



Mid-Ohio Psychological Services, Inc.

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QA REPORT

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

FROM: Shawna Watts-Shumaker, MBA
Quality Assurance Coordinator

SUBJECT: Quality Assurance Activities for December 2004
Chart Reviews for October 2004

SUBMITTED: January 25, 2004

I: MAJOR UNUSUAL INCIDENTS

There were no major unusual incidents for the month of December.

II: TRANSFERS FROM STATE HOSPITALS

There was one transfer from a state hospital in December. Client #030220C1 was admitted to Twin Valley on 4/5/2004 and discharged on 12/25/2004. Joe Dunson saw the client on 12/28/2004.

There were two clients released from community hospitalization in December. Client #04060402 was admitted to Bethesda on 12/7/2004 and discharged on 12/10/2004. Robin Rippeth saw the client on 12/16/2004. Client #02013108 was admitted to Fairfield Medical Center on 12/5/2004 and discharged on 12/6/2004. Rick Gehlbach saw the client on 12/08/2004.

III: PLANT/PHYSICAL HEALTH AND SAFETY

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

IV: RECORDS COMPLETENESS REVIEW (October)

Clinicians	Percent Compliant With Standard	Chart Included AOD Services	Chart Included CSP Services
Chris Ray's Team			
Dr. Chris Ray	100	NO	NO
Bonnie Daniels	99	NO	YES
Rick Gehlbach	99	NO	NO



Chris Johnson	96	NO	NO
Tricia Ostrander	100	NO	NO
Team Score	99		
Robin Rippeth's Team			
Dr. Robin Rippeth	98	NO	NO
Steve Ford*	93	NO	NO
Mike Selegue	98	NO	NO
Heather Stevens*	93	NO	YES
Paula Moreland*	92	NO	NO
Dawn McCoy	98	NO	NO
Karis Mason	97	NO	NO
Misty Coleman	98	NO	NO
Leasa Mowery	97	NO	NO
Adrienne Harris	95	NO	YES
Team Score	96		
Scott Craft's Team			
Dr. Scott Craft	96	NO	NO
Joe Dunson*	94	NO	YES
A.J. Bierly	97	NO	YES
Jodi Frazier	99	NO	YES
Amanda Moore	95	NO	YES
Team Score	96		
Brad Hedges' Team			
Dr. Brad Hedges	98	NO	NO
Claire Robitaille	99	NO	NO
Dean Bachelor*	70	NO	NO
Team Score	89*		
Franklin County Team			
Joni Grim	95	NO	YES
Team Score	95		

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

Eighty-one percent of the clinicians met the 95% threshold for the record review.

Reasons that clinicians did not meet the threshold and the percentage of records reviewed is as follows:

- Forty-three percent of the records reviewed were missing a copy of the current medical card.
- Thirty-eight percent of the records reviewed were missing forms or had incomplete forms in the chart.
- Signatures were missing on some forms in the chart for 33% of the clinicians.
- In 29% percent of the records reviewed there was at least one session recorded that did not match the billing record.

- Nineteen percent of the records reviewed had an Individual Service Plan on the chart that needed to be updated.
- Twenty-four percent of the records reviewed did not have a reviewed health assessment.
- Eighteen percent of clinicians were missing case notes for billed services.

V: PEER REVIEW (October)

Clinicians	Percent Compliant With Standard	Chart Included AOD Services	Chart Included CSP Services
Chris Ray's Team			
Dr. Chris Ray*	78	NO	NO
Bonnie Daniels	99	NO	YES
Rick Gehlbach	98	NO	NO
Chris Johnson	93	NO	NO
Tricia Ostrander	100	NO	NO
Team Score	94		
Robin Rippe th's Team			
Dr. Robin Rippeth	100	NO	NO
Steve Ford	97	NO	NO
Mike Selegue	100	NO	NO
Heather Stevens	97	NO	YES
Paula Moreland	90	NO	NO
Dawn McCoy*	87	NO	NO
Karis Mason	96	NO	NO
Misty Coleman	100	NO	NO
Leasa Mowery	90	NO	NO
Adrienne Harris	90	NO	YES
Team Score	95		
Scott Craft's Team			
Dr. Scott Craft	98	NO	NO
Joe Dunson	98	NO	YES
A.J. Bierly	98	NO	YES
Jodi Frazier	97	NO	YES
Amanda Moore	95	NO	YES
Team Score	97		
Brad Hedges' Team			
Dr. Brad Hedges	100	NO	NO
Claire Robitaille	92	NO	NO
Dean Bachelor*	40	NO	NO
Team Score	77*		
Franklin County Team			
Joni Grim	96	NO	YES
Team Score	96		

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

Eighty-six percent of the clinicians met the 90% threshold for peer review for the month of October.

- Twenty-nine percent of the records reviewed for peer review showed that the clinician did not complete the required forms, or make the necessary referrals.
- Thirty-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 (December)

Clinician	Number of Clients Assigned	Number of Clients Seen	Average Number of Contacts Per Client Seen
Dean Bachelor	19	10	1.9
Dr. Brad Hedges	66	8	1.1
Dr. Chris Ray	64	24	1.4
Dr. Robin Rippeth	18	9	1.7
Dr. Scott Craft	97	27	2.3
Steve Ford	70	54	2.1
Bonnie Daniels	68	51	1.8
Joni Grim	90	33	2.4
Chris Johnson	126	14	1.1
Claire Robitaille	63	35	1.7
Rick Gehlbach	52	38	1.9
Mike Selegue	87	43	1.5
Heather Stevens	36	38	2.8
Joe Dunson	23	18	5.7
Misty Coleman	70	38	1.7
A.J. Bierly	27	18	4.4
Jodi Clutter	16	15	3.1
Amanda Moore	25	22	4.2
Tricia Ostrander	81	17	1.5
Leasa Mowery	11	3	2.3
Paula Moreland	35	23	3.7
Karis Mason	43	31	1.6
Adrienne Harris	46	38	1.7
Ellen Marshall	20	20	2.2
Jessica Mitchell	6	6	1.2

The No Show rate for December was 14%. When considering both the no show rate and the cancellation rate, this figure is 29%.

