



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 August 2004
Chart Reviews for June 2004

SUBMITTED: September 21, 2004

I: MAJOR UNUSUAL INCIDENTS

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

II: TRANSFERS FROM STATE HOSPITALS

There were no transfers from state hospitals in August. There was one client released from hospitalization in August. Client# 040109C1 was admitted to Marysville on 8/12/2004 and discharged on 8/23/2004. Joe Dunson saw the client on 8/24/2004.

III: PLANT//PHYSICAL HEALTH AND SAFETY

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

IV: RECORDS COMPLETENESS REVIEW (June)

Clinicians	% Compliance With Standard	Chart Included AOD Services	Chart Included CSP Services
Dr. Brad Hedges*	87	NO	NO
Dr. Robin Rippeth	98	NO	NO
Dr. Chris Ray	100	NO	NO
Tonya Kraner*	93	NO	NO
Dr. Scott Craft	96	NO	YES
Dean Bachelor*	93	NO	NO
Claire Robitaille	100	NO	NO
Joni Grim*	94	NO	YES
Chris Johnson*	92	NO	NO
Steve Ford	95	NO	NO
Amanda Moore*	91	NO	YES



Joe Dunson	96	NO	YES
Mike Selegue	96	NO	NO
Karis Mason	96	NO	NO
Jodi Fra zier*	94	NO	YES
A.J. Bierly	98	NO	YES
Kelly Kleimeyer	96	NO	NO
Rick Gehlbach	99	NO	NO
Dawn McCoy	98	NO	NO
Misty Coleman	96	NO	YES
Bonnie Daniels	96	YES	YES
Leasa Mowery*	44	NO	NO
Hugh Boggs**	N/A	NO	NO
Tricia Ostrander	99	NO	NO
Adrienne Harris	96	NO	NO
Paula Moreland*	92	NO	NO

*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.

Thirty-five 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 percent of the records reviewed were missing a copy of the current medical card.
- Twenty-three 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 38% of the clinicians.
- In nineteen percent of the records reviewed there was at least one session recorded that did not match the billing record.
- Twelve percent of the records reviewed had an Individual Service Plan on the chart that needed to be updated.
- Fifteen percent of the records reviewed did not have a reviewed health assessment.
- Twenty-five percent of clinicians were missing case notes for billed services.

V: PEER REVIEW (June)

Clinicians	Percent Compliant With Standard	Chart Included AOD Services	Chart Included CSP Services
Dr. Brad Hedges	91	NO	NO
Dr. Chris Ray	99	NO	NO
Dr. Robin Rippeth	92	NO	NO
Tonya Kraner*	86	NO	NO
Steve Ford	100	NO	NO
Mike Selegue	100	NO	NO
Joni Grim	98	NO	YES
Dr. Scott Craft	98	NO	YES

Chris Johnson	98	NO	NO
Claire Robitaille	98	NO	NO
Kelly Kleimeyer	100	NO	YES
Bonnie Daniels	91	YES	YES
Dawn McCoy	99	NO	NO
Dean Bachelor	93	NO	NO
Misty Coleman	91	NO	YES
Rick Gehlbach	100	NO	NO
Joe Dunson	98	NO	YES
Karis Mason	95	NO	NO
A.J. Bierly	98	NO	YES
Jodi Frazier	94	NO	YES
Amanda Moore*	86	NO	YES
Leasa Mowery*	8	NO	NO
Hugh Boggs**	N/A	NO	NO
Tricia Ostrander	100	NO	NO
Adrienne Harris	98	NO	NO
Paula Moreland*	11	NO	NO

*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.

Twelve percent of the clinicians did not meet the 90% threshold for peer review for the month of June.

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

Clinician	Number of Clients Assigned	Number of Clients Seen	Average Number of Contacts Per Client Seen
Dean Bachelor	15	5	1.8
Dr. Brad Hedges	74	20	1.1
Dr. Chris Ray	77	26	1.6
Tonya Kraner	26	1	1
Dr. Robin Rippeth	29	1	1
Dawn McCoy	79	56	1.7
Dr. Scott Craft	97	30	2.6
Steve Ford	100	48	2.1
Bonnie Daniels	95	52	2.7
Joni Grim	87	36	2.6
Chris Johnson	119	24	1.7
Claire Robitaille	64	31	1.4
Rick Gehlbach	73	47	1.8
Mike Selegue	78	52	1.5

Kelly Kleimeyer	49	29	1.1
Joe Dunson	23	20	5.9
Misty Coleman	60	38	1.9
A.J. Bierly	27	15	4.9
Jodi Frazier	30	20	4.0
Amanda Moore	33	20	6.4
Tricia Ostrander	54	20	1.3
Leasa Mowery	16	7	2
Paula Moreland	24	34	2.5
Karis Mason	41	32	2.0
Adrienne Harris	35	16	1.6
Hugh Boggs*	1	0	0

*Clinician did not see any clients.

The No Show rate for August was 17%. 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.

VIII: INVOLUNTARY TERMINATIONS

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

IX: PROFESSIONAL STAFF ORGANIZATION

The clinical staff maintains current licensure requirements.

Clinician	Workshop Name	Dates Attended	# of CEU's
Mike Selegue	Child and Adolescent Bipolar	8/25/2004	6
Brad Hedges	Forensic Futures	8/5-8/6/2004	12.5
Scott Craft	Forensic Futures	8/5-8/6/2004	12.5

X: REVIEW OF WAITING LIST

There were a total of 67 new clients seen in the MOPS General Program enrollment for the month of August. Fifty-eight percent of these new clients were from Fairfield County. The total number of clients seen in the month of August 2004 was 680.

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 was to review client's rights, complaints, and grievances and staff grievances and to explore any patterns over the last year (August 2003-August 2004). There were no staff grievances. There was one client's rights complaint that was made. The guardian of multiple clients within the agency made a complaint to the Clients Rights Officer regarding errors in releases of information the guardian was being asked to sign, disagreement with information being reported in case notes and ISP's, and disagreement with the assignment of case managers. The guardian met on multiple occasions with the providers, the Director of the agency, and the Client's Rights Officer. The guardian also contacted the Fairfield County ADAMH Board. The Client's Rights Representative at the Board provided mediation between the agency and the guardian. All of the agencies policies and procedures were applied appropriately in the situation. As a result of these complaints, the guardian has sought services at another agency.

