



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 September 2004
Chart Reviews for July 2004

SUBMITTED: October 18, 2004

I: MAJOR UNUSUAL INCIDENTS

There was one major unusual incident for the month of September. The incident occurred on 9/27/2004. The incident involved client #03022004 and an involuntary hospitalization of the client. The Lancaster Police Department and Emergency Services assisted agency staff in providing services to this client. When police arrived, the client agreed to be transported to the hospital. The incident was faxed to the Board on 9/27/2004.

II: TRANSFERS FROM STATE HOSPITALS

There were no transfers from state hospitals in September. There was one client released from hospitalization in September. Client# 01020504 was admitted to Fairfield Medical Center on 9/22/2004 and discharged on 9/30/2004. Claire Robitaille saw the client on 10/05/2004.

III: PLANT//PHYSICAL HEALTH AND SAFETY

During the month of September the local fire department made their annual inspection of the agency buildings. The inspection indicated that there were emergency lights in the 624 building that were not working properly and that the fire extinguishers in both buildings were due to be serviced. Lights and batteries were replaced in the emergency lights and the dealer for the fire extinguishers came in and serviced all of the extinguishers. The agency passed the follow-up inspection conducted by the fire department.



AN INDEPENDENT CONTRACT AGENCY OF THE FAIRFIELD COUNTY ADAMH BOARD

IV: RECORDS COMPLETENESS REVIEW (July)

Clinicians	% Compliance With Standard	Chart Included AOD Services	Chart Included CSP Services
Dr. Brad Hedges	100	NO	NO
Dr. Robin Rippeth	95	NO	NO
Dr. Chris Ray	96	NO	NO
Dr. Scott Craft*	92	NO	NO
Dean Bachelor*	88	NO	NO
Claire Robitaille*	79	NO	NO
Joni Grim	100	NO	YES
Chris Johnson*	88	NO	NO
Steve Ford	96	NO	YES
Amanda Moore*	90	YES	YES
Joe Dunson	95	NO	YES
Mike Selegue	96	NO	NO
Karis Mason	99	NO	NO
Jodi Frazier	95	NO	YES
A.J. Bierly	95	NO	YES
Kelly Kleimeyer	97	NO	NO
Rick Gehlbach	96	NO	NO
Dawn McCoy*	77	NO	YES
Misty Coleman*	92	NO	NO
Bonnie Daniels	98	NO	YES
Leasa Mowery	96	NO	NO
Tricia Ostrander	100	NO	NO
Adrienne Harris**	N/A	NO	NO
Paula Moreland	95	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 being off.

Twenty-nine 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:

- Twenty-five percent of the records reviewed were missing a copy of the current medical card.
- Twenty-one 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 42% of the clinicians.
- In four percent of the records reviewed there was at least one session recorded that did not match the billing record.
- Twenty-one percent of the records reviewed had an Individual Service Plan on the chart that needed to be updated.

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

V: PEER REVIEW (July)

Clinicians	Percent Compliant With Standard	Chart Included AOD Services	Chart Included CSP Services
Dr. Brad Hedges	100	NO	NO
Dr. Chris Ray	95	NO	NO
Dr. Robin Rippeth	92	NO	NO
Steve Ford	98	NO	YES
Mike Selegue*	84	NO	NO
Joni Grim	98	NO	YES
Dr. Scott Craft	93	NO	NO
Chris Johnson	90	NO	NO
Claire Robitaille*	83	NO	NO
Kelly Kleimeyer	93	NO	NO
Bonnie Daniels	92	NO	YES
Dawn McCoy	97	NO	YES
Dean Bachelor	94	NO	NO
Misty Coleman	90	NO	NO
Rick Gehlbach	95	NO	NO
Joe Dunson	96	NO	YES
Karis Mason*	85	NO	NO
A.J. Bierly	96	NO	YES
Jodi Frazier*	89	NO	YES
Amanda Moore*	87	YES	YES
Leasa Mowery	90	NO	NO
Tricia Ostrander	100	NO	NO
Adrienne Harris**	N/A	NO	NO
Paula Moreland	92	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 being off.

Twenty-one percent of the clinicians did not meet the 90% threshold for peer review for the month of July.

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

Clinician	Number of Clients Assigned	Number of Clients Seen	Average Number of Contacts Per Client Seen
Dean Bachelor	18	6	1.5
Dr. Brad Hedges	67	17	1.2
Dr. Chris Ray	73	29	1.6
Dr. Robin Rippeth	18	6	1.2
Dawn McCoy	50	48	1.7
Dr. Scott Craft	96	33	2.3
Steve Ford	88	40	2.0
Bonnie Daniels	74	43	2.1
Joni Grim	87	38	2.2
Chris Johnson	119	4	1
Claire Robitaille	60	36	1.7
Rick Gehlbach	64	40	2.1
Mike Selegue	84	55	1.6
Heather Stevens	38	34	3.5
Joe Dunson	25	20	5.0
Misty Coleman	63	41	2.1
A.J. Bierly	25	19	4.7
Jodi Frazier	22	18	3.4
Amanda Moore	31	19	6.4
Tricia Ostrander	52	11	1.4
Leasa Mowery	8	6	2.5
Paula Moreland	36	32	3.3
Karis Mason	39	26	1.9
Adrienne Harris	43	25	2.2
Hugh Boggs*	N/A	N/A	N/A

*Clinician did not see any clients.

The No Show rate for September was 18%. 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 formal AOD program.

VIII: INVOLUNTARY TERMINATIONS

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

IX: PROFESSIONAL STAFF ORGANIZATION

The clinical staff maintains current licensure requirements. No clinicians attended training during the month of September.

X: REVIEW OF WAITING LIST

There were a total of 67 new clients seen in the MOPS General Program enrollment for the month of September. Sixty-one percent of these new clients were from Fairfield County. The total number of clients seen in the month of September 2004 was 646.

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 September was to choose one area of agency service to evaluate. The group chose the Sex Offender services offered at the agency. Dr. Hedges provided a program review that he had coordinated for a sex offender program in another county for the group to reference. The program review will include chart reviews for all current clients receiving services and a sampling of archived charts. In addition, the staff that coordinate client treatment are being asked a series of questions about the services offered. The program review is currently underway; the progress and results will be reported in future QA reports.

