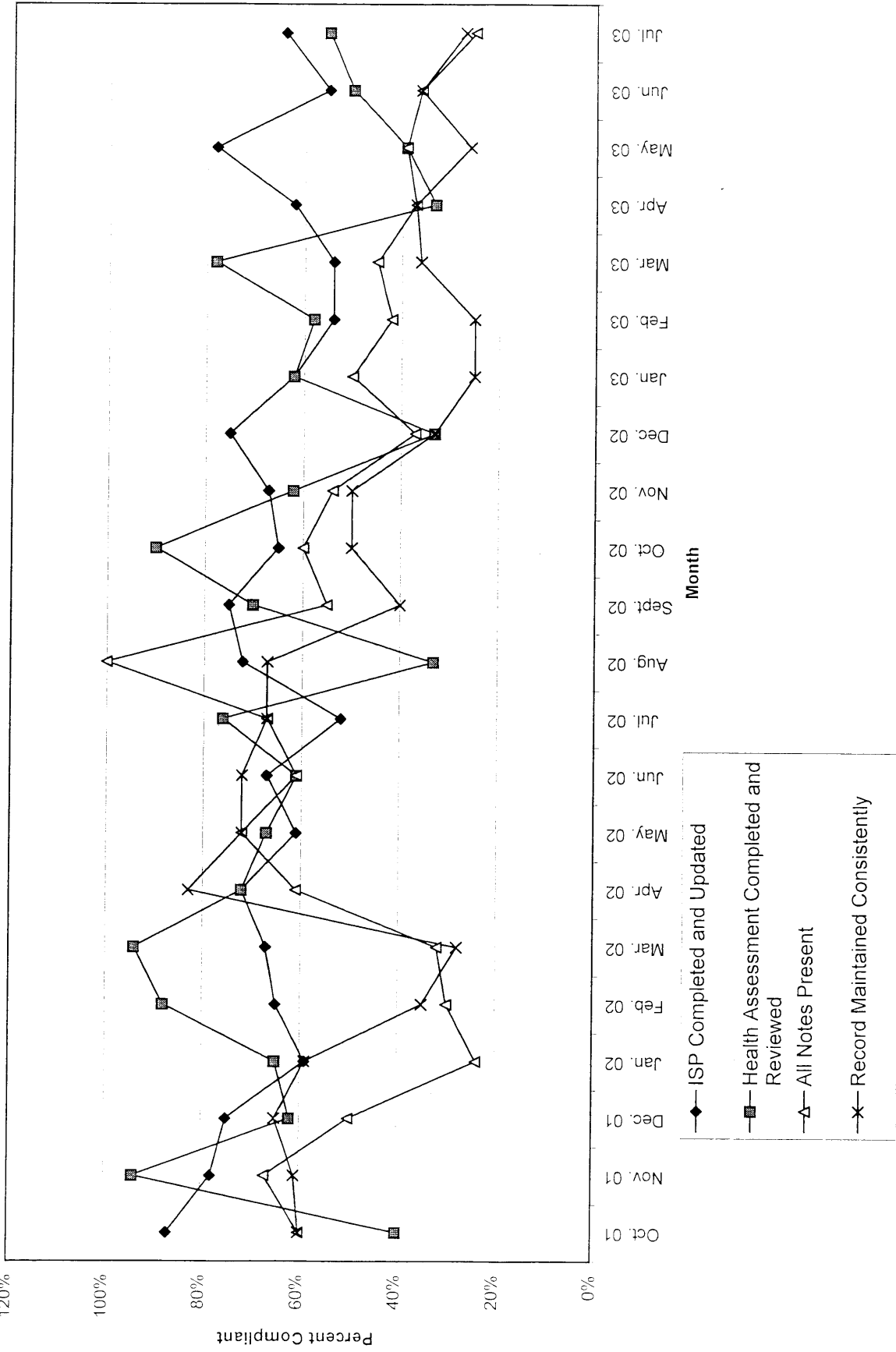
# Units of Service



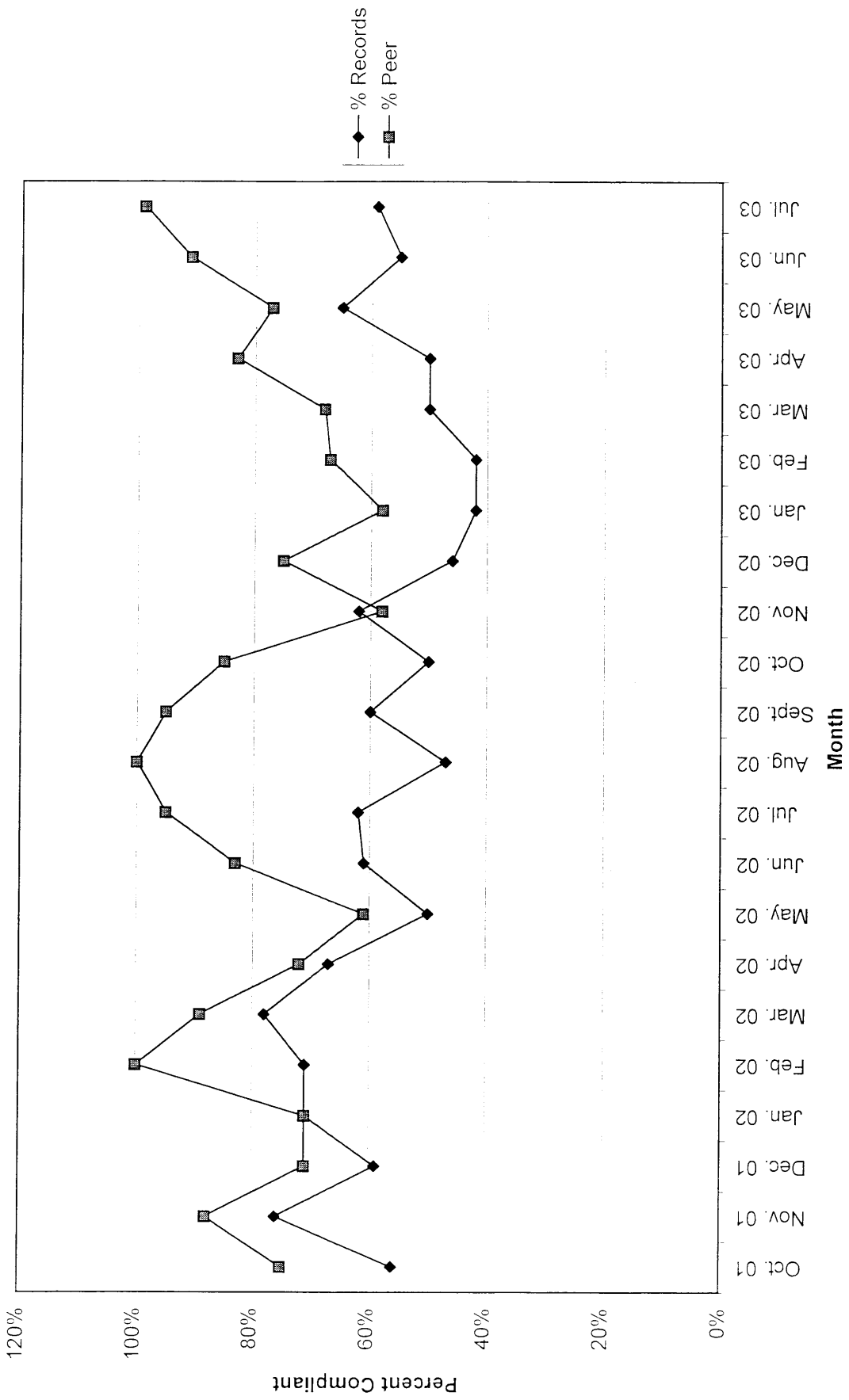
### Selected Record Review Issues



# Selected Record Review Issues



# Compliance Review



Unit Production & Scheduling Proficiency by Clinician

| July              |               | 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            |  |  |  |  |
| Dean Bachelor     | 20            | 8          | 0.00          | 135          | 90            | 40            | 65                | 195         | 35          | 41.00          | 13.00          | 21.00                | 62%                             |  |  |  |  |
| A. J. Bierly*     |               |            |               |              | 2.00          | 11.00         | 80.30             |             |             | 80.30          | 80.30          |                      |                                 |  |  |  |  |
| Scott Craft       | 9             | 15         | 2.00          | 0.00         | 34.40         | 17.60         | 1.30              |             | 80.0        | 159.30         | 135.30         | 150.30               | 85%                             |  |  |  |  |
| Misty Coleman     | 12            | 14         | 15.00         |              | 62.50         | 21.00         | 26.60             |             | 0.0         | 151.10         | 125.10         | 139.10               | 83%                             |  |  |  |  |
| Steve Ford        | 15            | 45         | 16.80         |              | 64.50         | 7.50          | 9.90              |             |             | 158.70         | 98.70          | 143.70               | 62%                             |  |  |  |  |
| Jodie Frazier*    |               |            |               |              |               |               | 42.20             |             |             | 42.20          | 42.20          |                      |                                 |  |  |  |  |
| Rick Gehlbach     | 19            | 29         | 33.10         | 0.00         | 77.10         | 21.40         | 0.80              |             |             | 180.40         | 132.40         | 161.40               | 73%                             |  |  |  |  |
| Joni Grim         | 6             | 21         | 5.70          |              | 76.70         | 45.40         | 8.10              |             |             | 156.90         | 135.90         | 156.90               | 87%                             |  |  |  |  |
| Brad Hedges       | 6             | 2          | 6.00          | 12.80        | 6.50          |               | 2.00              |             |             | 35.30          | 27.30          | 29.30                | 77%                             |  |  |  |  |
| Chris Johnson     | 19            | 30         | 5.00          |              | 41.00         | 15.50         |                   |             | 0.4         | 110.90         | 61.90          | 91.90                | 56%                             |  |  |  |  |
| Tonya Kraner      | 31            | 15         | 0.00          |              | 42.10         |               | 0.50              |             |             | 88.60          | 42.60          | 57.60                | 48%                             |  |  |  |  |
| Dawn McCoy        | 42            | 28         | 9.00          |              | 47.50         | 12.50         | 2.00              |             |             | 141.00         | 71.00          | 99.00                | 50%                             |  |  |  |  |