XIII: RESPONSE TO LAST MONTHS FOCUS REVIEW

No response needed.

XIV: CLIENT RIGHTS AND GRIEVANCES

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

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

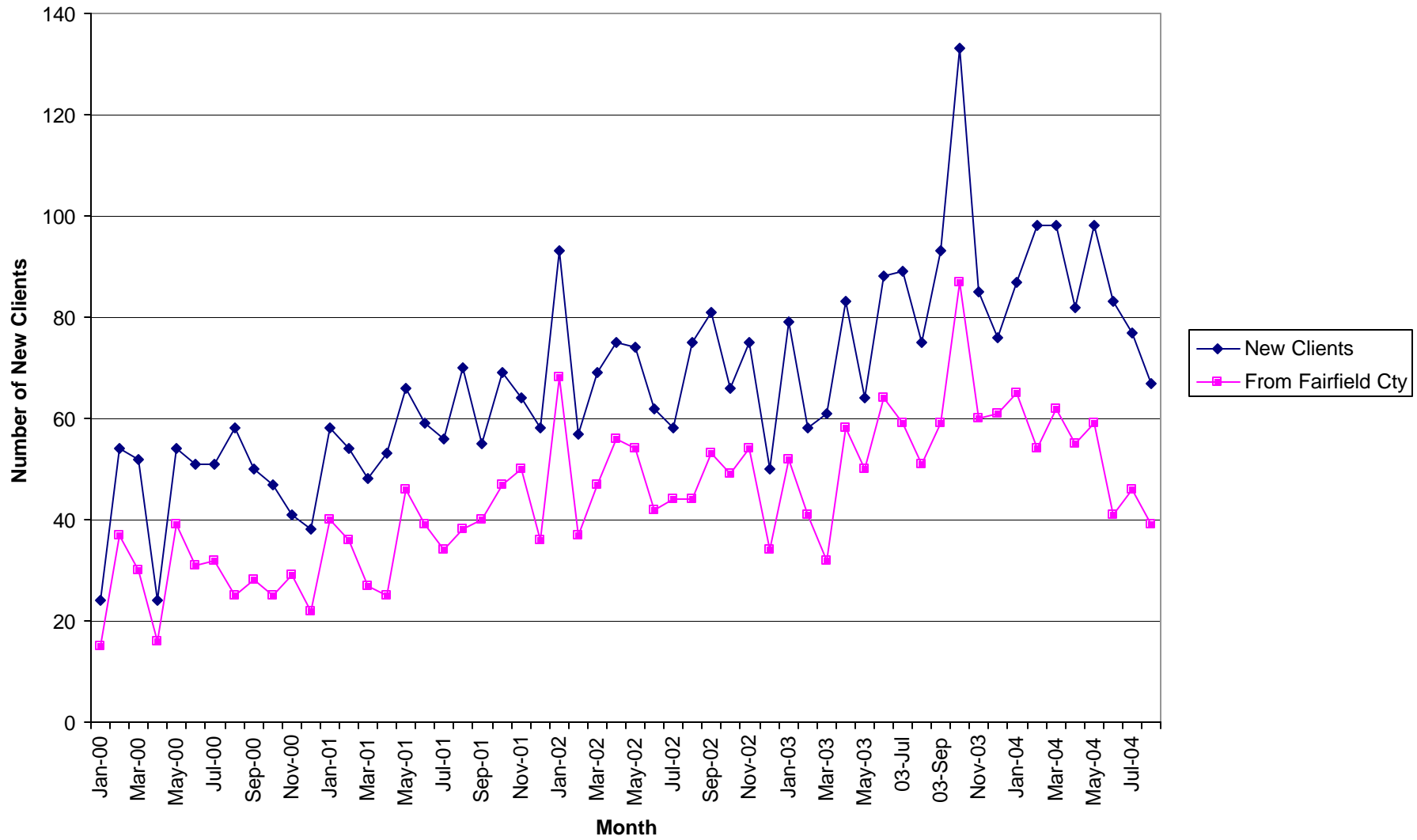
Agency Service Budget Month of August 2004

	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	171	73	167	81	317	128	334	162		
	\$22,280	\$9,515	\$21,708	\$10,529	\$41,259	\$16,691	\$43,417	\$21,058	(\$2,158)	(\$4,368)
Individual Counseling	860	529	833	531	1,573	985	1,666	1,062		
	\$77,436	\$47,628	\$74,970	\$47,790	\$141,552	\$88,623	\$149,940	\$95,580	(\$8,388)	(\$6,957)
Individual CSP	312	242	500	417	601	466	1,000	834		
	\$20,300	\$15,704	\$32,500	\$27,105	\$39,052	\$30,303	\$65,000	\$54,210	(\$25,948)	(\$23,907)
Group CSP	0	0	0	0	0	0	0	0		
	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Group	200	39	146	51	339	64	292	102		
	\$7,912	\$1,540	\$5,764	\$2,013	\$13,376	\$2,523	\$11,528	\$4,027	\$1,848	(\$1,504)
Medication	36	19	53	35	89	58	106	70		
	\$7,377	\$3,812	\$10,921	\$7,212	\$18,422	\$11,890	\$21,842	\$14,424	(\$3,421)	(\$2,535)
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	2	2		
	\$0	\$0	\$87	\$87	\$0	\$0	\$175	\$175	(\$175)	(\$175)
AOD Group	0	0	13	17	0	0	26	34		
	\$0	\$0	\$495	\$647	\$0	\$0	\$990	\$1,295	(\$990)	(\$1,295)
Court Diversion	80	0	120	0	80	0	240	0		
	\$2,800	\$0	\$4,200	\$0	\$2,800	\$0	\$8,400	\$0	(\$5,600)	\$0
Jail Diversion	60	60	75	75	120	120	150	150		
	\$2,100	\$2,100	\$2,625	\$2,625	\$4,200	\$4,200	\$5,250	\$5,250	(\$1,050)	(\$1,050)
Sum \$	\$140,205	\$78,199	\$150,646	\$95,384	\$260,660	\$150,029	\$301,292	\$190,769	(\$40,631)	(\$40,740)

