

MID-OHIO PSYCHOLOGICAL SERVICES, INC.

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QUARTERLY QUALITY ASSURANCE REPORT

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

FROM: Shawna Watts, MBA
Quality Assurance Coordinator

SUBJECT: Quality Assurance Activities First Quarter Fiscal Year 2004
July, August, September

SUBMITTED: January 6, 2004

MAJOR UNUSUAL INCIDENTS

There were five major unusual incidents during the first quarter. The first MUI a medical emergency occurred on 07/09/2003 and it involved client #03070103 being transported by squad to Fairfield Medical Center due to having abdominal pains. The second MUI was also a medical emergency that occurred on 07/24/03 and it involved client #02070501 being transported by squad to Fairfield Medical Center after having a seizure. Both MUI's in July were reported to the Board within 24-hours. The third MUI occurred on 08/27/2003 and involved the suicidal ideations of client # 01082904. The local police department was contacted and a unit was dispatched to locate the client. The incident was not reported to the Board within 24 hours due to the clinician not knowing that the incident needed to be reported. Re-education in regards to this issue has occurred. The fourth, MUI involved a suicidal ideation and medication non-compliance. The incident occurred on 09/18/2003 and it involved client # 01082904. The client was transported by local police from their home to Fairfield Medical Center where they were assessed and released. This incident was not reported to the Board within 24-hours due to staff members not being available for signatures. The last MUI occurred on 09/26/2003 and involved suicidal ideation of client #03071701. The local police department was called and a unit was dispatched to the client's location. The incident was reported to the Board within 24-hours.

The number of MUI's are continuing to increase, perhaps due to an increase in the total volume of services rendered and perhaps due to the type of clients being services. This trend will be followed in future quarters.



TRANSFERS FROM STATE HOSPITALS

There was one transfer from the state hospital during the first quarter. There were four clients who were hospitalized for psychiatric care in community hospitals. This is a decrease from the number of clients who were referred for hospital care during the fourth quarter of 2003. However due to an increase in the number of clients being seen at the agency and higher proportions of severely mentally disabled clients the number of referrals will likely remain higher than they have been historically. Clients are still receiving scheduled appointments within the appropriate time frame following discharge from hospital care.

PLANT/PHYSICAL HEALTH AND SAFETY

There were no health and safety issues during the first quarter.

RECORDS COMPLETENESS REVIEW

An average of 58% of clinicians are meeting the 95% threshold for records completeness. The following clinicians have shown a pattern of failing to complete records requirements:

Clinician	Failed in 1st Qtr	Total failed in 4th Qtr 2003 and 1st Qtr 2004
Dean Bachelor	3	5
Scott Craft	3	5
Joe Dunson	3	3
Chris Johnson	2	4
Stephanie Miller	3	6
Amanda Moore	2	4
Mike Selegue	2	3

Areas contributing to the failure rates of clinicians included:

- Sixty-eight percent of the charts were missing a copy of the current medical card
- Thirty-two percent of the records reviewed were missing forms or had incomplete forms in the chart
- Twenty-four percent were missing signatures on some forms in the chart
- Forty-eight percent of the records reviewed had at least one session recorded that did not match the billing record
- Thirty-six percent of the records reviewed had an ISP in the chart that needed updated
- Thirty-two percent of the records reviewed did not have a completed physical health assessment
- Sixty-one percent of clinicians were missing case notes for billed services.

PEER REVIEW

An average of 92% of clinicians are meeting the 90% threshold for peer review. There seems to be no pattern for any one clinician failing peer review at this point. Mike Selegue has improved from

the previous quarters; this may be contributed to the closure of charts that were part of the Juvenile Court Program and to his continue acclamation to agency procedures. The largest problem in this area is inconsistency in record keeping by clinicians.

UTILIZATION REVIEW

There were a total of 257 new clients to the MOPS General Program during the first quarter, a slight increase from the fourth quarter of 2003. Sixty-six percent of the new clients for the MOPS General Program were from Fairfield County.

The table below shows the total number of units of services that were rendered under each services area for the fourth quarter of 2003 and for the first quarter of 2004 for all of Mid-Ohio Psychological Services Inc.

Service Area	4th Quarter 2003	1st Quarter 2004
Diagnostic Assessment	308.3	403.7
Individual Counseling	2078.25	2310.2
Group Counseling	378.6	469.3
CSP	1427.42	1483.1
Medication/Somatic	103.1	126.1
AOD Group	54.6	63.6

Comparisons between fourth quarter 2003 and the first quarter of 2004 show an increase in diagnostic assessments that can be attributed to an increase new client contacts and the addition of new clinical staff.

There was also a slight increase in medication/somatic services that can be attributed to the staff psychiatrist increasing his hours of availability.