A quarterly QA report will be forwarded to the Board upon completion.

XIII: RESPONSE TO LAST MONTHS FOCUS REVIEW

No response needed.

XIV: CLIENT RIGHTS AND GRIEVANCES

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

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

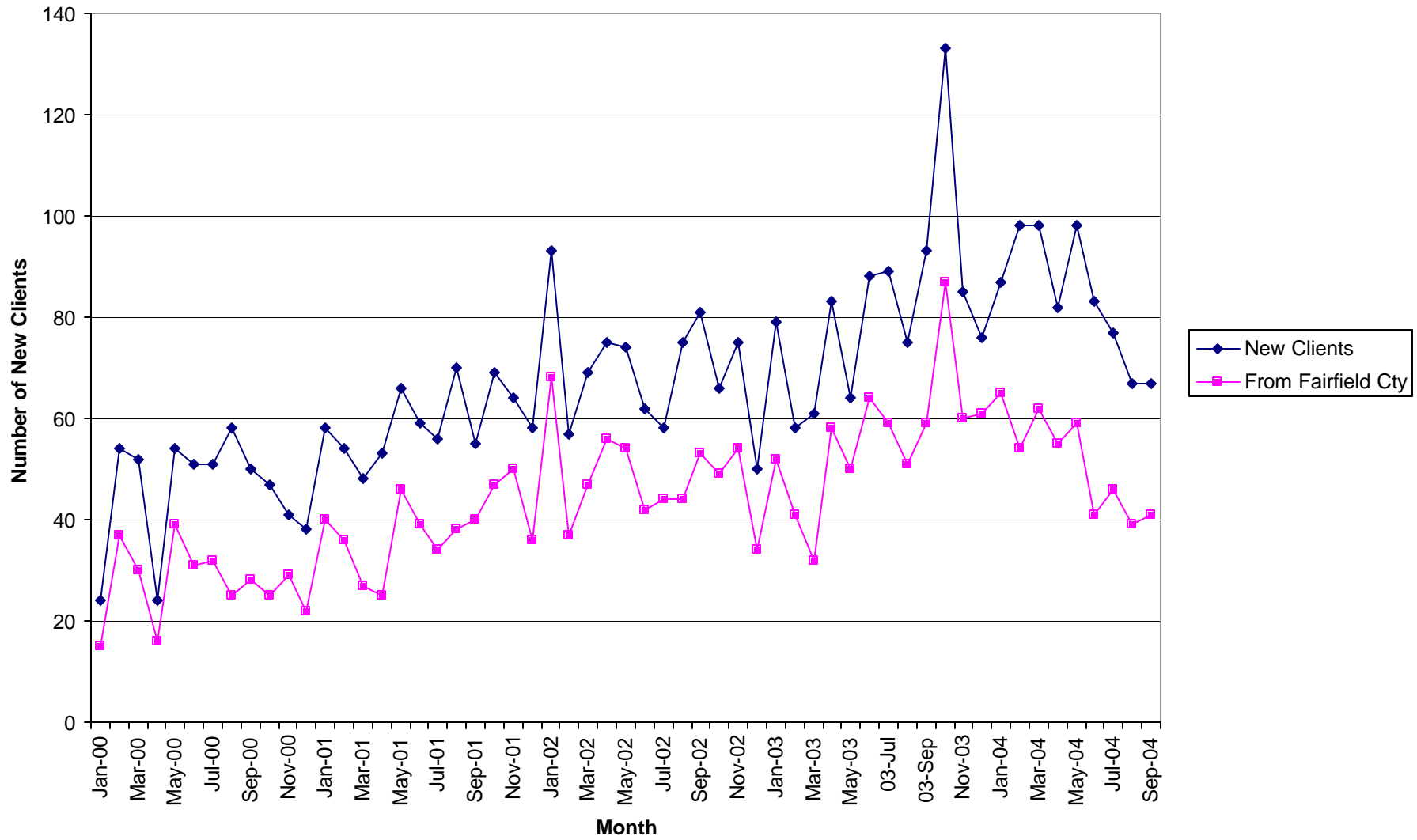
Agency Service Budget Month of September 2004

	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	132	56	167	81	449	184	501	243		
	\$17,146	\$7,266	\$21,708	\$10,529	\$58,405	\$23,957	\$65,125	\$31,588	(\$6,720)	(\$7,630)
Individual Counseling	824	478	833	531	2,396	1,463	2,499	1,593		
	\$74,124	\$43,047	\$74,970	\$47,790	\$215,676	\$131,670	\$224,910	\$143,370	(\$9,234)	(\$11,700)
Individual CSP	307	222	500	417	907	689	1,500	1,251		
	\$19,923	\$14,450	\$32,500	\$27,105	\$58,975	\$44,753	\$97,500	\$81,315	(\$38,526)	(\$36,563)
Group CSP	0	0	0	0	0	0	0	0		
	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Group	210	26	146	51	549	90	438	153		
	\$8,303	\$1,026	\$5,764	\$2,013	\$21,678	\$3,549	\$17,292	\$6,040	\$4,386	(\$2,491)
Medication	52	34	53	35	141	91	159	105		
	\$10,715	\$6,924	\$10,921	\$7,212	\$29,137	\$18,813	\$32,764	\$21,636	(\$3,627)	(\$2,823)
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	3	3		
	\$0	\$0	\$87	\$87	\$0	\$0	\$262	\$262	(\$262)	(\$262)
AOD Group	0	0	13	17	0	0	39	51		
	\$0	\$0	\$495	\$647	\$0	\$0	\$1,485	\$1,942	(\$1,485)	(\$1,942)
Court Diversion	80	0	120	0	240	0	360	0		
	\$2,800	\$0	\$4,200	\$0	\$8,400	\$0	\$12,600	\$0	(\$4,200)	\$0
Jail Diversion	60	60	75	75	180	180	225	225		
	\$2,100	\$2,100	\$2,625	\$2,625	\$6,300	\$6,300	\$7,875	\$7,875	(\$1,575)	(\$1,575)
Sum \$	\$135,110	\$72,713	\$150,646	\$95,384	\$398,570	\$222,742	\$451,938	\$286,153	(\$53,367)	(\$63,411)