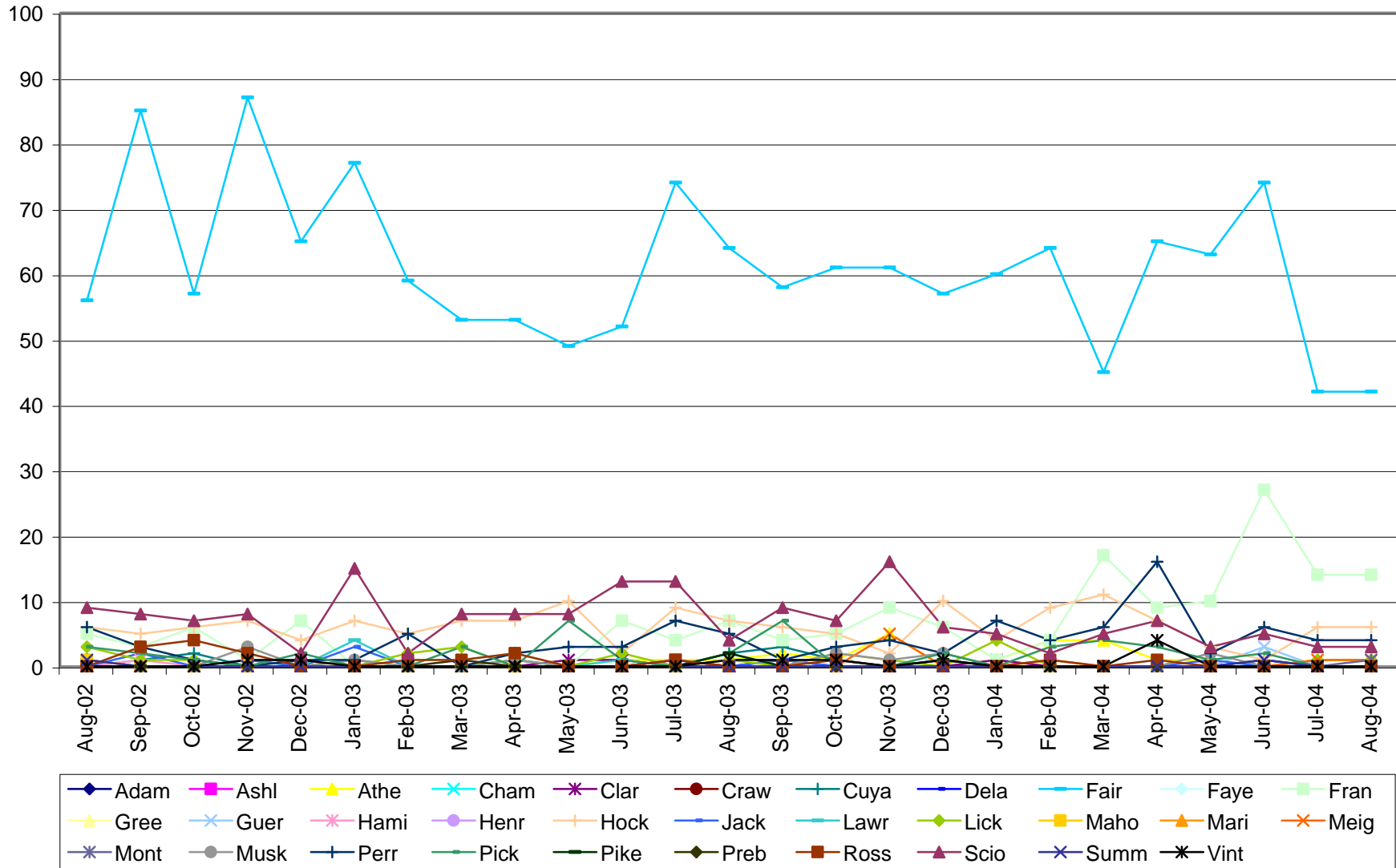
* () figures indicate that MOPS provided fewer services in this category than budgeted.

56% Percent of Services for Fairfield County
 13% Percent Below Overall MOPS Budget
 21% Percent Below Fairfield County Medicaid

