



# 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 November 2004  
Chart Reviews for September 2004

**SUBMITTED:** December 14, 2004

### I: MAJOR UNUSUAL INCIDENTS

There were three major unusual incidents for the month of November. The first occurred on 11/12/2004 when client #041020H1 left the Franklin County agency premises due to being upset and had to be returned to the agency by the Columbus Police Department. The client returned willingly. The incident was reported to the Fairfield County ADAMH Board on the same day.

The second incident occurred on 11/12/2004 when client #03022004 exited the vehicle of an agency case manager while they were enroute to Fairfield Medical Center for an evaluation of the client. The Lancaster City Police were called and Emergency Services ordered a "pink slip" so the client could be brought in by the police. The client was picked up and transported to Fairfield Medical Center to be evaluated. The incident was reported on 11/15/2004, the first business day following the incident.

The third incident occurred on 11/22/2004 when client #04112202 made threats toward the mother's boyfriend. This resulted in a duty to protect notification being made to the client's mother and boyfriend. The mother indicated threats had been made to other third parties in the past against the boyfriend as well by the client.

### II: TRANSFERS FROM STATE HOSPITALS

There was one transfer from a state hospitals in November. Client #031110C1 was admitted to Twin Valley on 10/20/2004 and discharged on 11/10/2004. The client was seen by Joe Dunson on 11/10/2004.



AN INDEPENDENT CONTRACT AGENCY OF THE FAIRFIELD COUNTY ADAMH BOARD

There was one client released from community hospitalization in November. Client#03091603 was admitted to Bethesda on 10/27/2004 and discharged on 11/01/2004. The client was seen by Heather Stevens on 11/04/2004.

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

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

**IV: RECORDS COMPLETENESS REVIEW (September)**

Clinicians	% Compliance With Standard	Chart Included AOD Services	Chart Included CSP Services
Dr. Brad Hedges	99	NO	YES
Dr. Robin Rippeth	98	NO	NO
Dr. Chris Ray	95	NO	YES
Dr. Scott Craft	95	NO	YES
Dean Bachelor*	92	NO	NO
Claire Robitaille	96	NO	YES
Joni Grim*	93	NO	NO
Chris Johnson	95	NO	NO
Steve Ford	96	NO	YES
Amanda Moore	96	YES	YES
Joe Dunson*	92	NO	YES
Mike Selegue*	93	NO	NO
Karis Mason*	93	NO	NO
Jodi Frazier*	92	NO	YES
A.J. Bierly*	94	NO	YES
Rick Gehlbach	97	NO	NO
Dawn McCoy	99	NO	YES
Misty Coleman	97	NO	YES
Bonnie Daniels	99	NO	YES
Leasa Mowery*	91	NO	NO
Tricia Ostrander	99	NO	YES
Adrienne Harris	97	NO	NO
Paula Moreland	95	NO	YES

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

Sixty-five 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:

- Fifty-two percent of the records reviewed were missing a copy of the current medical card.
- Thirty 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 35% of the clinicians.

- In 22% percent of the records reviewed there was at least one session recorded that did not match the billing record.
- Thirty-five percent of the records reviewed had an Individual Service Plan on the chart that needed to be updated.
- Four percent of the records reviewed did not have a reviewed health assessment.
- Twenty-two percent of clinicians were missing case notes for billed services.

#### V: PEER REVIEW (September)

Clinicians	Percent Compliant With Standard	Chart Included AOD Services	Chart Included CSP Services
Dr. Brad Hedges	98	NO	NO
Dr. Chris Ray	93	NO	YES
Dr. Robin Rippeth	95	NO	NO
Steve Ford	98	NO	YES
Mike Selegue	95	NO	NO
Joni Grim	95	NO	NO
Dr. Scott Craft	100	NO	YES
Chris Johnson*	78	NO	NO
Claire Robitaille	100	NO	YES
Bonnie Daniels	100	NO	YES
Dawn McCoy	100	NO	YES
Dean Bachelor	92	NO	NO
Misty Coleman	96	NO	YES
Rick Gehlbach	97	NO	NO
Joe Dunson	94	NO	YES
Karis Mason	91	NO	NO
A.J. Bierly	97	NO	YES
Jodi Frazier*	89	NO	YES
Amanda Moore*	88	YES	YES
Leasa Mowery	94	NO	NO
Tricia Ostrander	98	NO	YES
Adrienne Harris	100	NO	NO
Paula Moreland*	84	NO	YES

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

Eighty-seven percent of the clinicians met the 90% threshold for peer review for the month of September.

- Forty-eight percent of the records reviewed for peer review showed that the clinician did not complete the required forms, or make the necessary referrals.
- Sixty-one 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 (November)**

Clinician	Number of Clients Assigned	Number of Clients Seen	Average Number of Contacts Per Client Seen
Dean Bachelor	19	9	2.2
Dr. Brad Hedges	66	17	1.1
Dr. Chris Ray	64	25	1.4
Dr. Robin Rippeth	18	15	1.5
Dr. Scott Craft	97	28	2.4
Steve Ford	70	48	2.2
Bonnie Daniels	68	48	2.4
Joni Grim	90	34	3.2
Chris Johnson	126	28	1.8
Claire Robitaille	63	33	1.8
Rick Gehlbach	52	43	1.9
Mike Selegue	87	52	1.5
Heather Stevens	36	40	2.5
Joe Dunson	23	18	5.4
Misty Coleman	70	34	2.4
A.J. Bierly	27	19	4.1
Jodi Clutter	16	16	3.5
Amanda Moore	25	20	3.6
Tricia Ostrander	81	22	1.3
Leasa Mowery	11	7	1.7
Paula Moreland	35	24	3.6
Karis Mason	43	33	2.0
Adrienne Harris	46	35	2.3

The No Show rate for November was 17%. When considering both the no show rate and the cancellation rate, this figure is 31%.

