



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 April 2005
Chart Reviews for February 2005

SUBMITTED: May 25, 2005

I: MAJOR UNUSUAL INCIDENTS

There was one major unusual incident for the month of April. On 04/22/2005, client #04010901 was accompanied to Fairfield Medical Center by case manager Joe Dunson and Lancaster Police Officers for evaluation after an incident of becoming agitated and physical violence. The client was evaluated at Fairfield Medical Center but was not admitted.

The incident was reported to the Fairfield County ADAMH Board on 5/2/2005, the incident was not reported in the proper time requirements due to not being turned in by the Supervisor.

There was one duty to warn required during April. On 4/19/2005, client #01112005 made a threat against a family member. Local law enforcement, the client's guardian, and the identified victim were informed of the threats.

II: TRANSFERS FROM STATE HOSPITALS

There were no transfers from a state hospital in April.

There was one client released from community hospitalization twice in April. Client #02111502 was admitted to Fairfield Medical Center on 04/10/2005 and discharged on 04/11/2005. Robin Rippeth saw the client on 04/14/2005. Client #02111502 was admitted again to Fairfield Medical Center on 04/26/2005 and discharged on 04/27/2005. Robin Rippeth saw the client on 04/29/2005.



AN INDEPENDENT CONTRACT AGENCY OF THE FAIRFIELD COUNTY ADAMH BOARD

III: PLANT/PHYSICAL HEALTH AND SAFETY

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

IV: RECORDS COMPLETENESS REVIEW (February)

Clinicians	Percent Compliant With Standard	Chart Included AOD Services	Chart Included CSP Services
Chris Ray's Team			
Dr. Chris Ray	97	NO	NO
Bonnie Daniels*	93	NO	NO
Rick Gehlbach	97	NO	NO
Chris Johnson*	92	NO	NO
Tricia Ostrander	100	NO	NO
Team Score	96		
Robin Rippeth's Team			
Dr. Robin Rippeth	100	NO	NO
Steve Ford	96	NO	YES
Mike Selegue	98	NO	NO
Heather Stevens	96	NO	YES
Paula Moreland	97	NO	NO
Karis Mason	99	NO	YES
Misty Coleman	95	NO	YES
Jessica Mitchell	100	NO	YES
Adrienne Harris	98	NO	YES
Ellen Marshall	96	NO	YES
Team Score	98		
Scott Craft's Team			
Dr. Scott Craft	99	NO	NO
Joe Dunson	96	NO	YES
A.J. Bierly	96	NO	YES
Amanda Moore	96	NO	YES
Team Score	97		
Brad Hedges' Team			
Dr. Brad Hedges	100	NO	NO
Claire Robitaille	96	NO	NO
Dean Bachelor*	57	NO	NO
Team Score	84*		
Franklin County Team			
Joni Grim	96	NO	NO
Team Score	96		

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

Eighty-seven 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:

- Thirty percent of the records reviewed were missing a copy of the current medical card.
- Thirteen 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 26% of the clinicians.
- In 9 percent of the records reviewed there was at least one session recorded that did not match the billing record.
- Seventeen percent of the records reviewed had an Individual Service Plan on the chart that needed to be updated.
- Twenty-two percent of the records reviewed did not have a reviewed health assessment.
- Thirty-five percent of clinicians were missing case notes for billed services.

V: PEER REVIEW (February)

Clinicians	Percent Compliant With Standard	Chart Included AOD Services	Chart Included CSP Services
Chris Ray's Team			
Dr. Chris Ray	90	NO	NO
Bonnie Daniels	95	NO	NO
Rick Gehlbach	97	NO	NO
Chris Johnson*	69	NO	NO
Tricia Ostrander	100	NO	NO
Team Score	90		
Robin Rippeth's Team			
Dr. Robin Rippeth	100	NO	NO
Steve Ford	96	NO	YES
Mike Selegue	96	NO	NO
Heather Stevens	97	NO	YES
Paula Moreland	96	NO	NO
Karis Mason	98	NO	YES
Misty Coleman	91	NO	YES
Jessica Mitchell	100	NO	YES
Adrienne Harris	98	NO	YES
Ellen Marshall	98	NO	YES
Team Score	97		
Scott Craft's Team			
Dr. Scott Craft	99	NO	NO
Joe Dunson	93	NO	YES
A.J. Bierly	90	NO	YES
Amanda Moore	97	NO	YES
Team Score	95		

Brad Hedges' Team			
Dr. Brad Hedges	100	NO	NO
Claire Robitaille	99	NO	NO
Dean Bachelor*	24	NO	NO
Team Score	74*		
Franklin County Team			
Joni Grim	100	NO	NO
Team Score	100		

*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.

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

Clinician	Number of Clients Assigned	Number of Clients Seen	Average Number of Contacts Per Client Seen
Dean Bachelor	27	10	2.7
Dr. Brad Hedges	53	19	1.1
Dr. Chris Ray	72	26	1.8
Dr. Robin Rippeth	34	23	1.7
Dr. Scott Craft	85	24	3.0
Steve Ford	79	48	2.1
Bonnie Daniels	69	34	1.9
Joni Grim	88	35	3.1
Chris Johnson	130	41	1.9
Claire Robitaille	51	36	2.3
Rick Gehlbach	56	41	2.0
Mike Selegue	91	66	1.6
Heather Stevens	39	33	2.4
Joe Dunson	22	23	4.3
Misty Coleman	61	32	2.2
A.J. Bierly	38	33	3.2
Amanda Moore	37	27	4.0
Tricia Ostrander	94	25	2.2
Paula Moreland	43	30	2.3
Karis Mason	42	41	2.4
Adrienne Harris	54	48	2.5
Ellen Marshall	72	40	2.1
Jessica Mitchell	20	16	1.6
Elizabeth Stutz	9	13	2.2

The No Show rate for April 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 outside of the AOD program. We are exploring the possibility of re-developing the AOD program.

VIII: INVOLUNTARY TERMINATIONS

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

IX: PROFESSIONAL STAFF ORGANIZATION

The clinical staff maintains current licensure requirements.