| Stephanie Miller  | 2             | 2          | 2.30          | 0.00         | 7.80          | 0.00          |                   |             |             | 14.40          | 10.10          | 12.10                | 70%                             |  |  |  |  |
| Bonnie Pearse     | 11            | 46         | 10.00         |              | 109.00        | 18.60         | 13.80             |             |             | 208.40         | 151.40         | 197.40               | 73%                             |  |  |  |  |
| Chris Ray         | 11            | 20         | 0.00          | 9.80         | 39.40         |               |                   |             |             | 80.20          | 49.20          | 69.20                | 61%                             |  |  |  |  |
| Robin Rippeth     | 5             | 15         | 26.60         | 11.60        | 32.10         | 4.50          | 0.00              |             |             | 94.80          | 74.80          | 89.80                | 79%                             |  |  |  |  |
| Claire Robitaille | 18            | 22         | 9.80          |              | 45.60         |               |                   |             |             | 95.40          | 55.40          | 77.40                | 58%                             |  |  |  |  |
| Mike Selegue *    | 1             | 2          | 13.60         |              | 38.10         |               | 8.80              |             | 0.0         | 63.50          | 60.50          | 62.50                |                                 |  |  |  |  |
| Charles Snyder    | 84            | 37         |               |              | 0.00          |               |                   | 38.6        |             | 159.60         | 38.60          | 75.60                | 24%                             |  |  |  |  |
| Amanda Moore*     |               |            |               |              | 0.00          |               | 143.50            |             |             | 143.50         | 143.50         |                      |                                 |  |  |  |  |
| Kelly Kleimeyer   | 1             | 2          | 2.50          |              | 49.70         |               | 31.10             |             |             | 86.30          | 83.30          | 85.30                | 97%                             |  |  |  |  |
| Tara Rice *       |               |            | 0.00          |              |               |               | 79.30             |             |             | 79.30          | 79.30          |                      |                                 |  |  |  |  |
| Joe Dunson *      |               |            |               |              |               |               | 53.90             |             |             | 53.90          | 53.90          |                      |                                 |  |  |  |  |
| <b>Sum Totals</b> | <b>306</b>    | <b>353</b> | <b>157.40</b> | <b>34.20</b> | <b>776.00</b> | <b>175.00</b> | <b>504.10</b>     | <b>38.6</b> | <b>80.4</b> | <b>2425.00</b> | <b>1765.70</b> | <b>1719.50</b>       | <b>67%</b>                      |  |  |  |  |
| <b>Average</b>    |               |            |               |              |               |               |                   |             |             |                |                |                      |                                 |  |  |  |  |