**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 November 2004.

**IX: PROFESSIONAL STAFF ORGANIZATION**

The clinical staff maintains current licensure requirements, however no one attended training during the month of November.

**X: REVIEW OF WAITING LIST**

There were a total of 94 new clients seen in the MOPS General Program enrollment for the month of November. Fifty-seven percent of these new clients were from Fairfield County. The total number of clients seen in the month of November 2004 was 648.

**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 November is to invite members of a consumer advocacy group to the agency for a services review. Due to historically not being able to get members to come to the agency, the committee created a short survey to send to Fairfield County Children Services. At this time after multiple attempts to have the survey returned no one has responded to the survey.

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

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 November 2004.

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

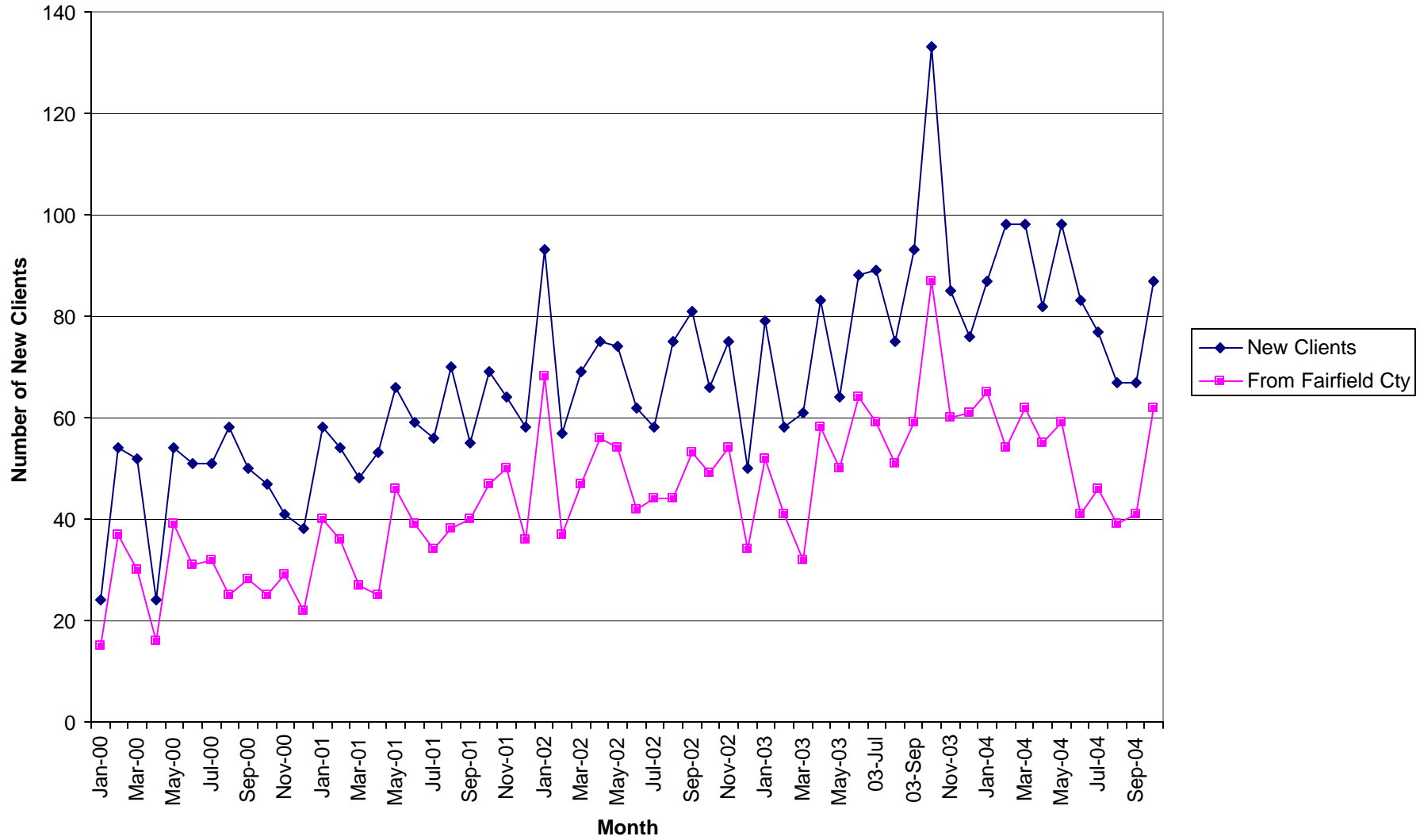
**Agency Service Budget Month of November 2004**

	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	179	65	167	81	798	307	835	405		
	\$23,223	\$8,423	\$21,708	\$10,529	\$103,676	\$39,855	\$108,542	\$52,646	(\$4,866)	(\$12,791)
Individual Counseling	809	487	833	531	4,011	2,420	4,165	2,655		
	\$72,846	\$43,821	\$74,970	\$47,790	\$360,972	\$217,827	\$374,850	\$238,950	(\$13,878)	(\$21,123)
Individual CSP	275	182	500	417	1,418	1,050	2,500	2,085		
	\$17,888	\$11,843	\$32,500	\$27,105	\$92,151	\$68,231	\$162,500	\$135,525	(\$70,350)	(\$67,295)
Group CSP	0	0	0	0	0	0	0	0		
	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Group	192	29	146	51	926	146	730	255		
	\$7,592	\$1,137	\$5,764	\$2,013	\$36,566	\$5,752	\$28,820	\$10,067	\$7,746	(\$4,315)
Medication	38	26	53	35	227	148	265	175		
	\$7,727	\$5,440	\$10,921	\$7,212	\$46,858	\$30,517	\$54,606	\$36,061	(\$7,748)	(\$5,543)
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	5	5		
	\$0	\$0	\$87	\$87	\$0	\$0	\$436	\$436	(\$436)	(\$436)
AOD Group	0	0	13	17	0	0	65	85		
	\$0	\$0	\$495	\$647	\$0	\$0	\$2,475	\$3,237	(\$2,475)	(\$3,237)
Court Diversion	100	0	120	0	420	0	480	0		
	\$3,500	\$0	\$4,200	\$0	\$14,700	\$0	\$16,800	\$0	(\$2,100)	\$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 \$	\$132,776	\$70,664	\$150,646	\$95,384	\$661,223	\$362,182	\$749,030	\$476,922	(\$87,807)	(\$114,740)

