



## QA REPORT

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

**FROM:** Shawna Watts-Shumaker, MBA  
Quality Assurance Coordinator

**SUBJECT:** Quality Assurance Activities for August 2005  
Chart Reviews for June 2005

**SUBMITTED:** October 20, 2005

### I: MAJOR UNUSUAL INCIDENTS

There was one major unusual incident for the month of August. On 08/25/2005, client #040902C1 was transported to the hospital by the Amanda Township Fire Department due to being disoriented and unable to get out of bed when a case manager arrived at the home. The case manager called for the paramedics. Joe Dunson saw the client on 8/31/2005. The incident was reported to the ADAMH Board on 8/29/2005, the next business day.

### II: TRANSFERS FROM STATE HOSPITALS

There was one release from a state hospital in August. Client #030220C1 was admitted to Twin Valley on 08/12/2005 and discharged on 08/31/2005. The client was seen by Joe Dunson on 08/31/2005.

There were two clients released from community hospitalization in August. Client #04091505 was admitted to Bethesda on 7/17/2005 and discharged on 7/21/2005. The client was seen by Robin Rippeth on 08/02/2005. Client#02013109 was admitted to Fairfield Medical Center on 7/29/2005 and discharged on 08/01/2005. The client was seen on 08/01/2005 by A.J. Bierly.

### 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	Percent Compliant With Standard	Chart Included AOD Services	Chart Included CSP Services
<b>Chris Ray's Team</b>			
Dr. Chris Ray	99	NO	NO
Bonnie Daniels	95	NO	YES
Rick Gehlbach*	93	NO	NO
Chris Johnson	99	NO	NO
Tricia Ostrander	97	NO	NO
<b>Team Score</b>	<b>97</b>		
<b>Robin Rippeth's Team</b>			
Dr. Robin Rippeth	97	NO	YES
Steve Ford	95	NO	YES
Mike Selegue	96	NO	NO
Heather Stevens	97	NO	YES
Paula Moreland	96	NO	YES
Karis Mason	98	NO	NO
Misty Coleman*	85	NO	NO
Jessica Mitchell	100	NO	YES
Adrienne Harris	98	NO	YES
Ellen Marshall*	85	NO	YES
<b>Team Score</b>	<b>95</b>		
<b>Scott Craft's Team</b>			
Dr. Scott Craft	97	NO	NO
Joe Dunson*	94	NO	YES
A.J. Bierly	97	NO	YES
Amanda Moore	97	YES	YES
<b>Team Score</b>	<b>96</b>		
<b>Brad Hedges' Team</b>			
Dr. Brad Hedges	96	NO	NO
Claire Robitaille*	94	NO	NO
Dean Bachelor*	94	NO	NO
<b>Team Score</b>	<b>95</b>		
<b>Franklin County Team</b>			
Joni Grim	97	NO	YES
Beth Stutz	95	NO	NO
<b>Team Score</b>	<b>96</b>		

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

Seventy-nine 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 are as follows:

- Fifty percent of the records reviewed were missing a copy of the current medical card.

- Thirty-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 25% of the clinicians.
- In thirty-three 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.
- Eight percent of the records reviewed did not have a reviewed health assessment.
- Twenty-one 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
<b>Chris Ray's Team</b>			
Dr. Chris Ray	100	NO	NO
Bonnie Daniels	92	NO	YES
Rick Gehlbach	90	NO	NO
Chris Johnson	100	NO	NO
Tricia Ostrander*	87	NO	NO
<b>Team Score</b>	<b>94</b>		
<b>Robin Rippeth's Team</b>			
Dr. Robin Rippeth	96	NO	YES
Steve Ford	94	NO	YES
Mike Selegue	91	NO	NO
Heather Stevens	96	NO	YES
Paula Moreland	97	NO	YES
Karis Mason	100	NO	NO
Misty Coleman	93	NO	NO
Jessica Mitchell	100	NO	YES
Adrienne Harris	97	NO	YES
Ellen Marshall	91	NO	YES
<b>Team Score</b>	<b>96</b>		
<b>Scott Craft's Team</b>			
Dr. Scott Craft	97	NO	NO
Joe Dunson	96	NO	YES
A.J. Bierly	100	NO	YES
Amanda Moore	93	YES	YES
<b>Team Score</b>	<b>97</b>		
<b>Brad Hedges' Team</b>			
Dr. Brad Hedges	95	NO	NO
Claire Robitaille	90	NO	NO
Dean Bachelor	72	NO	NO
<b>Team Score</b>	<b>86*</b>		
<b>Franklin County Team</b>			
Joni Grim	94	NO	YES
Beth Stutz	100	NO	NO
<b>Team Score</b>	<b>97</b>		

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

Ninety-two percent of the clinicians met the 90% threshold for peer review.

- Forty-two percent of the records reviewed for peer review showed that the clinician did not complete the required forms, or make the necessary referrals.
- Twenty-five 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	32	12	2.6
A.J. Bierly	42	33	1.3
Misty Coleman	59	35	1.7
Dr. Scott Craft	83	25	3.3
Bonnie Daniels	55	30	1.8
Joe Dunson	23	23	1
Steve Ford	81	40	2.0
Rick Gehlbach	46	41	1.1
Dr. Joni Grim	84	25	3.4
Dr. Brad Hedges	56	14	4
Chris Johnson	75	39	1.9
Ellen Marshall	88	30	2.9
Karis Mason	61	35	1.7
Jessica Mitchell	37	35	1.1
Amanda Moore	42	32	1.3
Paula Moreland	56	41	1.4
Tricia Ostrander	85	34	2.5
Dr. Chris Ray	66	27	2.4
Dr. Robin Rippeth	24	14	1.7
Claire Robitaille	46	33	1.4
Kimberly Rugg	55	51	1.1
Mike Selegue	103	62	1.7
<b>Average</b>	<b>59</b>	<b>32</b>	<b>1.97</b>

The No Show rate for August was 19%. When considering both the no show rate and the cancellation rate, this figure is 30%.

**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. We are in the process of re-developing the AOD program.

**VIII: INVOLUNTARY TERMINATIONS**

No involuntary terminations were conducted during the month of August 2005.

**IX: PROFESSIONAL STAFF ORGANIZATION**

The clinical staff maintains current licensure requirements.