VII: AOD UTILIZATION REVIEW

There are currently no AOD groups active within the agency. AOD clients continue to be seen on an individual basis outside of the AOD program.

VIII: INVOLUNTARY TERMINATIONS

No involuntary terminations were conducted during the month of December 2004.

IX: PROFESSIONAL STAFF ORGANIZATION

The clinical staff maintains current licensure requirements.

However, no one attended training during the month of December.

X: REVIEW OF WAITING LIST

There were a total of 101 new clients seen in the month of December. Sixty-four percent of these new clients were from Fairfield County. The total number of clients seen in the month of December 2004 was 633.

XI: REVIEW OF SERVICES UNDER CONTRACT

Currently no services are provided under contract to this agency.

XII: FOCUSED REVIEW AREA

The focused area of review for December was to review the policy and procedure manual for the agency. During the past year the agency has been preparing for a CARF Survey, so many of the policy and procedures have been reviewed and updated recently. So the QA Committee only reviewed those policy and procedures that had not been reviewed as part of the CARF preparation. There were nine areas reviewed including; Abuse and Neglect, Accessibility, Affirmative Action, Client Rights, Informed Consent, Internet Usage, Records Control, Seclusion and Restraint, and Travel. There were some changes suggested due to language content, however after review with the Executive Director, it was decided that the language was required by accreditation sources (ODADAS and ODMH). The quarterly report will be sent to the Fairfield County ADAMH Board upon completion.

XIII: RESPONSE TO LAST MONTHS FOCUS REVIEW

There has still been no response from Children Services regarding the survey that was sent to them regarding client advocacy.

The sex offender program review is still being conducted. The chart reviews have been completed and the information is being compiled. The report also continues to be compiled.

XIV: CLIENT RIGHTS AND GRIEVANCES

There were no client rights or grievance issues for December 2004.

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

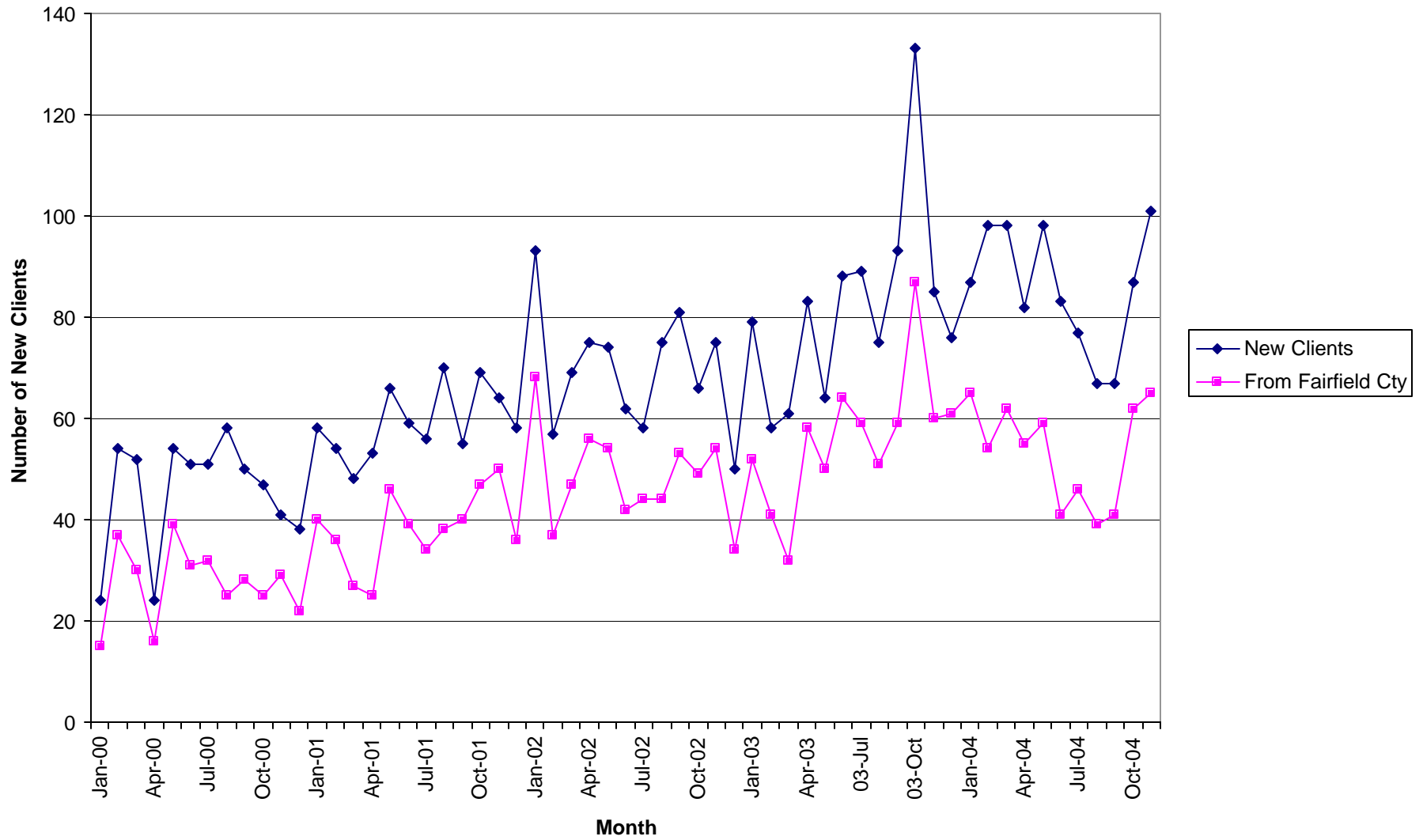
Agency Service Budget Month of December 2004