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

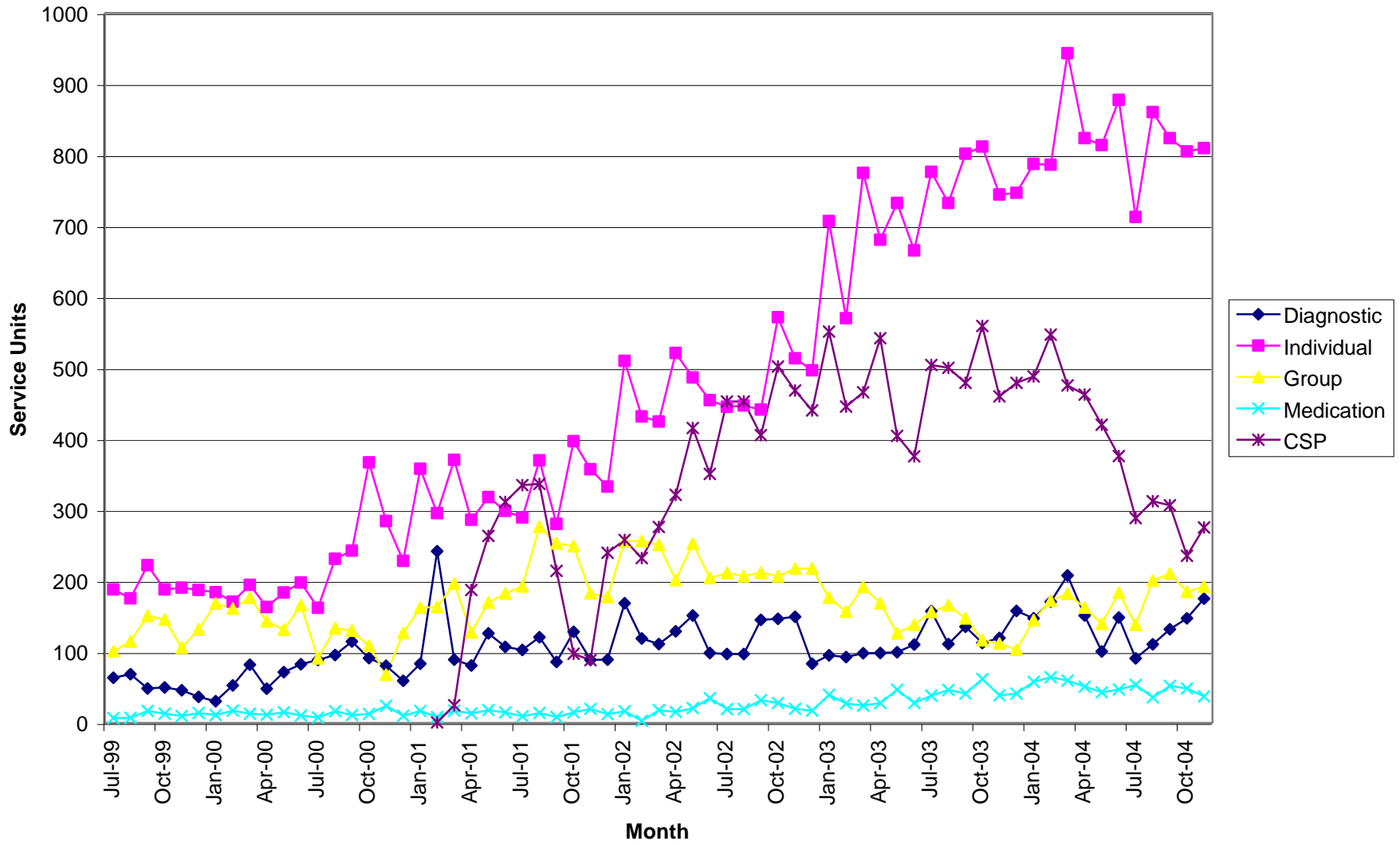
53% Percent of Services for Fairfield County  
 12% Percent Below Overall MOPS Budget  
 24% Percent Below Fairfield County Medicaid