Mid-Ohio Psychological Services has been approved as a CEU provider by the Ohio Psychological Association (#311358292) and the Ohio Counselor, Social Worker & Marriage and Family Therapy Board (RCS060502). The first agency sponsored training was held on 8/19/2005 entitled Understanding Differential Diagnosis by Dr. Bradley Hedges.

<b>Clinician</b>	<b>Workshop Name</b>	<b>Dates Attended</b>	<b># of CEU's</b>
Misty Coleman	Understanding Differential Diagnosis	8/19/2005	3
Derrick Gehlbach	HIPPA Compliance	8/2/2005	1.5
Derrick Gehlbach	Understanding Differential Diagnosis	8/19/2005	3
Claire Robitaille	Understanding Differential Diagnosis	8/19/2005	3
Chris Ray	Understanding Differential Diagnosis	8/19/2005	3
Robin Rippeth	Understanding Differential Diagnosis	8/19/2005	3
Paula Moreland	Understanding Differential Diagnosis	8/19/2005	3
Karis Mason	Understanding Differential Diagnosis	8/19/2005	3
Scott Craft	Understanding Differential Diagnosis	8/19/2005	3

**X: REVIEW OF WAITING LIST**

There were a total of 122 new clients seen in the month of August. Seventy-two percent of these new clients were from Fairfield County. The total number of clients seen in the month of August was 711.

The agency has shown a pattern of decreased intakes and client sessions during the summer months for the past few years. This pattern is reflected in the Units of Service and New Client graphs.

**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 August was to review client rights, complaints, and grievances as well as staff grievances and explore patterns. There were no complaints of any kind to the agency since last year.

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

There is no response to last month's focused review.

## **XIV: CLIENT RIGHTS AND GRIEVANCES**

There were no client rights or grievance issues for August 2005.

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

**Agency Service Budget Month of August 2005**

	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	199	127	200	83	348	194	400	166		
	\$25,855	\$16,496	\$25,998	\$10,789	\$45,250	\$25,153	\$51,996	\$21,578	(\$6,746)	\$3,575
Individual Counseling	1,013	614	962	510	1,828	1,116	1,924	1,020		
	\$91,125	\$55,296	\$86,580	\$45,900	\$164,538	\$100,395	\$173,160	\$91,800	(\$8,622)	\$8,595
Individual CSP	251	227	302	208	455	422	604	416		
	\$21,432	\$19,325	\$25,767	\$17,747	\$38,821	\$36,022	\$51,533	\$35,493	(\$12,713)	\$529
Group CSP	0	0	0	0	0	0	0	0		
	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Group	222	39	208	26	417	69	416	52		
	\$8,745	\$1,540	\$8,212	\$1,026	\$16,443	\$2,736	\$16,424	\$2,053	\$20	\$683
Medication	47	36	53	34	107	78	106	68		
	\$9,953	\$7,507	\$11,176	\$7,170	\$22,563	\$16,364	\$22,352	\$14,339	\$211	\$2,024
AOD Assessment	0	0	2	2	0	0	4	4		
	\$0	\$0	\$192	\$192	\$0	\$0	\$385	\$385	(\$385)	(\$385)
AOD Individual	0	0	2	1	0	0	4	2		
	\$0	\$0	\$131	\$87	\$0	\$0	\$349	\$174	(\$349)	(\$174)
AOD Group	0	0	12	6	0	0	24	12		
	\$0	\$0	\$457	\$228	\$0	\$0	\$914	\$457	(\$914)	(\$457)
Court Diversion	196	0	196	0	392	0	392	0		
	\$6,860	\$0	\$6,860	\$0	\$13,720	\$0	\$13,720	\$0	\$0	\$0
Forensic Evaluations	0	0	2	0	0	0	4	0		
	\$0	\$0	\$1,000	\$0	\$0	\$0	\$2,000	\$0	(\$2,000)	\$0
Other	0	0	8	0	0	0	16	0		
	\$0	\$0	\$280	\$0	\$0	\$0	\$560	\$0	(\$560)	\$0
<b>Sum \$</b>	<b>\$163,970</b>	<b>\$100,163</b>	<b>\$165,373</b>	<b>\$83,140</b>	<b>\$301,335</b>	<b>\$180,670</b>	<b>\$330,833</b>	<b>\$166,280</b>	<b>(\$29,498)</b>	<b>\$14,390</b>