\* 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

| July              | 2003        |            | Weighted    |            |             |            |            |              | Tot Units | % of Tot |
|-------------------|-------------|------------|-------------|------------|-------------|------------|------------|--------------|-----------|----------|
|                   | DA          | EVAL       | IND         | Group      | CSP         | MED        | Other      |              |           |          |
| Unit Rate         | \$ 135      | \$ 135     | \$ 90       | \$ 40      | \$ 65       | \$ 195     | \$ 35      |              |           |          |
| Dean Bachelor     | 0.00        | 0.00       | 2.00        | 11.00      | 0.00        | 0.0        | 0.0        |              |           |          |
|                   | \$0         | \$0        | \$180       | \$440      | \$0         | \$0        | \$0        | \$ 620.00    | 0%        |          |
| A.J. Bierly       | 0.00        | 0.00       | 0.00        | 0.00       | 80.30       | 0.00       | 0.00       |              |           |          |
|                   | \$0.00      | \$0.00     | \$0.00      | \$0.00     | \$5,219.50  | \$0.00     | \$0.00     | \$ 5,219.50  | 4%        |          |
| Misty Coleman     | 15.00       | 0.00       | 62.50       | 21.00      | 26.60       | 0.00       | 0.00       |              |           |          |
|                   | \$2,025.00  | \$0.00     | \$5,625.00  | \$840.00   | \$1,729.00  | \$0.00     | \$0.00     | \$ 10,219.00 | 7%        |          |
| Scott Craft       | 2.00        | 0.00       | 34.40       | 17.60      | 1.30        | 0.0        | 80.0       |              |           |          |
|                   | \$270.00    | \$0.00     | \$3,096.00  | \$704.00   | \$84.50     | \$0.00     | \$2,800.00 | \$ 6,954.50  | 5%        |          |
| Jodie Frazier     | 0.00        | 0.00       | 0.00        | 0.00       | 42.20       | 0.00       | 0.00       |              |           |          |
|                   | \$0.00      | \$0.00     | \$0.00      | \$0.00     | \$2,743.00  | \$0.00     | \$0.00     | \$ 2,743.00  | 2%        |          |
| Steve Ford        | 16.80       | 0.00       | 64.50       | 7.50       | 9.90        | 0.00       | 0.00       |              |           |          |
|                   | \$2,268.00  | \$0.00     | \$5,805.00  | \$300.00   | \$643.50    | \$0.00     | \$0.00     | \$ 9,016.50  | 7%        |          |
| Rick Gehlbach     | 33.10       | 0.00       | 77.10       | 21.40      | 0.80        | 0.00       | 0.00       |              |           |          |
|                   | \$4,468.50  | \$0.00     | \$6,939.00  | \$856.00   | \$52.00     | \$0.00     | \$0.00     | \$ 12,315.50 | 9%        |          |
| Joni Grim         | 5.70        | 0.00       | 76.70       | 45.50      | 8.10        | 0.00       | 0.00       |              |           |          |
|                   | \$769.50    | \$0.00     | \$6,903.00  | \$1,820.00 | \$526.50    | \$0.00     | \$0.00     | \$ 10,019.00 | 7%        |          |
| Brad Hedges       | 6.00        | 12.80      | 6.50        | 0.00       | 2.00        | 0.00       | 0.00       |              |           |          |
|                   | \$810.00    | \$1,728.00 | \$585.00    | \$0.00     | \$130.00    | \$0.00     | \$0.00     | \$ 3,253.00  | 2%        |          |
| Chris Johnson     | 5.00        | 0.00       | 41.00       | 15.50      | 0.00        | 0.00       | 0.40       |              |           |          |
|                   | \$675.00    | \$0.00     | \$3,690.00  | \$620.00   | \$0.00      | \$0.00     | \$14.00    | \$ 4,999.00  | 4%        |          |
| Kelly Kleimeyer   | 2.50        | 0.00       | 49.70       | 0.00       | 31.10       | 0.00       | 0.00       |              |           |          |
|                   | \$337.50    | \$0.00     | \$4,473.00  | \$0.00     | \$2,021.50  | \$0.00     | \$0.00     | \$ 6,832.00  | 5%        |          |
| Tonya Kraner      | 0.00        | 0.00       | 42.10       | 0.00       | 0.50        | 0.00       | 0.00       |              |           |          |
|                   | \$0.00      | \$0.00     | \$3,789.00  | \$0.00     | \$32.50     | \$0.00     | \$0.00     | \$ 3,821.50  | 3%        |          |
| Dawn McCoy        | 9.00        | 0.00       | 47.50       | 12.50      | 2.00        | 0.00       | 0.00       |              |           |          |
|                   | \$1,215.00  | \$0.00     | \$4,275.00  | \$500.00   | \$130.00    | \$0.00     | \$0.00     | \$ 6,120.00  | 4%        |          |
| Stephanie Miller  | 2.30        | 0.00       | 7.80        | 0.00       | 0.00        | 0.0        | 0.0        |              |           |          |
|                   | \$310.50    | \$0.00     | \$702.00    | \$0.00     | \$0.00      | \$0.00     | \$0.00     | \$ 1,012.50  | 1%        |          |
| Bonnie Pearse     | 10.00       | 0.00       | 109.00      | 18.60      | 13.80       | 0.00       | 0.00       |              |           |          |
|                   | \$1,350.00  | \$0.00     | \$9,810.00  | \$744.00   | \$897.00    | \$0.00     | \$0.00     | \$ 12,801.00 | 9%        |          |
| Chris Ray         | 0.00        | 9.80       | 39.40       | 0.00       | 0.00        | 0.00       | 0.00       |              |           |          |
|                   | \$0.00      | \$1,323.00 | \$3,546.00  | \$0.00     | \$0.00      | \$0.00     | \$0.00     | \$ 4,869.00  | 4%        |          |
| Robin Rippeth     | 26.60       | 11.60      | 32.10       | 4.50       | 0.00        | 0.00       | 0.00       |              |           |          |
|                   | \$3,591.00  | \$1,566.00 | \$2,889.00  | \$180.00   | \$0.00      | \$0.00     | \$0.00     | \$ 8,226.00  | 6%        |          |
| Claire Robitaille | 9.80        | 0.00       | 45.60       | 0.00       | 0.00        | 0.00       | 0.00       |              |           |          |
|                   | \$1,323.00  | \$0.00     | \$4,104.00  | \$0.00     | \$0.00      | \$0.00     | \$0.00     | \$ 5,427.00  | 4%        |          |
| Mike Selegue      | 13.60       | 0.00       | 38.10       | 0.00       | 0.00        | 0.00       | 8.80       |              |           |          |
|                   | \$1,836.00  | \$0.00     | \$3,429.00  | \$0.00     | \$0.00      | \$0.00     | \$308.00   | \$ 5,573.00  | 4%        |          |
| Charles Snyder    | 0.00        | 0.00       | 0.00        | 0.00       | 0.00        | 38.60      | 0.00       |              |           |          |
|                   | \$0.00      | \$0.00     | \$0.00      | \$0.00     | \$0.00      | \$7,527.00 | \$0.00     | \$ 7,527.00  | 5%        |          |
| Amanda Moore      | 0.00        | 0.00       | 0.00        | 0.00       | 143.50      | 0.00       | 0.00       |              |           |          |
|                   | \$0.00      | \$0.00     | \$0.00      | \$0.00     | \$9,327.50  | \$0.00     | \$0.00     | \$ 9,327.50  | 7%        |          |
| Tara Rice         | 0.00        | 0.00       | 0.00        | 0.00       | 79.30       | 0.00       | 0.00       |              |           |          |
|                   | \$0.00      | \$0.00     | \$0.00      | \$0.00     | \$5,154.50  | \$0.00     | \$0.00     | \$ 5,154.50  | 4%        |          |
| Joe Dunson        | 0.00        | 0.00       | 0.00        | 0.00       | 53.90       | 0.00       | 0.00       |              |           |          |
|                   | \$0.00      | \$0.00     | \$0.00      | \$0.00     | \$3,503.50  | \$0.00     | \$0.00     | \$ 3,503.50  | 3%        |          |
| Sum Totals        | \$11,367.00 | \$4,617.00 | \$45,099.00 | \$4,808.00 | \$11,641.50 | \$7,527.00 | \$2,814.00 | \$136,895.50 | 100%      |          |

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

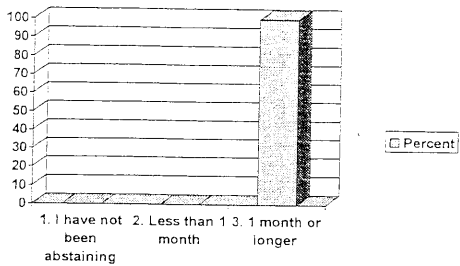
---

# Mid-Ohio Psychological Services

---

AOD Client Satisfaction Survey  
2003

How long have you been abstaining from alcohol and street drugs?