	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	160	76	167	81	958	382	1,002	486		
	\$20,798	\$9,840	\$21,708	\$10,529	\$124,475	\$49,695	\$130,250	\$63,175	(\$5,775)	(\$13,480)
Individual Counseling	759	438	833	531	4,770	2,859	4,998	3,186		
	\$68,301	\$39,456	\$74,970	\$47,790	\$429,273	\$257,283	\$449,820	\$286,740	(\$20,547)	(\$29,457)
Individual CSP	282	205	500	417	1,699	1,255	3,000	2,502		
	\$18,304	\$13,312	\$32,500	\$27,105	\$110,455	\$81,543	\$195,000	\$162,630	(\$84,546)	(\$81,088)
Group CSP	0	0	0	0	0	0	0	0		
	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Group	169	18	146	51	1,095	163	876	306		
	\$6,680	\$691	\$5,764	\$2,013	\$43,246	\$6,443	\$34,584	\$12,081	\$8,662	(\$5,638)
Medication	38	27	53	35	265	175	318	210		
	\$7,748	\$5,543	\$10,921	\$7,212	\$54,606	\$36,061	\$65,527	\$43,273	(\$10,921)	(\$7,212)
AOD Assessment	0	0	0	0	0	0	0	0		
	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
AOD Individual	0	0	1	1	0	0	6	6		
	\$0	\$0	\$87	\$87	\$0	\$0	\$524	\$524	(\$524)	(\$524)
AOD Group	0	0	13	17	0	0	78	102		
	\$0	\$0	\$495	\$647	\$0	\$0	\$2,970	\$3,884	(\$2,970)	(\$3,884)
Court Diversion	80	0	120	0	500	0	600	0		
	\$2,800	\$0	\$4,200	\$0	\$17,500	\$0	\$21,000	\$0	(\$3,500)	\$0
Jail Diversion	0	0	0	0	180	180	225	225		
	\$0	\$0	\$0	\$0	\$6,300	\$6,300	\$7,875	\$7,875	(\$1,575)	(\$1,575)
Sum \$	\$124,631	\$68,842	\$150,646	\$95,384	\$785,854	\$431,024	\$899,675	\$572,306	(\$113,821)	(\$141,282)

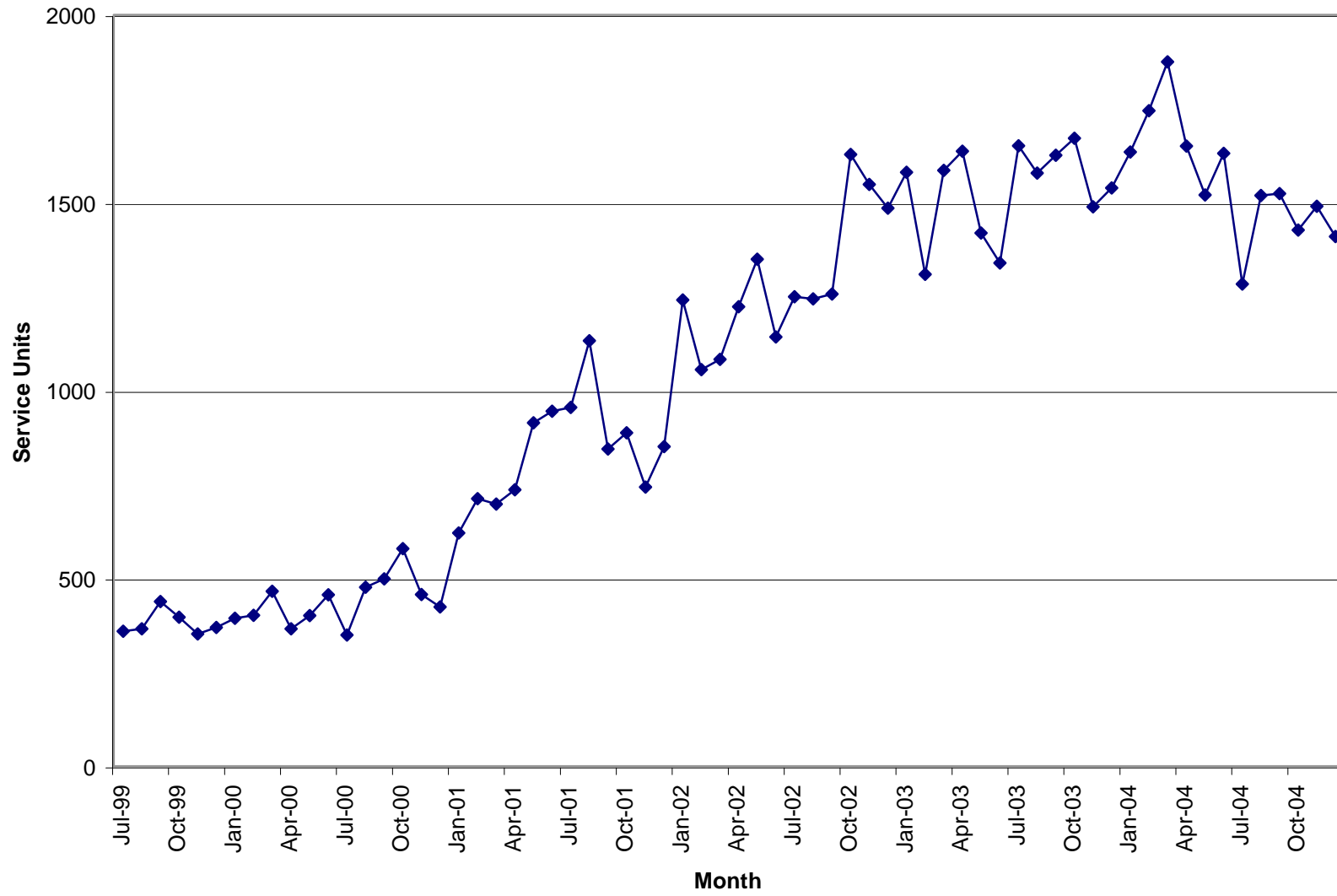
* () figures indicate that MOPS provided fewer services in this category than budgeted.