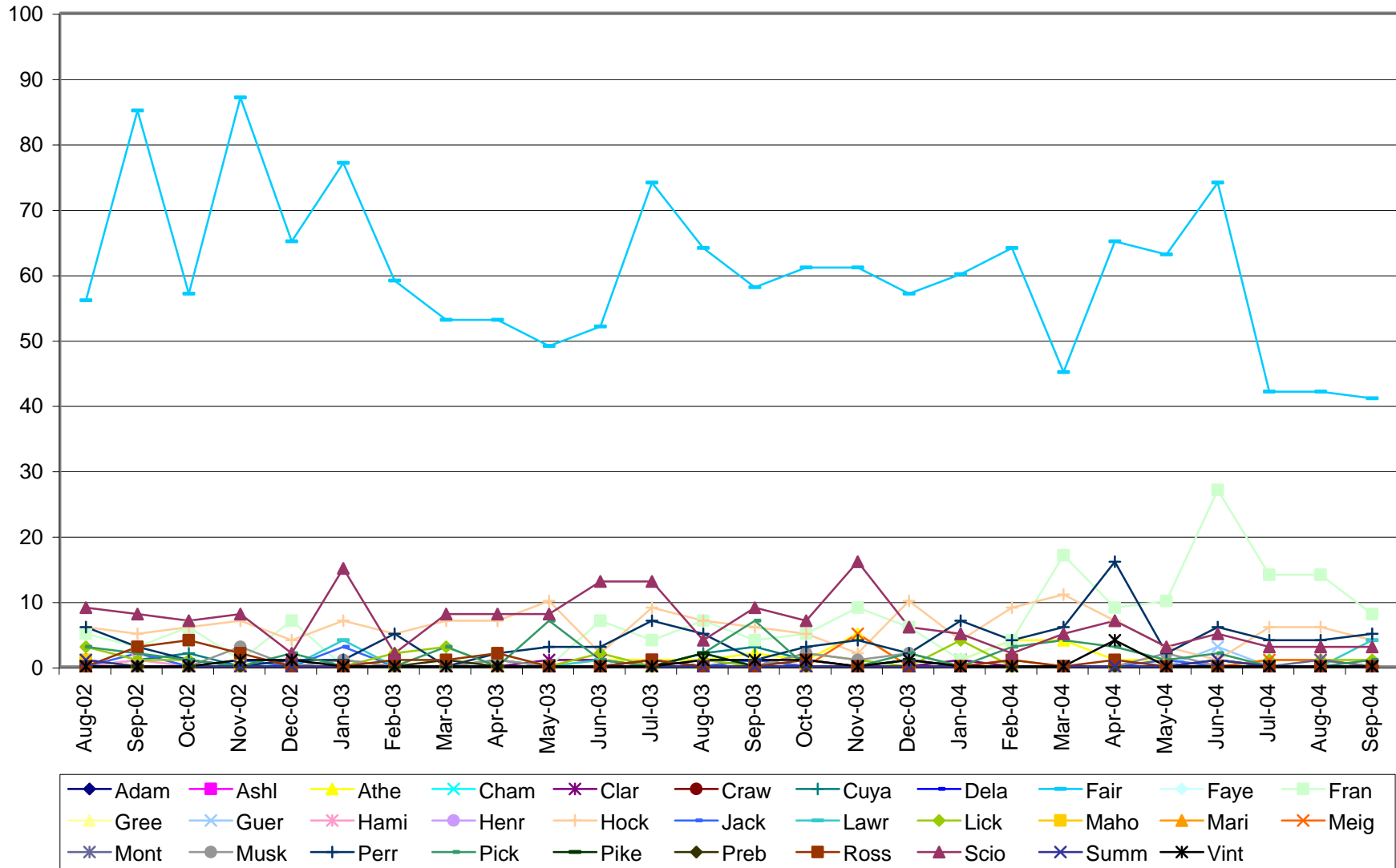
* () figures indicate that MOPS provided fewer services in this category than budgeted.

54% Percent of Services for Fairfield County
 12% Percent Below Overall MOPS Budget
 22% Percent Below Fairfield County Medicaid

