



Mid Ohio Psychological Services Inc.

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QA REPORT

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

FROM: Shawna Watts, MBA
Quality Assurance Coordinator

SUBJECT: Quality Assurance Activities for June 2004
Chart Reviews for April 2004

SUBMITTED: August 16, 2004

I: MAJOR UNUSUAL INCIDENTS

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

II: TRANSFERS FROM STATE HOSPITALS

There were no transfers from state hospitals in June. There were two clients released from hospitalization in June. Client#02112005 was sent from detention to treatment at Lincoln Place, the client was released on June 5th. However, the client was not seen by Tonya Kraner as the client was relocated to Illinois. The client reportedly saw a new counselor on June 15th.

Client# 03042802 was admitted to Fairfield Medical Center on 6/17/2004 and discharged on 6/21/2004. The client was seen by Jodi Frazier on 6/21/2004 and Rick Gelbach on 7/01/2004.

III: PLANT//PHYSICAL HEALTH AND SAFETY

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



IV: RECORDS COMPLETENESS REVIEW (April)

Clinicians	% Compliance With Standard	Chart Included AOD Services	Chart Included CSP Services
Dr. Brad Hedges	100	NO	NO
Dr. Robin Rippeth	98	NO	NO
Dr. Chris Ray	100	NO	NO
Tonya Kraner*	93	NO	YES
Dr. Scott Craft	97	NO	YES
Dean Bachelor*	93	NO	NO
Claire Robitaille	96	NO	NO
Joni Grim	95	NO	NO
Chris Johnson*	86	NO	NO
Steve Ford	95	NO	YES
Amanda Moore	97	NO	YES
Joe Dunson	95	NO	YES
Mike Selegue	96	NO	NO
Karis Mason	98	NO	NO
Jodi Frazier	95	NO	YES
A.J. Bierly	97	NO	YES
Kelly Kleimeyer*	93	NO	NO
Rick Gehlbach*	93	NO	NO
Dawn McCoy*	94	NO	NO
Misty Coleman	99	NO	YES
Bonnie Pearse	95	NO	YES
Leasa Mowery*	93	NO	NO
Hugh Boggs**	N/A	NO	NO
Tricia Ostrander	98	NO	NO
Adrienne Harris	99	NO	YES
Paula Moreland	96	NO	YES

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

** No charts were reviewed for this period due to therapist only having one active client.

Twenty-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:

- Fifty-two percent of the records reviewed were missing a copy of the current medical card.
- Twenty-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 40% of the clinicians.
- In thirty-two percent of the records reviewed there was at least one session recorded that did not match the billing record.
- Twenty-four percent of the records reviewed had an Individual Service Plan on the chart that needed to be updated.

- Twelve percent of the records reviewed did not have a reviewed health assessment.
- Sixteen percent of clinicians were missing case notes for billed services.

V: PEER REVIEW (April)

Clinicians	Percent Compliant With Standard	Chart Included AOD Services	Chart Included CSP Services
Dr. Brad Hedges	100	NO	NO
Dr. Chris Ray	100	NO	NO
Dr. Robin Rippeth	100	NO	NO
Tonya Kraner	99	NO	YES
Steve Ford	97	NO	YES
Mike Selegue*	86	NO	NO
Joni Grim*	82	NO	NO
Dr. Scott Craft	100	NO	YES
Chris Johnson*	75	NO	NO
Claire Robitaille	100	NO	NO
Kelly Kleimeyer*	80	NO	NO
Bonnie Pearse*	86	NO	YES
Dawn McCoy	95	NO	NO
Dean Bachelor	99	NO	NO
Misty Coleman	100	NO	YES
Rick Gehlbach*	87	NO	NO
Joe Dunson	97	NO	YES
Karis Mason	98	NO	NO
A.J. Bierly	93	NO	YES
Jodi Frazier	94	NO	YES
Amanda Moore	93	NO	YES
Leasa Mowery	95	NO	NO
Hugh Boggs**	N/A	NO	NO
Tricia Ostrander	100	NO	NO
Adrienne Harris	100	NO	YES
Paula Moreland	96	NO	YES

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

** No charts were reviewed for this period due to therapist only having one active client.

Seventy-three percent of the clinicians met the 90% threshold for peer review for the month of April.

- Thirty-six percent of the records reviewed for peer review showed that the clinician did not complete the required forms, or make the necessary referrals.
- Thirty-two 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	14	9	2.1
Dr. Brad Hedges	84	20	1.1
Dr. Chris Ray	60	34	1.3
Tonya Kraner	26	15	1.3
Dr. Robin Rippeth	30	26	1.9
Dawn McCoy	74	54	1.9
Dr. Scott Craft	93	18	2.1
Steve Ford	94	57	2.0
Bonnie Pearse	106	43	2.3
Joni Grim	76	43	2.6
Chris Johnson	119	26	1.8
Claire Robitaille	60	34	2.0
Rick Gehlbach	66	45	2.1
Mike Selegue	85	50	1.5
Kelly Kleimeyer	52	49	2.9
Joe Dunson	23	19	5.7
Misty Coleman	46	37	1.7
A.J. Bierly	26	20	5.5
Jodi Frazier	34	23	3.4
Amanda Moore	36	23	5.8
Tricia Ostrander	45	14	1.1
Leasa Mowery	14	11	1.9
Paula Moreland	32	30	2.5
Karis Mason	30	22	1.3
Adrienne Harris	37	20	1.7
Hugh Boggs*	1	0	0

*Clinician did not see any clients.

The No Show rate for June was 21%. When considering both the no show rate and the cancellation rate, this figure is 34%.

VII: AOD UTILIZATION REVIEW

AOD Women's Group sessions were not held for the month of June. The two clients that were active members of the group are now being seen individually. Each client had four contacts during the month of June.