55% Percent of Services for Fairfield County
 13% Percent Below Overall MOPS Budget
 25% Percent Below Fairfield County Medicaid

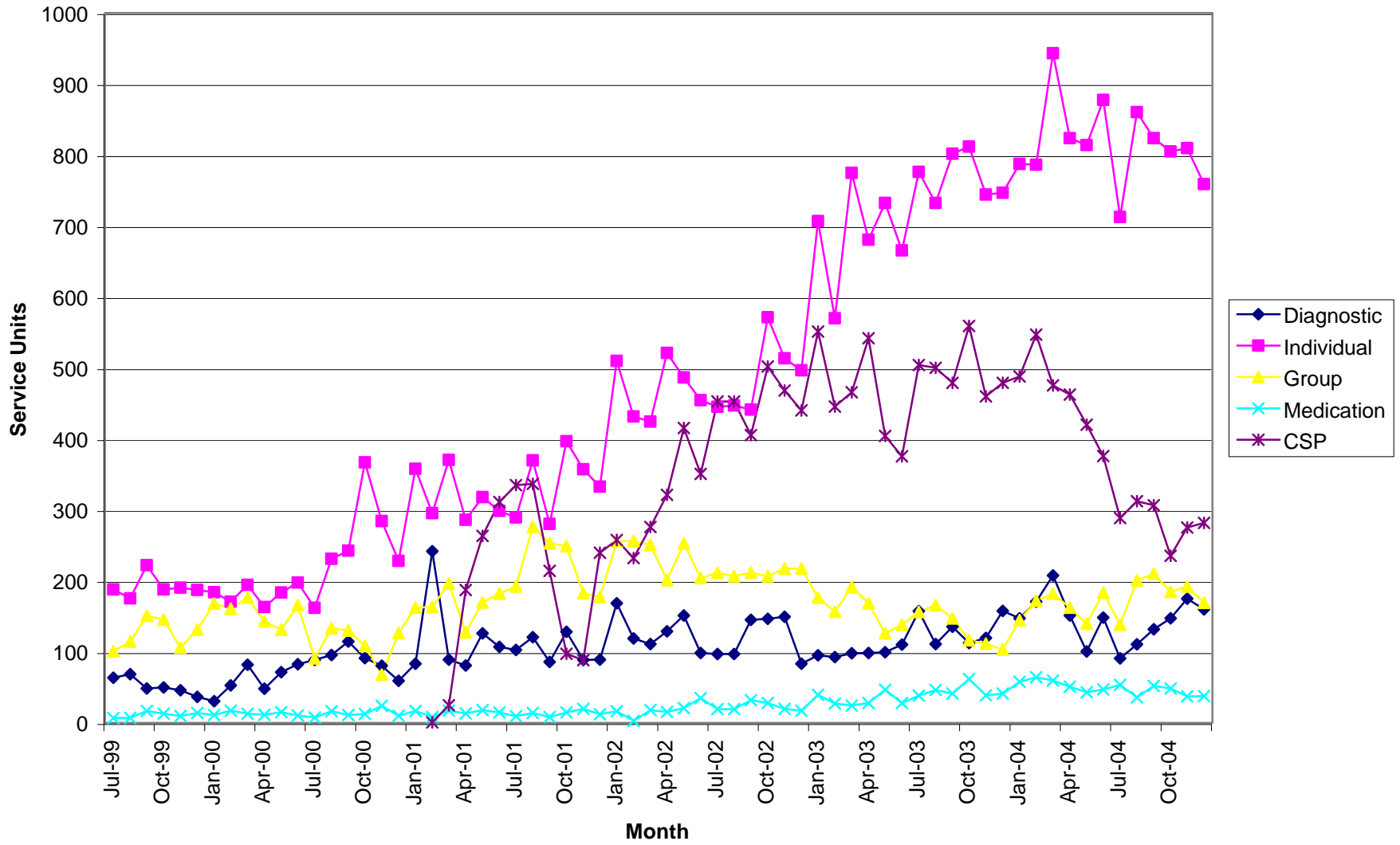