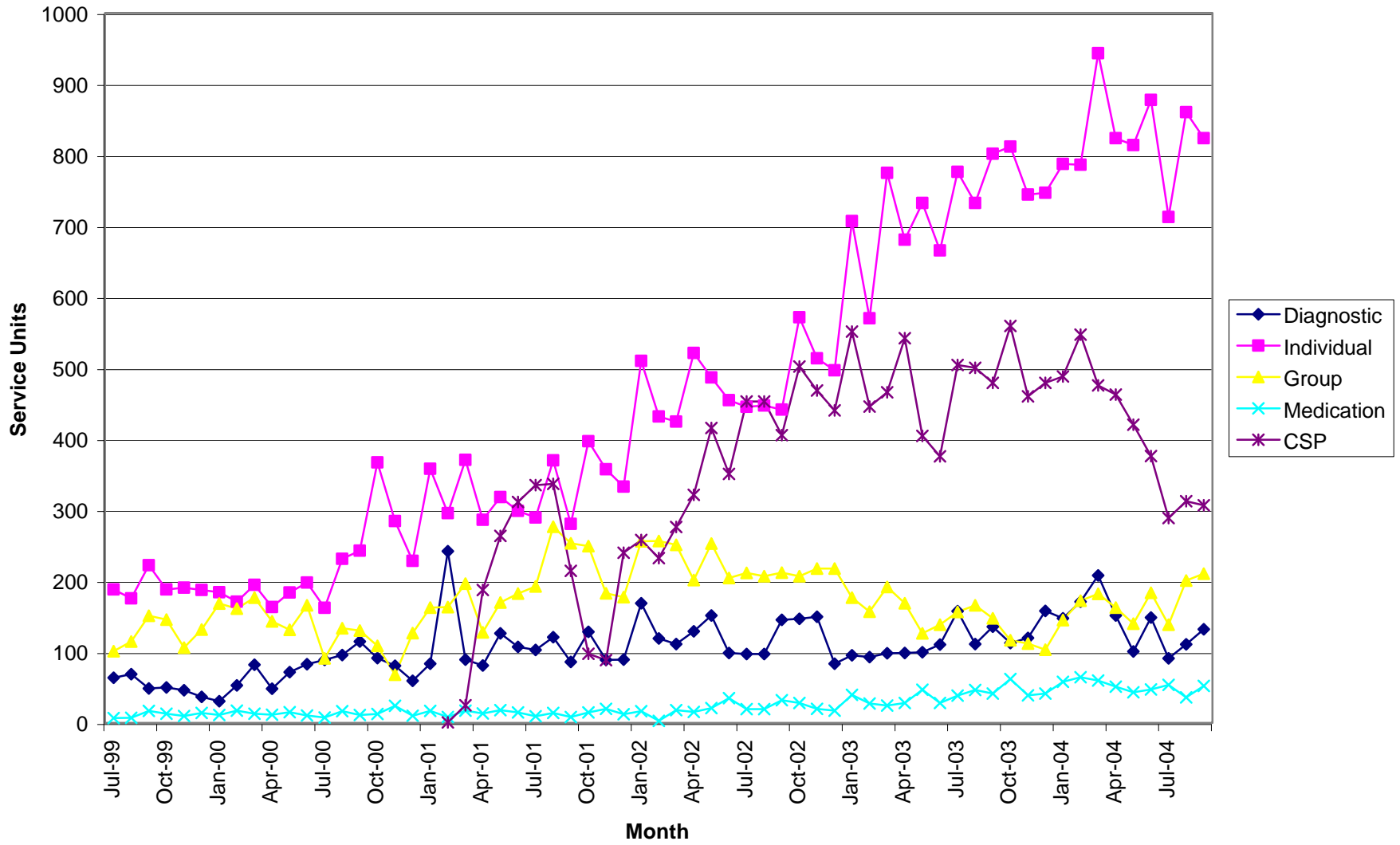
New Clients



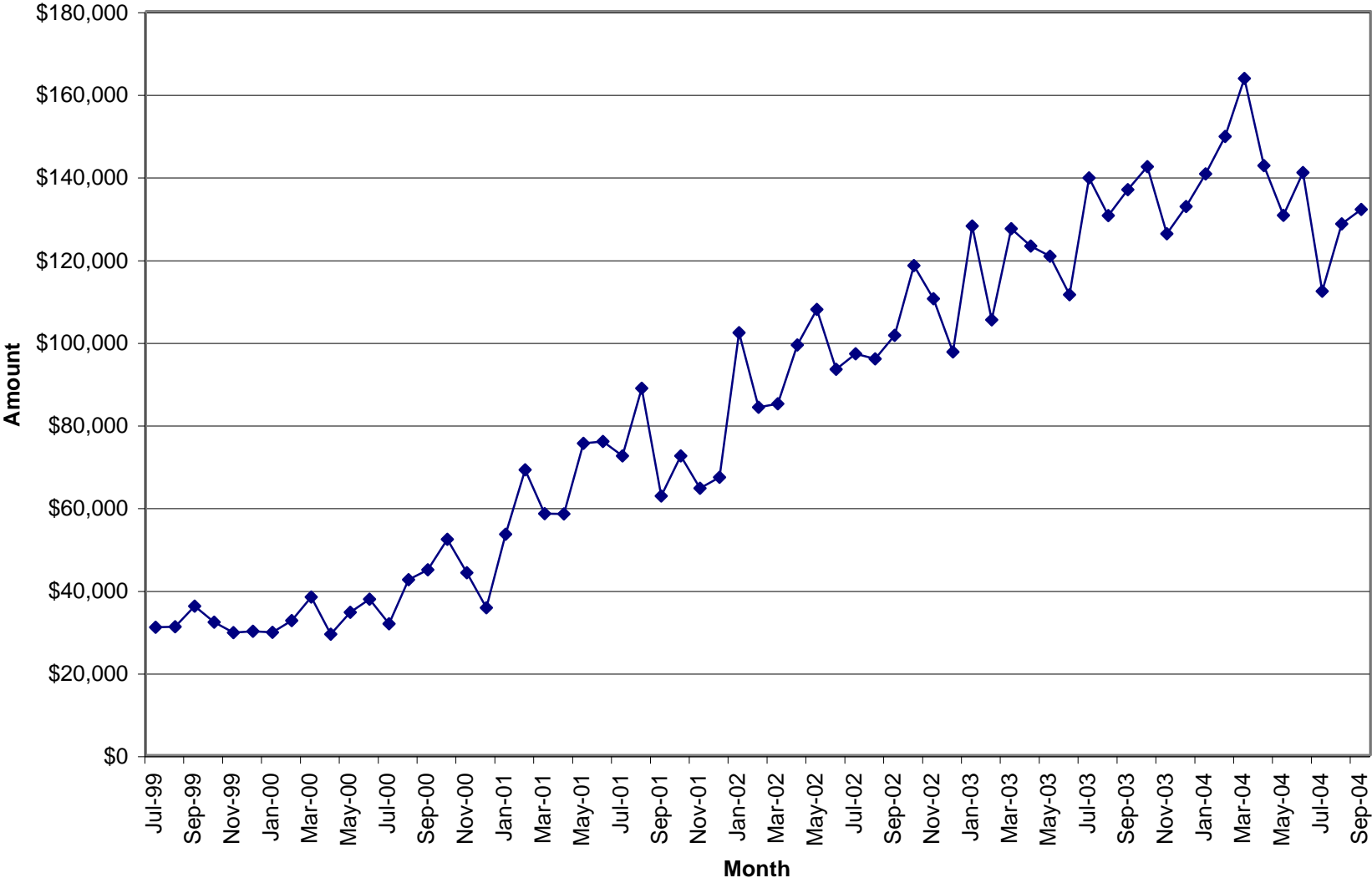
Number of Intakes by County



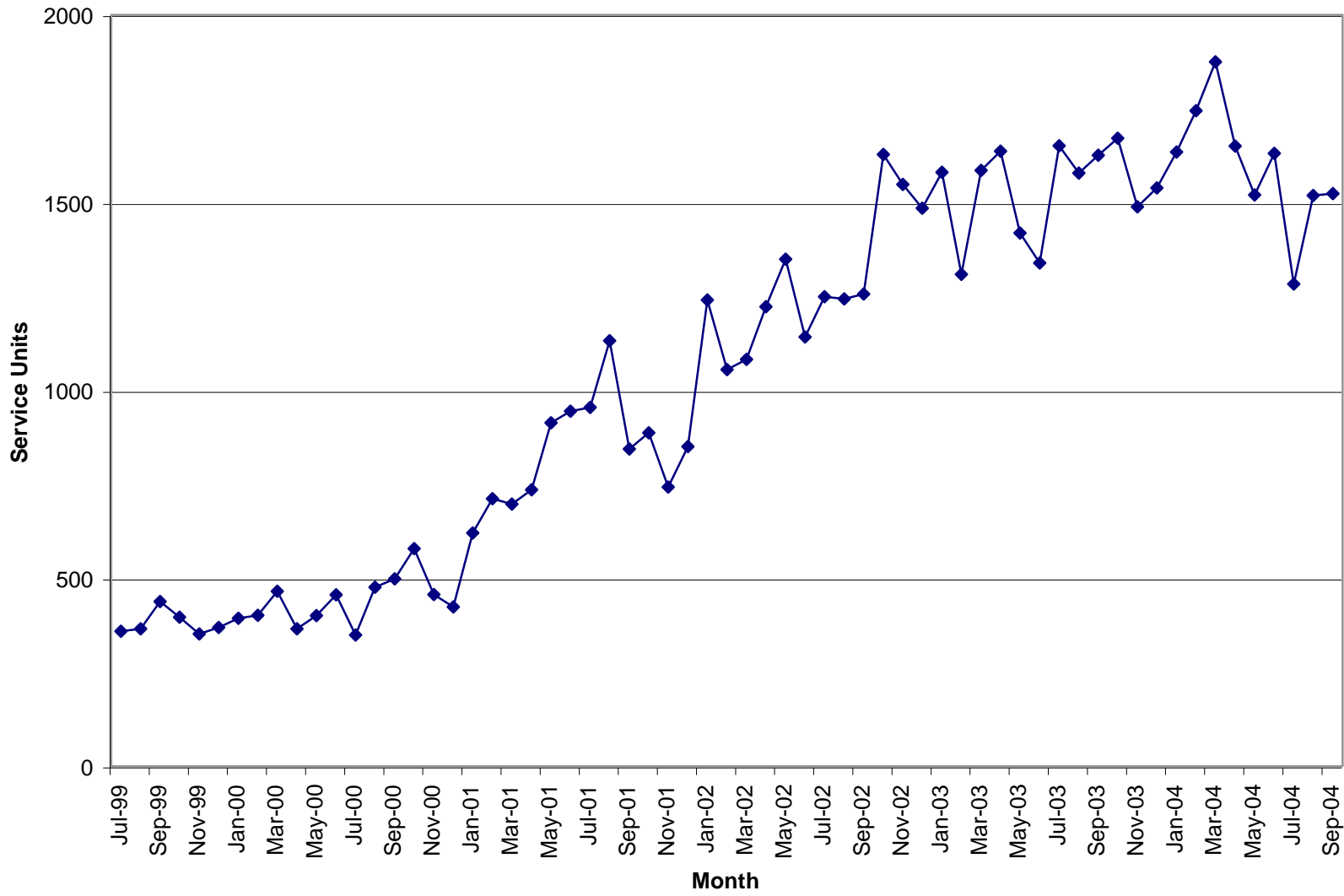
Units of Service



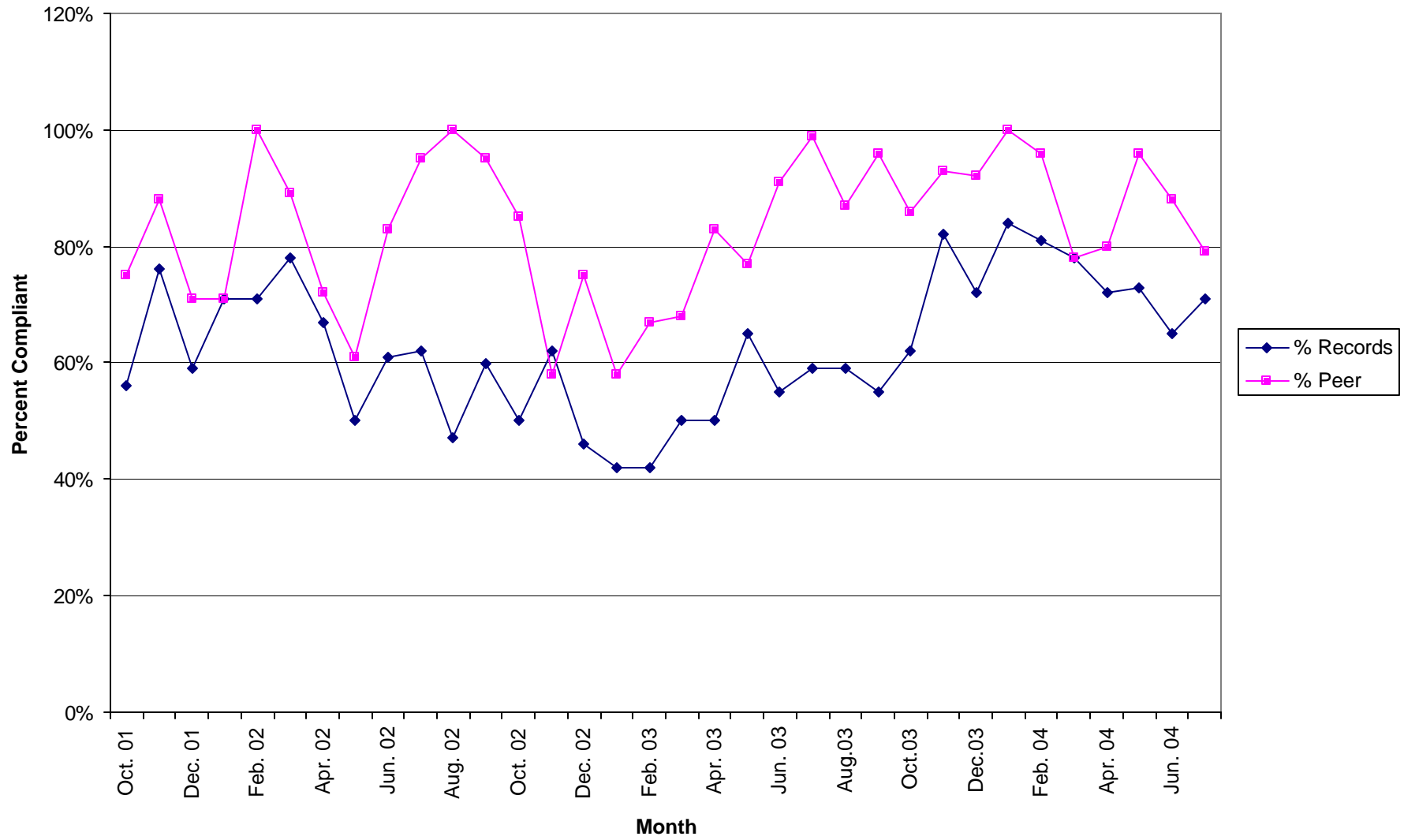
Total Units \$



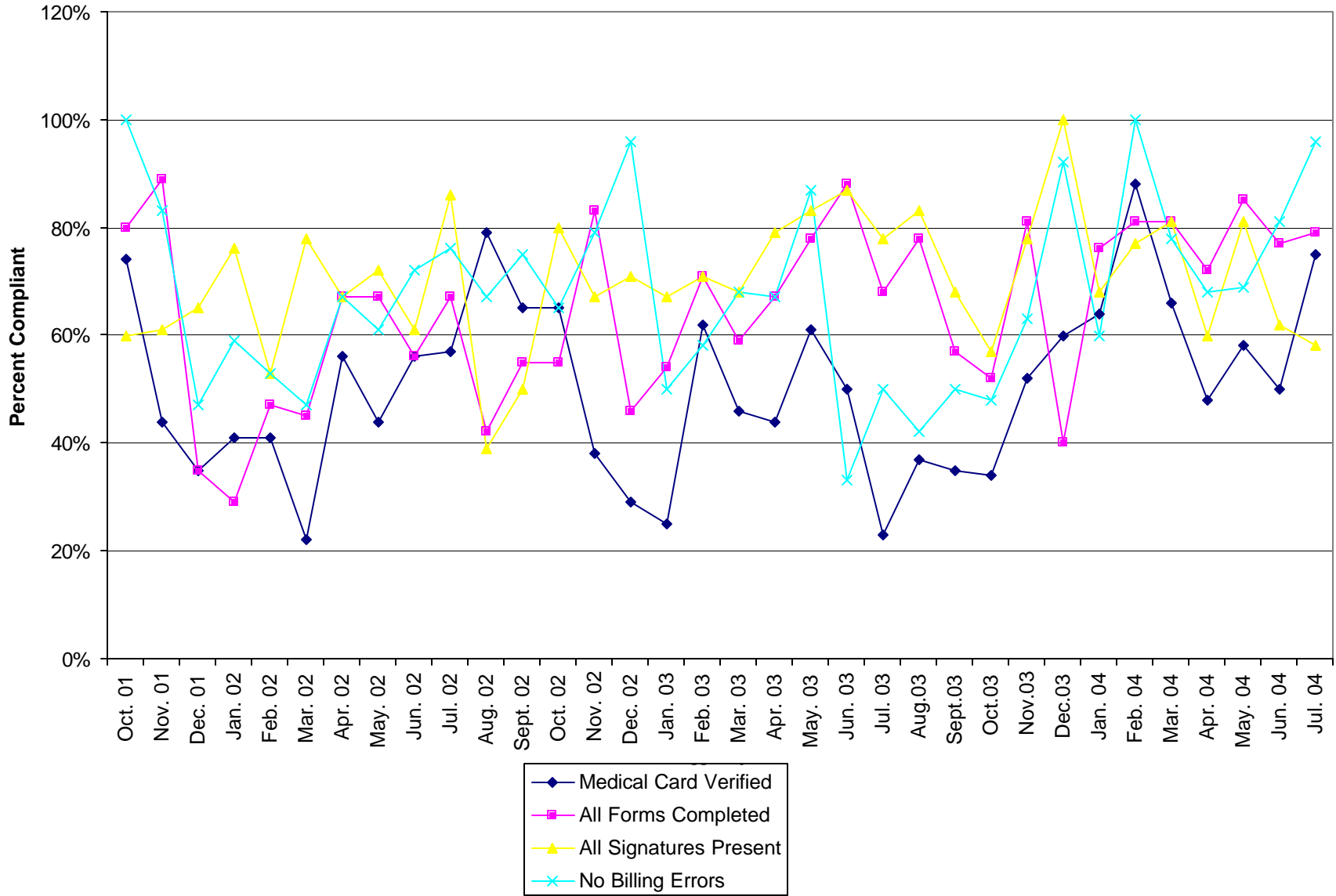
Total Units of Service



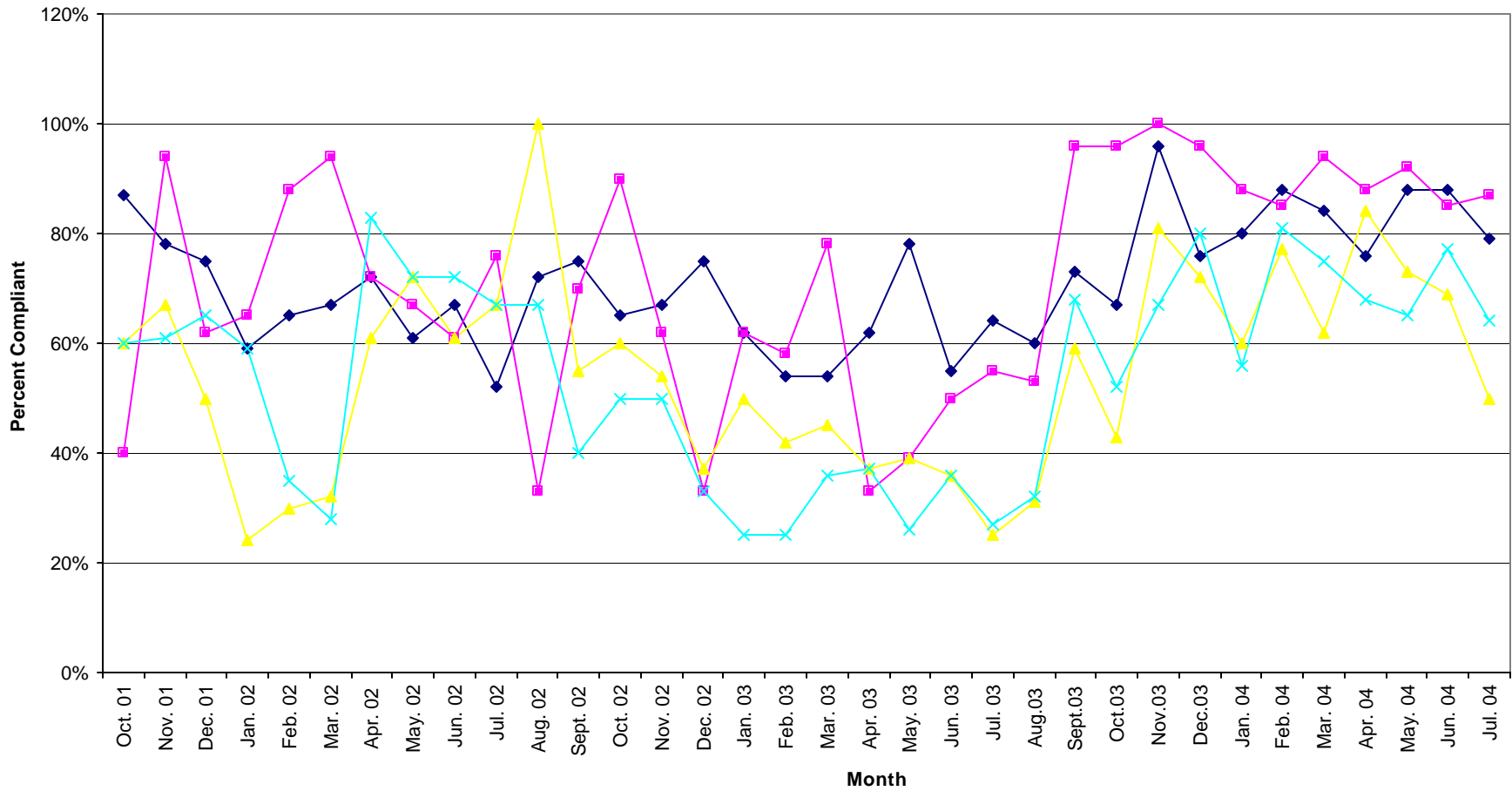
Compliance Review



Selected Record Review Issues



Selected Record Review Issues



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

September 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	0	4	1.00		2.00	6.00	0.00			13.00	9.00	13.00	69%	0%	31%	31%	1%
A. J. Bierly*							61.30			61.30	61.30						4%