VIII: INVOLUNTARY TERMINATIONS

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

IX: PROFESSIONAL STAFF ORGANIZATION

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

Clinician	Workshop Name	Dates Attended	# of CEU's
Patricia Ostrander	Testifying in Court	5/17-18/2004	14
Chris Ray	Forensic Directors Conference	6/11-12/2004	8.25
Brad Hedges	Forensic Directors Conference	6/11-12/2004	8.25
Bonnie Pearse	Ethics 101 What You Need to Know	6/18/2004	3

X: REVIEW OF WAITING LIST

There were a total of 83 new clients seen in the MOPS General Program enrollment for the month of June. Forty-nine percent of these new clients were from Fairfield County. The total number of clients seen in the month of June 2004 was 742.

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 June was the AOD program. Since the review last year, the AOD Program Director has changed due to Dr. Stephanie Miller's resignation. Bonnie Pearse, who had cofacilitated AOD programs with Dr. Miller, assumed the position of director.

The agency is only running one AOD group at this time. The Women's AOD group meets on Mondays. However, attendance to this group has been very low and sporadic. This has brought into question whether the group should continue or if the members' AOD issues should be addressed through individual counseling.

XIII: RESPONSE TO LAST MONTHS FOCUS REVIEW

No action needed.

XIV: CLIENT RIGHTS AND GRIEVANCES

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

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

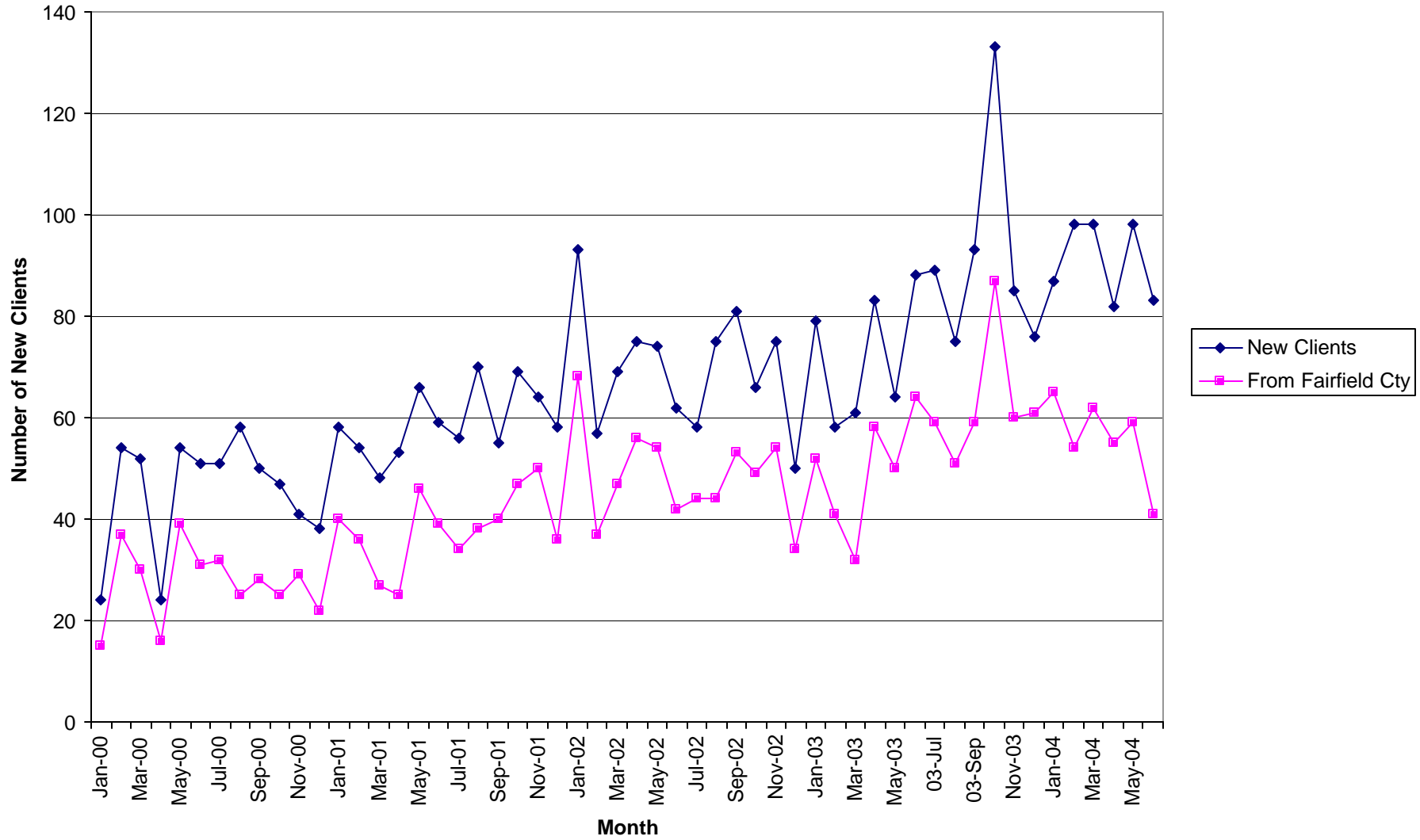
Agency Service Budget Month of June 2004