New Clients



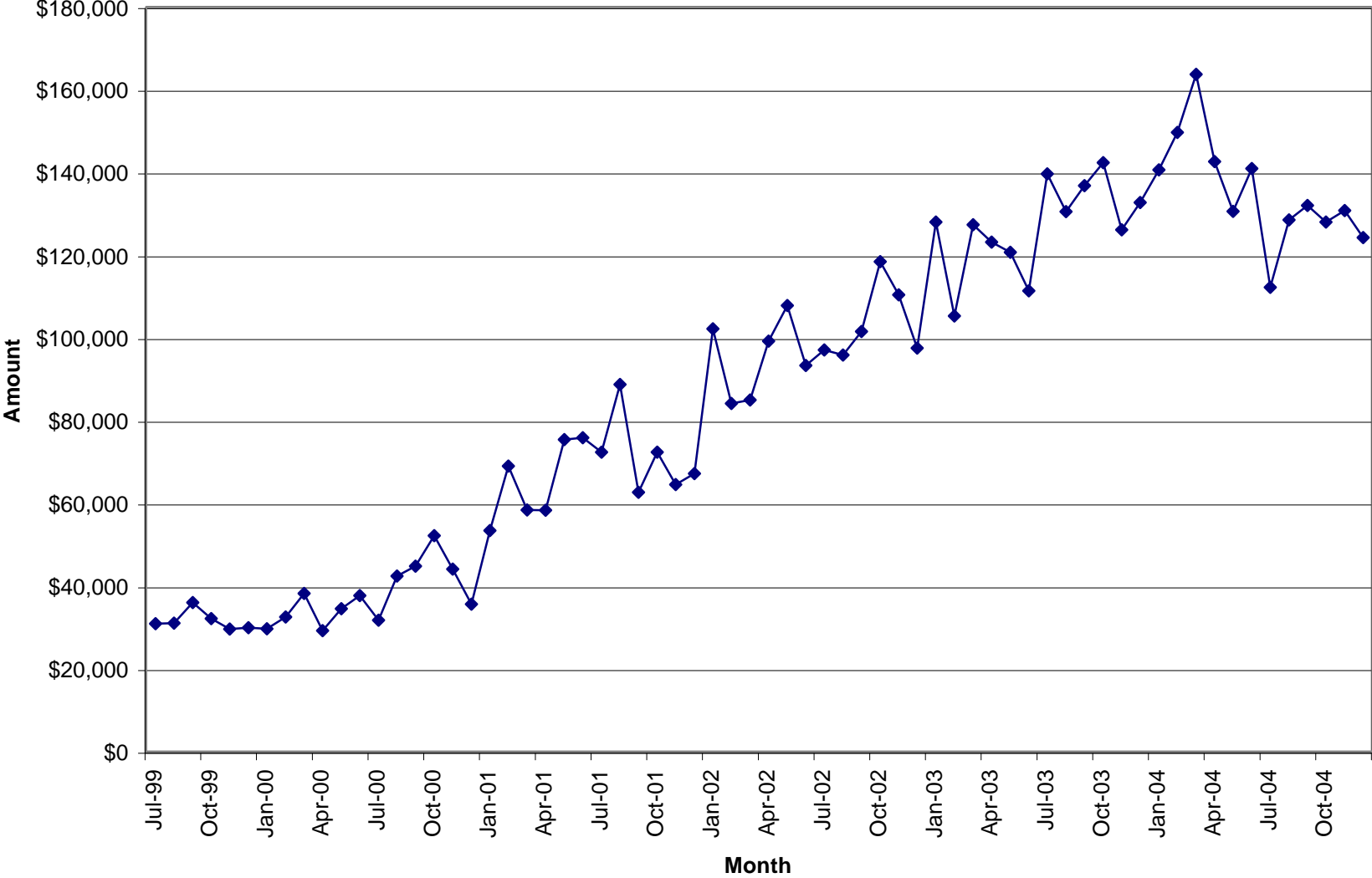
Total Units of Service



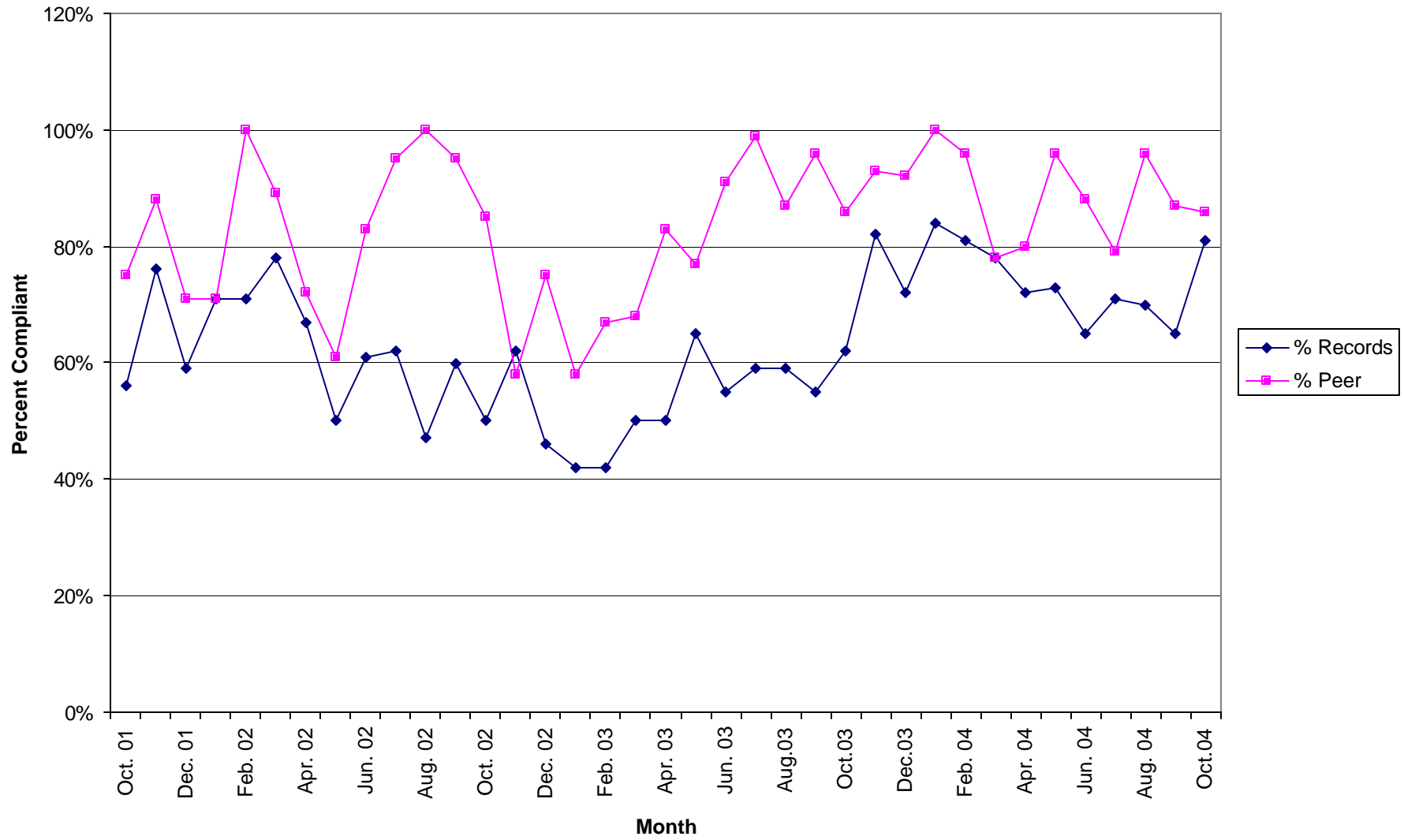
Units of Service