# New Clients

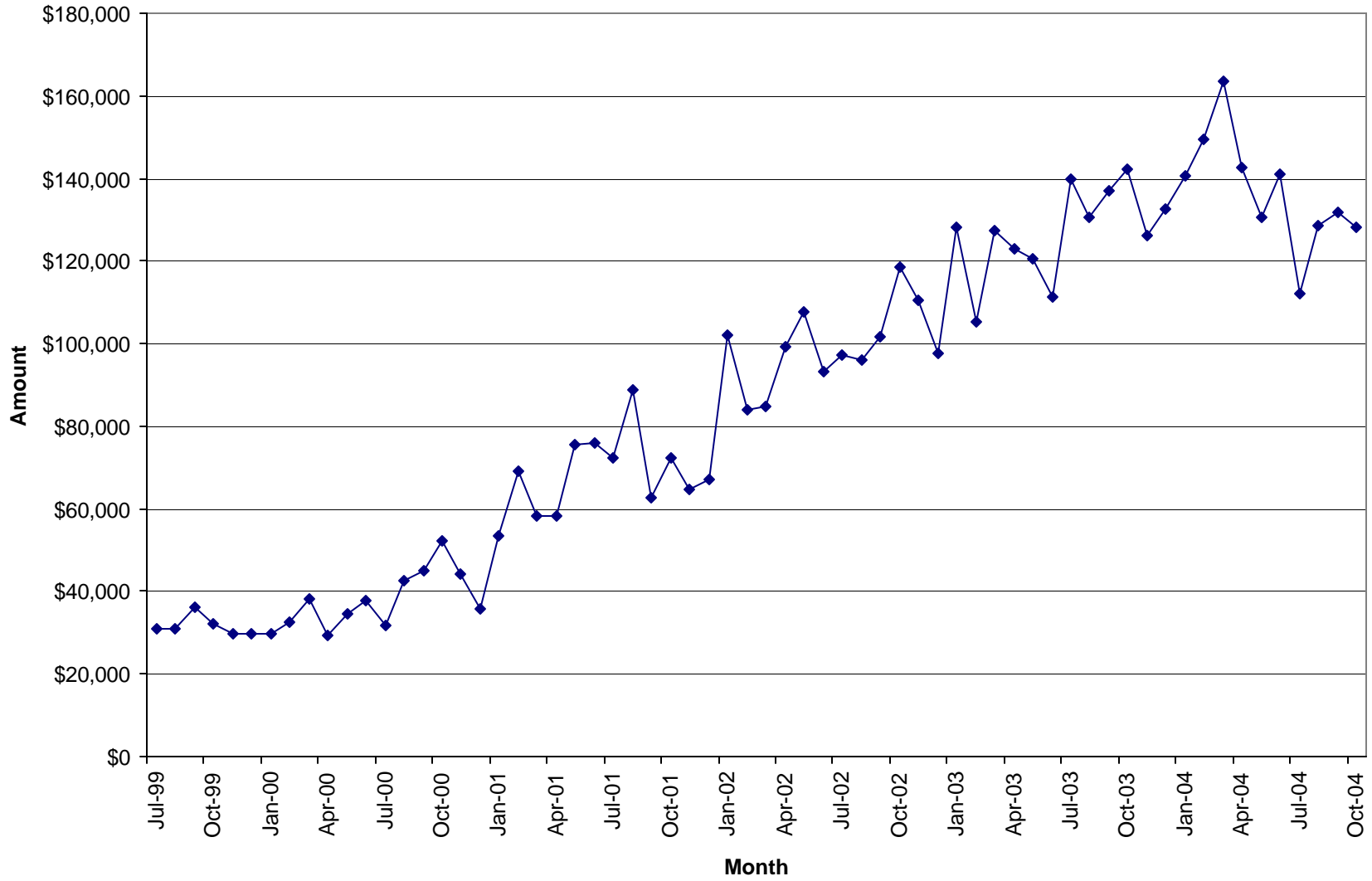




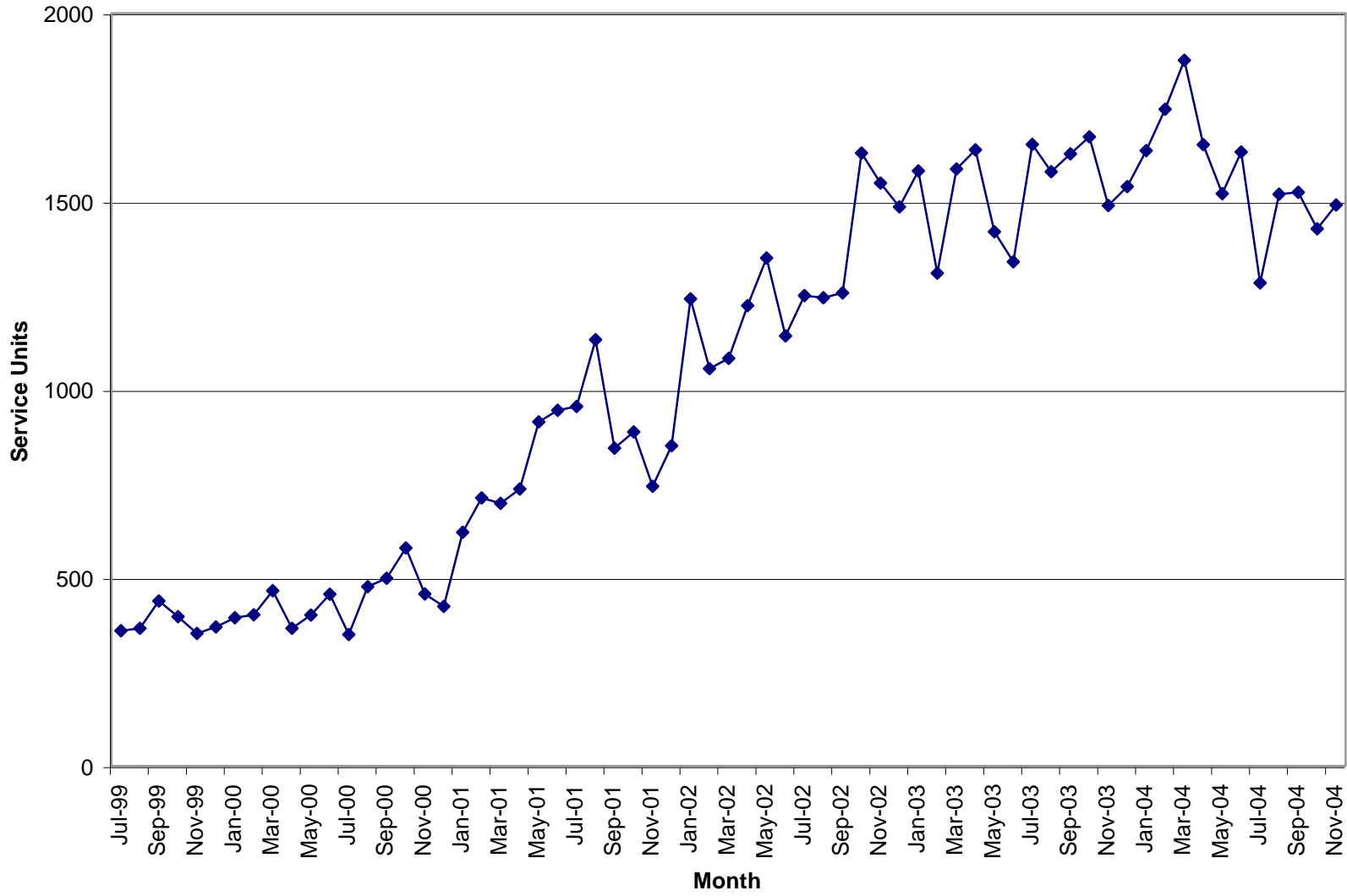
# Units of Service



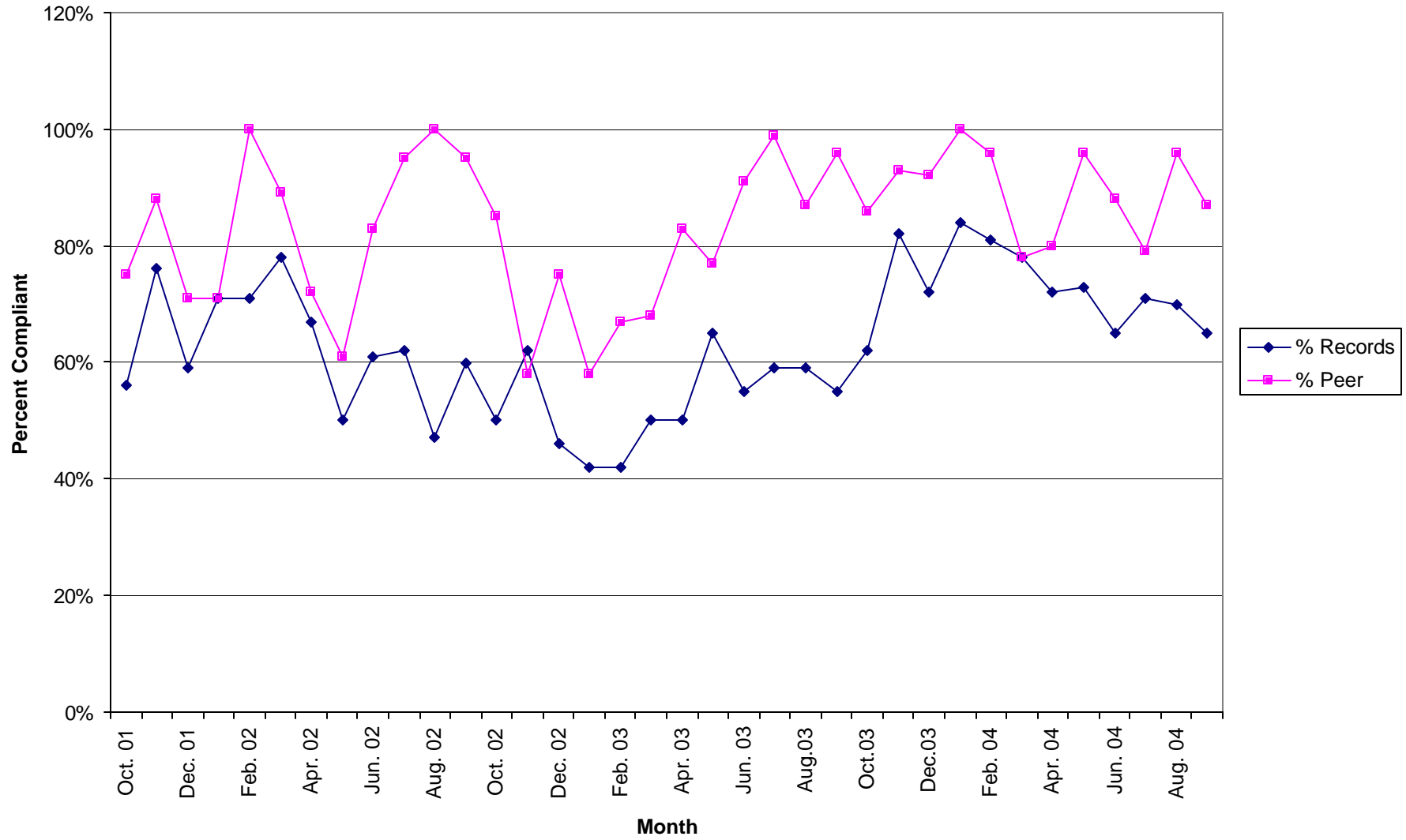
### Total Units \$



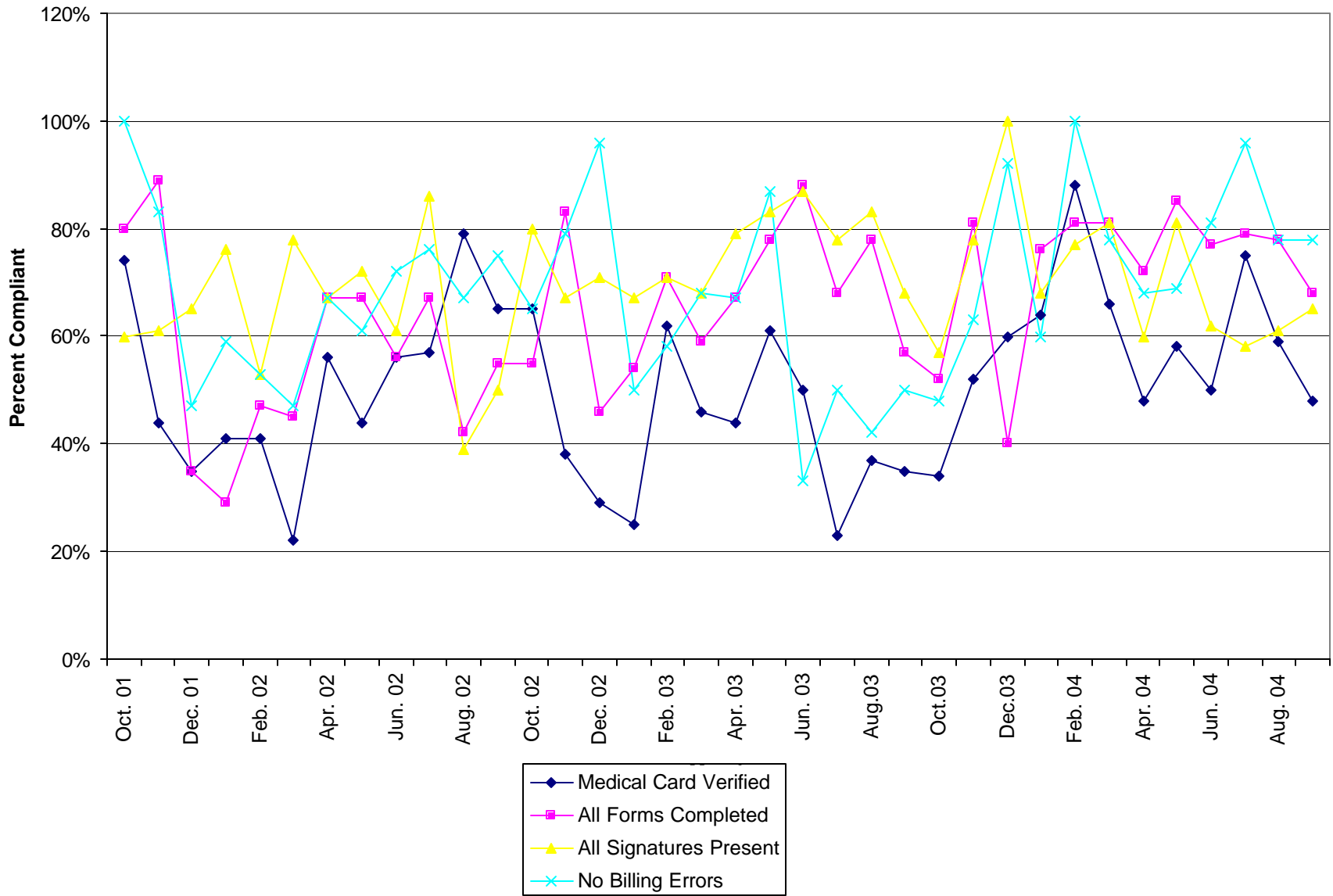
### Total Units of Service



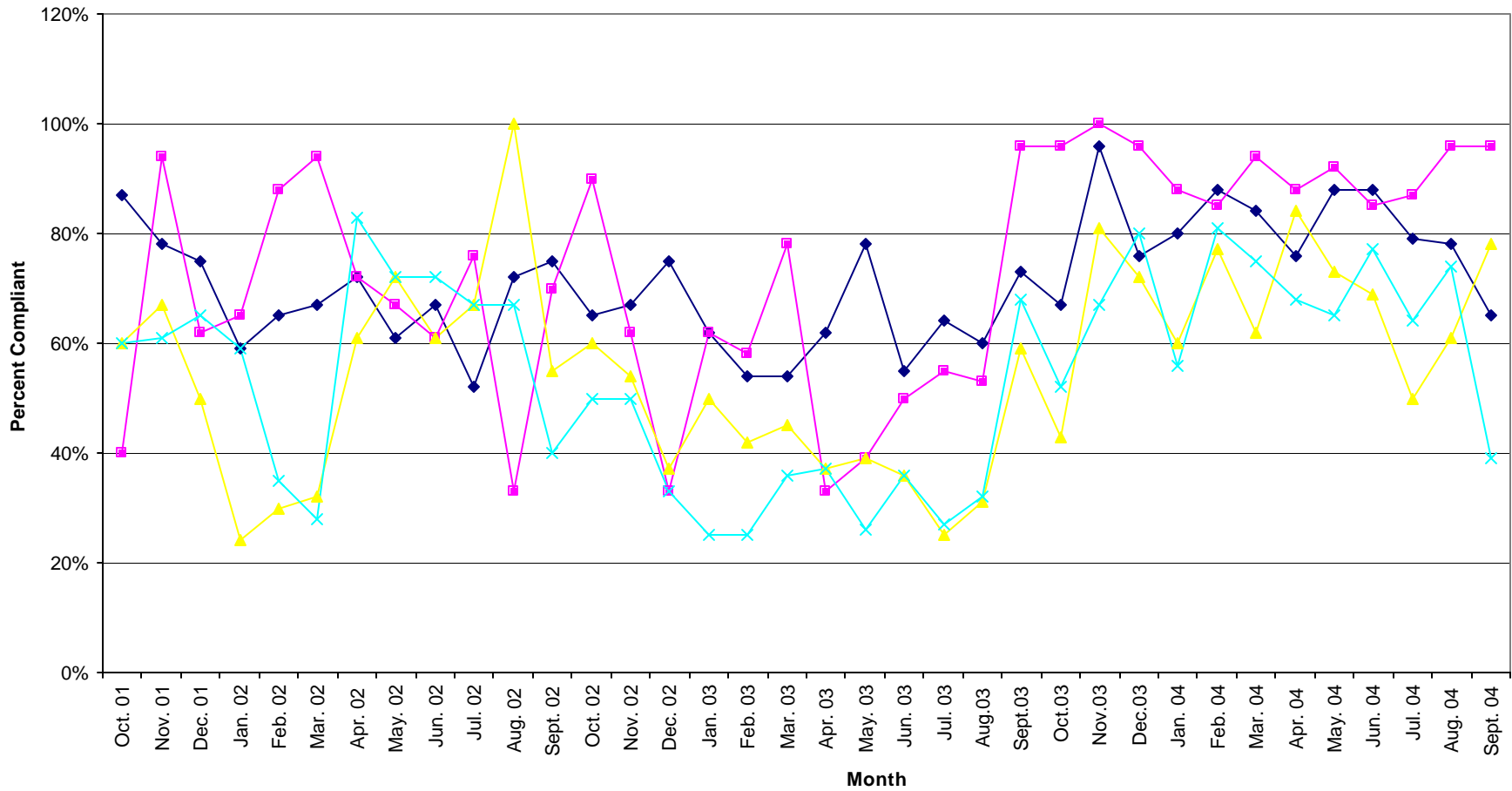
# Compliance Review



### Selected Record Review Issues



### Selected Record Review Issues



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

November 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
<b>Unit Rate</b>			<b>129.99</b>	<b>129.99</b>	<b>90</b>	<b>39.48</b>	<b>65</b>	<b>195</b>	<b>35</b>								
Dean Bachelor	6	13	0.00	0.00	11.00	9.00	0.00	0.0		39.00	20.00	33.00	61%	15%	33%	49%	1%
A. J. Bierly*	0	0	0.00	0.00	0.00	0.00	65.80	0.0		65.80	65.80						4%