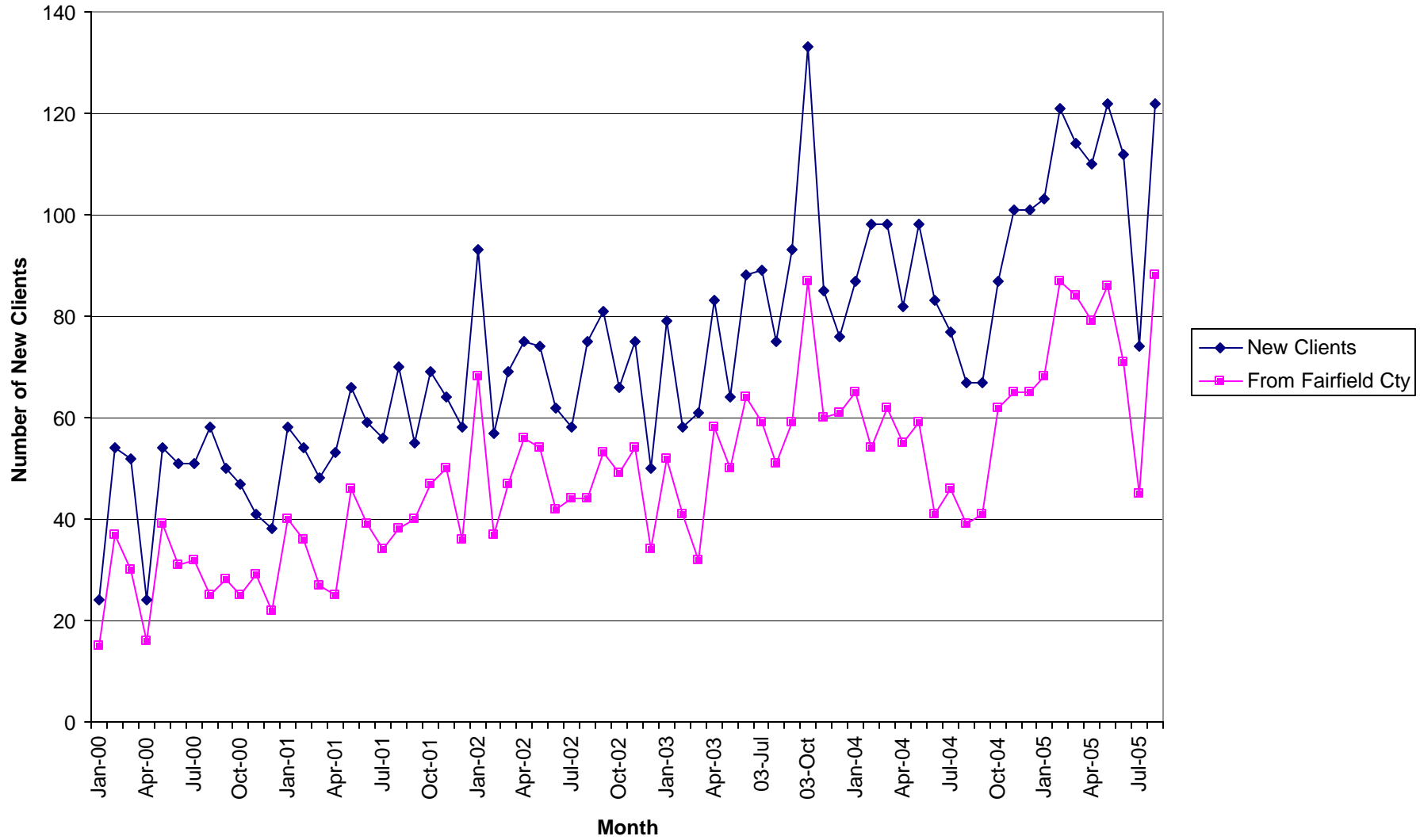
\* ( ) figures indicate that MOPS provided fewer services in this category than budgeted.

61% Percent of Services for Fairfield County

8.92% Percent Below Overall MOPS Budget

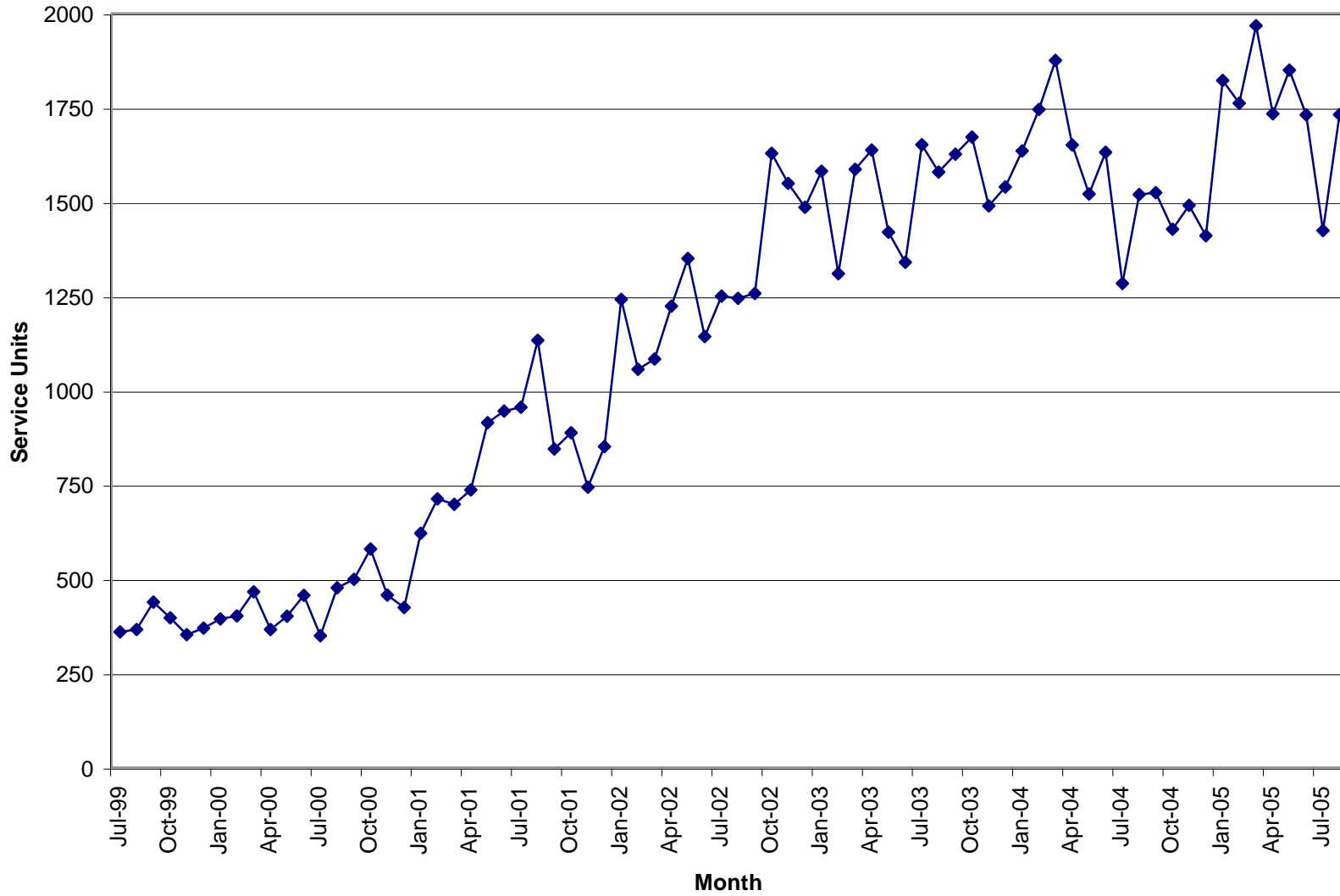
8.65% Percent Over Fairfield County Medicaid