Clinician	Workshop Name	Dates Attended	# of CEU's
Paula Moreland	How Can I Forgive You	04/07/2005	6

X: REVIEW OF WAITING LIST

There were a total of 110 new clients seen in the month of April. Seventy-two percent of these new clients were from Fairfield County. The total number of clients seen in the month of April was 764.

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 April is to review referrals to other agencies and to conduct a fire drill and a tornado drill.

A review of referrals made to other agency's was conducted the week of April 18-22 by the reception staff of the agency. There were eleven referrals made for people seeking new services. This represents about thirty percent of the calls the agency received for new services. Three referrals were made to people with private insurance looking for services that were in network, six were referred because they were seeking income based/sliding scale payment for services, and two were referred because our agency did not offer the services they were seeking, one for an AOD group and one for an unknown

service. Nine of the referrals were made to Solutions Agency and two were referred to New Horizons of Lancaster.

The monthly summary sheet referral area was reviewed for referrals to other agencies made by clinicians during the past year, May 2004 – April 2005. Three people were referred from the Court Diversion Program at this agency for medication management services at New Horizons due to not having Medicaid. Six people were referred to support agencies for bill payment and food assistance.

The MOPS Lancaster location conducted a fire drill on 04/27/2005. The drill was conducted at 8:00am in 57 seconds. Ten people participated in the drill.

The MOPS Lancaster location conducted a tornado drill on 4/29/2005. The drill was conducted at 7:45am in 4 minutes. Four people participated in the drill.

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 April 2005.

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

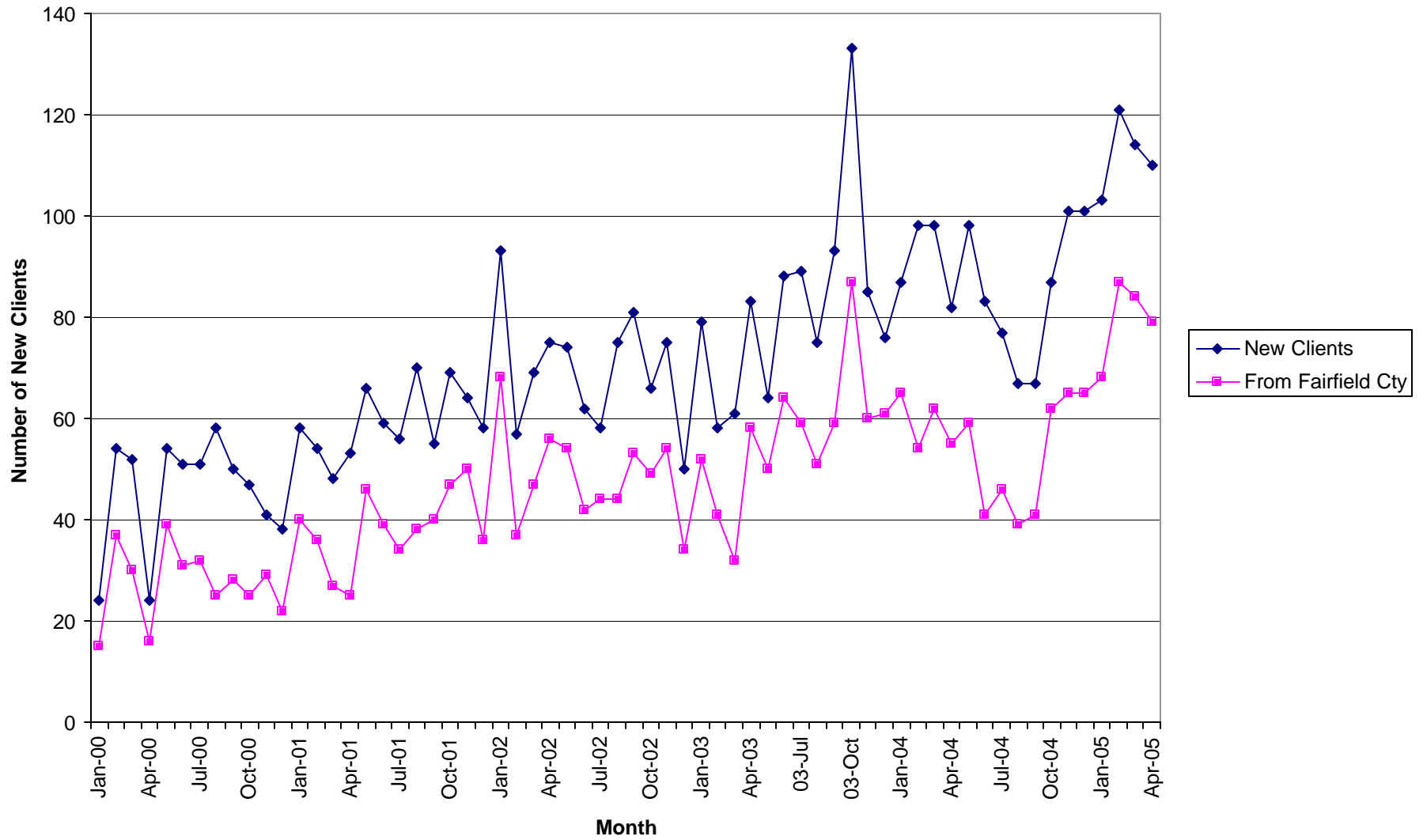
Agency Service Budget Month of April 2005