Scott Craft	5	22	4.00	0.00	22.40	60.60	0.00	0.0	100.0	214.00	187.00	209.00	87%	2%	10%	13%	12%
Misty Coleman	12	27	3.50	0.00	54.60	21.80	5.30	0.0		124.20	85.20	112.20	69%	10%	22%	31%	5%
Steve Ford	27	30	3.50	0.00	77.90	13.50	11.40	0.0		163.30	106.30	136.30	65%	17%	18%	35%	7%
Jodie Clutter*	0	0	0.00	0.00	0.00	0.00	45.70	0.0		45.70	45.70	45.70		0%	0%		3%
Rick Gehlbach	17	31	18.90	0.00	60.00	2.50	0.80	0.0		130.20	82.20	113.20	63%	13%	24%	37%	5%
Joni Grim	26	29	6.70	0.00	50.50	72.40	3.40	0.0		188.00	133.00	162.00	71%	14%	15%	29%	8%
Adrienne Harris	7	20	7.80	0.00	60.80	0.00	3.40	0.0		99.00	72.00	92.00	73%	7%	20%	27%	5%
Jessica Heath	3	2	4.00	0.00	1.00	0.00	0.00	0.0		10.00	5.00	7.00	50%	30%	20%	50%	0%
Brad Hedges	8	2	6.80	25.85	4.10	0.00	0.00	0.0		46.75	36.75	38.75	79%	17%	4%	21%	2%