The increase in individual counseling can be attributed to an increase in clinical staff hours as well as a slight decrease in the average percent of lost units due to cancellation and no show rate. For the fourth quarter of 2003 the rate was 36% and it decreased to 33% for the first quarter of 2004.

A slight increase was recorded in CSP services; this can be attributed to clients returning to school during the first quarter from summer break. In addition CSP services may continue to show only slight increases due to a CSP case manager position being replaced by a home-based therapy position which will change the ratio of individual and CSP services hours being logged.

There was an increase in group services due to an increase in the number of participants in the Juvenile Sex Offender Program.

There was also an increase in AOD services, which can be attributed to fewer groups being cancelled during this quarter.

Attached to this report is a summary of service statistics reflecting demographic information on the clients who initiated services during this quarter.

AOD PROGRAM REVIEW

There are 5 women continuing to utilize the AOD Women's group at this time. There was an average attendance rate of 75% for the first quarter. This is up from 63% in the previous quarter.

INVOLUNTARY TERMINATIONS

There were no involuntary terminations during the first quarter 2004.

REVIEW OF WAITING LIST

MOPS does not maintain a waiting list. Clients continue to be scheduled in the next available time slot as they request service.

GENERAL COMMENTS

The overall QA process is continuing to improve. Monthly QA meetings are held and the focused area reviews are being used to take an in-depth look at agency services and processes so that gaps can be identified and corrected. QA corrective actions are continuing to be monitored to ensure the clinicians are making the necessary corrections to charts. This is being accomplished by reminding clinicians to make corrections and randomly checking charts and following up if corrections are incomplete.

QA activities continue to be backlogged, however two clinical interns have been added to the QA staff completing chart reviews to help clear the backlog as well maintain QA activities as current once the backlog has been cleared.

A client satisfaction survey was completed with the AOD Womens group members in the fourth quarter of 2003 however results were not ready until after the quarter had ended. The survey had the following results: a total of seven female clients were surveyed, all had been abstaining from alcohol and drugs and working in our recovery program for over one month. The women found the group content and assignments helpful and were very satisfied with the clinical staff facilitating the group. They were also satisfied with the frequency of sessions, which is every Monday and the time that is at 5:00pm. The only suggestions that were given was to add additional education material to the group for clients who are new to recovery. The clinical staff facilitating the group was made aware of the survey results.

A second survey was conducted during the fourth quarter; a referral source survey was sent to the Family, Child, and Adult First Counsel members, and Fairfield County Children Services line staff to be completed on the web. No responses to this AOD referral source survey were received.

CLIENT RIGHTS AND GRIEVANCES

There were no verbal or written mental health client grievances during the fourth quarter.

MOPS General Program Summary Statistics

01-07-2004

Age of Clients:

For clients with a start date between 07/01/2003 and 09/30/2003

<i>Average</i>	21.00
<i>Minimum</i>	0.00
<i>Maximum</i>	57.00
<i>Standard Deviation</i>	12.16
<i>Variance</i>	147.95

Gender of Clients:

For clients with a start date between 07/01/2003 and 09/30/2003

<i>Gender</i>	<i># of People</i>
F	151
M	106

Number of People by City

With referral dates between 07/01/2003 and 09/30/2003

Amanda	4
Amanda,	1
Athens	2
Balitmor	1
Baltimore	18
Baltimore,	1
Beaver	1
Bremen	5
Cambridge	1
Canal Winchester	1

MOPS General Program Summary Statistics

01-07-2004

Carroll	2
Chauncey	1
Chillicothe	2
Circleville	5
Circleville,	1
Columbus	1
Crooksville	1
Glenford	1
Glouster	3
Guysville	1
Jackson	1
Junction City	4
Lancasater	1
Lancaster	112
Lancaster,	7
Laurelville	4
Lithopolis	2
Logan	9
Lucasville	1
McArthur	4
Millersport	3
Minford	1
Nelsonville	1
New Boston	1
New Boston,	1
New Lexington	1
New Lexington,	1
Pickerington	5

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MOPS General Program Summary Statistics

01-07-2004

Pleasantville	1
Portsmouth	7
Rockbridge	2
Roseville	5
Rushville	2
Sciotoville	1
Somerset	1
South Bloomfield	2
South Webster	1
Stoutsville	8
Sugar Grove	3
Sugargrove	1
Tarlton	1
The Plains	1
Thornville	4
Wellston	1
West Portsmouth	1
Wheelersburg	3

MOPS General Program Summary Statistics

01-07-2004

Diagnosis per client:

For clients with a start date between 07/01/2003 and 09/30/2003

<i>Average</i>	3.32
<i>Minimum</i>	1.00
<i>Maximum</i>	8.00
<i>Standard Deviation</i>	1.41
<i>Variance</i>	1.99