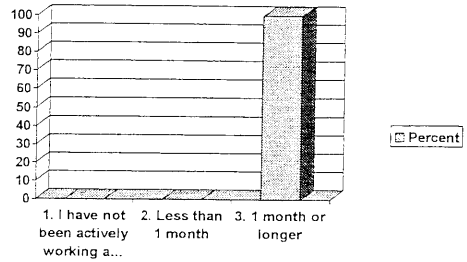
How long have you been abstaining from alcohol and street drugs?

| Choice                                     | Count | Percentage Answered |
|--|-------|---------------------|
| 1. I have not been abstaining              | 0     | 0.0%                |
| 2. Less than 1 month                       | 0     | 0.0%                |
| 3. 1 month or longer (Specify # of months) | 7     | 100.0%              |

Specify # of months

- 37
- 28 months
- 3
- 5
- 32 months
- 11 months

How long have you been actively working a program of recovery?



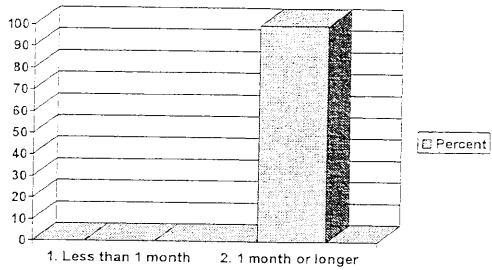
How long have you been actively working a program of recovery?

| Choice  | Count | Percentage Answered |
|---|-------|---------------------|
| 1. I have not been actively working a program of recovery | 0     | 0.0%                |
| 2. Less than 1 month                                      | 0     | 0.0%                |
| 3. 1 month or longer (Specify # of months)                | 7     | 100.0%              |

Specify # of months

- 37
- 3
- 5
- 32 months

How long have you been in this treatment program?



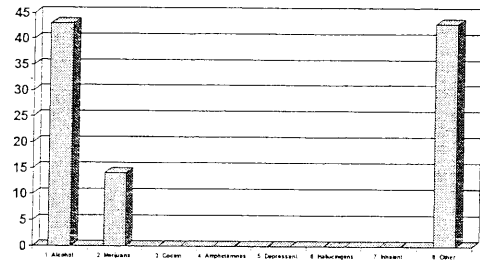
How long have you been in this treatment program?

| Choice                                     | Count | Percentage Answered |
|--|-------|---------------------|
| 1. Less than 1 month                       | 0     | 0.0%                |
| 2. 1 month or longer (Specify # of months) | 7     | 100.0%              |

Specify # of months

- 24
- 2 months
- 3
- 12

What is your drug of choice?



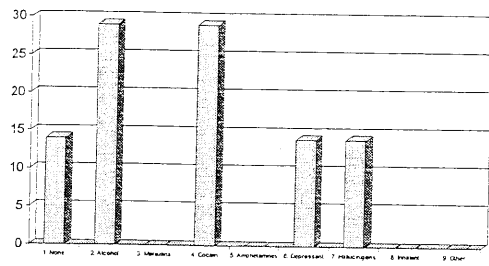
What is your drug of choice?

| Choice                                     | Count | Percentage Answered |
|--|-------|---------------------|
| 1. Alcohol                                 | 43    | 42.9%               |
| 2. Marijuana (Pot)                         | 14    | 14.3%               |
| 3. Cocain/Crack Cocain                     | 0     | 0.0%                |
| 4. Amphetamines (speed/phet pills/suppers) | 0     | 0.0%                |
| 5. Depressant (downer/tranquilizers)       | 0     | 0.0%                |
| 6. Hallucinogens (acid/PCP/mushrooms)      | 0     | 0.0%                |
| 7. Inhaler (glue/nush/boopers/locke/room)  | 0     | 0.0%                |
| 8. Other (specify)                         | 43    | 42.9%               |

Other (specify)

- pain pills
- prescription drugs
- Oxycotin

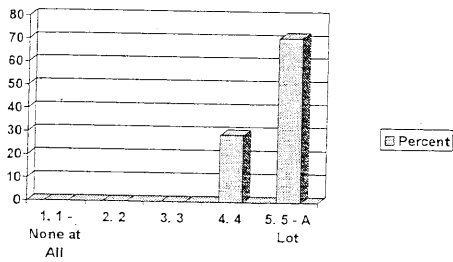
What is your second drug of choice?



What is your second drug of choice?

| Choice   | Count | Percentage Answered |
|--|-------|---------------------|
| 1. None  | 1     | 14.3%               |
| 2. Alcohol   | 2     | 28.6%               |
| 3. Marijuana (Pot)                                 | 0     | 0.0%                |
| 4. Cocaine/Crack Cocaine                           | 2     | 28.6%               |
| 5. Amphetamines (speed/diet pills/suppers)         | 0     | 0.0%                |
| 6. Depressant (downers/tranquilizers)              | 1     | 14.3%               |
| 7. Hallucinogens (acid/PCP/mushrooms)              | 1     | 14.3%               |
| 8. Inhalant (glue/nail polish/remover/locker room) | 0     | 0.0%                |
| 9. Other (Specify)                                 | 0     | 0.0%                |

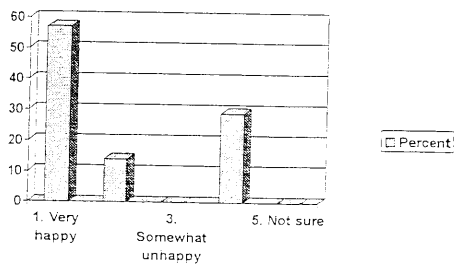
Overall, how helpful do you think this program has been to you? Please use a scale of 1 to 5 where 1 means 'none at all' and 5 means 'a lot'.



Overall, how helpful do you think this program has been to you? Please use a scale of 1 to 5 where 1 means 'none at all' and 5 means 'a lot'.

| Choice             | Count | Percentage Answered |
|--------------------|-------|---------------------|
| 1. 1 - None at All | 0     | 0.0%                |
| 2. 2               | 0     | 0.0%                |
| 3. 3               | 0     | 0.0%                |
| 4. 4               | 2     | 28.6%               |
| 5. 5 - A Lot       | 5     | 71.4%               |

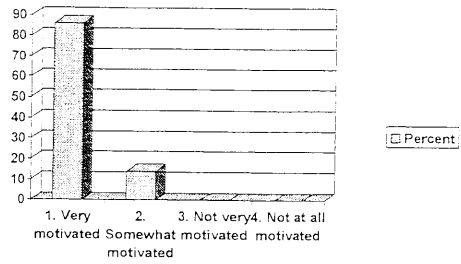
Overall, how happy are you with the services that you have received so far?



Overall, how happy are you with the services that you have received so far?

| Choice              | Count | Percentage Answered |
|---------------------|-------|---------------------|
| 1. Very happy       | 4     | 57.1%               |
| 2. Somewhat happy   | 1     | 14.3%               |
| 3. Somewhat unhappy | 0     | 0.0%                |
| 4. Very unhappy     | 2     | 28.6%               |
| 5. Not sure         | 0     | 0.0%                |

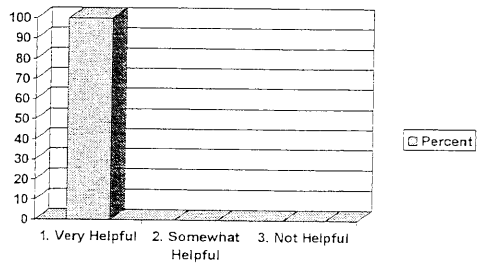
How motivated are you to succeed in this program?