Chris Johnson	27	18	9.50	0.00	44.00	0.00	0.00	0.0		98.50	53.50	71.50	54%	27%	18%	46%	3%
Ellen Marshall	0	0	7.30	0.00	0.00	0.00	0.00	0.0		7.30	7.30	7.30	100%	0%	0%	0%	0%
Karis Mason	11	15	5.00	0.00	49.80	0.00	3.30	0.0		84.10	58.10	73.10	69%	13%	18%	31%	4%
Paula Moreland	17	6	4.00	0.00	51.10	0.00	10.50	0.0		88.60	65.60	71.60	74%	19%	7%	26%	4%
Leasa Mowery	0	0	2.00	0.00	9.00	3.00	0.50	0.0		14.50	14.50	14.50	100%	0%	0%	0%	1%
Tricia Ostrander	12	6	10.90	13.40	16.60	0.00	0.00	0.0		58.90	40.90	46.90	69%	20%	10%	31%	3%
Bonnie Daniels	26	33	6.00	0.00	79.90	9.50	9.70	0.0		164.10	105.10	138.10	64%	16%	20%	36%	7%
Chris Ray	16	29	5.30	7.00	29.10	0.00	0.00	0.0		86.50	41.40	70.50	48%	18%	34%	52%	3%
Robin Rippeth	4	7	11.90	0.00	17.60	0.00	0.30	0.0		40.80	29.80	36.80	0%	0%	0%	0%	2%
Claire Robitaille	28	20	2.50	0.00	54.40	0.00	0.00	0.0		104.90	56.90	76.90	54%	27%	19%	46%	4%
Mike Selegue	11	44	12.80	0.00	59.10	0.00	1.80	0.0		128.70	73.70	117.70	57%	9%	34%	43%	5%
Charles Snyder	28	46	0.00	0.00	0.00	0.00	0.00	37.5		111.50	37.50	83.50	34%	25%	41%	66%	2%
Heather Stevens	0	0	0.00	0.00	56.50	0.00	8.10	0.0		64.60	64.60	64.60	100%	0%	0%	0%	4%
Amanda Moore*	0	0	0.00	0.00	0.00	0.00	56.70	0.0		56.70	56.70	56.70		0%	0%	0%	4%
Joe Dunson *	0	0	0.00	0.00	0.00	0.00	48.50	0.0		48.50	48.50	48.50		0%	0%		3%
<b>Sum Totals</b>	291	400	132.40	46.25	809.40	192.30	275.20	37.5	100.0	2284.15	1593.05	1927.35					
<b>Average</b>													65%	12%	15%	29%	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**