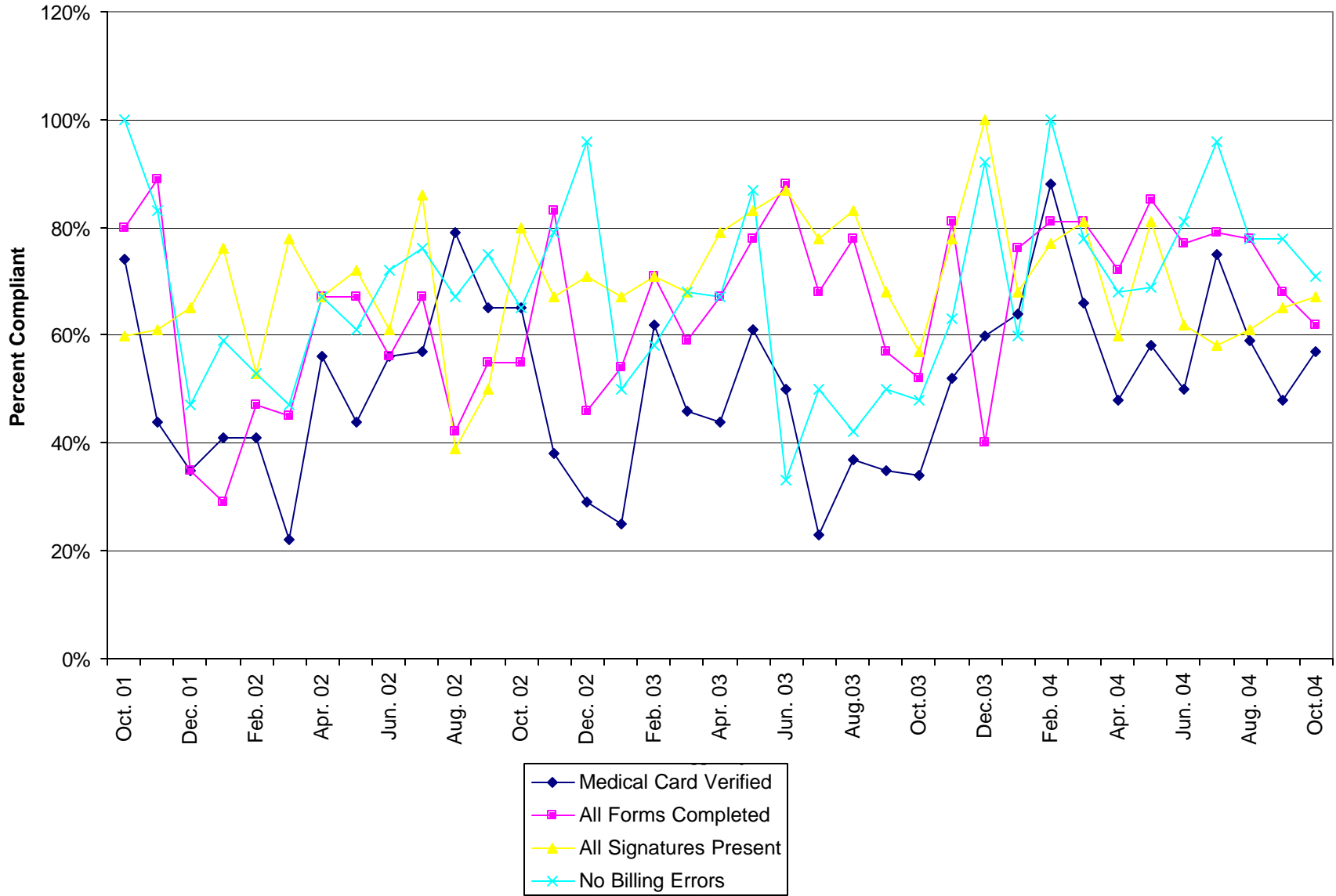
Total Units \$



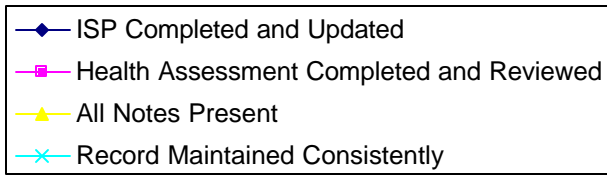
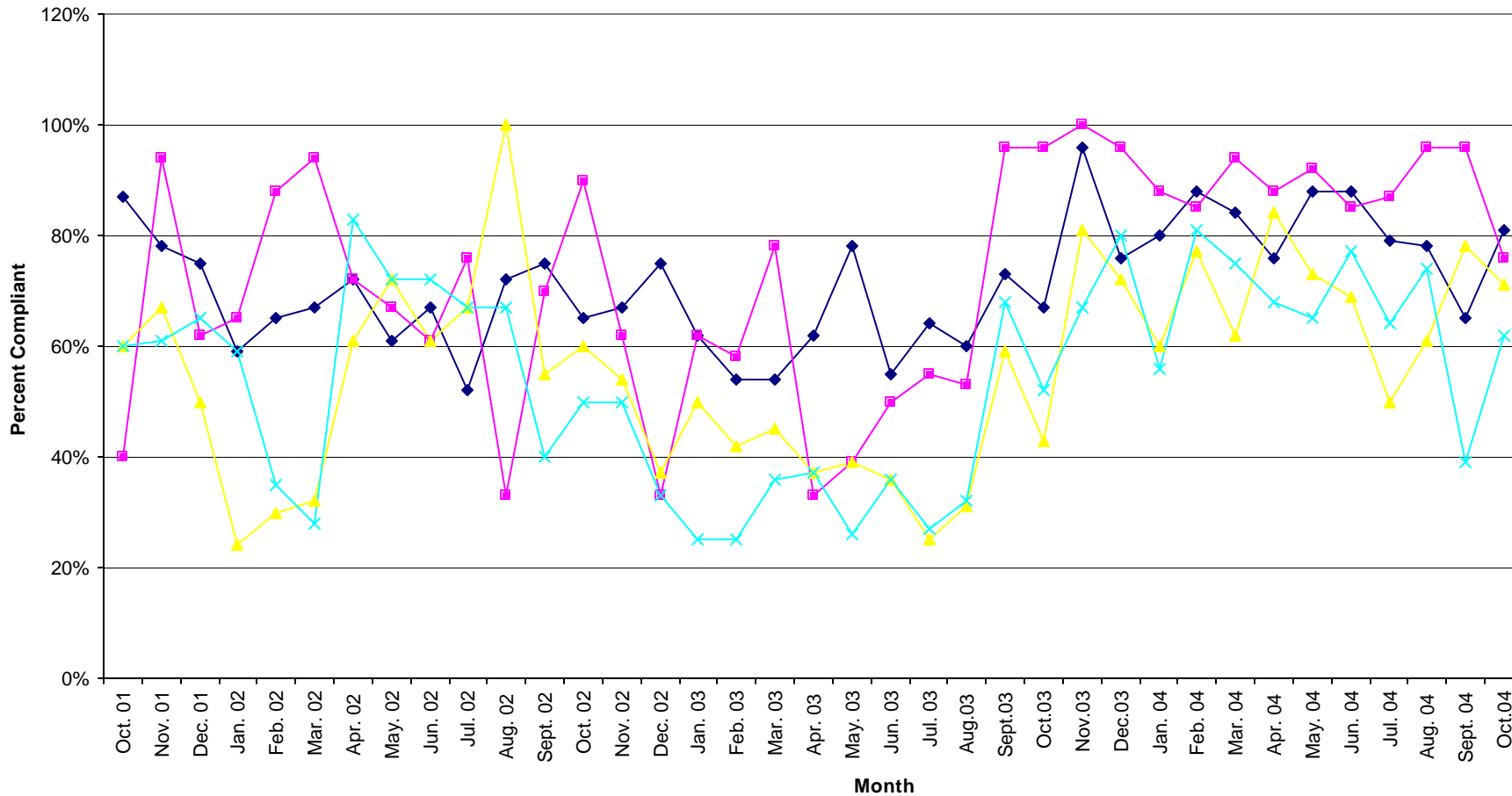
Compliance Review