# New Clients

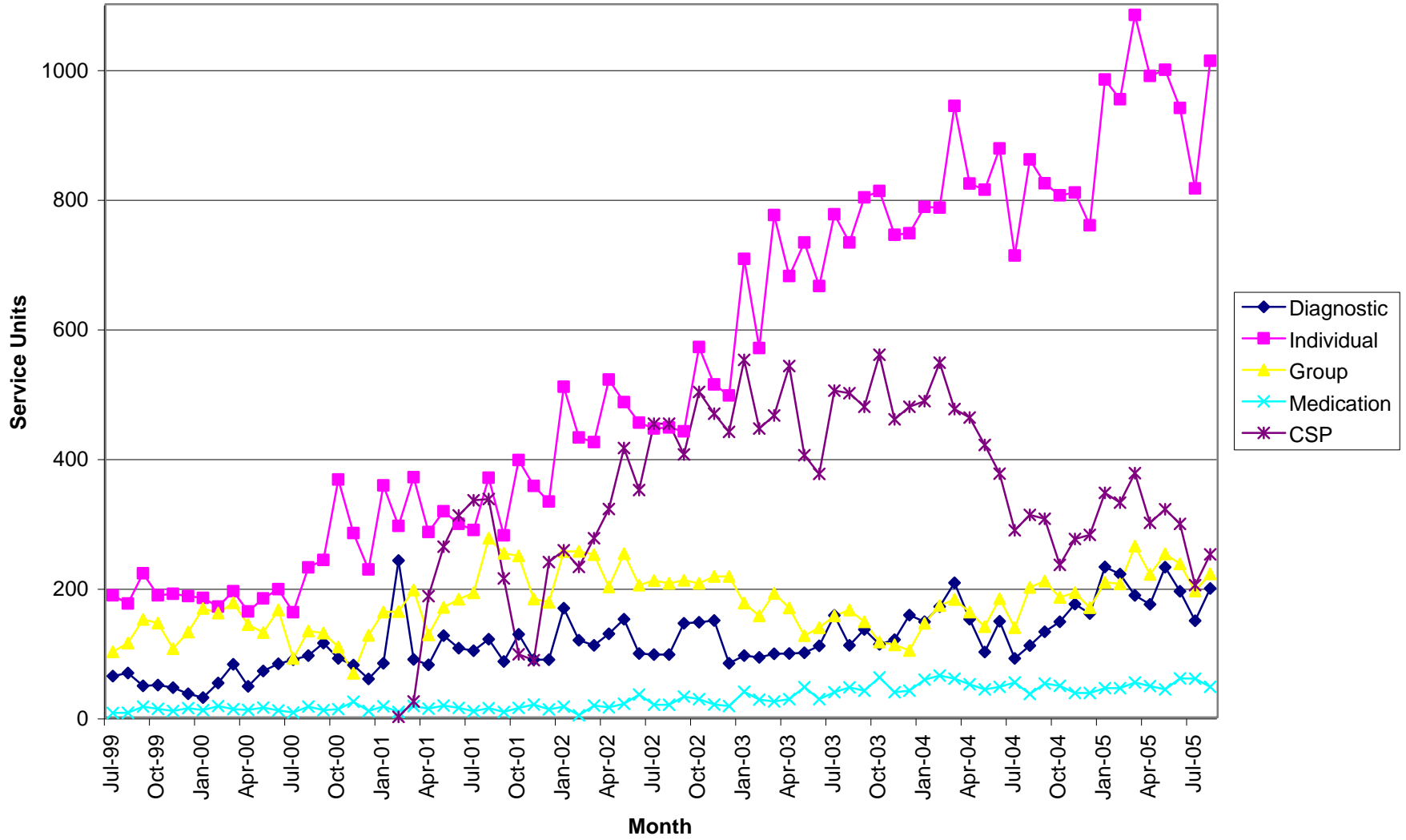




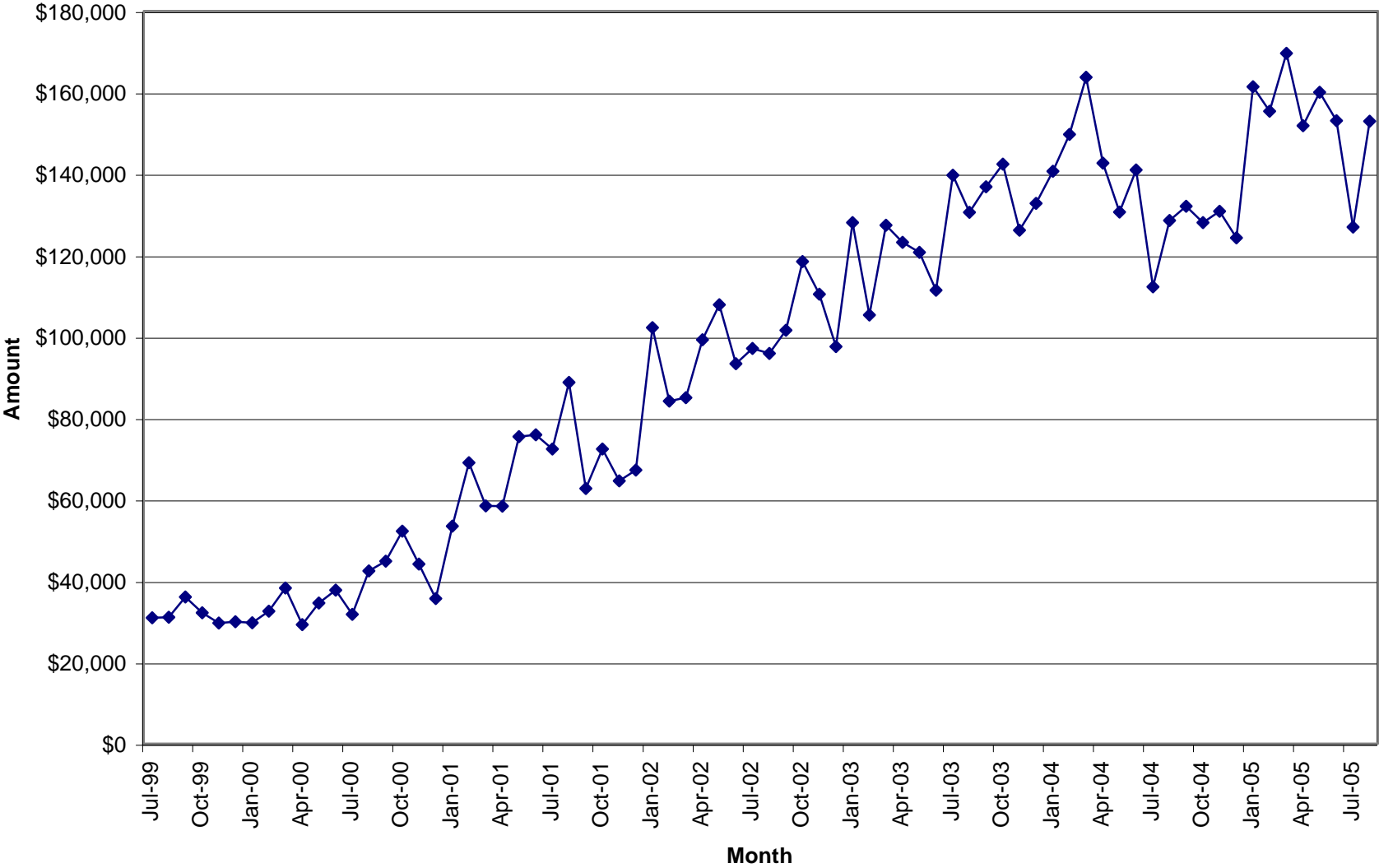
### Total Units of Service



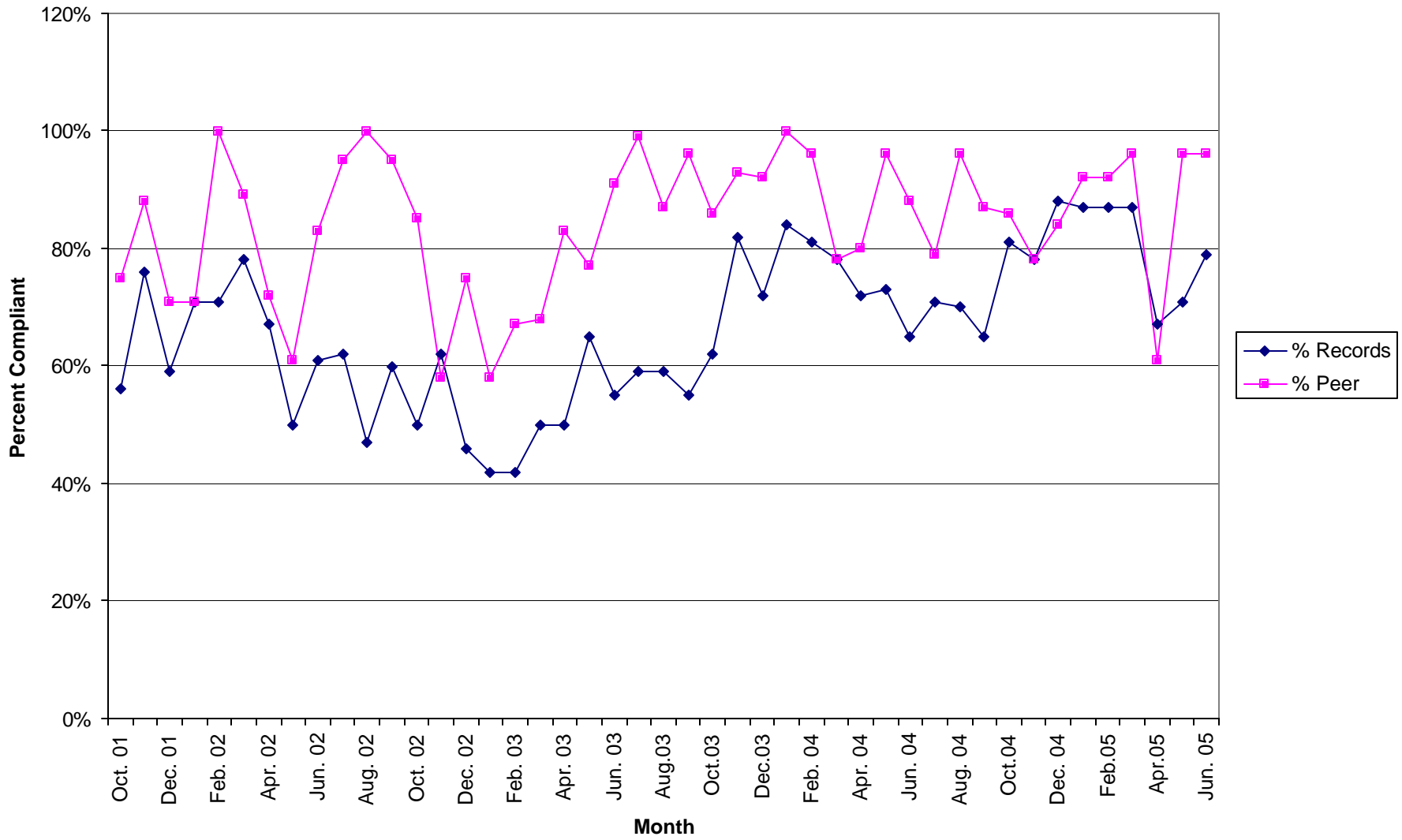
# Units of Service



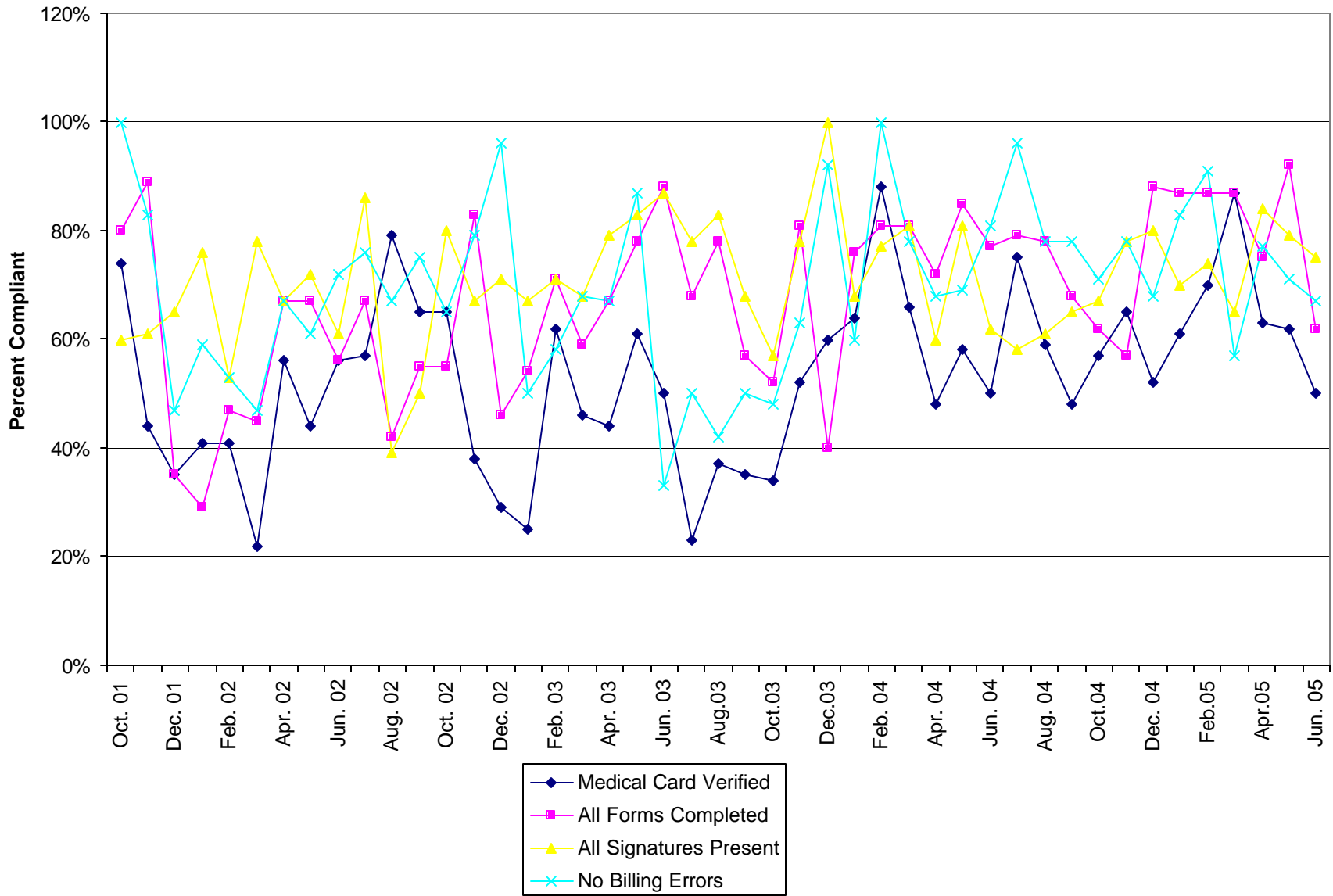
### Total Units \$



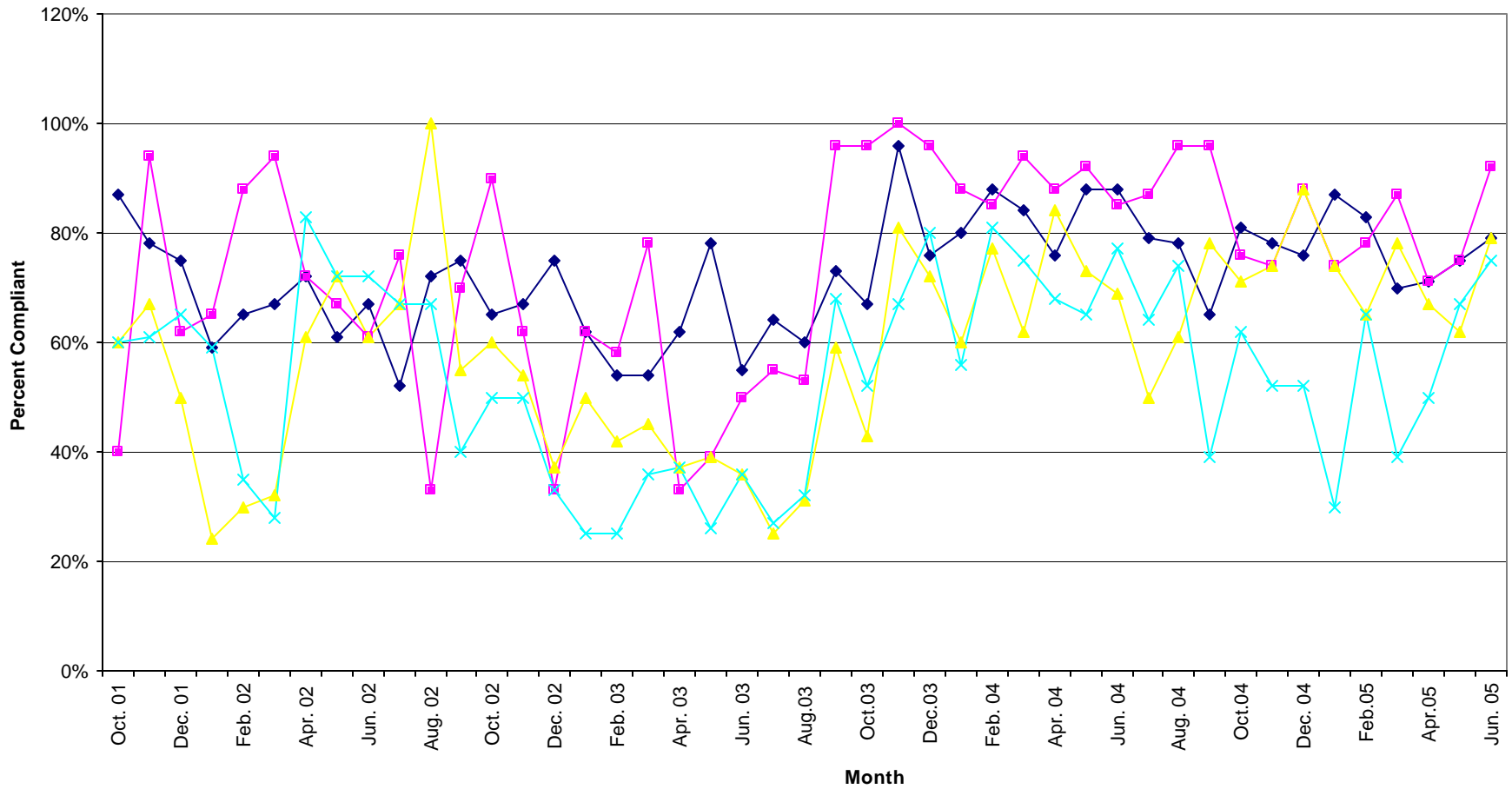
# Compliance Review



### Selected Record Review Issues



### Selected Record Review Issues



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

**% of Agency \$ Billed by Clinician**

August	2005		Weighted							
	DA	EAVAL	AOD	IND	Group	CSP	MED	Other	Tot Units	% of Tot
Unit Rate	\$ 129.99	\$ 129.99	\$ 96.24	\$ 90	\$ 39.48	\$ 65	\$ 195	\$ 35		
Dean Bachelor	1.00	0.00	0.00	10.00	16.00	0.00	0.0	0.0		
	\$130	\$0	\$0	\$900	\$632	\$0	\$0	\$0	\$ 1,661.67	1.15%
A.J. Bierly	0.00	0.00	0.00	0.00	0.00	81.50	0.00	0.00		
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$5,297.50	\$0.00	\$0.00	\$ 5,297.50	3.67%
Misty Coleman	1.00	0.00	0.00	72.80	68.30	1.50	0.00	0.00		
	\$129.99	\$0.00	\$0.00	\$6,552.00	\$2,696.48	\$97.50	\$0.00	\$0.00	\$ 9,475.97	6.57%
Scott Craft	4.00	2.30	0.00	32.90	40.00	1.00	0.0	100.0		