MOPS General Program Summary Statistics

01-07-2004

Diagnosis

For clients with a start date between 07/01/2003 and 09/30/2003

<i>Diagnostic Group</i>	<i>Diagnosis</i>	<i>Code</i>	<i># of People with Diagnosis</i>
Adjustment	Adjustment Disorder Unspecified	309.9	3
	Adjustment Disorder Unspecified	309.90	9
	Adjustment Disorder With Anxiety	R/O309.24	1
	Adjustment Disorder With Anxiety	309.24	2
	Adjustment Disorder With Depressed Affect	309.00	2
	Adjustment Disorder With Depressed Mood	309.0	5
	Adjustment Disorder With Depressed Mood	R/O309.0	1
	Adjustment Disorder With Disturbance Of Conduct	309.30	1
	Adjustment Disorder With Mixed Anxiety and Depressed Mood	309.28	7
	Adjustment Disorder With Mixed Disturbance of Emotions and Conduct	R/O309.4	1
	Adjustment Disorder With Mixed Disturbance of Emotions and Conduct	309.40	4
	Adjustment Disorder With Mixed Disturbance of Emotions and Conduct	309.4	2
	Adjustment Disorder With Mixed Disturbance of Emotions and Conduct	R/O309.40	1
		Sum	39
Anxiety	Acute Stress Disorder	R/O308.3	1
	Agoraphobia Without History of Panic Disorder	R/O300.22	1
	Anxiety Disorder Due to a General Medical Condition	293.89	1
	Anxiety Disorder NOS	300.00	5
	Generalized Anxiety Disorder	300.02	4
	Generalized Anxiety Disorder	R/O300.02	2
	Obsessive-Compulsive Disorder	R/O300.3	1
	Panic Disorder Without Agoraphobia	300.01	2
	Posttraumatic Stress Disorder	R/O309.81	5
	Posttraumatic Stress Disorder	309.81	14
	Social Phobia	R/O300.23	3
	Social Phobia	300.23	1
Specific Phobia	300.29	1	
	Sum	41	
Behavioral	Attention Deficit Hyperactivity Disorder By History	314.02	12

MOPS General

Program Summary Statistics

01-07-2004

	Attention-Deficit/Hyperactivity Disorder Combined Type	R/O314.01	5
	Attention-Deficit/Hyperactivity Disorder Combined Type	314.01	6
	Attention-Deficit/Hyperactivity Disorder NOS	R/O314.9	1
	Attention-Deficit/Hyperactivity Disorder NOS	314.9	5
	Attention-Deficit/Hyperactivity Disorder Predominantly Hyperactive-Impulsive Type	R/O314.011	1
	Attention-Deficit/Hyperactivity Disorder Predominantly Hyperactive-Impulsive Type	314.011	3
	Attention-Deficit/Hyperactivity Disorder Predominantly Inattentive Type	314.00	1
	Attention-Deficit/Hyperactivity Disorder Predominantly Inattentive Type	R/O314.00	2
	Child or Adolescent Antisocial Behavior	V71.02	2
	Conduct Disorder	R/O312.80	2
	Conduct Disorder	312.80	4
	Conduct Disorder	312.8	2
	Disruptive Behavior Disorder NOS	R/O312.9	1
	Disruptive Behavior Disorder NOS	312.9	7
	Encopresis,wo Constipation & Overflow Incontinence	307.7	1
	Enuresis(Not Due to a General Medical Condition)	307.6	3
	Intermittent Explosive Disorder	R/O312.34	1
	Intermittent Explosive Disorder	312.34	3
	Neglect of Child	V61.212	3
	Oppositional Defiant Disorder	313.81	19
	Oppositional Defiant Disorder	R/O313.81	5
	Physical Abuse of Child	V61.211	3
	Reactive Attachment Disorder of Infancy or Early Childhood	313.89	2
	Reactive Attachment Disorder of Infancy or Early Childhood	R/O313.89	4
	Separation Anxiety Disorder	309.21	1
	SOCIAL CONDUCT DIS-MOD	R/O312.22	1
		Sum	100
Cognitive/Organic	Borderline Intellectual Functioning	V62.89	11
	Borderline Intellectual Functioning	R/OV62.89	4
	Cognitive Disorder NOS	294.9	2
	Developmental Coordination Disorder	R/O315.4	1
	Learning Disorder Not Otherwise Specified	315.9	13
	Learning Disorder Not Otherwise Specified	R/O315.9	5
	Mental Retardation, Severity Unspecified,	R/O319	2
	Mental Retardation, Severity Unspecified,	319	1
	Mild Mental Retardation	R/O317	1