Hugh Boggs Jr					0.00					0.00	0.00	0.00	0%	0%	0%	0%	0%
Scott Craft	17	31	1.00	0.00	34.40	60.50	0.60		80.0	224.50	176.50	207.50	79%	8%	14%	21%	11%
Misty Coleman	21	21	2.00		59.30	31.50	2.00			136.80	94.80	115.80	69%	15%	15%	31%	6%
Steve Ford	10	33	12.00		65.20	0.00	6.00			126.20	83.20	116.20	66%	8%	26%	34%	5%
Jodie Frazier*							55.80			55.80	55.80						3%
Rick Gehlbach	17	32	8.00	0.00	62.90	8.50	2.70			131.10	82.10	114.10	63%	13%	24%	37%	5%
Joni Grim	11	20	2.00	0.00	38.60	63.20	2.60			137.40	106.40	126.40	77%	8%	15%	23%	6%
Adrienne Harris	7	13	9.70		36.10	13.00	0.00			78.80	58.80	71.80	75%	9%	16%	25%	4%
Brad Hedges	2	5	5.10	23.40	3.80		1.00			40.30	33.30	38.30	83%	5%	12%	17%	2%
Chris Johnson	69	7	0.00		4.00	0.00			60.0	140.00	64.00	71.00	46%	49%	5%	54%	4%
Karis Mason	9	21	0.00		47.50					77.50	47.50	68.50	61%	12%	27%	39%	3%
Dawn McCoy	8	18	2.00		77.40	0.00	0.80			106.20	80.20	98.20	76%	8%	17%	24%	5%
Paula Moreland	5	11	4.00		57.90		8.40			86.30	70.30	81.30	81%	6%	13%	19%	4%
Leasa Mowery	0	1	2.00		5.30	12.60				20.90	19.90	20.90	95%	0%	5%	5%	1%
Tricia Ostrander	5	8	2.50	17.20	8.40					41.10	28.10	36.10	68%	12%	19%	32%	2%
Bonnie Daniels	34	39	2.00		68.10	11.00	3.80			157.90	84.90	123.90	54%	22%	25%	46%	5%
Chris Ray	13	23	18.20	1.30	31.60		0.00			87.10	51.10	74.10	59%	15%	26%	41%	3%
Robin Rippeth	7	3	3.20	0.00	6.20		0.00			19.40	9.40	12.40	0%	0%	0%	0%	1%
Claire Robitaille	25	31	2.00	3.00	57.60					118.60	62.60	93.60	53%	21%	26%	47%	4%
Mike Selegue	11	41	8.30		75.90		1.00			137.20	85.20	126.20	62%	8%	30%	38%	5%
Charles Snyder	30	69						52.0		151.00	52.00	121.00	34%	20%	46%	66%	3%
Heather Stevens	0	0	2.00		62.90		11.00			75.90	75.90	75.90	100%	0%	0%	0%	5%
Amanda Moore*							86.50			86.50	86.50	86.50				0%	5%
Kelly Kleimeyer	1	7	0.00		18.50	4.00	2.50			33.00	25.00	32.00	76%	13%	21%	24%	2%
Joe Dunson *							60.50			60.50	60.50						4%
Sum Totals	302	438	87.00	44.90	823.60	210.30	306.50	52.0	140.0	2404.30	1664.30	1924.70					
Average													63%	11%	18%	27%	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