	\$519.96	\$298.98	\$0.00	\$2,961.00	\$1,579.20	\$65.00	\$0.00	\$3,500.00	\$ 8,924.14	6.19%
Bonnie Daniels	2.00	0.00	0.00	74.00	0.00	5.90	0.00	0.00		
	\$259.98	\$0.00	\$0.00	\$6,660.00	\$0.00	\$383.50	\$0.00	\$0.00	\$ 7,303.48	5.06%
Joe Dunson	0.00	0.00	0.00	0.00	0.00	6.70	0.00	51.10		
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$435.50	\$0.00	\$0.00	\$435.50	0.30%
Steve Ford	5.00	0.00	0.00	85.50	4.00	13.80	0.00	0.00		
	\$649.95	\$0.00	\$0.00	\$7,695.00	\$157.92	\$897.00	\$0.00	\$0.00	\$ 9,399.87	6.52%
Rick Gehlbach	20.50	4.30	0.00	56.50	0.00	1.80	0.00	0.00		
	\$2,664.80	\$558.96	\$0.00	\$5,085.00	\$0.00	\$117.00	\$0.00	\$0.00	\$ 8,425.75	5.84%
Joni Grim	0.00	0.00	0.00	27.90	65.70	1.20	0.00	0.00		
	\$0.00	\$0.00	\$0.00	\$2,511.00	\$2,593.84	\$78.00	\$0.00	\$0.00	\$ 5,182.84	3.59%
Brad Hedges	0.00	2.00	0.00	28.40	0.00	0.00	0.00	0.00		
	\$0.00	\$259.98	\$0.00	\$2,556.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 2,815.98	1.95%
Chris Johnson	6.00	0.00	0.00	79.50	0.00	9.00	0.00	0.00		
	\$779.94	\$0.00	\$0.00	\$7,155.00	\$0.00	\$585.00	\$0.00	\$0.00	\$ 8,519.94	5.91%