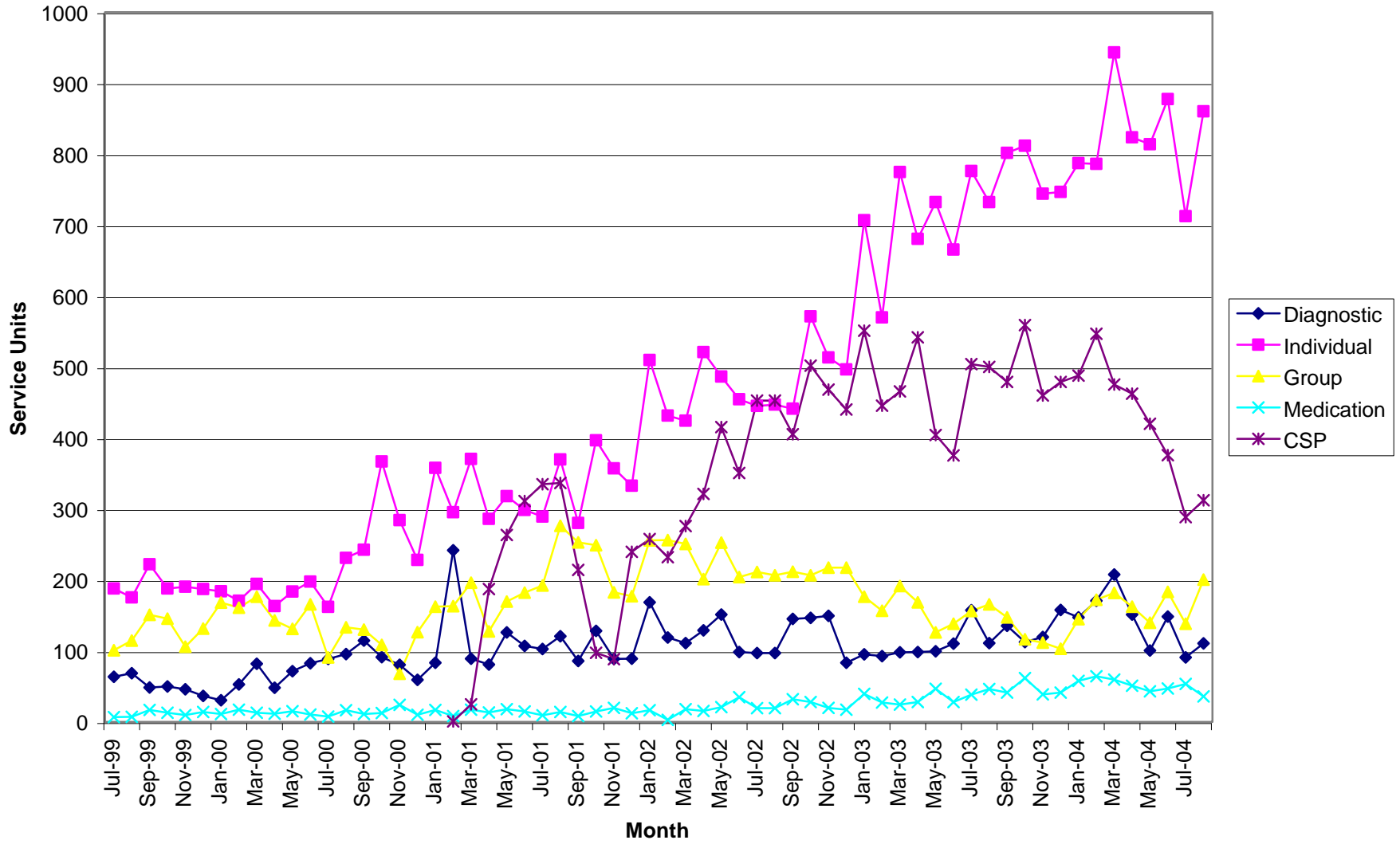
New Clients



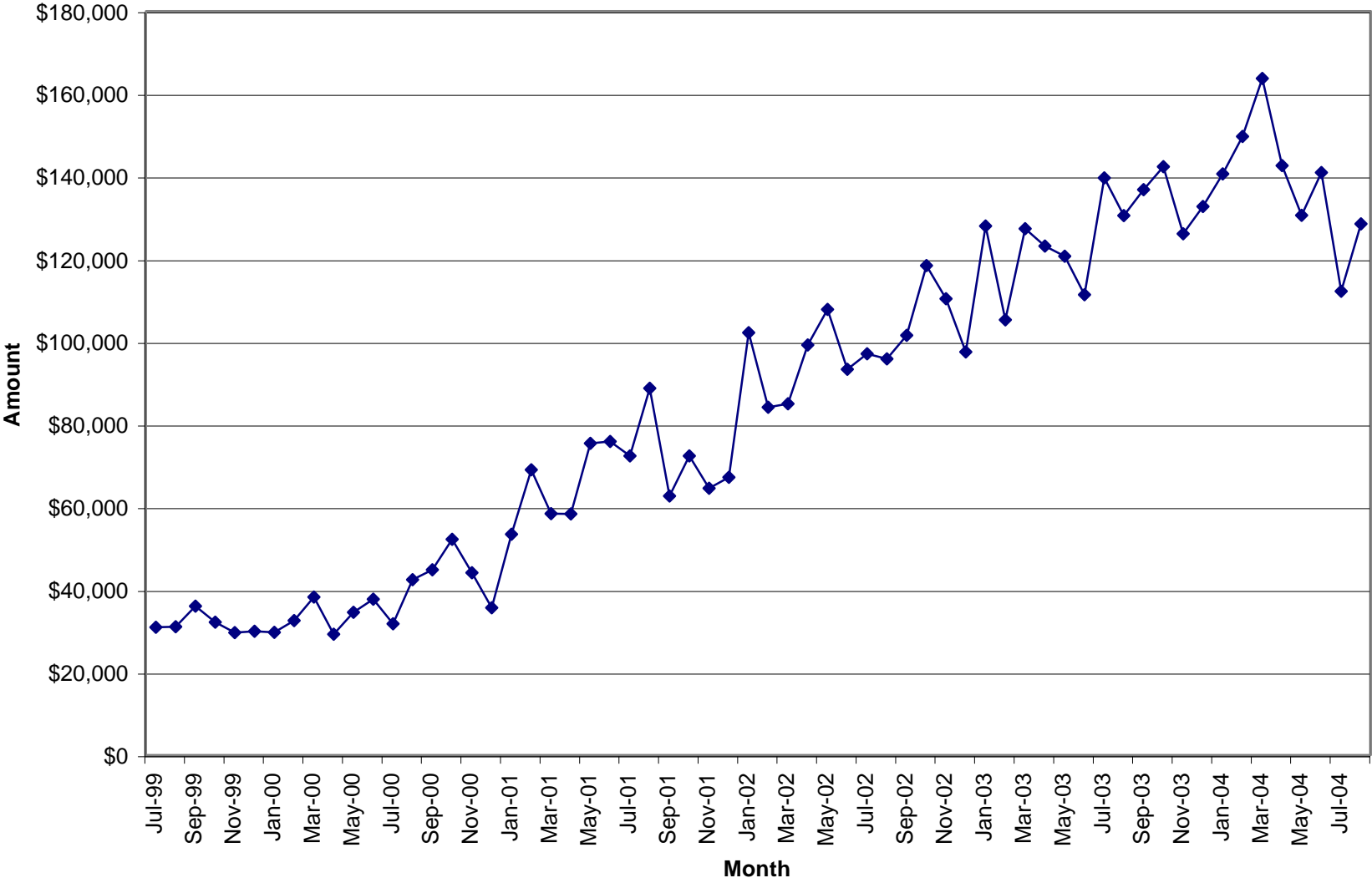
Number of Intakes by County



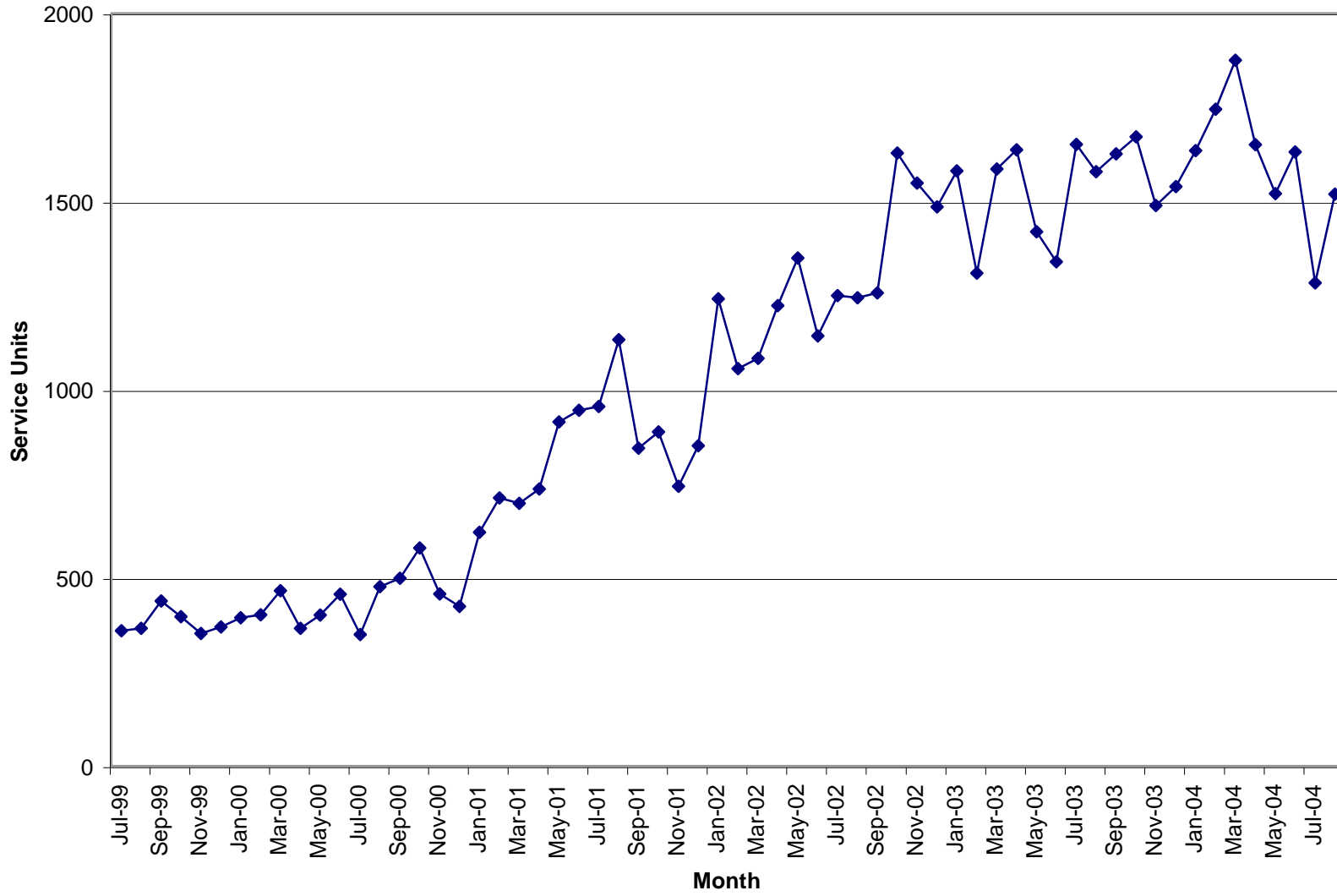
Units of Service



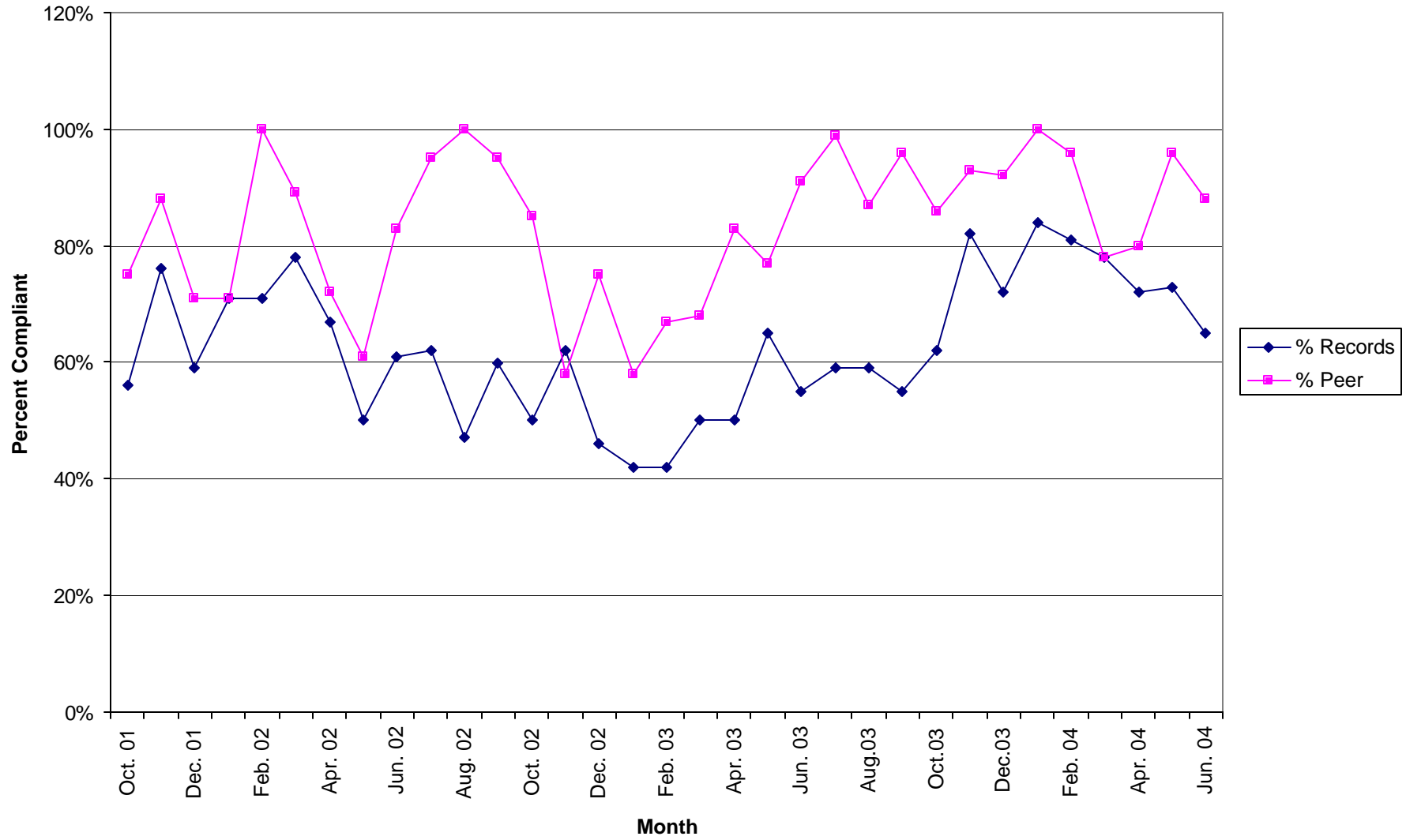
Total Units \$



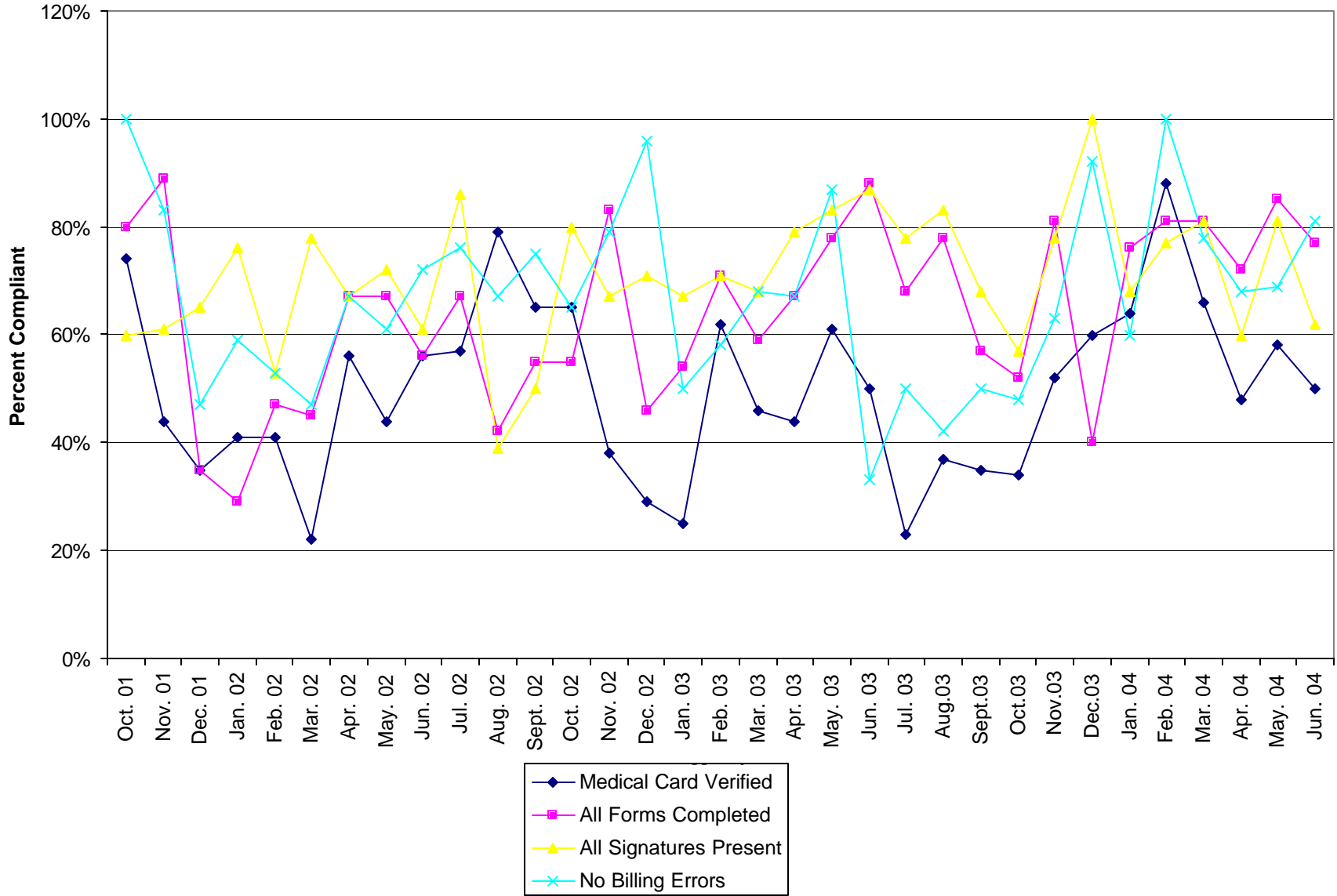
Total Units of Service



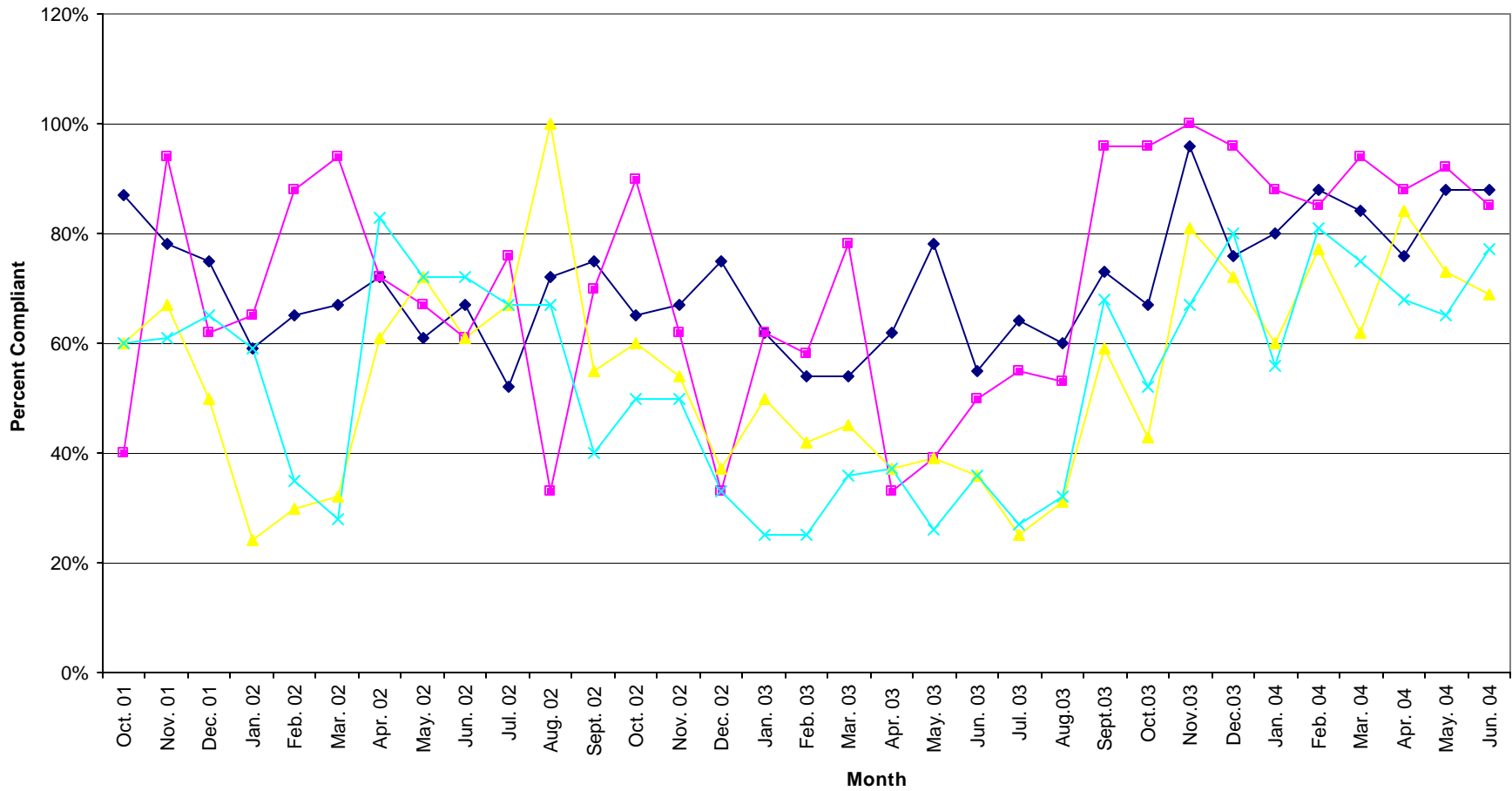
Compliance Review



Selected Record Review Issues



Selected Record Review Issues



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

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

August 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			129.99	129.99	90	39.48	65	195	35								
Dean Bachelor	2	13	0.00		1.00	8.00	0.00			24.00	9.00	22.00	41%	8%	54%	63%	1%