	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	193	97	108	54	1,819	972	1,296	648		
	\$25,036	\$12,583	\$14,039	\$7,019	\$236,452	\$126,350	\$168,467	\$84,234	\$67,985	\$42,117
Individual Counseling	877	509	458	183	9,643	5,931	5,497	2,196		
	\$78,966	\$45,810	\$41,220	\$16,470	\$867,870	\$533,790	\$494,730	\$197,640	\$373,140	\$336,150
Individual CSP	376	295	319	175	5,749	4,341	3,828	2,100		
	\$24,421	\$19,162	\$20,735	\$11,375	\$373,685	\$282,165	\$248,820	\$136,500	\$124,865	\$145,665
Group CSP	0	0	42	38	0	0	504	456		
	\$0	\$0	\$1,648	\$1,491	\$0	\$0	\$19,777	\$17,893	(\$1,648)	(\$17,893)
Group	183	54	104	67	1,745	616	1,248	804		
	\$7,229	\$2,132	\$4,106	\$2,645	\$68,893	\$24,320	\$49,271	\$31,742	\$19,622	(\$7,422)
Medication	47	34	42	19	591	382	772	228		
	\$9,685	\$7,047	\$8,655	\$3,915	\$121,781	\$78,715	\$159,078	\$46,982	(\$37,297)	\$31,733
AOD Assessment	0	0	1	0	2	2	12	0		
	\$0	\$0	\$96	\$0	\$192	\$192	\$1,155	\$0	(\$962)	\$192
AOD Individual	0	0	1	1	0	0	12	12		
	\$0	\$0	\$87	\$87	\$0	\$0	\$1,047	\$1,047	(\$1,047)	(\$1,047)
AOD Group	0	0	21	17	130	130	252	204		
	\$0	\$0	\$800	\$647	\$4,950	\$4,950	\$9,596	\$7,768	(\$4,646)	(\$2,818)
Jail Based	75	0	75	0	900	0	900	0		
	\$2,625	\$0	\$2,625	\$0	\$31,500	\$0	\$31,500	\$0	\$0	\$0
Court Diversion	100	0	100	0	1,200	0	1,200	0		
	\$3,500	\$0	\$3,500	\$0	\$42,000	\$0	\$42,000	\$0	\$0	\$0
Sum \$	\$151,461	\$86,734	\$97,511	\$43,651	\$1,747,324	\$1,050,483	\$1,225,442	\$523,806	\$521,882	\$526,677

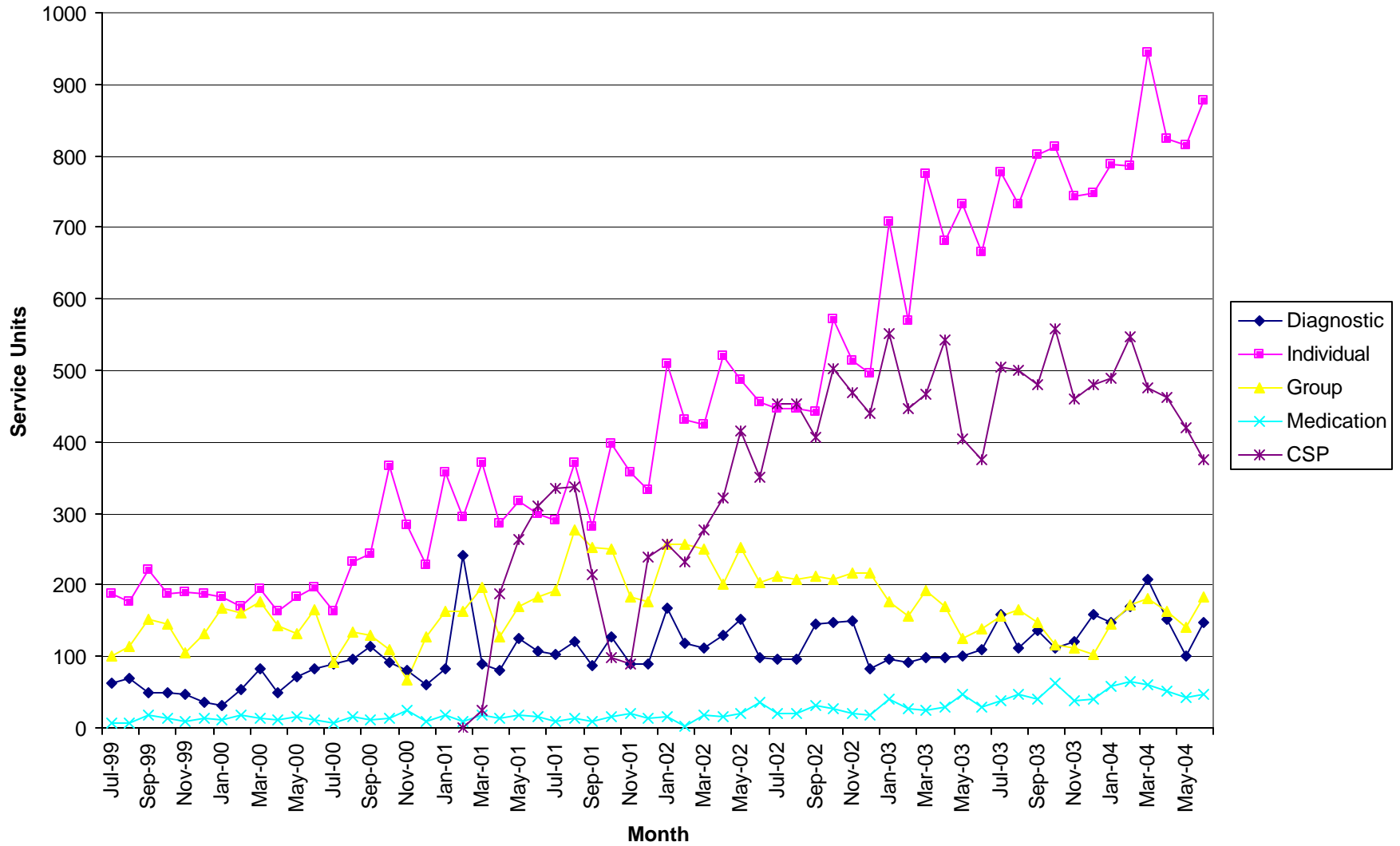
* () figures indicate that MOPS provided fewer services in this category than budgeted.