Ellen Marshall	9.90	0.00	0.00	73.10	0.00	2.70	0.00	0.00		
	\$1,286.90	\$0.00	\$0.00	\$6,579.00	\$0.00	\$175.50	\$0.00	\$0.00	\$8,041.40	5.58%
Karis Mason	6.00	16.10	0.00	57.10	21.00	1.70	0.00	0.00		
	\$779.94	\$2,092.84	\$0.00	\$5,139.00	\$829.08	\$110.50	\$0.00	\$0.00	\$ 8,951.36	6.21%
Jessica Mitchell	17.40	0.00	0.00	49.90	6.50	1.00	0.00	0.00		
	\$2,261.83	\$0.00	\$0.00	\$4,491.00	\$256.62	\$65.00	\$0.00	\$0.00	\$7,074.45	4.91%
Amanda Moore	0.00	0.00	0.00	0.00	0.00	105.40	0.00	0.00		
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$6,851.00	\$0.00	\$0.00	\$6,851.00	4.75%
Paula Moreland	12.00	0.00	0.00	58.80	0.00	6.70	0.0	0.0		
	\$1,559.88	\$0.00	\$0.00	\$5,292.00	\$0.00	\$435.50	\$0.00	\$0.00	\$ 7,287.38	5.05%
Tricia Ostrander	20.50	0.00	0.00	49.70	0.00	6.00	0.0	0.0		
	\$2,664.80	\$0.00	\$0.00	\$4,473.00	\$0.00	\$390.00	\$0.00	\$0.00	\$ 7,527.80	5.22%
Chris Ray	10.50	0.00	0.00	27.50	0.00	0.00	0.00	0.00		
	\$1,364.90	\$0.00	\$0.00	\$2,475.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 3,839.90	2.66%
Robin Rippeth	16.30	8.70	0.00	14.60	0.00	0.60	0.00	0.00		