	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	182	97	167	81	1,788	813	1,670	810		
	\$23,619	\$12,583	\$21,708	\$10,529	\$232,405	\$105,695	\$217,083	\$105,292	\$15,322	\$403
Individual Counseling	989	618	833	531	8,780	5,279	8,330	5,310		
	\$89,046	\$55,593	\$74,970	\$47,790	\$790,173	\$475,065	\$749,700	\$477,900	\$40,473	(\$2,835)
Individual CSP	300	217	500	417	3,054	2,245	5,000	4,170		
	\$19,507	\$14,131	\$32,500	\$27,105	\$198,504	\$145,906	\$325,000	\$271,050	(\$126,497)	(\$125,145)
Group CSP	0	0	0	0	0	0	0	0		
	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Group	221	25	146	51	1,994	253	1,460	610		
	\$8,713	\$987	\$5,764	\$2,013	\$78,739	\$9,988	\$57,641	\$24,083	\$21,098	(\$14,094)
Medication	48	34	53	35	457	307	530	350		
	\$9,911	\$7,068	\$10,921	\$7,212	\$94,128	\$63,199	\$109,212	\$72,121	(\$15,084)	(\$8,922)
AOD Assessment	0	0	0	0	8	4	0	0		
	\$0	\$0	\$0	\$0	\$770	\$385	\$0	\$0	\$770	\$385
AOD Individual	0	0	1	1	0	0	10	10		
	\$0	\$0	\$87	\$87	\$0	\$0	\$873	\$873	(\$873)	(\$873)
AOD Group	0	0	13	17	0	0	130	170		
	\$0	\$0	\$495	\$647	\$0	\$0	\$4,950	\$6,474	(\$4,950)	(\$6,474)
Court Diversion	80	0	120	0	780	0	1,080	0		
	\$2,800	\$0	\$4,200	\$0	\$27,300	\$0	\$37,800	\$0	(\$10,500)	\$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 \$	\$153,596	\$90,362	\$150,646	\$95,384	\$1,428,319	\$800,237	\$1,502,259	\$957,792	(\$73,940)	(\$157,555)

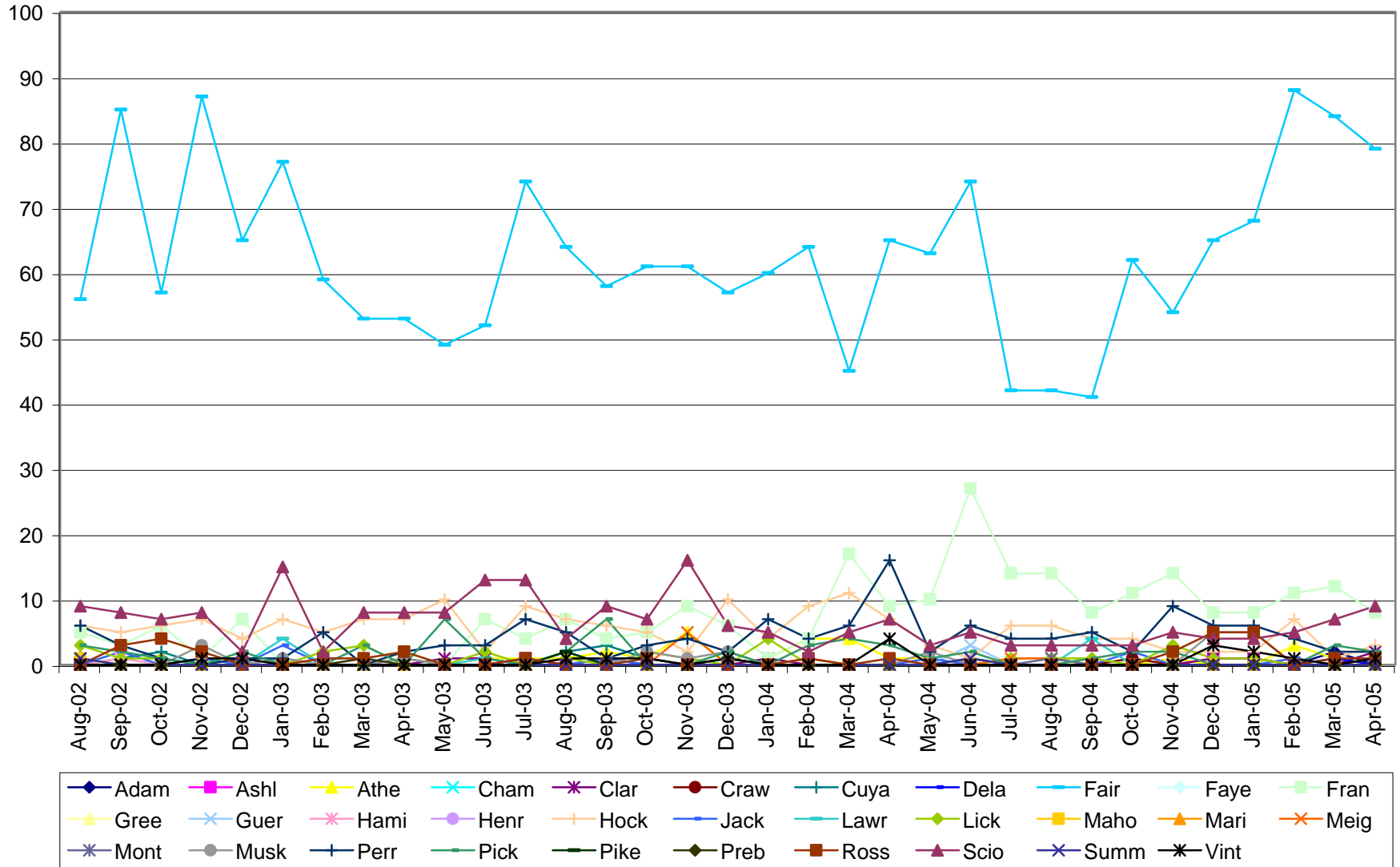
* () figures indicate that MOPS provided fewer services in this category than budgeted.