57% Percent of Services for Fairfield County
 70% Percent Over Overall MOPS Budget
 50% Percent Over Fairfield County Medicaid

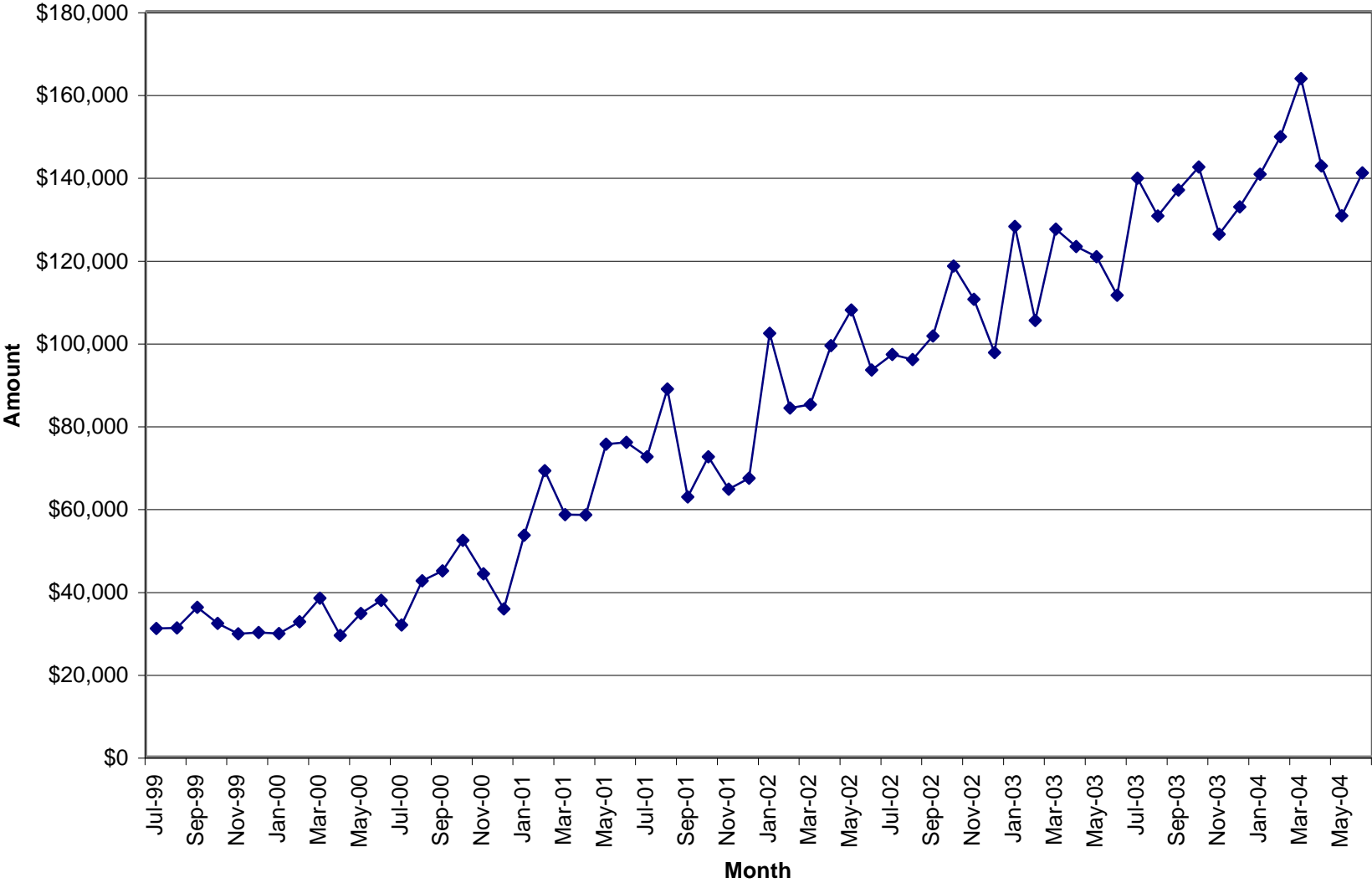
New Clients



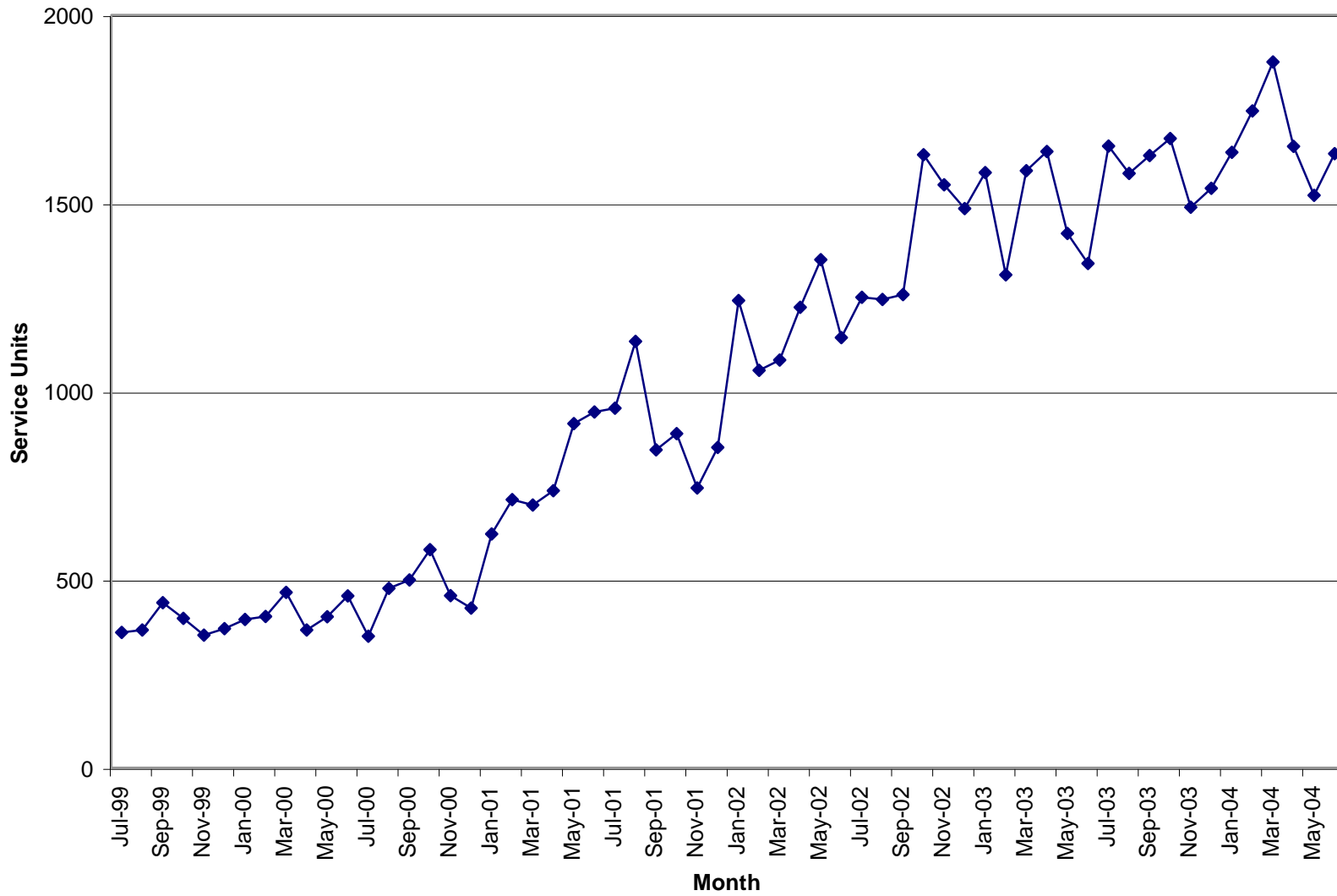
Units of Service



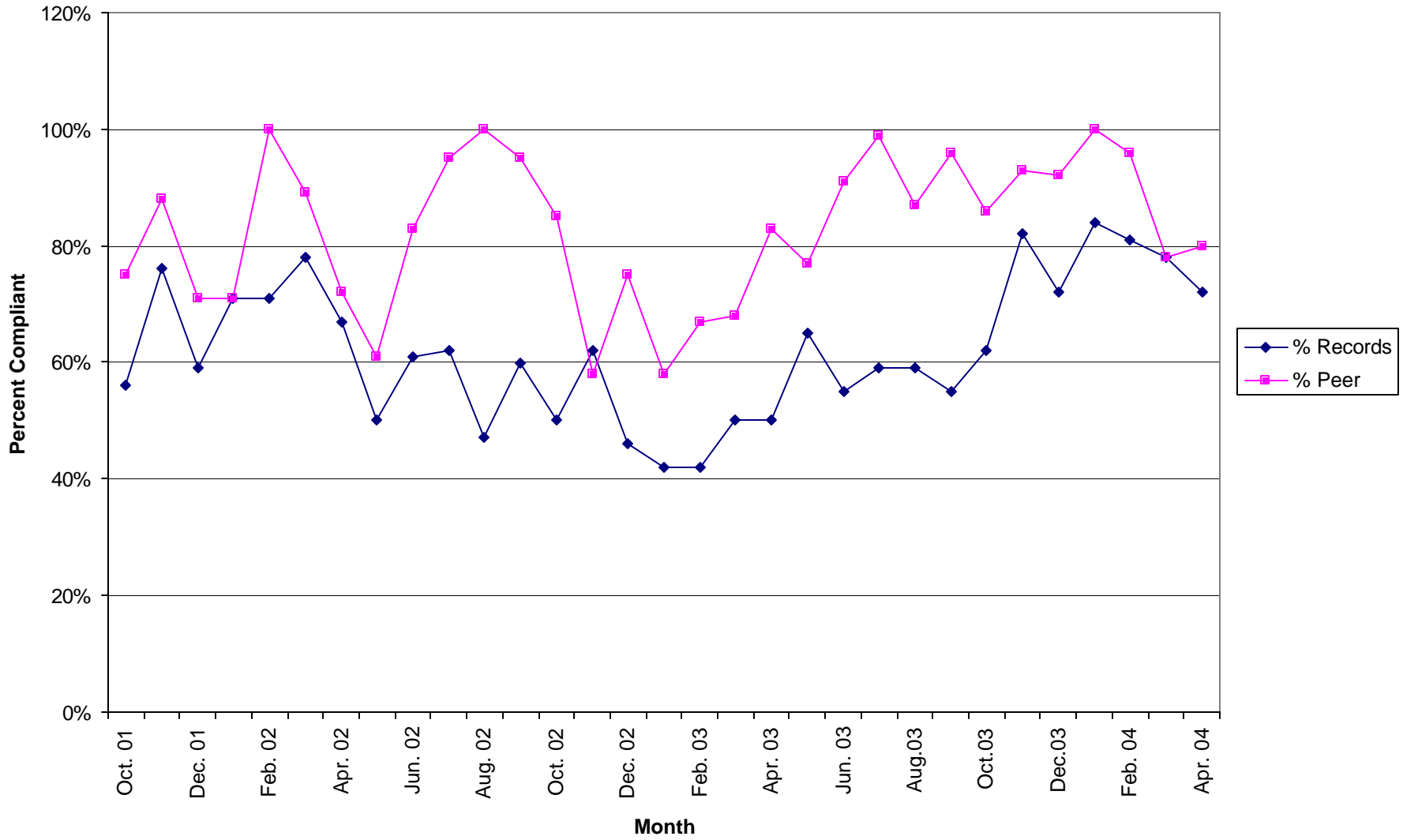
Total Units \$



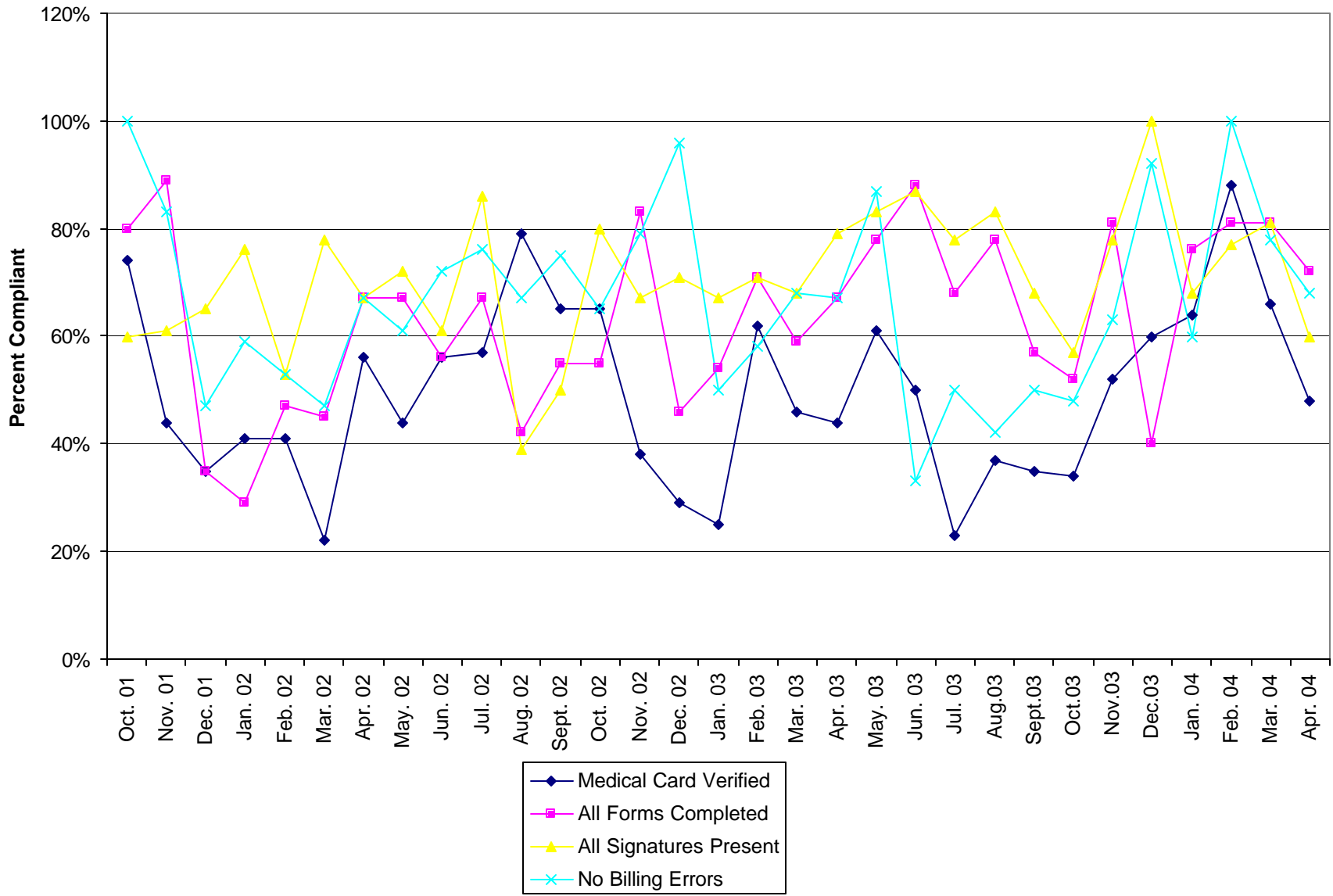
Total Units of Service



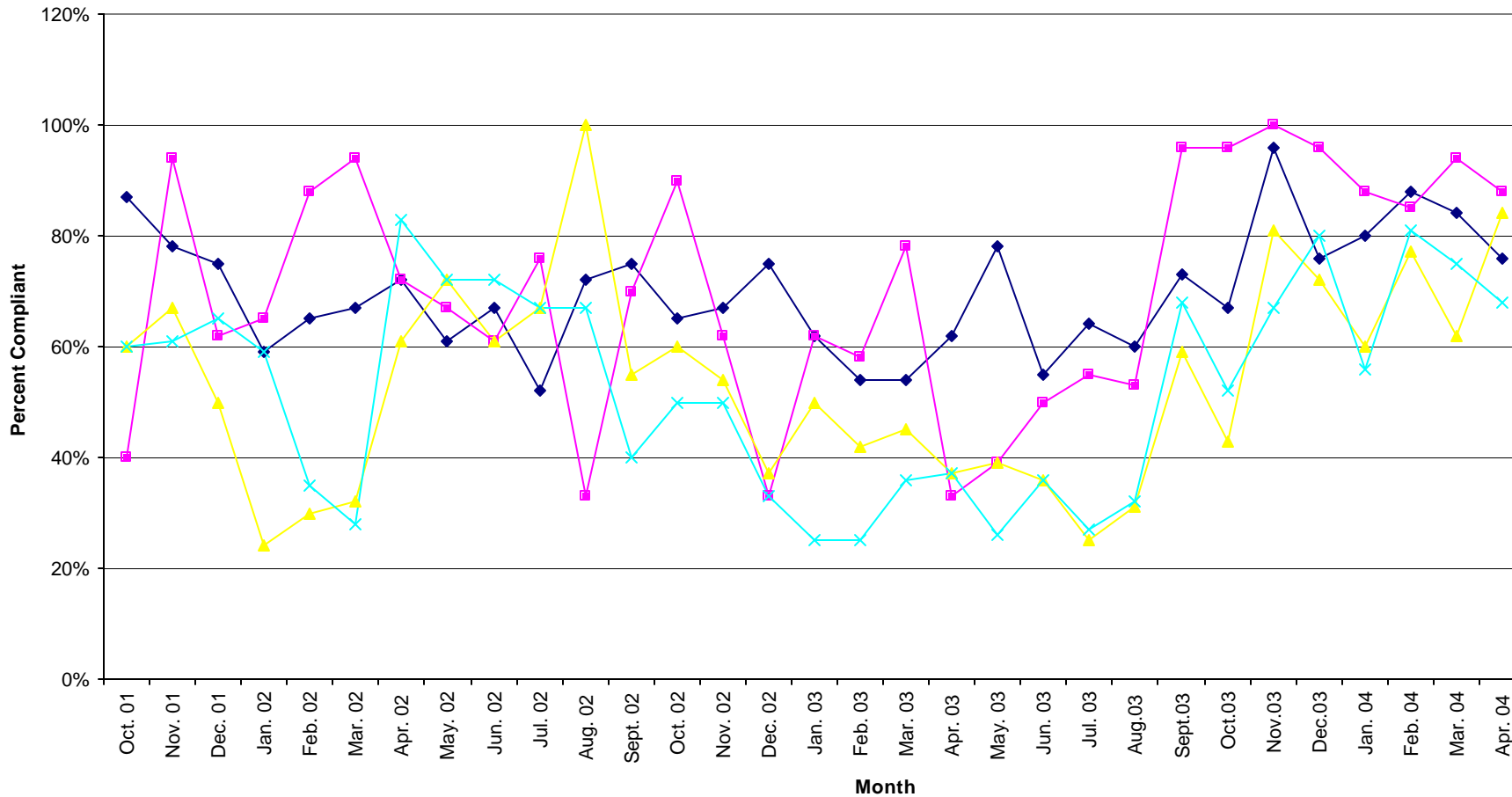
Compliance Review



Selected Record Review Issues



Selected Record Review Issues



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

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

June 2004

	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								