How motivated are you to succeed in this program?

| Choice                  | Count | Percentage Answered |
|-------------------------|-------|---------------------|
| 1. Very motivated       | 6     | 85.7%               |
| 2. Somewhat motivated   | 1     | 14.3%               |
| 3. Not very motivated   | 0     | 0.0%                |
| 4. Not at all motivated | 0     | 0.0%                |

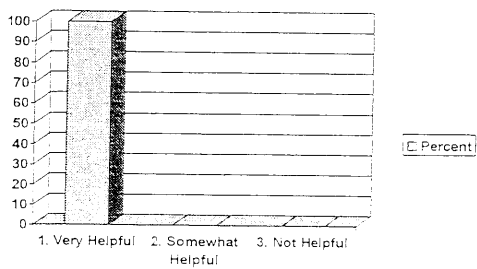
Primary Therapist (Dr. Miller)



Primary Therapist (Dr. Miller)

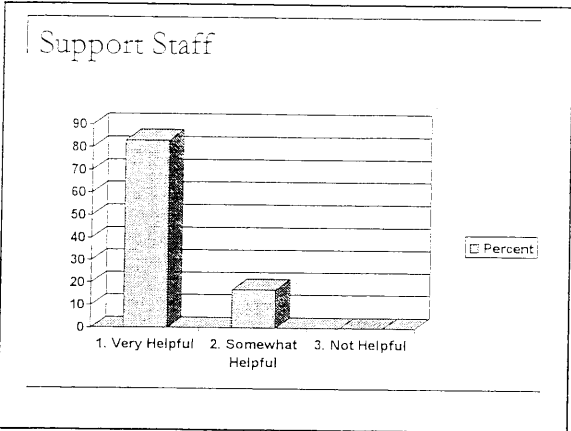
| Question            | Count | Percentage Answered |
|---------------------|-------|---------------------|
| 1. Very Helpful     | 6     | 100.0%              |
| 2. Somewhat Helpful | 0     | 0.0%                |
| 3. Not Helpful      | 0     | 0.0%                |

Secondary Therapist (Bonnie Pierce)



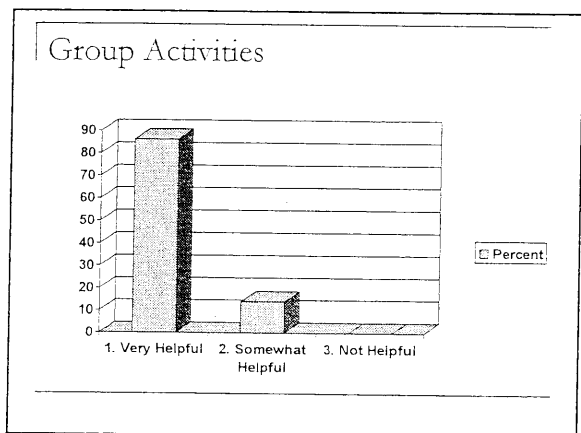
Secondary Therapist (Bonnie Pierce)

| Question            | Count | Percentage Answered |
|---------------------|-------|---------------------|
| 1. Very helpful     | 7     | 100.0%              |
| 2. Somewhat Helpful | 0     | 0.0%                |
| 3. Not helpful      | 0     | 0.0%                |



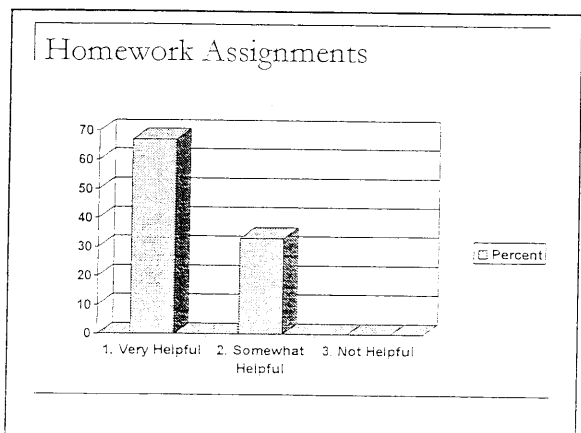
### Support Staff

| Question            | Count | Percentage Answered |
|---------------------|-------|---------------------|
| 1. Very Helpful     | 5     | 83.3%               |
| 2. Somewhat Helpful | 1     | 16.7%               |
| 3. Not Helpful      | 0     | 0.0%                |



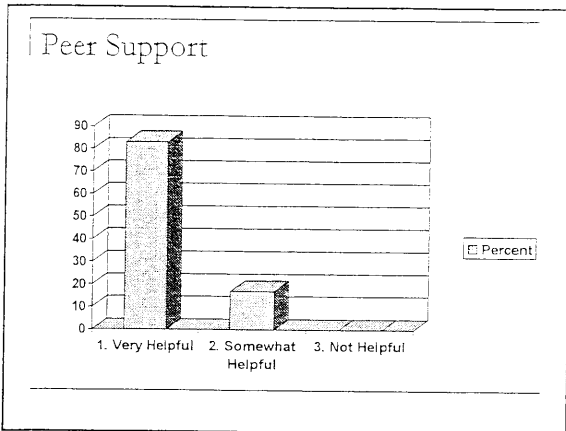
### Group Activities

| Question            | Count | Percentage Answered |
|---------------------|-------|---------------------|
| 1. Very Helpful     | 6     | 65.7%               |
| 2. Somewhat Helpful | 1     | 14.3%               |
| 3. Not Helpful      | 0     | 0.0%                |



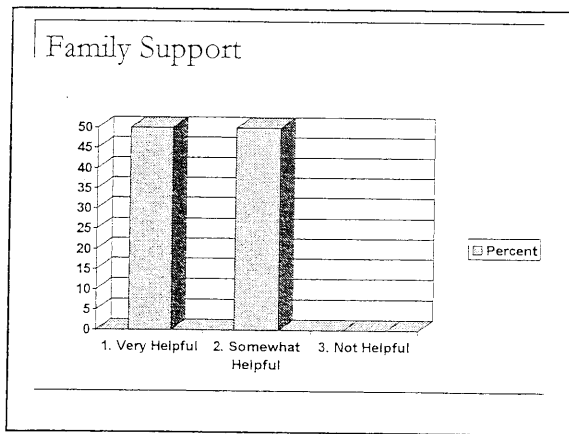
### Homework Assignments

| Question            | Count | Percentage Answered |
|---------------------|-------|---------------------|
| 1. Very Helpful     | 4     | 66.7%               |
| 2. Somewhat Helpful | 2     | 33.3%               |
| 3. Not Helpful      | 0     | 0.0%                |



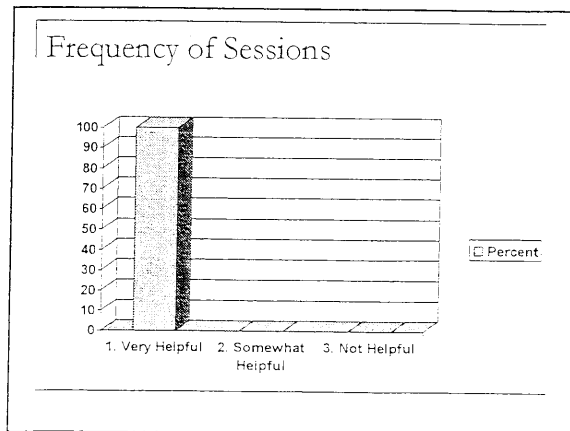
### Peer Support

| Question            | Count | Percentage Answered |
|---------------------|-------|---------------------|
| 1. Very helpful     | 5     | 83.3%               |
| 2. Somewhat Helpful | 1     | 16.7%               |
| 3. Not Helpful      | 0     | 0.0%                |