59% Percent of Services for Fairfield County
 5% Percent Below Overall MOPS Budget
 16% Percent Below Fairfield County Medicaid

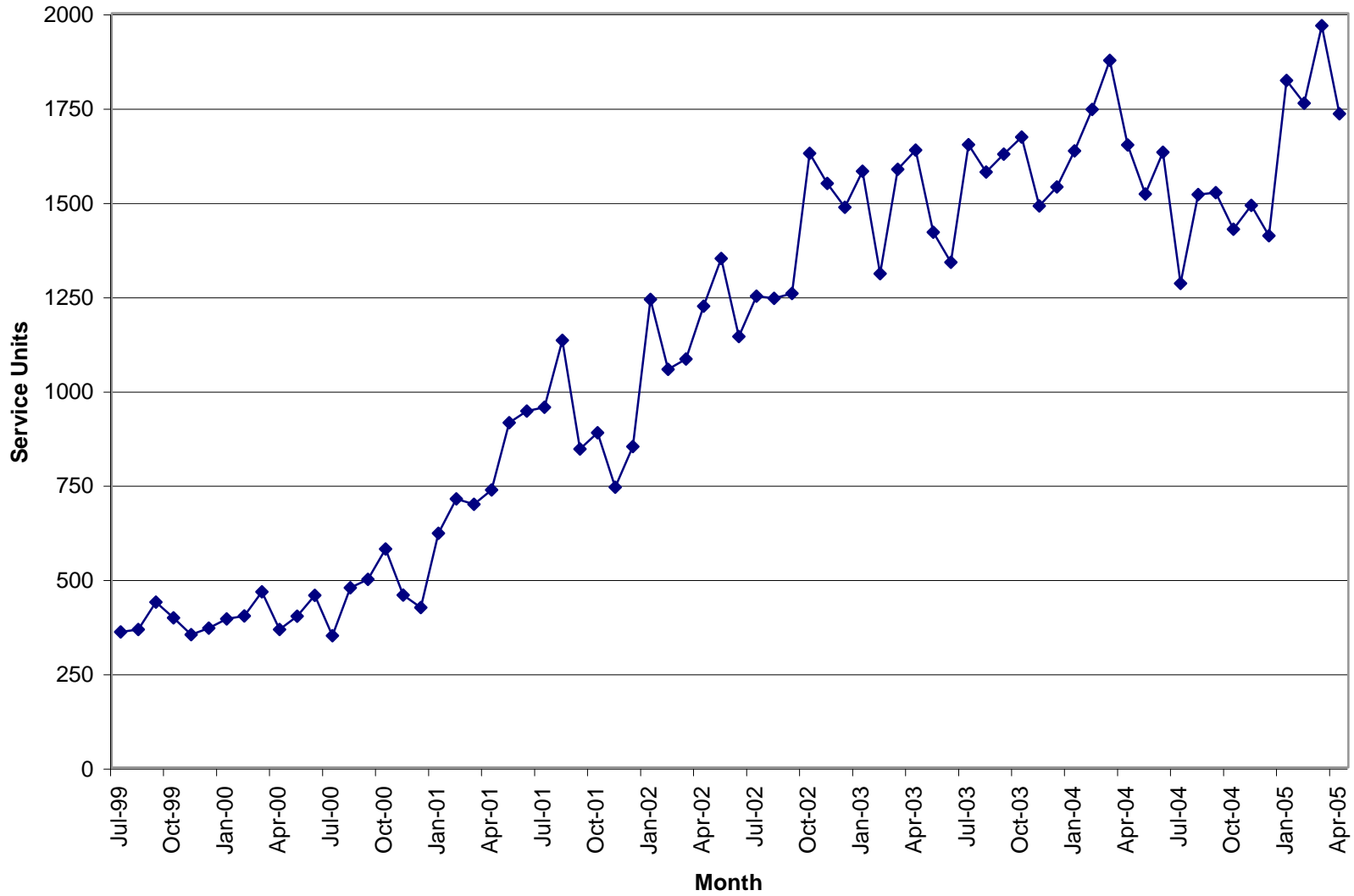
New Clients



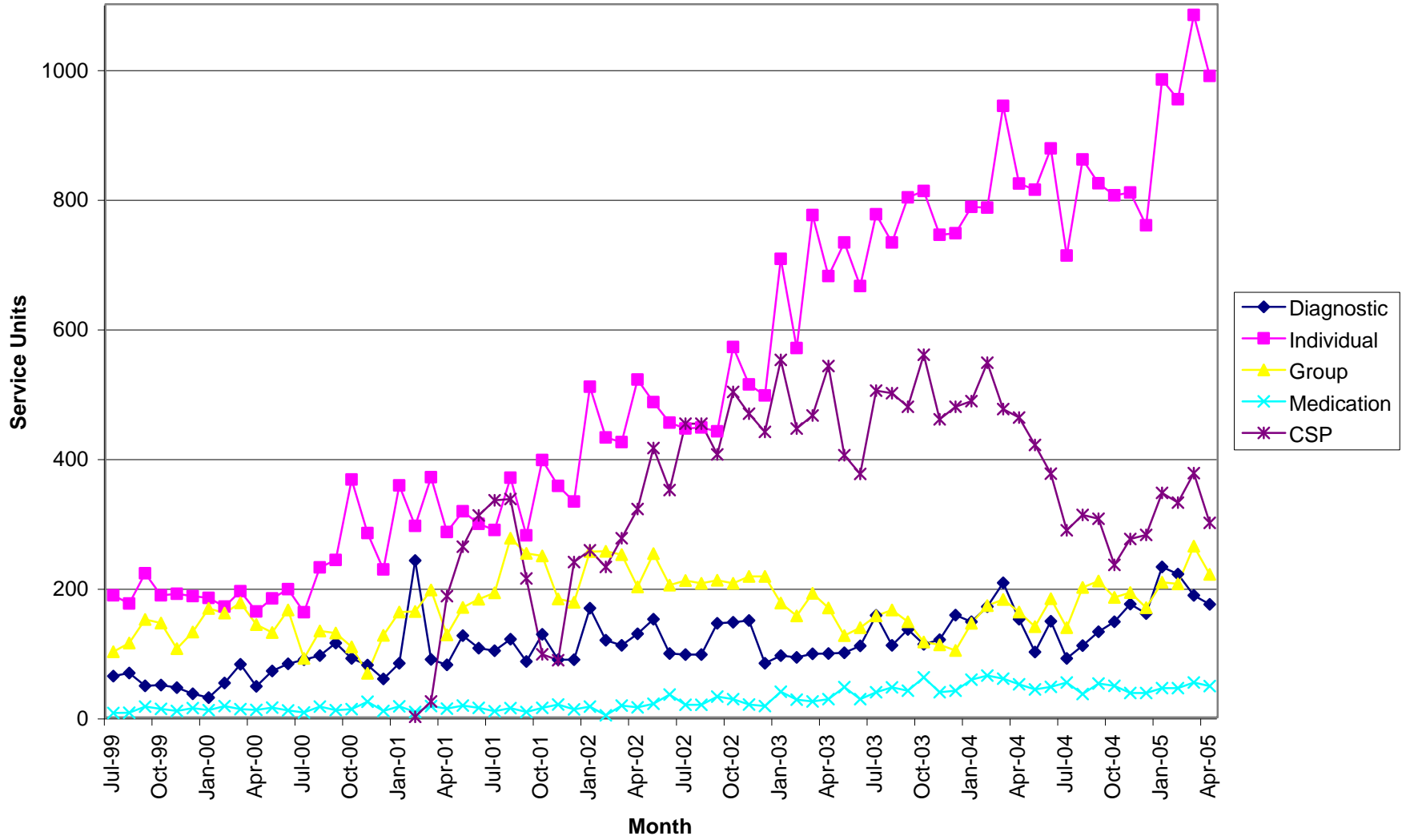
Number of Intakes by County



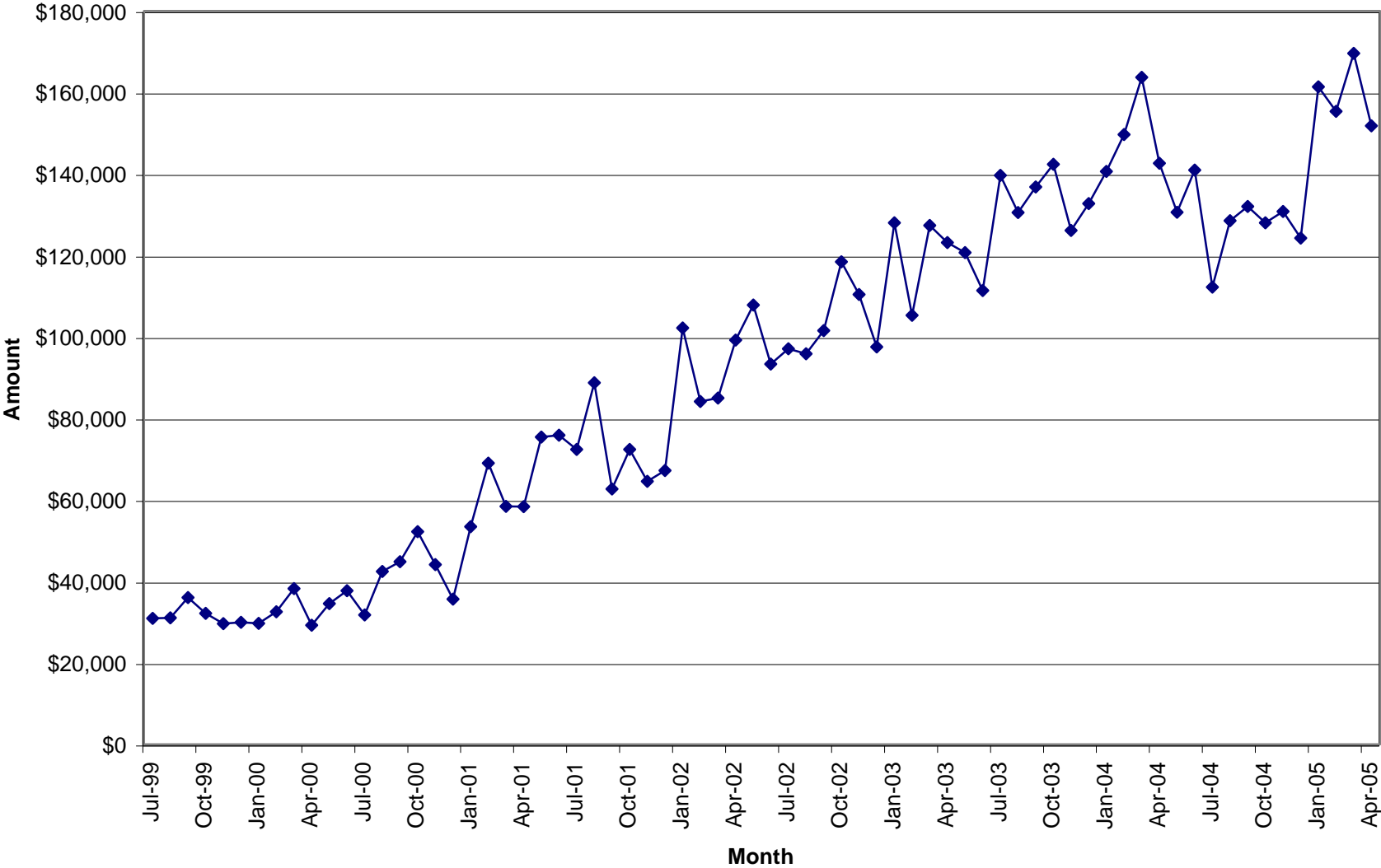
Total Units of Service



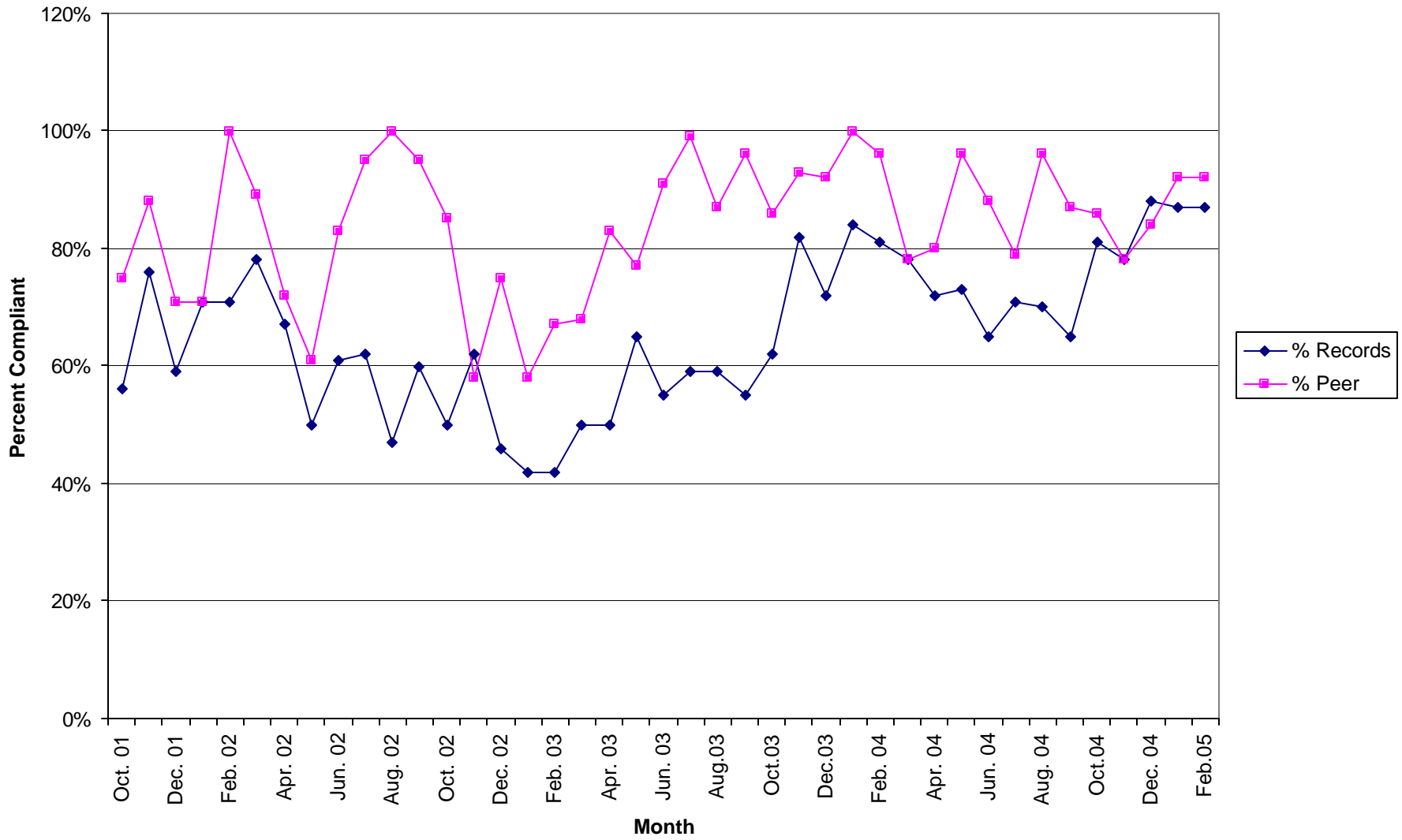
Units of Service



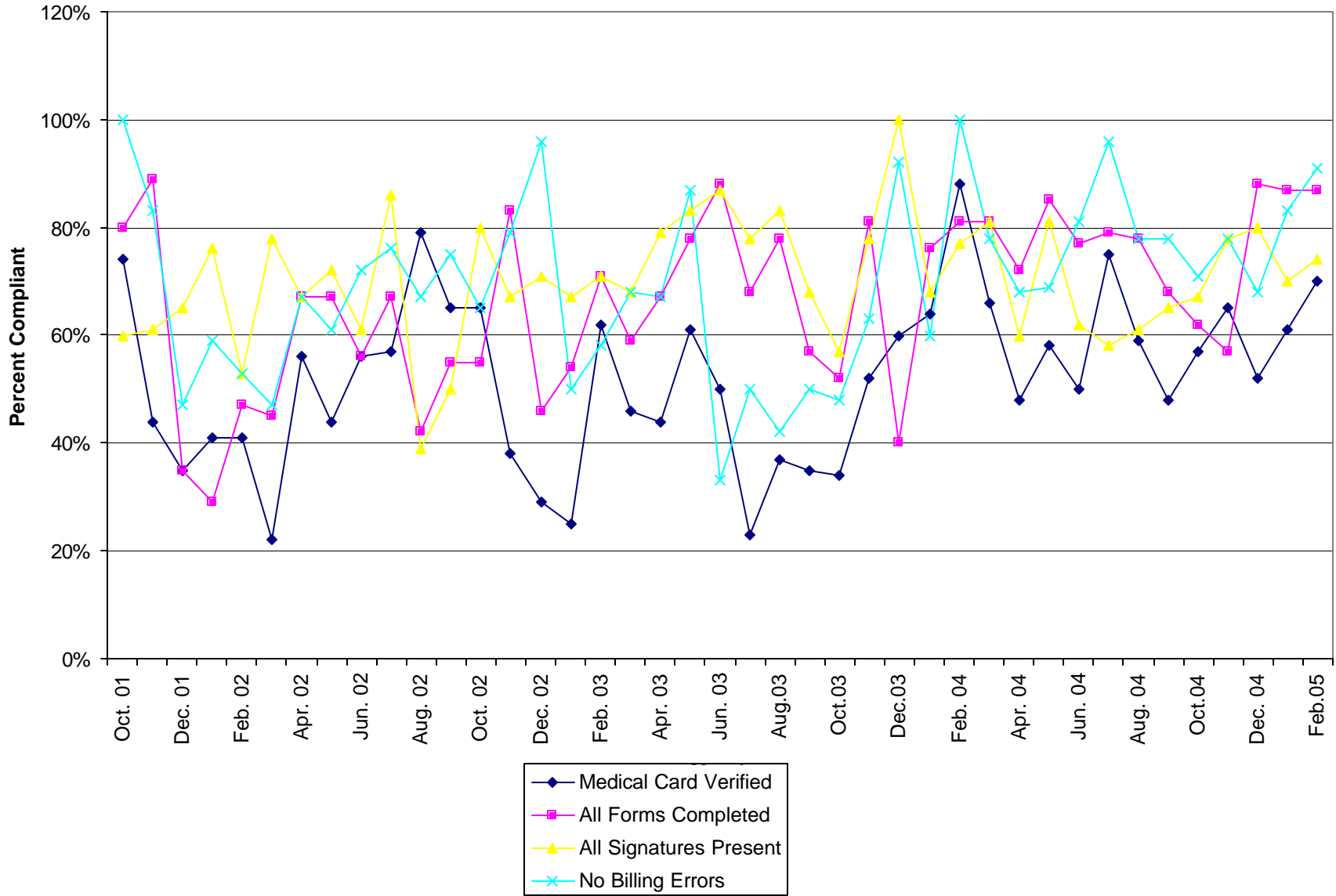
Total Units \$



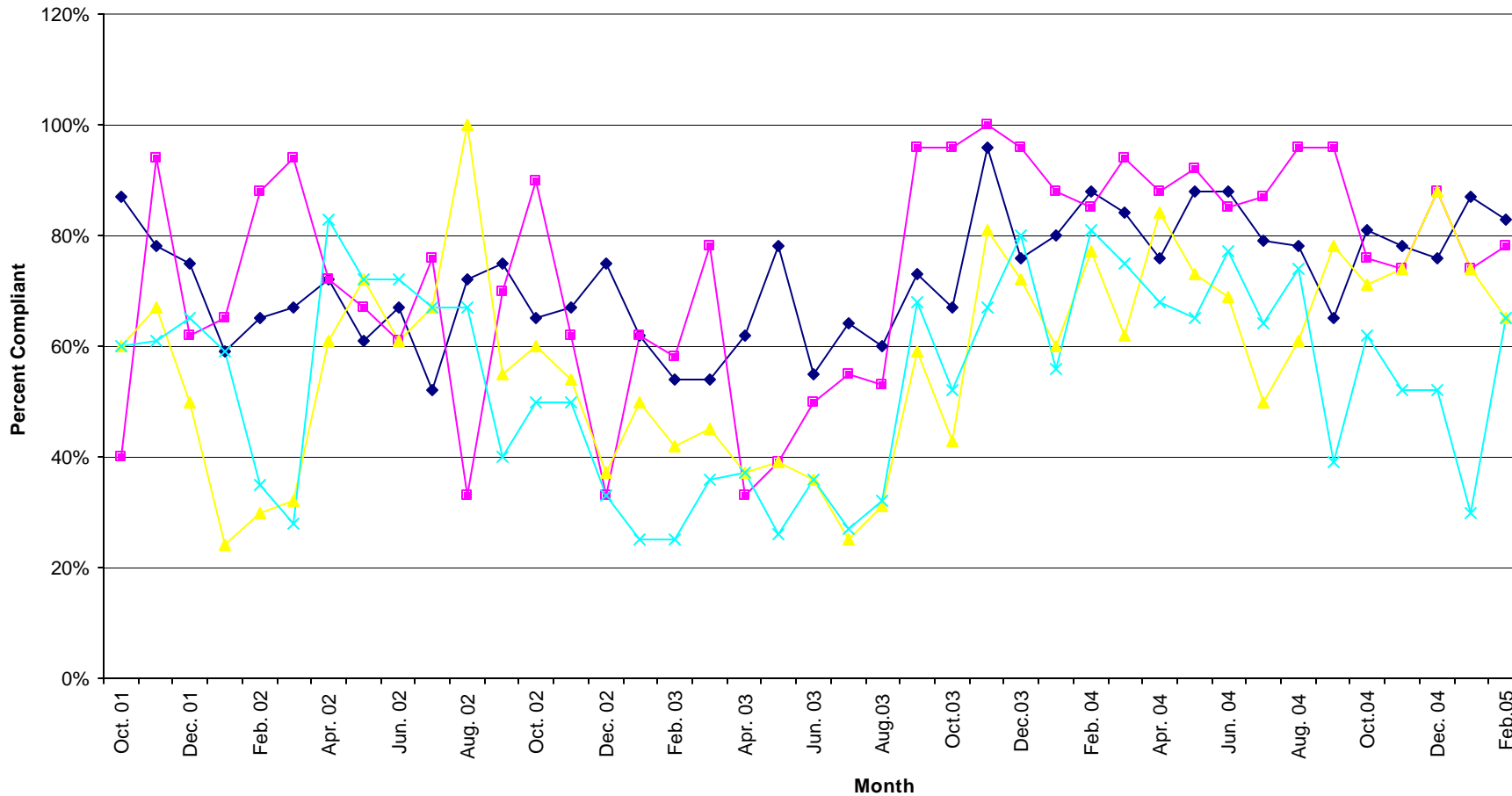
Compliance Review



Selected Record Review Issues



Selected Record Review Issues



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

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

April 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
Unit Rate			129.99	129.99	96.24	90	39.48	65	195	35								
Dean Bachelor	0	15	2.00	0.00	0.00	7.00	18.00	0.00	0.0		42.00	27.00	42.00	64%	0%	36%	36%	1%
A. J. Bierly*	0	0	0.00	0.00	0.00	0.00	0.00	83.30	0.0		83.30	83.30						5%
Scott Craft	5	17	0.00	0.00	0.00	37.20	40.00	2.20	0.0	80.0	181.40	159.40	176.40	88%	3%	9%	12%	9%