Selected Record Review Issues



Selected Record Review Issues



December 2004

Unit Production & Scheduling Proficiency by Clinician
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			129.99	129.99	90	39.48	65	195	35									
Dean Bachelor	10	11	2.00	0.00	6.00	11.00	0.00	0.0		40.00	19.00	30.00	63%	25%	28%	53%	1%	
A. J. Bierly*	0	0	0.00	0.00	0.00	0.00	67.60	0.0		67.60	67.60						5%	
Scott Craft	4	15	4.00	0.00	25.70	48.30	0.50	0.0	80.0	177.50	158.50	173.50	89%	2%	8%	11%	11%	
Misty Coleman	29	20	6.00	0.00	53.70	5.00	2.20	0.0		115.90	66.90	86.90	58%	25%	17%	42%	4%	
Steve Ford	29	31	5.00	0.00	86.00	34.00	5.20	0.0		190.20	130.20	161.20	68%	15%	16%	32%	9%	
Jodie Clutter*	0	0	0.00	0.00	0.00	0.00	37.70	0.0		37.70	37.70	37.70		0%	0%		3%	
Rick Gehlbach	13	32	5.80	0.00	55.40	2.00	4.80	0.0		113.00	68.00	100.00	60%	12%	28%	40%	5%	
Joni Grim	23	25	0.00	0.00	38.50	68.90	0.00	0.0		155.40	107.40	132.40	69%	15%	16%	31%	7%	
Adrienne Harris	19	24	6.00	0.00	51.50	0.00	3.50	0.0		104.00	61.00	85.00	59%	18%	23%	41%	4%	
Jessica Mitchell	4	1	10.50	0.00	2.00	0.00	0.00	0.0		17.50	12.50	13.50	71%	23%	6%	29%	1%	
Brad Hedges	3	2	2.30	16.10	2.50	0.00	0.00	0.0		25.90	20.90	22.90	81%	12%	8%	19%	1%	
Chris Johnson	16	11	4.00	0.00	13.00	0.00	0.00	0.0		44.00	17.00	28.00	39%	36%	25%	61%	1%	
Ellen Marshall	3	11	37.20	0.00	25.70	0.00	1.60	0.0		78.50	64.50	75.50	82%	4%	14%	18%	4%	
Karis Mason	21	14	2.00	0.00	44.70	0.00	1.10	0.0		82.80	47.80	61.80	58%	25%	17%	42%	3%	
Paula Moreland	5	4	0.00	0.00	44.20	0.00	15.40	0.0		68.60	59.60	63.60	87%	7%	6%	13%	4%	
Leasa Mowery	0	0	0.00	0.00	6.90	0.00	0.00	0.0		6.90	6.90	6.90	100%	0%	0%	0%	0%	
Tricia Ostrander	21	4	8.00	8.30	27.10	0.00	0.00	0.0		68.40	43.40	47.40	63%	31%	6%	37%	3%	
Bonnie Daniels	33	25	5.50	0.00	71.40	0.00	9.10	0.0		144.00	86.00	111.00	60%	23%	17%	40%	6%	
Chris Ray	11	17	1.30	9.00	26.50	0.00	0.00	0.0		64.80	36.80	53.80	57%	17%	26%	43%	2%	
Robin Rippeth	6	4	6.00	0.00	10.40	0.00	2.30	0.0		28.70	18.70	22.70	0%	0%	0%	0%	1%	
Claire Robitaille	23	27	9.00	0.00	53.70	0.00	0.00	0.0		112.70	62.70	89.70	56%	20%	24%	44%	4%	
Mike Selegue	11	23	10.00	0.00	53.60	0.00	0.30	0.0		97.90	63.90	86.90	65%	11%	23%	35%	4%	
Charles Snyder	123	64	0.00	0.00	0.00	0.00	0.00	37.6		224.60	37.60	101.60	17%	55%	28%	83%	3%	
Heather Stevens	0	0	2.00	0.00	60.40	0.00	6.70	0.0		69.10	69.10	69.10	100%	0%	0%	0%	5%	
Amanda Moore*	0	0	0.00	0.00	0.00	0.00	68.00	0.0		68.00	68.00	68.00		0%	0%	0%	5%	
Joe Dunson *	0	0	0.00	0.00	0.00	0.00	55.60	0.0		55.60	55.60	55.60		0%	0%		4%	
Sum Totals	407	365	126.60	33.40	758.90	169.20	281.60	37.6	80.0	2259.30	1487.30	1784.70		64%	15%	14%	31%	4%
Average																		