MOPS General

Program Summary Statistics

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	Mild Mental Retardation	317	3
	Moderate Mental Retardation	318.0	1
	Mood Disorder Due to a General Medical Condition	293.83	3
	Pervasive Developmental Disorder NOS	R/O299.80	1
	Phonological Disorder	315.39	1
	Reading Disorder	R/O315.00	1
	Stuttering	R/O307.0	1
		Sum	57
Dissociative	Depersonalization Disorder	R/O300.6	1
	Dissociative Disorder NOS	R/O300.15	1
		Sum	2
Eating Disorders	Eating Disorder NOS	307.50	1
		Sum	1
Mood	Bipolar Disorder NOS	R/O296.80	5
	Bipolar Disorder NOS	296.80	3
	Bipolar I Disorder, Most Recent Episode Depressed Mild	R/O296.51	2
	Bipolar I Disorder, Most Recent Episode Depressed Mild	296.51	1
	Bipolar I Disorder, Most Recent Episode Depressed Moderate	296.52	1
	Bipolar I Disorder, Most Recent Episode Depressed Severe With Psychotic Features	R/O296.54	1
	Bipolar I Disorder, Most Recent Episode Depressed Severe With Psychotic Features	296.54	1
	Bipolar I Disorder, Most Recent Episode Manic Severe with Psychotic Features	296.44	1
	Bipolar I Disorder, Most Recent Episode Mixed Moderate	296.62	1
	Bipolar II Disorder	R/O296.89	2
	Depressive Disorder NOS	R/O311	1
	Depressive Disorder NOS	311.	4
	Depressive Disorder NOS	311	14
	Dysthymic Disorder	R/O300.4	1
	Dysthymic Disorder	300.4	14
	Major Depressive Disorder, Recurrent In Partial Remission	296.35	1
	Major Depressive Disorder, Recurrent Mild	296.31	4
	Major Depressive Disorder, Recurrent Moderate	296.32	5
	Major Depressive Disorder, Recurrent Severe Without Psychotic Features	296.33	1
	Major Depressive Disorder, Recurrent Severe With Psychotic Features	296.34	1
	Major Depressive Disorder, Recurrent Unspecified	296.30	1

MOPS General

Program Summary Statistics

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	Major Depressive Disorder, Single Episode Mild	296.21	2
	Major Depressive Disorder, Single Episode Moderate	296.22	2
	Major Depressive Disorder, Single Episode Unspecified	R/O296.20	1
	Mood Disorder NOS	296.90	7
	Mood Disorder NOS	R/O296.90	3
		Sum	80
Other V-Codes	Academic Problem	V62.3	9
	Bereavement	V62.82	2
	Diagnosis Deferred on Axis II	799.92	5
	Diagnosis Deferred on Axis II	R/O799.92	1
	Diagnosis or Condition Deferred on Axis I	799.91	1
	Neglect of Child(focus of attention is on victim)	R/O995.53	1
	Neglect of Child(focus of attention is on victim)	995.53	6
	No Diagnosis on Axis II	V71.092	79
	No Diagnosis on Axis II	R/OV71.092	10
	Parent-Child Relational Problem	V61.20	8
	Parent-Child Relational Problem	R/OV61.20	2
	Partner Relational Problem	V61.11	10
	Phase of Life Problem	V62.892	1
	Physical Abuse of Adult(attention focus on victim)	995.811	12
	Physical Abuse of Child(attention focus on victim)	R/O995.52	2
	Physical Abuse of Child(attention focus on victim)	995.52	18
	Sexual Abuse of Adult (attention focus on victim)	995.81	5
	Sexual Abuse of Child (attention focus on victim)	R/O995.51	1
	Sexual Abuse of Child (attention focus on victim)	995.51	38
	Sibling Relational Problem	V61.8	1
		Sum	212
Paraphilias	Sexual Abuse of Child	V61.21	11
		Sum	11
Personality	Antisocial Personality Disorder	301.7	2
	Avoidant Personality Disorder	R/O301.82	1
	Borderline Personality Disorder	R/O301.83	2
	Borderline Personality Disorder	301.83	5
	Dependent Personality Disorder	R/O301.6	3
	Dependent Personality Disorder	301.6	5
	Obsessive-Compulsive Personality Disorder	301.4	1
	Personality Disorder NOS	R/O301.9	3
	Personality Disorder NOS	301.9	7