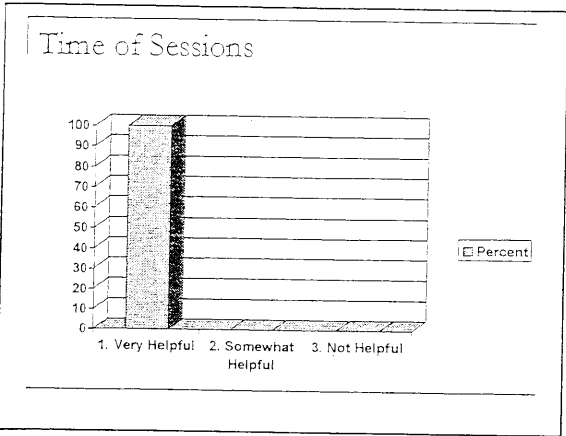
### Family Support

| Question            | Count | Percentage Answered |
|---------------------|-------|---------------------|
| 1. Very Helpful     | 3     | 50.0%               |
| 2. Somewhat Helpful | 3     | 50.0%               |
| 3. Not Helpful      | 0     | 0.0%                |



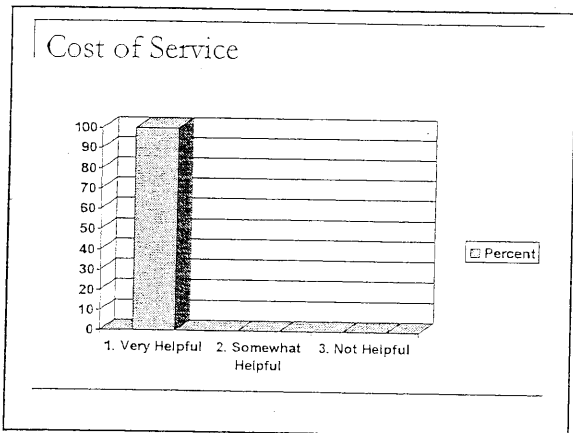
### Frequency of Sessions

| Question            | Count | Percentage Answered |
|---------------------|-------|---------------------|
| 1. Very helpful     | 6     | 100.0%              |
| 2. Somewhat helpful | 0     | 0.0%                |
| 3. Not helpful      | 0     | 0.0%                |



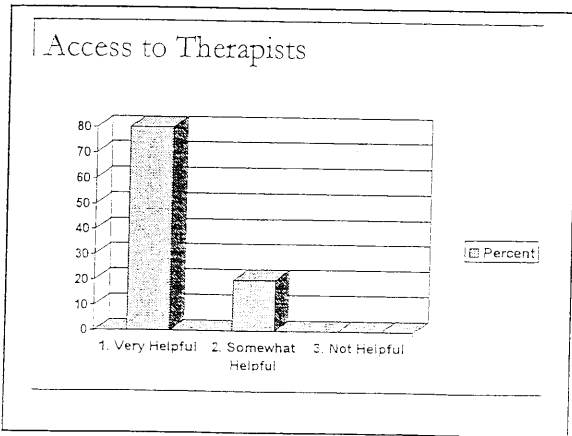
### Time of Sessions

| Question            | Count | Percentage Answered |
|---------------------|-------|---------------------|
| 1. Very Helpful     | 6     | 100.0%              |
| 2. Somewhat Helpful | 0     | 0.0%                |
| 3. Not Helpful      | 0     | 0.0%                |



### Cost of Service

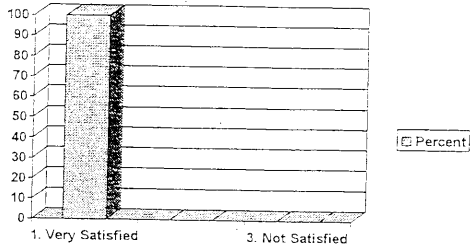
| Question            | Count | Percentage Answered |
|---------------------|-------|---------------------|
| 1. Very Helpful     | 5     | 100.0%              |
| 2. Somewhat Helpful | 0     | 0.0%                |
| 3. Not Helpful      | 0     | 0.0%                |



### Access to Therapists

| Question            | Count | Percentage Answered |
|---------------------|-------|---------------------|
| 1. Very helpful     | 4     | 80.0%               |
| 2. Somewhat helpful | 1     | 20.0%               |
| 3. Not helpful      | 0     | 0.0%                |

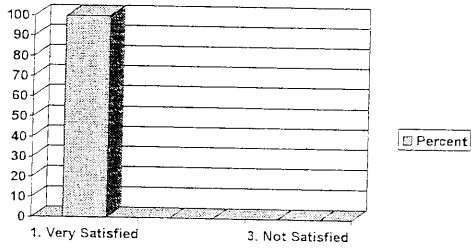
### Primary Therapist (Dr. Miller)



### Primary Therapist (Dr. Miller)

| Question              | Count | Percentage Answered |
|-----------------------|-------|---------------------|
| 1. Very Satisfied     | 3     | 100.0%              |
| 2. Somewhat Satisfied | 0     | 0.0%                |
| 3. Not Satisfied      | 0     | 0.0%                |

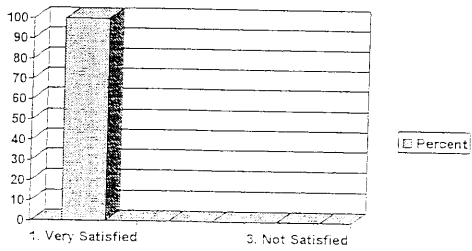
### Secondary Therapist (Bonnie Pierce)



### Secondary Therapist (Bonnie Pierce)

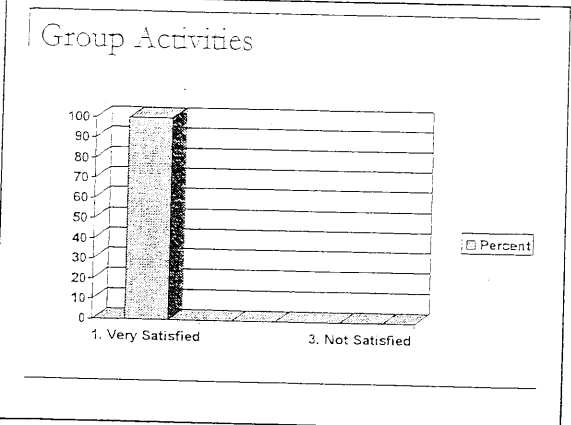
| Question              | Count | Percentage Answered |
|-----------------------|-------|---------------------|
| 1. Very Satisfied     | 3     | 100.0%              |
| 2. Somewhat Satisfied | 0     | 0.0%                |
| 3. Not Satisfied      | 0     | 0.0%                |