Misty Coleman	36	23	6.00	0.00	0.00	48.00	30.00	0.00	0.0		143.00	84.00	107.00	59%	25%	16%	41%	5%
Steve Ford	9	20	8.50	0.00	0.00	81.60	17.50	7.30	0.0		143.90	114.90	134.90	80%	6%	14%	20%	6%
Rick Gehlbach	25	26	12.60	2.70	0.00	54.00	0.00	4.00	0.0		124.30	73.30	99.30	59%	20%	21%	41%	4%
Joni Grim	20	29	4.40	0.00	0.00	43.80	84.80	3.80	0.0		185.80	136.80	165.80	74%	11%	16%	26%	8%
Adrienne Harris	13	35	3.00	0.00	0.00	62.30	18.40	6.40	0.0		138.10	90.10	125.10	65%	9%	25%	35%	5%
Jessica Mitchell	9	7	5.40	0.00	0.00	20.80	0.00	0.60	0.0		42.80	26.80	33.80	63%	21%	16%	37%	1%
Brad Hedges	2	1	2.00	36.00	0.00	5.00	0.00	0.00	0.0		46.00	43.00	44.00	93%	4%	2%	7%	2%
Chris Johnson	25	27	9.00	0.00	0.00	63.80	0.00	3.70	0.0		128.50	76.50	103.50	60%	19%	21%	40%	4%
Ellen Marshall	17	27	13.00	0.00	0.00	70.90	0.00	2.00	0.0		129.90	85.90	112.90	66%	13%	21%	34%	5%
Karis Mason	27	24	5.90	3.00	0.00	67.70	12.00	3.80	0.0		143.40	92.40	116.40	64%	19%	17%	36%	5%
Paula Moreland	10	24	4.00	0.00	0.00	44.80	0.00	10.40	0.0		93.20	59.20	83.20	64%	11%	26%	36%	3%