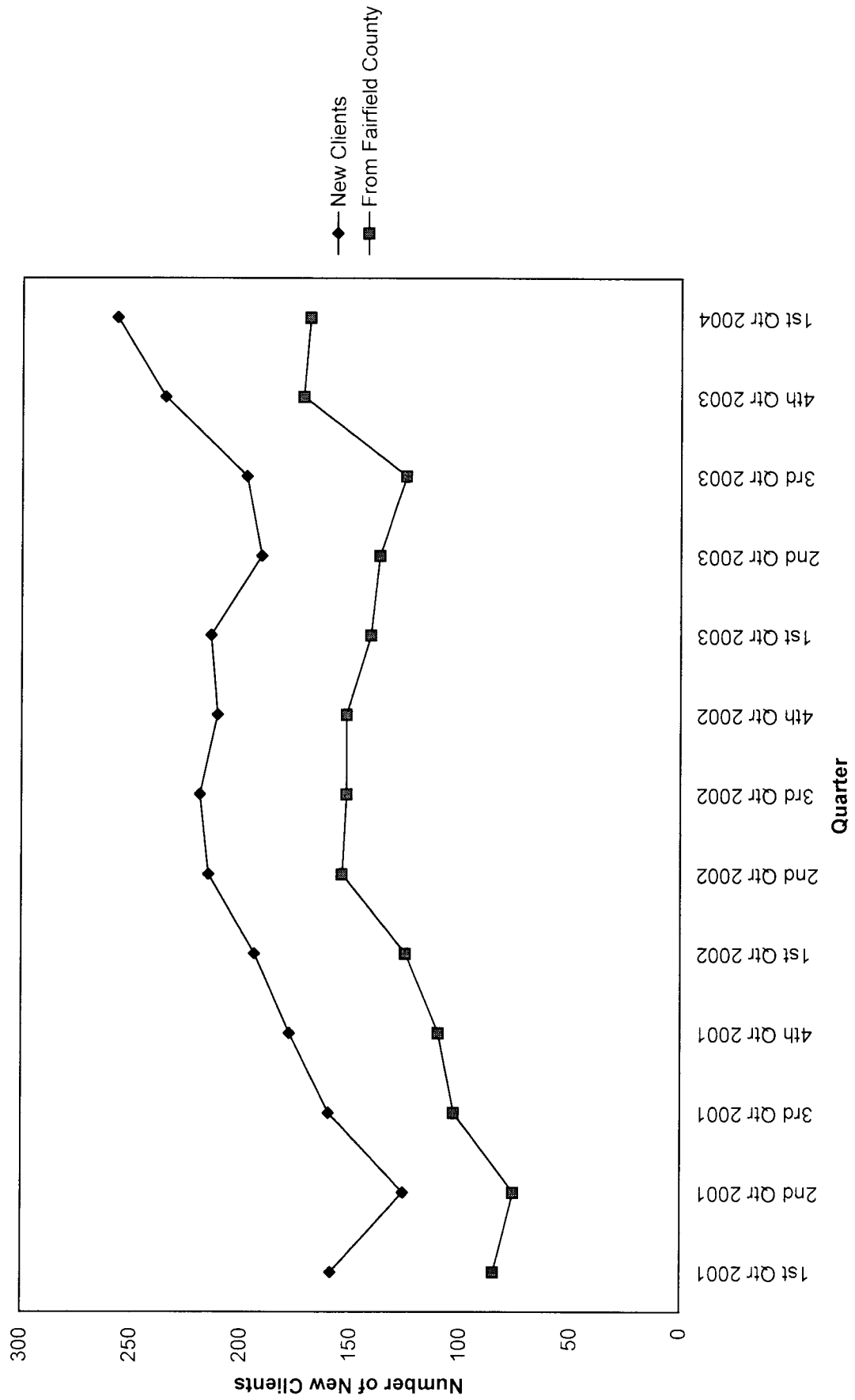
MOPS General

Program Summary Statistics

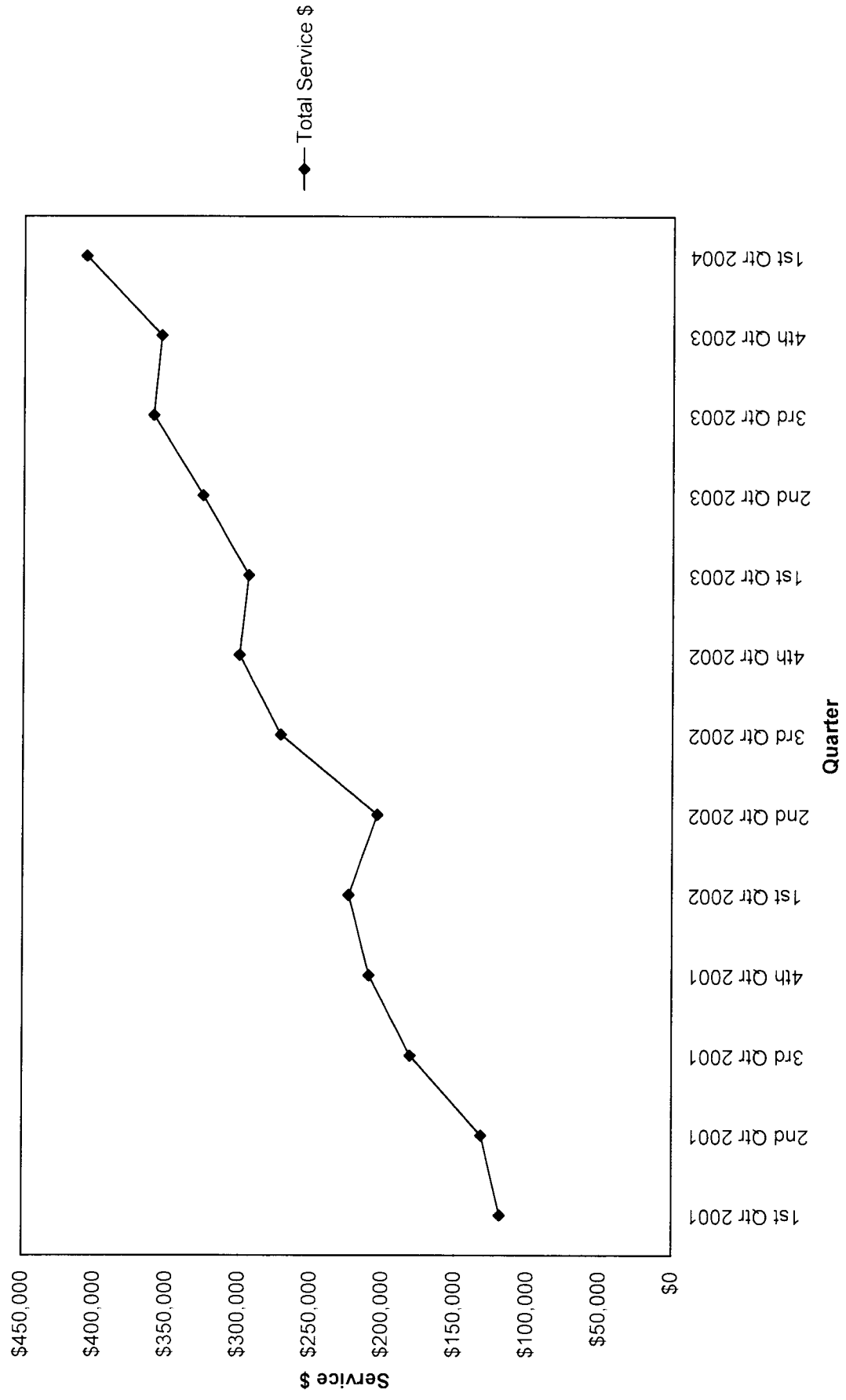
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			Sum	29
Psychosis	Psychotic Disorder NOS	R/O298.9		1
	Schizoaffective Disorder	295.70		2
	Schizophrenia Paranoid Type	295.30		1
			Sum	4
Sexual Dysfunction/Identity	Gender Identity Disorder in Adolescents or Adults	R/O302.85		1
			Sum	1
Substance Use	Alcohol Abuse	R/O305.00		2
	Alcohol Abuse	305.00		6
	Alcohol Dependence	303.90		6
	Alcohol-Induced Mood Disorder	291.85		1
	Amphetamine (or Amphetamine-Like) Abuse	305.70		1
	Cannabis Abuse	305.20		4
	Cannabis Dependence	304.30		5
	Cocaine Abuse	305.60		1
	Cocaine Dependence	304.20		2
	Hallucinogen Abuse	305.30		1
	Hallucinogen Persisting Perception Disorder	292.8912		1
	Inhalant Dependence	304.60		1
	Opioid Abuse	305.50		2
	Polysubstance Dependence	304.80		5
	Polysubstance Dependence	R/O304.80		2
			Sum	40