A. J. Bierly*							48.30			48.30	48.30						3%
Hugh Boggs Jr					0.00					0.00	0.00	0.00	0%	0%	0%	0%	0%
Scott Craft	6	17	0.00	0.00	40.40	68.60	0.00		80.0	212.00	189.00	206.00	89%	3%	8%	11%	11%
Misty Coleman	22	34	19.00		51.00	10.00	0.00			136.00	80.00	114.00	59%	16%	25%	41%	5%
Steve Ford	25	37	2.00		85.80	0.00	10.20			160.00	98.00	135.00	61%	16%	23%	39%	6%
Jodie Frazier*							54.20			54.20	54.20						3%
Rick Gehlbach	19	37	12.40	0.00	58.50	8.00	2.30			137.20	81.20	118.20	59%	14%	27%	41%	5%
Joni Grim	21	22	13.40	0.00	38.50	74.10	1.80			170.80	127.80	149.80	75%	12%	13%	25%	7%
Adrienne Harris	8	31			22.60	3.20	0.50			65.30	26.30	57.30	40%	12%	47%	60%	2%
Brad Hedges	3	5	4.30	27.00	6.80		1.00			47.10	39.10	44.10	83%	6%	11%	17%	2%
Chris Johnson	11	18	5.50		37.00	0.00			60.0	131.50	102.50	120.50	78%	8%	14%	22%	6%
Tonya Kraner	0	0	0.00		0.00		0.00			0.00	0.00	0.00	0%	0%	0%	0%	0%
Karis Mason	13	19	0.00		58.40					90.40	58.40	77.40	65%	14%	21%	35%	3%
Dawn McCoy	16	29	4.00		79.50	0.00	3.00			131.50	86.50	115.50	66%	12%	22%	34%	5%
Paula Moreland	3	8	15.00		40.20		10.10			76.30	65.30	73.30	86%	4%	10%	14%	4%
Leasa Mowery	0	0	0.00		3.30	13.50				16.80	16.80	16.80	100%	0%	0%	0%	1%
Tricia Ostrander	4	2	16.50	23.10	9.30					54.90	48.90	50.90	89%	7%	4%	11%	3%
Bonnie Daniels	13	50	2.00		104.00	11.00	12.50			192.50	129.50	179.50	67%	7%	26%	33%	8%
Chris Ray	10	25	1.00	10.80	36.70		0.30			83.80	48.80	73.80	58%	12%	30%	42%	3%
Robin Rippeth	0	0	0.00	0.00	0.00		0.00			0.00	0.00	0.00	0%	0%	0%	0%	0%
Claire Robitaille	30	13	1.00		40.50					84.50	41.50	54.50	49%	36%	15%	51%	2%
Mike Selegue	18	33	12.40		78.10		1.20			142.70	91.70	124.70	64%	13%	23%	36%	5%
Charles Snyder	119	35						30.2		184.20	30.20	65.20	16%	65%	19%	84%	2%
Heather Stevens	0	0	2.00		50.30			5.6		57.90	57.90	57.90	100%	0%	0%	0%	3%
Amanda Moore*							102.70			102.70	102.70	102.70				0%	6%
Kelly Kleimeyer	1	7	0.00		18.50	4.00	2.50			33.00	25.00	32.00	76%	14%	21%	24%	1%
Joe Dunson *							61.70			61.70	61.70						4%
Sum Totals	344	435	110.50	60.90	860.40	200.40	312.30	35.8	140.0	2499.30	1720.30	1991.10					
Average													59%	12%	17%	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