### Support Staff



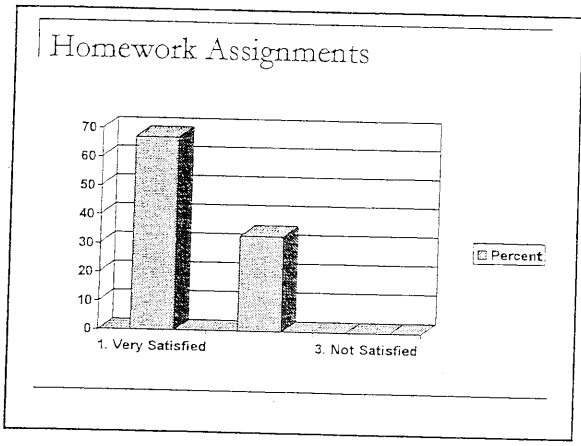
### Support Staff

| Question              | Count | Percentage Answered |
|-----------------------|-------|---------------------|
| 1. Very Satisfied     | 3     | 100.0%              |
| 2. Somewhat Satisfied | 0     | 0.0%                |
| 3. Not Satisfied      | 0     | 0.0%                |



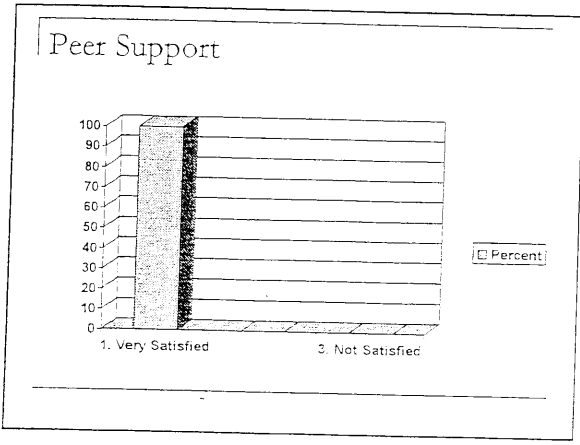
### Group Activities

| Question              | Count | Percentage Answered |
|-----------------------|-------|---------------------|
| 1. Very Satisfied     | 3     | 100.0%              |
| 2. Somewhat Satisfied | 0     | 0.0%                |
| 3. Not Satisfied      | 0     | 0.0%                |



### Homework Assignments

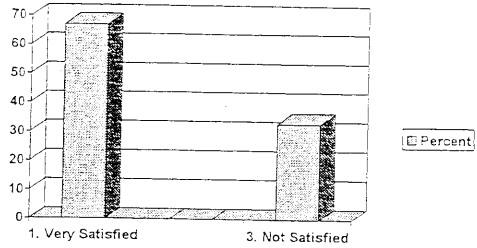
| Question              | Count | Percentage Answered |
|-----------------------|-------|---------------------|
| 1. Very Satisfied     | 2     | 66.7%               |
| 2. Somewhat Satisfied | 1     | 33.3%               |
| 3. Not Satisfied      | 0     | 0.0%                |



### Peer Support

| Question              | Count | Percentage Answered |
|-----------------------|-------|---------------------|
| 1. Very Satisfied     | 3     | 100.0%              |
| 2. Somewhat Satisfied | 0     | 0.0%                |
| 3. Not Satisfied      | 0     | 0.0%                |

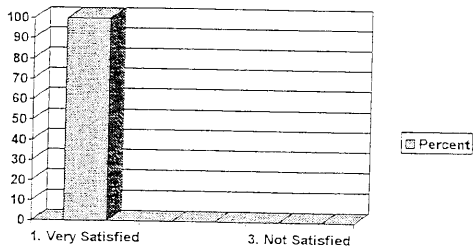
### Family Support



### Family Support

| Question              | Count | Percentage Answered |
|-----------------------|-------|---------------------|
| 1. Very Satisfied     | 2     | 66.7%               |
| 2. Somewhat Satisfied | 0     | 0.0%                |
| 3. Not Satisfied      | 1     | 33.3%               |

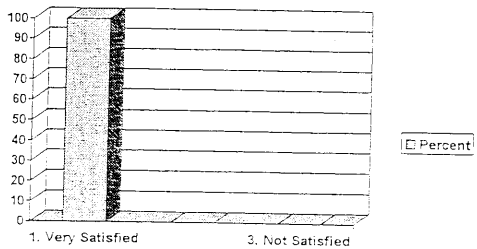
### Frequency of Sessions



### Frequency of Sessions

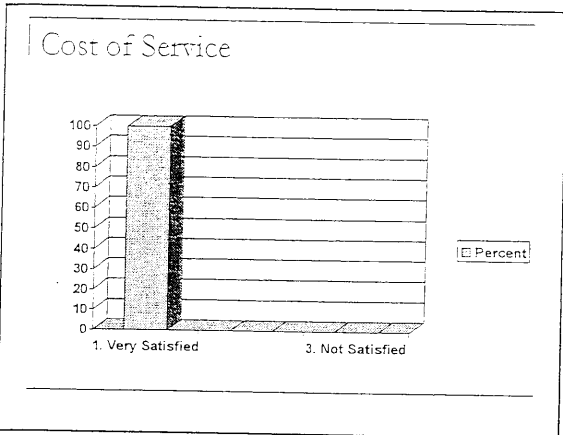
| Question              | Count | Percentage Answered |
|-----------------------|-------|---------------------|
| 1. Very Satisfied     | 3     | 100.0%              |
| 2. Somewhat Satisfied | 0     | 0.0%                |
| 3. Not Satisfied      | 0     | 0.0%                |

### Time of Sessions



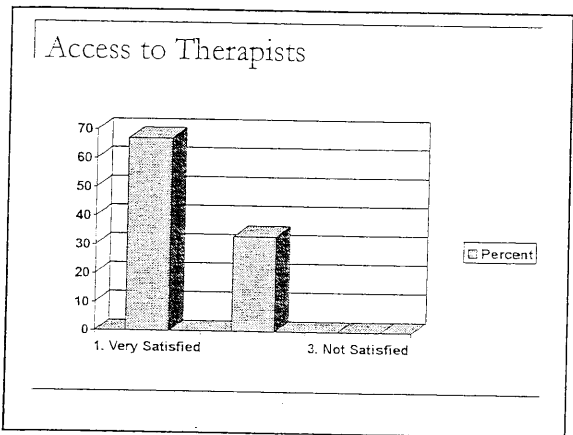
### Time of Sessions

| Question              | Count | Percentage Answered |
|-----------------------|-------|---------------------|
| 1. Very Satisfied     | 3     | 100.0%              |
| 2. Somewhat Satisfied | 0     | 0.0%                |
| 3. Not Satisfied      | 0     | 0.0%                |



### Cost of Service

| Question              | Count | Percentage Answered |
|-----------------------|-------|---------------------|
| 1. Very Satisfied     | 3     | 100.0%              |
| 2. Somewhat Satisfied | 0     | 0.0%                |
| 3. Not Satisfied      | 0     | 0.0%                |



### Access to Therapists

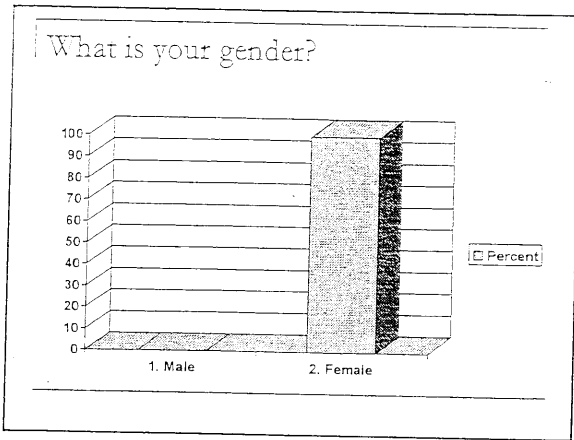
| Question              | Count | Percentage Answered |
|-----------------------|-------|---------------------|
| 1. Very Satisfied     | 2     | 66.7%               |
| 2. Somewhat Satisfied | 1     | 33.3%               |
| 3. Not Satisfied      | 0     | 0.0%                |

What would make this experience more helpful?  
 What would need to be different?