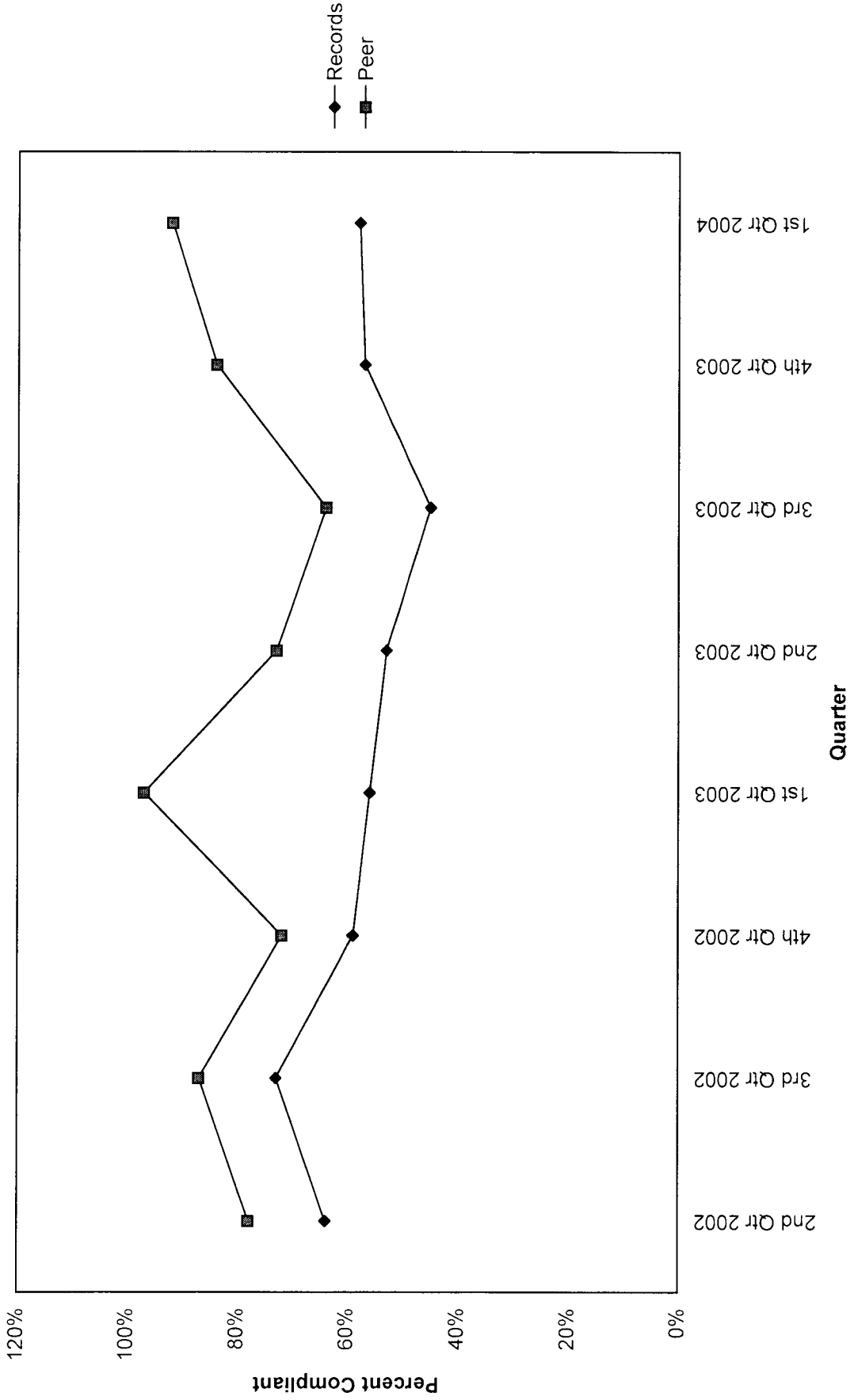
New Clients



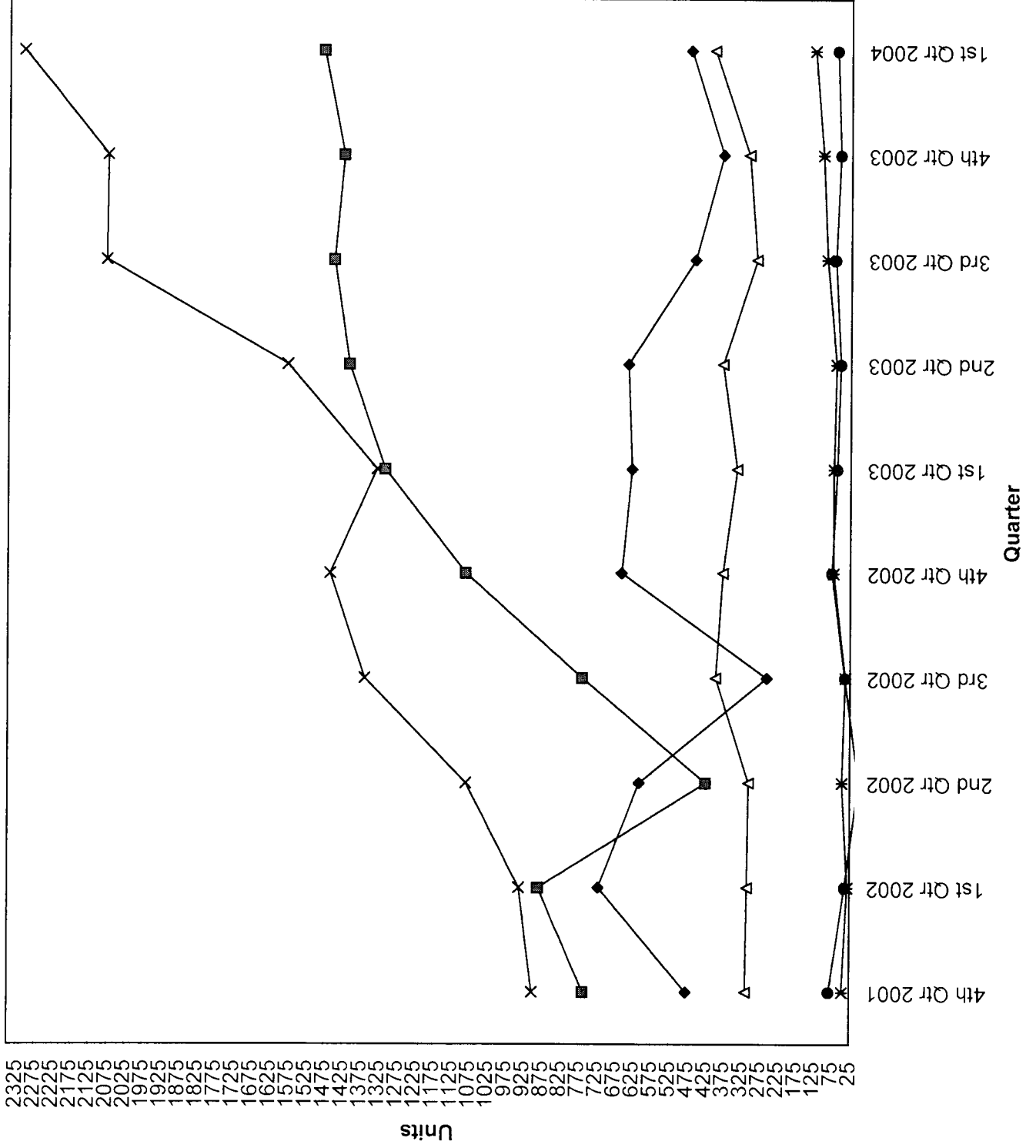
Total Quarterly \$'s of Service



Quarterly Compliance Review



Quarterly Units of Service



Agency Service Budget First Quarter 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	154	65	108	54	421	226	324	162		
	\$19,953	\$8,436	\$14,039	\$7,019	\$54,726	\$29,378	\$42,117	\$21,058	\$12,609	\$8,319
Individual Counseling	802	498	458	183	2,310	1,418	1,374	549		
	\$72,162	\$44,811	\$41,220	\$16,470	\$207,900	\$127,620	\$123,660	\$49,410	\$84,240	\$78,210
Individual CSP	479	360	319	175	1,483	1,085	957	525		
	\$31,129	\$23,387	\$20,735	\$11,375	\$96,395	\$70,525	\$62,205	\$34,125	\$34,190	\$36,400
Group CSP	0	0	42	38	0	0	126	114		
	\$0	\$0	\$1,648	\$1,491	\$0	\$0	\$4,944	\$4,473	(\$1,648)	(\$4,473)
Group	126	51	104	67	424	170	312	201		
	\$4,971	\$2,010	\$4,106	\$2,645	\$16,740	\$6,712	\$12,318	\$7,935	\$4,422	(\$1,224)