August	2004							Tot Units	% of Tot
	DA	Eval	IND	Group	CSP	MED	Other		
Unit Rate	\$ 129.99	\$ 129.99	\$ 90	\$ 39.48	\$ 65	\$ 195	\$ 35		
Dean Bachelor	0.00	0.00	1.00	8.00	0.00	0.0	0.0		
	\$0	\$0	\$90	\$316	\$0	\$0	\$0	\$ 405.84	0%
A.J. Bierly	0.00	0.00	0.00	0.00	48.30	0.00	0.00		
	\$0.00	\$0.00	\$0.00	\$0.00	\$3,139.50	\$0.00	\$0.00	\$ 3,139.50	2%
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	19.00	0.00	51.00	10.00	0.00	0.00	0.00		
	\$2,469.81	\$0.00	\$4,590.00	\$394.80	\$0.00	\$0.00	\$0.00	\$ 7,454.61	5%
Scott Craft	0.00	0.00	40.40	68.60	0.00	0.0	80.0		
	\$0.00	\$0.00	\$3,636.00	\$2,708.33	\$0.00	\$0.00	\$2,800.00	\$ 9,144.33	7%
Jodie Frazier	0.00	0.00	0.00	0.00	0.00	54.20	0.00		
	\$0.00	\$0.00	\$0.00	\$0.00	\$3,523.00	\$0.00	\$0.00	\$ 3,523.00	3%
Steve Ford	2.00	0.00	85.80	0.00	10.20	0.00	0.00		
	\$259.98	\$0.00	\$7,722.00	\$0.00	\$663.00	\$0.00	\$0.00	\$ 8,644.98	6%
Rick Gehlbach	12.40	0.00	58.50	8.00	2.30	0.00	0.00		
	\$1,611.88	\$0.00	\$5,265.00	\$315.84	\$149.50	\$0.00	\$0.00	\$ 7,342.22	5%
Joni Grim	13.40	0.00	38.50	74.10	1.80	0.00	0.00		
	\$1,741.87	\$0.00	\$3,465.00	\$2,925.47	\$117.00	\$0.00	\$0.00	\$ 8,249.33	6%
Adrienne Harris	0.00	0.00	22.60	3.20	0.50	0.00	0.00		
	\$0.00	\$0.00	\$2,034.00	\$126.34	\$32.50	\$0.00	\$0.00	\$ 2,192.84	2%
Brad Hedges	4.30	27.00	6.80	0.00	1.00	0.00	0.00		
	\$558.96	\$3,509.73	\$612.00	\$0.00	\$65.00	\$0.00	\$0.00	\$ 4,745.69	3%
Chris Johnson	5.50	0.00	37.00	0.00	0.00	0.00	60.00		
	\$714.95	\$0.00	\$3,330.00	\$0.00	\$0.00	\$0.00	\$2,100.00	\$ 6,144.95	4%
Kelly Kleimeyer	0.00	0.00	18.50	4.00	2.50	0.00	0.00		
	\$0.00	\$0.00	\$1,665.00	\$157.92	\$162.50	\$0.00	\$0.00	\$ 1,985.42	1%
Tonya Kraner	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%
Karis Mason	0.00	0.00	58.40	0.00	0.00	0.00	0.00		
	\$0.00	\$0.00	\$5,256.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 5,256.00	4%
Dawn McCoy	4.00	0.00	79.50	0.00	3.00	0.00	0.00		
	\$519.96	\$0.00	\$7,155.00	\$0.00	\$195.00	\$0.00	\$0.00	\$ 7,869.96	6%
Paula Moreland	15.00	0.00	40.20	0.00	10.10	0.0	0.0		
	\$1,949.85	\$0.00	\$3,618.00	\$0.00	\$656.50	\$0.00	\$0.00	\$ 6,224.35	4%
Leasa Mowery	0.00	0.00	3.30	13.50	0.00	0.0	0.0		
	\$0.00	\$0.00	\$297.00	\$532.98	\$0.00	\$0.00	\$0.00	\$ 829.98	1%
Tricia Ostrander	16.50	23.10	9.30	0.00	0.00	0.0	0.0		
	\$2,144.84	\$3,002.77	\$837.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 5,984.60	4%
Bonnie Daniels	2.00	0.00	104.00	11.00	12.50	0.00	0.00		
	\$259.98	\$0.00	\$9,360.00	\$434.28	\$812.50	\$0.00	\$0.00	\$ 10,866.76	8%
Chris Ray	1.00	10.80	36.70	0.00	0.30	0.00	0.00		
	\$129.99	\$1,403.89	\$3,303.00	\$0.00	\$19.50	\$0.00	\$0.00	\$ 4,856.38	3%
Robin Rippeth	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%
Claire Robitaille	1.00	0.00	40.50	0.00	0.00	0.00	0.00		
	\$129.99	\$0.00	\$3,645.00	\$0.00	\$0.00	\$0.00	\$0.00	\$3,774.99	3%
Mike Selegue	12.40	0.00	78.10	0.00	1.20	0.00	0.00		
	\$1,611.88	\$0.00	\$7,029.00	\$0.00	\$78.00	\$0.00	\$0.00	\$8,718.88	6%
Charles Snyder	0.00	0.00	0.00	0.00	0.00	30.20	0.00		
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$5,889.00	\$0.00	\$5,889.00	4%
Heather Stevens	2.00	0.00	50.30	0.00	5.60	0.00	0.00		
	\$259.98	\$0.00	\$4,527.00	\$0.00	\$364.00	\$0.00	\$0.00	\$5,150.98	4%
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	\$14,103.92	\$7,916.39	\$72,909.00	\$7,911.79	\$20,299.50	\$5,889.00	\$4,900.00	\$139,080.58	

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