Dean Bachelor	3	17	1.00		4.50	13.00	0.00			38.50	18.50	35.50	52%	8%	44%	52%	1%
A. J. Bierly*							83.00			83.00	83.00						5%
Hugh Boggs Jr					0.00					0.00	0.00	0.00	0%	0%	0%	0%	0%
Scott Craft	6	17	2.00	0.00	27.30	0.00	0.00		80.0	132.30	109.30	126.30	83%	5%	13%	17%	6%
Misty Coleman	26	30	19.10		50.50	2.00	0.00			127.60	71.60	101.60	56%	20%	24%	44%	4%
Steve Ford	19	47	15.50		90.70	1.50	8.50			182.20	116.20	163.20	64%	10%	26%	36%	6%
Jodie Frazier*							62.60			62.60	62.60						3%
Rick Gehlbach	18	48	11.80	0.00	54.50	14.00	5.00			151.30	85.30	133.30	56%	12%	32%	44%	5%
Joni Grim	13	25	19.10	0.00	50.70	79.30	2.20			189.30	151.30	176.30	80%	7%	13%	20%	8%
Adrienne Harris	15	25			17.90	29.70				87.60	47.60	72.60	54%	17%	29%	46%	3%
Brad Hedges	4	9	4.50	15.80	10.60					43.90	30.90	39.90	70%	9%	21%	30%	2%
Chris Johnson	21	19	3.00		33.00	9.50			75.0	160.50	120.50	139.50	75%	13%	12%	25%	7%
Tonya Kraner	3	9	0.00		17.50		0.50			30.00	18.00	27.00	60%	10%	30%	40%	1%
Karis Mason	9	13	1.00		25.80					48.80	26.80	39.80	55%	18%	27%	45%	1%
Dawn McCoy	14	29	7.00		82.60	0.00	5.60			138.20	95.20	124.20	69%	10%	21%	31%	5%
Paula Moreland	3	2	7.50		38.70		9.90			61.10	56.10	58.10	92%	5%	3%	8%	3%
Leasa Mowery	3	2	2.60		9.60	13.50				30.70	25.70	27.70	84%	10%	7%	16%	1%
Tricia Ostrander	10	7	6.40	16.80	6.60					46.80	29.80	36.80	64%	21%	15%	36%	2%
Bonnie Pearse	51	51	0.00		54.10	7.00	16.30			179.40	77.40	128.40	43%	28%	28%	57%	4%
Chris Ray	12	35	8.30	8.80	35.10		0.00			99.20	52.20	87.20	53%	12%	35%	47%	3%
Robin Rippeth	11	6	11.30	2.90	32.60		0.90			64.70	47.70	53.70	74%	17%	9%	26%	3%
Claire Robitaille	33	26	6.00		72.60					137.60	78.60	104.60	57%	24%	19%	43%	4%
Mike Selegue	21	54	10.20		77.60		0.30			163.10	88.10	142.10		13%	33%		5%
Charles Snyder	58	58						47.0		163.00	47.00	105.00	29%	36%	36%	71%	3%
Amanda Moore*							105.70			105.70	105.70						6%
Kelly Kleimeyer	3	15	12.00		84.90	13.60	9.90			138.40	120.40	135.40	87%	13%	11%	13%	7%
Joe Dunson *							65.30			65.30	65.30						4%
Sum Totals	356	544	148.30	44.30	877.40	183.10	375.70	47.0	155.0	2730.80	1830.80	2058.20					
Average													62%	14%	21%	34%	4%