Tricia Ostrander	17	20	17.20	0.00	0.00	40.80	0.00	5.50	0.0		100.50	63.50	83.50	63%	17%	20%	37%	3%
Bonnie Daniels	26	27	0.00	0.00	0.00	56.70	0.00	3.80	0.0		113.50	60.50	87.50	53%	23%	24%	47%	3%
Chris Ray	19	17	8.00	3.70	0.00	36.00	0.00	1.30	0.0		85.00	49.00	66.00	58%	22%	20%	42%	3%
Robin Rippeth	4	1	3.50	5.00	0.00	14.40	0.00	5.50	0.0		33.40	28.40	29.40	0%	0%	0%	0%	2%
Claire Robitaille	15	14	6.00	0.50	0.00	75.50	0.00	0.00	0.0		111.00	82.00	96.00	74%	14%	13%	26%	5%
Mike Selegue	13	45	12.30	0.00	0.00	87.70	0.00	0.30	0.0		158.30	100.30	145.30	63%	8%	28%	37%	6%
Charles Snyder	46	50	0.00	0.00	0.00	0.00	0.00	0.00	48.1		144.10	48.10	98.10	33%	32%	35%	67%	3%
Heather Stevens	0	0	6.00	0.00	0.00	47.50	0.00	3.70	0.0		57.20	57.20	57.20	100%	0%	0%	0%	3%
Elizabeth Stutz	5	7	2.00	0.00	0.00	23.90	0.00	2.50	0.0		40.40	28.40	35.40	70%	12%	17%	30%	
Amanda Moore*	0	0	0.00	0.00	0.00	0.00	0.00	91.90	0.0		91.90	91.90	91.90		0%	0%	0%	5%
Joe Dunson *	0	0	0.00	0.00	0.00	0.00	0.00	58.10	0.0		58.10	58.10	58.10		0%	0%		3%
Sum Totals	343	456	130.80	50.90	0.00	989.40	220.70	300.10	48.1	80.0	2619.00	1820.00	2192.70					