Medication	41	28	42	19	126	95	126	57		
	\$8,490	\$5,852	\$8,655	\$3,915	\$25,964	\$19,576	\$25,964	\$11,745	\$0	\$7,830
AOD Assessment	2	2	1	0	2	2	3	0		
	\$144	\$144	\$96	\$0	\$192	\$192	\$289	\$0	(\$96)	\$192
AOD Individual	0	0	1	1	0	0	3	3		
	\$0	\$0	\$87	\$87	\$0	\$0	\$262	\$262	(\$262)	(\$262)
AOD Group	22	20	21	17	65	58	63	51		
	\$819	\$762	\$800	\$647	\$2,475	\$2,209	\$2,399	\$1,942	\$76	\$267
Jail Based	75	0	75	0	225	0	225	0		
	\$2,625	\$0	\$2,625	\$0	\$7,875	\$0	\$7,875	\$0	\$0	\$0
Court Diversion	100	0	100	0	300	0	300	0		
	\$3,500	\$0	\$3,500	\$0	\$10,500	\$0	\$10,500	\$0	\$0	\$0
Sum \$	\$143,792	\$85,402	\$97,511	\$43,651	\$422,767	\$256,211	\$292,532	\$130,952	\$130,235	\$125,260

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

59% Percent of Services for Fairfield County
 43% Percent Over Overall MOPS Budget
 96% Percent Over Fairfield County Medicaid