	\$2,118.84	\$1,130.91	\$0.00	\$1,314.00	\$0.00	\$39.00	\$0.00	\$0.00	\$ 4,602.75	3.19%
Claire Robitaille	4.00	2.30	0.00	56.60	0.00	0.00	0.00	0.00		
	\$519.96	\$298.98	\$0.00	\$5,094.00	\$0.00	\$0.00	\$0.00	\$0.00	\$5,912.94	4.10%
Kimberly Rugg	11.60	0.00	0.00	74.40	0.00	4.20	0.00	0.00		
	\$1,507.88	\$0.00	\$0.00	\$6,696.00	\$0.00	\$273.00	\$0.00	\$0.00	\$8,476.88	5.88%
Mike Selegue	10.50	0.00	0.00	67.70	0.00	0.50	0.00	0.00		
	\$1,364.90	\$0.00	\$0.00	\$6,093.00	\$0.00	\$32.50	\$0.00	\$0.00	\$7,490.40	5.19%
Charles Snyder	0.00	0.00	0.00	0.00	0.00	0.00	47.20	0.00		
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$9,204.00	\$0.00	\$9,204.00	6.38%
Heather Stevens	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	\$0.00	\$0.00	\$0.00	0.00%
Elizabeth Stutz	5.00	0.00	0.00	15.60	0.00	0.00	0.00	0.00		
	\$649.95	\$0.00	\$0.00	\$1,404.00	\$0.00	\$0.00	\$0.00	\$0.00	\$2,053.95	1.42%
<b>Sum Totals</b>	<b>\$19,056.53</b>	<b>\$4,640.64</b>	<b>\$0.00</b>	<b>\$83,025.00</b>	<b>\$8,744.82</b>	<b>\$16,055.00</b>	<b>\$9,204.00</b>	<b>\$3,500.00</b>	<b>\$144,226.00</b>	