November	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	0.00	11.00	9.00	0.00	0.0	0.0		
	\$0	\$0	\$990	\$355	\$0	\$0	\$0	\$ 1,345.32	1%
A.J. Bierly	0.00	0.00	0.00	0.00	65.80	0.00	0.00		
	\$0.00	\$0.00	\$0.00	\$0.00	\$4,277.00	\$0.00	\$0.00	\$ 4,277.00	3%
Misty Coleman	3.50	0.00	54.60	21.80	5.30	0.00	0.00		
	\$454.97	\$0.00	\$4,914.00	\$860.66	\$344.50	\$0.00	\$0.00	\$ 6,574.13	5%
Scott Craft	4.00	0.00	22.40	60.60	0.00	0.0	100.0		
	\$519.96	\$0.00	\$2,016.00	\$2,392.49	\$0.00	\$0.00	\$3,500.00	\$ 8,428.45	6%
Jodie Clutter	0.00	0.00	0.00	0.00	45.70	0.00	0.00		
	\$0.00	\$0.00	\$0.00	\$0.00	\$2,970.50	\$0.00	\$0.00	\$ 2,970.50	2%
Steve Ford	3.50	0.00	77.90	13.50	11.40	0.00	0.00		
	\$454.97	\$0.00	\$7,011.00	\$532.98	\$741.00	\$0.00	\$0.00	\$ 8,739.95	7%
Rick Gehlbach	18.90	0.00	60.00	2.50	0.80	0.00	0.00		
	\$2,456.81	\$0.00	\$5,400.00	\$98.70	\$52.00	\$0.00	\$0.00	\$ 8,007.51	6%
Joni Grim	6.70	0.00	50.50	72.40	3.40	0.00	0.00		
	\$870.93	\$0.00	\$4,545.00	\$2,858.35	\$221.00	\$0.00	\$0.00	\$ 8,495.29	6%
Adrienne Harris	7.80	0.00	60.80	0.00	3.40	0.00	0.00		
	\$1,013.92	\$0.00	\$5,472.00	\$0.00	\$221.00	\$0.00	\$0.00	\$ 6,706.92	5%
Jessica Heath	\$4.00	\$0.00	\$1.00	\$0.00	\$0.00	\$0.00	\$0.00		
	\$519.96	\$0.00	\$90.00	\$0.00	\$0.00	\$0.00	\$0.00	\$609.96	0%
Brad Hedges	6.80	25.85	4.10	0.00	0.00	0.00	0.00		
	\$883.93	\$3,360.24	\$369.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 4,613.17	3%
Chris Johnson	9.50	0.00	44.00	0.00	0.00	0.00	0.00		
	\$1,234.91	\$0.00	\$3,960.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 5,194.91	4%
Ellen Marshall	\$7.30	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		
	\$948.93	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$948.93	1%
Karis Mason	5.00	0.00	49.80	0.00	3.30	0.00	0.00		
	\$649.95	\$0.00	\$4,482.00	\$0.00	\$214.50	\$0.00	\$0.00	\$ 5,346.45	4%
Paula Moreland	4.00	0.00	51.10	0.00	10.50	0.0	0.0		
	\$519.96	\$0.00	\$4,599.00	\$0.00	\$682.50	\$0.00	\$0.00	\$ 5,801.46	4%
Leasa Mowery	2.00	0.00	9.00	3.00	0.00	0.0	0.0		
	\$259.98	\$0.00	\$810.00	\$118.44	\$0.00	\$0.00	\$0.00	\$ 1,188.42	1%
Tricia Ostrander	10.90	13.40	16.60	0.00	0.00	0.0	0.0		
	\$1,416.89	\$1,741.87	\$1,494.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 4,652.76	4%
Bonnie Daniels	6.00	0.00	79.90	9.50	9.70	0.00	0.00		
	\$779.94	\$0.00	\$7,191.00	\$375.06	\$630.50	\$0.00	\$0.00	\$ 8,976.50	7%
Chris Ray	5.30	7.00	29.10	0.00	0.00	0.00	0.00		
	\$688.95	\$909.93	\$2,619.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 4,217.88	3%
Robin Rippeth	11.90	0.00	17.60	0.00	0.30	0.00	0.00		
	\$1,546.88	\$0.00	\$1,584.00	\$0.00	\$19.50	\$0.00	\$0.00	\$ 3,150.38	2%
Claire Robitaille	2.50	0.00	54.40	0.00	0.00	0.00	0.00		
	\$324.98	\$0.00	\$4,896.00	\$0.00	\$0.00	\$0.00	\$0.00	\$5,220.98	4%
Mike Selegue	12.80	0.00	59.10	0.00	1.80	0.00	0.00		
	\$1,663.87	\$0.00	\$5,319.00	\$0.00	\$117.00	\$0.00	\$0.00	\$7,099.87	5%
Charles Snyder	0.00	0.00	0.00	0.00	0.00	37.50	0.00		
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$7,312.50	\$0.00	\$7,312.50	6%
Heather Stevens	2.30	0.00	56.50	0.00	8.10	0.00	0.00		
	\$298.98	\$0.00	\$5,085.00	\$0.00	\$526.50	\$0.00	\$0.00	\$5,910.48	4%
Amanda Moore	0.00	0.00	0.00	0.00	56.70	0.00	0.00		
	\$0.00	\$0.00	\$0.00	\$0.00	\$3,685.50	\$0.00	\$0.00	\$3,685.50	3%
Joe Dunson	0.00	0.00	0.00	0.00	48.50	0.00	0.00		
	\$0.00	\$0.00	\$0.00	\$0.00	\$3,152.50	\$0.00	\$0.00	\$3,152.50	2%
Sum Totals	\$17,509.65	\$6,012.04	\$72,846.00	\$7,592.00	\$17,855.50	\$7,312.50	\$3,500.00	\$132,627.69	

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