September	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	1.00	0.00	2.00	6.00	0.00	0.0	0.0		
	\$130	\$0	\$180	\$237	\$0	\$0	\$0	\$ 546.87	0%
A.J. Bierly	0.00	0.00	0.00	0.00	61.30	0.00	0.00		
	\$0.00	\$0.00	\$0.00	\$0.00	\$3,984.50	\$0.00	\$0.00	\$ 3,984.50	3%
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	2.00	0.00	59.30	31.50	2.00	0.00	0.00		
	\$259.98	\$0.00	\$5,337.00	\$1,243.62	\$130.00	\$0.00	\$0.00	\$ 6,970.60	5%
Scott Craft	1.00	0.00	34.40	60.50	0.60	0.0	80.0		
	\$129.99	\$0.00	\$3,096.00	\$2,388.54	\$39.00	\$0.00	\$2,800.00	\$ 8,453.53	6%
Jodie Frazier	0.00	0.00	0.00	0.00	55.80	0.00	0.00		
	\$0.00	\$0.00	\$0.00	\$0.00	\$3,627.00	\$0.00	\$0.00	\$ 3,627.00	3%
Steve Ford	12.00	0.00	65.20	0.00	6.00	0.00	0.00		
	\$1,559.88	\$0.00	\$5,868.00	\$0.00	\$390.00	\$0.00	\$0.00	\$ 7,817.88	6%
Rick Gehlbach	8.00	0.00	62.90	8.50	2.70	0.00	0.00		
	\$1,039.92	\$0.00	\$5,661.00	\$335.58	\$175.50	\$0.00	\$0.00	\$ 7,212.00	5%
Joni Grim	2.00	0.00	38.60	63.20	2.60	0.00	0.00		
	\$259.98	\$0.00	\$3,474.00	\$2,495.14	\$169.00	\$0.00	\$0.00	\$ 6,398.12	5%
Adrienne Harris	9.70	0.00	36.10	13.00	0.00	0.00	0.00		
	\$1,260.90	\$0.00	\$3,249.00	\$513.24	\$0.00	\$0.00	\$0.00	\$ 5,023.14	4%
Brad Hedges	5.10	23.40	3.80	0.00	1.00	0.00	0.00		
	\$662.95	\$3,041.77	\$342.00	\$0.00	\$65.00	\$0.00	\$0.00	\$ 4,111.72	3%
Chris Johnson	0.00	0.00	4.00	0.00	0.00	0.00	60.00		
	\$0.00	\$0.00	\$360.00	\$0.00	\$0.00	\$0.00	\$2,100.00	\$ 2,460.00	2%
Karis Mason	0.00	0.00	47.50	0.00	0.00	0.00	0.00		
	\$0.00	\$0.00	\$4,275.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 4,275.00	3%
Dawn McCoy	2.00	0.00	77.40	0.00	0.80	0.00	0.00		
	\$259.98	\$0.00	\$6,966.00	\$0.00	\$52.00	\$0.00	\$0.00	\$ 7,277.98	5%
Paula Moreland	4.00	0.00	57.90	0.00	8.40	0.0	0.0		
	\$519.96	\$0.00	\$5,211.00	\$0.00	\$546.00	\$0.00	\$0.00	\$ 6,276.96	5%
Leasa Mowery	2.00	0.00	5.30	12.60	0.00	0.0	0.0		
	\$259.98	\$0.00	\$477.00	\$497.45	\$0.00	\$0.00	\$0.00	\$ 1,234.43	1%
Tricia Ostrander	2.50	17.20	8.40	0.00	0.00	0.0	0.0		
	\$324.98	\$2,235.83	\$756.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 3,316.80	2%
Bonnie Daniels	2.00	0.00	68.10	11.00	3.80	0.00	0.00		
	\$259.98	\$0.00	\$6,129.00	\$434.28	\$247.00	\$0.00	\$0.00	\$ 7,070.26	5%
Chris Ray	18.20	1.30	31.60	0.00	0.00	0.00	0.00		
	\$2,365.82	\$168.99	\$2,844.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 5,378.81	4%
Robin Rippeth	3.20	0.00	6.20	0.00	0.00	0.00	0.00		
	\$415.97	\$0.00	\$558.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 973.97	1%
Claire Robitaille	2.00	3.00	57.60	0.00	0.00	0.00	0.00		
	\$259.98	\$389.97	\$5,184.00	\$0.00	\$0.00	\$0.00	\$0.00	\$5,833.95	4%
Mike Selegue	8.30	0.00	75.90	0.00	1.00	0.00	0.00		
	\$1,078.92	\$0.00	\$6,831.00	\$0.00	\$65.00	\$0.00	\$0.00	\$7,974.92	6%
Charles Snyder	0.00	0.00	0.00	0.00	0.00	52.00	0.00		
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$10,140.00	\$0.00	\$10,140.00	8%
Heather Stevens	2.00	0.00	62.90	0.00	11.00	0.00	0.00		
	\$259.98	\$0.00	\$5,661.00	\$0.00	\$715.00	\$0.00	\$0.00	\$6,635.98	5%
Amanda Moore	0.00	0.00	0.00	0.00	102.70	0.00	0.00		
	\$0.00	\$0.00	\$0.00	\$0.00	\$6,675.50	\$0.00	\$0.00	\$6,675.50	5%
Joe Dunson	0.00	0.00	0.00	0.00	61.70	0.00	0.00		
	\$0.00	\$0.00	\$0.00	\$0.00	\$4,010.50	\$0.00	\$0.00	\$4,010.50	3%
Sum Totals	\$11,049.15	\$5,836.55	\$66,798.00	\$8,144.72	\$20,176.00	\$10,140.00	\$4,900.00	\$133,680.41	

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