Average														64%	12%	17%	30%	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

April	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	2.00	0.00	0.00	7.00	18.00	0.00	0.0	0.0		
	\$260	\$0	\$0	\$630	\$711	\$0	\$0	\$0	\$ 1,600.62	1.05%
A.J. Bierly	0.00	0.00	0.00	0.00	0.00	83.30	0.00	0.00		
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$5,414.50	\$0.00	\$0.00	\$ 5,414.50	3.54%
Misty Coleman	6.00	0.00	0.00	48.00	30.00	0.00	0.00	0.00		
	\$779.94	\$0.00	\$0.00	\$4,320.00	\$1,184.40	\$0.00	\$0.00	\$0.00	\$ 6,284.34	4.10%
Scott Craft	0.00	0.00	0.00	37.20	40.00	2.20	0.0	80.0		
	\$0.00	\$0.00	\$0.00	\$3,348.00	\$1,579.20	\$143.00	\$0.00	\$2,800.00	\$ 7,870.20	5.14%
Steve Ford	8.50	0.00	0.00	81.60	17.50	7.30	0.00	0.00		
	\$1,104.92	\$0.00	\$0.00	\$7,344.00	\$690.90	\$474.50	\$0.00	\$0.00	\$ 9,614.32	6.28%
Rick Gehlbach	12.60	2.70	0.00	54.00	0.00	4.00	0.00	0.00		
	\$1,637.87	\$350.97	\$0.00	\$4,860.00	\$0.00	\$260.00	\$0.00	\$0.00	\$ 7,108.85	4.64%
Joni Grim	4.40	0.00	0.00	43.80	84.80	3.80	0.00	0.00		