This chart represents the percentage of the total dollars billed by clinician in August 2005.

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

August 2005

	Cancellations	Missed	Diagnostics	Evaluations	AOD Assessments	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>96.24</b>	<b>90</b>	<b>39.48</b>	<b>65</b>	<b>195</b>	<b>35</b>								
Dean Bachelor	6	23	1.00	0.00	0.00	10.00	16.00	0.00	0.0		56.00	27.00	50.00	54%	11%	41%	52%	1%
A. J. Bierly*	0	0	0.00	0.00	0.00	0.00	0.00	81.50	0.0		81.50	81.50	81.50	100%	0%	0%	0%	4%
Misty Coleman	18	30	1.00	0.00	0.00	72.80	68.30	1.50	0.0		191.60	143.60	173.60	75%	9%	16%	25%	8%
Scott Craft	6	19	4.00	2.30	0.00	32.90	40.00	1.00	0.0	100.5	205.70	180.70	199.70	88%	3%	9%	12%	10%
Bonnie Daniels	10	38	2.00	0.00	0.00	74.00	0.00	5.90	0.0		129.90	81.90	119.90	63%	8%	29%	37%	4%
Joe Dunson *	0	0	0.00	0.00	0.00	0.00	0.00	6.70	0.0	51.1	57.80	57.80	57.80	100%	0%	0%	0%	3%
Steve Ford	25	31	5.00	0.00	0.00	85.50	4.00	13.80	0.0		164.30	108.30	139.30	66%	15%	19%	34%	6%
Rick Gehlbach	13	23	20.50	4.30	0.00	56.50	0.00	1.80	0.0		119.10	83.10	106.10	70%	11%	19%	30%	4%
Joni Grim	17	27	0.00	0.00	0.00	27.90	65.70	1.20	0.0		138.80	94.80	121.80	68%	12%	19%	32%	5%
Brad Hedges	2	8	0.00	2.00	0.00	28.40	0.00	0.00	0.0		40.00	30.40	38.00	76%	5%	19%	24%	2%
Chris Johnson	22	38	6.00	0.00	0.00	79.50	0.00	9.00	0.0		154.50	94.50	132.50	61%	14%	25%	39%	5%
Ellen Marshall	24	38	9.90	0.00	0.00	73.10	0.00	2.70	0.0		147.70	85.70	123.70	58%	16%	26%	42%	5%
Karis Mason	23	24	6.00	16.10	0.00	57.10	21.00	1.70	0.0		148.90	101.90	125.90	68%	15%	16%	32%	5%
Jessica Mitchell	22	34	17.40	0.00	0.00	49.90	6.50	1.00	0.0		130.80	74.80	108.80	57%	17%	26%	43%	4%
Amanda Moore*	0	0	0.00	0.00	0.00	0.00	0.00	105.40	0.0		105.40	105.40	105.40	100%	0%	0%	0%	6%
Paula Moreland	19	18	12.00	0.00	0.00	58.80	0.00	6.70	0.0		114.50	77.50	95.50	68%	17%	16%	32%	4%
Tricia Ostrander	24	17	20.50	0.00	0.00	49.70	0.00	6.00	0.0		117.20	76.20	93.20	65%	20%	15%	35%	4%
Chris Ray	11	19	10.50	0.00	0.00	27.50	0.00	0.00	0.0		68.00	38.00	57.00	56%	16%	28%	44%	2%
Robin Rippeth	3	6	16.30	8.70	0.00	14.60	0.00	0.60	0.0		49.20	40.20	46.20	0%	0%	0%	0%	2%
Claire Robitaille	21	26	4.00	2.30	0.00	56.60	0.00	0.00	0.0		109.90	62.90	88.90	57%	19%	24%	43%	3%
Kimberly Rugg	8	20	11.60	0.00	0.00	74.40	0.00	4.20	0.0		118.20	90.20	110.20	76%	7%	17%	24%	5%
Mike Selegue	11	40	10.50	0.00	0.00	67.70	0.00	0.50	0.0		129.70	78.70	118.70	61%	8%	31%	39%	4%
Charles Snyder	78	67	0.00	0.00	0.00	0.00	0.00	0.00	47.2		192.20	47.20	114.20	25%	41%	35%	75%	3%
Heather Stevens	0	0	0.00	0.00	0.00	0.00	0.00	0.00	0.0		0.00	0.00	0.00	0%	0%	0%	0%	0%
Elizabeth Stutz	3	16	5.00	0.00	0.00	15.60	0.00	0.00	0.0		39.60	20.60	36.60	52%	8%	40%	48%	1%
<b>Sum Totals</b>	<b>366</b>	<b>562</b>	<b>163.20</b>	<b>35.70</b>	<b>0.00</b>	<b>1012.50</b>	<b>221.50</b>	<b>251.20</b>	<b>47.2</b>	<b>151.6</b>	<b>2810.50</b>	<b>1882.90</b>	<b>2444.50</b>					
<b>Average</b>														<b>63%</b>	<b>11%</b>	<b>19%</b>	<b>30%</b>	<b>4%</b>

\* These clinicians do not have a daily scheduler therefore their totals are not reported in the missed or cancelled sessions.