* 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

June	2004							Tot Units	% of Tot
	DA	EAVAL	IND	Group	CSP	MED	Other		
Unit Rate	\$ 129.99	\$ 129.99	\$ 90	\$ 39.48	\$ 65	\$ 206.06	\$ 35		
Dean Bachelor	1.00	0.00	4.50	13.00	0.00	0.0	0.0		
	\$130	\$0	\$405	\$513	\$0	\$0	\$0	\$ 1,048.23	1%
A.J. Bierly	0.00	0.00	0.00	0.00	83.00	0.00	0.00		
	\$0.00	\$0.00	\$0.00	\$0.00	\$5,395.00	\$0.00	\$0.00	\$ 5,395.00	4%
Hugh Boggs	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%
Misty Coleman	19.10	0.00	50.50	2.00	0.00	0.00	0.00		
	\$2,482.81	\$0.00	\$4,545.00	\$78.96	\$0.00	\$0.00	\$0.00	\$ 7,106.77	5%
Scott Craft	2.00	0.00	27.30	0.00	0.40	0.0	80.0		
	\$259.98	\$0.00	\$2,457.00	\$0.00	\$26.00	\$0.00	\$2,800.00	\$ 5,542.98	4%
Jodie Frazier	0.00	0.00	0.00	0.00	62.60	0.00	0.00		
	\$0.00	\$0.00	\$0.00	\$0.00	\$4,069.00	\$0.00	\$0.00	\$ 4,069.00	3%
Steve Ford	15.50	0.00	90.70	1.50	8.50	0.00	0.00		
	\$2,014.85	\$0.00	\$8,163.00	\$59.22	\$552.50	\$0.00	\$0.00	\$ 10,789.57	7%
Rick Gehlbach	11.80	0.00	54.50	14.00	5.00	0.00	0.00		
	\$1,533.88	\$0.00	\$4,905.00	\$552.72	\$325.00	\$0.00	\$0.00	\$ 7,316.60	5%
Joni Grim	19.10	0.00	50.70	79.30	2.20	0.00	0.00		
	\$2,482.81	\$0.00	\$4,563.00	\$3,130.76	\$143.00	\$0.00	\$0.00	\$ 10,319.57	7%
Adrienne Harris	0.00	0.00	17.90	29.70	0.00	0.00	0.00		
	\$0.00	\$0.00	\$1,611.00	\$1,172.56	\$0.00	\$0.00	\$0.00	\$ 2,783.56	2%
Brad Hedges	4.50	15.80	10.60	0.00	0.00	0.00	0.00		
	\$584.96	\$2,053.84	\$954.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 3,592.80	2%
Chris Johnson	3.00	0.00	33.00	9.50	0.00	0.00	75.00		
	\$389.97	\$0.00	\$2,970.00	\$375.06	\$0.00	\$0.00	\$2,625.00	\$ 6,360.03	4%
Kelly Kleimeyer	12.00	0.00	84.90	13.60	9.90	0.00	0.00		
	\$1,559.88	\$0.00	\$7,641.00	\$536.93	\$643.50	\$0.00	\$0.00	\$ 10,381.31	7%
Tonya Kraner	0.00	0.00	17.50	0.00	0.50	0.00	0.00		
	\$0.00	\$0.00	\$1,575.00	\$0.00	\$32.50	\$0.00	\$0.00	\$ 1,607.50	1%
Karis Mason	1.00	0.00	25.80	0.00	0.00	0.00	0.00		
	\$129.99	\$0.00	\$2,322.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 2,451.99	2%
Dawn McCoy	7.00	0.00	82.60	0.00	5.60	0.00	0.00		
	\$909.93	\$0.00	\$7,434.00	\$0.00	\$364.00	\$0.00	\$0.00	\$ 8,707.93	6%
Paula Moreland	7.50	0.00	38.70	0.00	9.90	0.0	0.0		
	\$974.93	\$0.00	\$3,483.00	\$0.00	\$643.50	\$0.00	\$0.00	\$ 5,101.43	3%
Leasa Mowery	2.60	0.00	9.60	13.50	0.00	0.0	0.0		
	\$337.97	\$0.00	\$864.00	\$532.98	\$0.00	\$0.00	\$0.00	\$ 1,734.95	1%
Tricia Ostrander	6.40	16.80	6.60	0.00	0.00	0.0	0.0		
	\$831.94	\$2,183.83	\$594.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 3,609.77	2%
Bonnie Pearse	0.00	0.00	54.10	7.00	16.30	0.00	0.00		
	\$0.00	\$0.00	\$4,869.00	\$276.36	\$1,059.50	\$0.00	\$0.00	\$ 6,204.86	4%
Chris Ray	8.30	8.80	35.10	0.00	0.00	0.00	0.00		
	\$1,078.92	\$1,143.91	\$3,159.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 5,381.83	4%
Robin Rippeth	11.30	2.90	32.60	0.00	0.90	0.00	0.00		
	\$1,468.89	\$376.97	\$2,934.00	\$0.00	\$58.50	\$0.00	\$0.00	\$ 4,838.36	3%
Claire Robitaille	6.00	0.00	72.60	0.00	0.00	0.00	0.00		
	\$779.94	\$0.00	\$6,534.00	\$0.00	\$0.00	\$0.00	\$0.00	\$7,313.94	5%
Mike Selegue	10.20	0.00	77.60	0.00	0.30	0.00	0.00		
	\$1,325.90	\$0.00	\$6,984.00	\$0.00	\$19.50	\$0.00	\$0.00	\$8,329.40	5%
Charles Snyder	0.00	0.00	0.00	0.00	0.00	47.00	0.00		
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$9,684.82	\$0.00	\$9,684.82	6%
Amanda Moore	0.00	0.00	0.00	0.00	140.50	0.00	0.00		
	\$0.00	\$0.00	\$0.00	\$0.00	\$9,132.50	\$0.00	\$0.00	\$9,132.50	6%
Joe Dunson	0.00	0.00	0.00	0.00	56.00	0.00	0.00		
	\$0.00	\$0.00	\$0.00	\$0.00	\$3,640.00	\$0.00	\$0.00	\$3,640.00	2%
Sum Totals	\$19,277.52	\$5,758.56	\$78,966.00	\$7,228.79	\$26,104.00	\$9,684.82	\$5,425.00	\$152,444.68	

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