- More education for the group

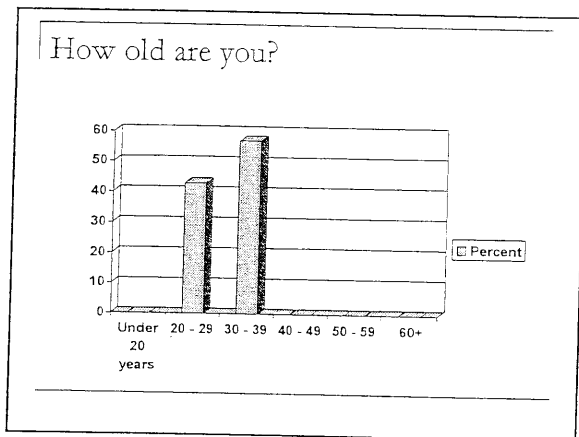
What could be done to make this agency a better place to receive services?

- Day Care
- More information for people new to recovery – educational material, classes, groups and individual



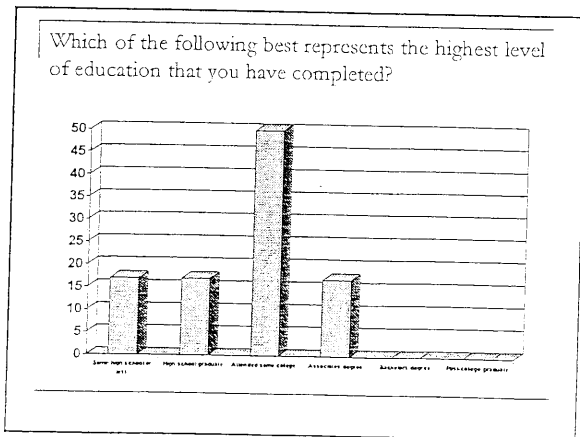
### What is your gender?

| Choice    | Count | Percentage Answered |
|-----------|-------|---------------------|
| 1. Male   | 0     | 0.0%                |
| 2. Female | 7     | 100.0%              |



### How old are you?

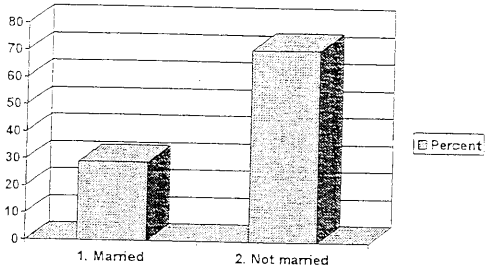
| Choice            | Count | Percentage Answered |
|-------------------|-------|---------------------|
| 1. Under 20 years | 0     | 0.0%                |
| 2. 20 - 29        | 3     | 42.9%               |
| 3. 30 - 39        | 4     | 57.1%               |
| 4. 40 - 49        | 0     | 0.0%                |
| 5. 50 - 59        | 0     | 0.0%                |
| 6. 60+            | 0     | 0.0%                |



### Which of the following best represents the highest level of education that you have completed?

| Choice                      | Count | Percentage Answered |
|-----------------------------|-------|---------------------|
| 1. Some high school or less | 1     | 16.7%               |
| 2. High school graduate     | 1     | 16.7%               |
| 3. Attended some college    | 3     | 50.0%               |
| 4. Associates degree        | 1     | 16.7%               |
| 5. Bachelors degree         | 0     | 0.0%                |
| 6. Post-college graduate    | 0     | 0.0%                |

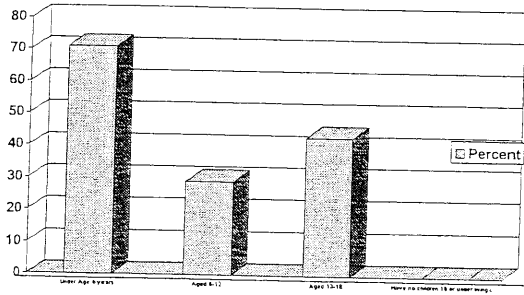
What is your marital status?



What is your marital status?

| Choice         | Count | Percentage Answered |
|----------------|-------|---------------------|
| 1. Married     | 2     | 28.6%               |
| 2. Not married | 5     | 71.4%               |

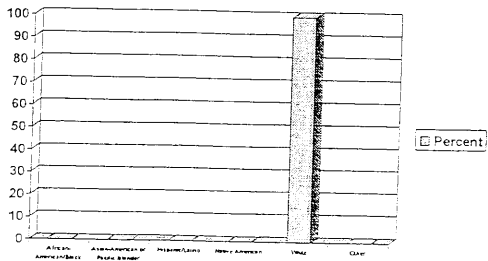
What are the age ranges of any children 18 years of age or younger living in your household? Choose all that apply.



What are the age ranges of any children 18 years of age or younger living in your household? Choose all that apply.

| Choice   | Count | Percentage Answered |
|--|-------|---------------------|
| Under Age 6 years                                | 5     | 71.4%               |
| Aged 6-12  | 2     | 28.6%               |
| Aged 13-18                                       | 3     | 42.9%               |
| Have no children 18 or under living in household | 0     | 0.0%                |

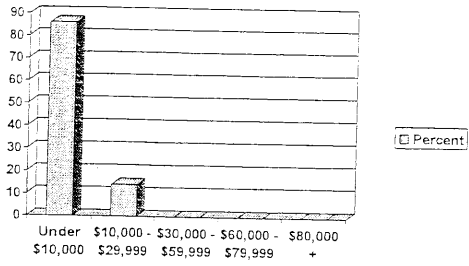
With which of the following groups do you most identify?



With which of the following groups do you most identify?

| Choice                                | Count | Percentage Answered |
|---------------------------------------|-------|---------------------|
| 1. African-American/Black             | 0     | 0.0%                |
| 2. Asian-American or Pacific Islander | 0     | 0.0%                |
| 3. Hispanic/Latino                    | 0     | 0.0%                |
| 4. Native American                    | 0     | 0.0%                |
| 5. White                              | 7     | 100.0%              |
| 6. Other                              | 0     | 0.0%                |

Which of the following best describes your annual salary in the past 12 months?



Which of the following best describes your annual salary in the past 12 months?

| Choice                 | Count | Percentage Answered |
|------------------------|-------|---------------------|
| 1. Under \$10,000      | 6     | 85.7%               |
| 2. \$10,000 - \$29,999 | 1     | 14.3%               |
| 3. \$30,000 - \$59,999 | 0     | 0.0%                |
| 4. \$60,000 - \$79,999 | 0     | 0.0%                |
| 5. \$80,000 +          | 0     | 0.0%                |