* 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

December	2004		Weighted						
	DA	EVAL	IND	Group	CSP	MED	Other	Tot Units	% of Tot
Unit Rate	\$ 129.99	\$ 129.99	\$ 90	\$ 39.48	\$ 65	\$ 195	\$ 35		
Dean Bachelor	0.00	2.00	6.00	11.00	0.00	0.0	0.0		
	\$0	\$260	\$540	\$434	\$0	\$0	\$0	\$ 1,234.26	1%
A.J. Bierly	0.00	0.00	0.00	0.00	67.60	0.00	0.00		
	\$0.00	\$0.00	\$0.00	\$0.00	\$4,394.00	\$0.00	\$0.00	\$ 4,394.00	4%
Misty Coleman	6.00	0.00	53.70	5.00	2.20	0.00	0.00		
	\$779.94	\$0.00	\$4,833.00	\$197.40	\$143.00	\$0.00	\$0.00	\$ 5,953.34	5%
Scott Craft	4.00	0.00	25.70	48.30	0.50	0.0	100.0		
	\$519.96	\$0.00	\$2,313.00	\$1,906.88	\$32.50	\$0.00	\$3,500.00	\$ 8,272.34	7%
Jodie Clutter	0.00	0.00	0.00	0.00	37.70	0.00	0.00		
	\$0.00	\$0.00	\$0.00	\$0.00	\$2,450.50	\$0.00	\$0.00	\$ 2,450.50	2%
Steve Ford	5.00	0.00	86.00	34.00	5.20	0.00	0.00		
	\$649.95	\$0.00	\$7,740.00	\$1,342.32	\$338.00	\$0.00	\$0.00	\$ 10,070.27	8%
Rick Gehlbach	5.80	0.00	55.40	2.00	4.80	0.00	0.00		
	\$753.94	\$0.00	\$4,986.00	\$78.96	\$312.00	\$0.00	\$0.00	\$ 6,130.90	5%
Joni Grim	0.00	0.00	38.50	68.90	0.00	0.00	0.00		
	\$0.00	\$0.00	\$3,465.00	\$2,720.17	\$0.00	\$0.00	\$0.00	\$ 6,185.17	5%
Adrienne Harris	6.00	0.00	51.50	0.00	3.50	0.00	0.00		
	\$779.94	\$0.00	\$4,635.00	\$0.00	\$227.50	\$0.00	\$0.00	\$ 5,642.44	5%
Jessica Mitchell	\$10.50	\$0.00	\$2.00	\$0.00	\$0.00	\$0.00	\$0.00		
	\$1,364.90	\$0.00	\$180.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,544.90	1%
Brad Hedges	2.30	16.10	2.50	0.00	0.00	0.00	0.00		
	\$298.98	\$2,092.84	\$225.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 2,616.82	2%
Chris Johnson	4.00	0.00	13.00	0.00	0.00	0.00	0.00		
	\$519.96	\$0.00	\$1,170.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 1,689.96	1%
Ellen Marshall	\$37.20	\$0.00	\$25.70	\$0.00	\$1.60	\$0.00	\$0.00		
	\$4,835.63	\$0.00	\$2,313.00	\$0.00	\$104.00	\$0.00	\$0.00	\$7,252.63	6%
Karis Mason	2.00	0.00	44.70	0.00	1.10	0.00	0.00		
	\$259.98	\$0.00	\$4,023.00	\$0.00	\$71.50	\$0.00	\$0.00	\$ 4,354.48	3%
Paula Moreland	0.00	0.00	44.20	0.00	15.40	0.0	0.0		
	\$0.00	\$0.00	\$3,978.00	\$0.00	\$1,001.00	\$0.00	\$0.00	\$ 4,979.00	4%
Leasa Mowery	0.00	0.00	6.90	0.00	0.00	0.0	0.0		
	\$0.00	\$0.00	\$621.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 621.00	0%
Tricia Ostrander	8.00	8.30	27.10	0.00	0.00	0.0	0.0		
	\$1,039.92	\$1,078.92	\$2,439.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 4,557.84	4%
Bonnie Daniels	5.50	0.00	71.40	0.00	9.10	0.00	0.00		
	\$714.95	\$0.00	\$6,426.00	\$0.00	\$591.50	\$0.00	\$0.00	\$ 7,732.45	6%
Chris Ray	1.30	9.00	26.50	0.00	0.00	0.00	0.00		
	\$168.99	\$1,169.91	\$2,385.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 3,723.90	3%
Robin Rippeth	6.00	0.00	10.40	0.00	2.30	0.00	0.00		
	\$779.94	\$0.00	\$936.00	\$0.00	\$149.50	\$0.00	\$0.00	\$ 1,865.44	1%
Claire Robitaille	9.00	0.00	53.70	0.00	0.00	0.00	0.00		
	\$1,169.91	\$0.00	\$4,833.00	\$0.00	\$0.00	\$0.00	\$0.00	\$6,002.91	5%
Mike Selegue	10.00	0.00	53.60	0.00	0.30	0.00	0.00		
	\$1,299.90	\$0.00	\$4,824.00	\$0.00	\$19.50	\$0.00	\$0.00	\$6,143.40	5%
Charles Snyder	0.00	0.00	0.00	0.00	0.00	37.60	0.00		
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$7,332.00	\$0.00	\$7,332.00	6%
Heather Stevens	2.00	0.00	60.40	0.00	6.70	0.00	0.00		
	\$259.98	\$0.00	\$5,436.00	\$0.00	\$435.50	\$0.00	\$0.00	\$6,131.48	5%
Amanda Moore	0.00	0.00	0.00	0.00	68.00	0.00	0.00		
	\$0.00	\$0.00	\$0.00	\$0.00	\$4,420.00	\$0.00	\$0.00	\$4,420.00	4%
Joe Dunson	0.00	0.00	0.00	0.00	55.60	0.00	0.00		
	\$0.00	\$0.00	\$0.00	\$0.00	\$3,614.00	\$0.00	\$0.00	\$3,614.00	3%
Sum Totals	\$16,196.75	\$4,601.65	\$68,301.00	\$6,680.02	\$18,304.00	\$7,332.00	\$3,500.00	\$124,915.42	

This chart represents the percentage of the total dollars billed by clinician in November 2004.