	\$571.96	\$0.00	\$0.00	\$3,942.00	\$3,347.90	\$247.00	\$0.00	\$0.00	\$ 8,108.86	5.29%
Adrienne Harris	3.00	0.00	0.00	62.30	18.40	6.40	0.00	0.00		
	\$389.97	\$0.00	\$0.00	\$5,607.00	\$726.43	\$416.00	\$0.00	\$0.00	\$ 7,139.40	4.66%
Jessica Mitchell	5.40	0.00	0.00	20.80	0.00	0.60	0.00	0.00		
	\$701.95	\$0.00	\$0.00	\$1,872.00	\$0.00	\$39.00	\$0.00	\$0.00	\$2,612.95	1.71%
Brad Hedges	2.00	36.00	0.00	5.00	0.00	0.00	0.00	0.00		
	\$259.98	\$4,679.64	\$0.00	\$450.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 5,389.62	3.52%
Chris Johnson	9.00	0.00	0.00	63.80	0.00	3.70	0.00	0.00		
	\$1,169.91	\$0.00	\$0.00	\$5,742.00	\$0.00	\$240.50	\$0.00	\$0.00	\$ 7,152.41	4.67%
Ellen Marshall	13.00	0.00	0.00	70.90	0.00	2.00	0.00	0.00		
	\$1,689.87	\$0.00	\$0.00	\$6,381.00	\$0.00	\$130.00	\$0.00	\$0.00	\$8,200.87	5.35%
Karis Mason	5.90	3.00	0.00	67.70	12.00	3.80	0.00	0.00		
	\$766.94	\$389.97	\$0.00	\$6,093.00	\$473.76	\$247.00	\$0.00	\$0.00	\$ 7,970.67	5.20%
Paula Moreland	4.00	0.00	0.00	44.80	0.00	10.40	0.0	0.0		
	\$519.96	\$0.00	\$0.00	\$4,032.00	\$0.00	\$676.00	\$0.00	\$0.00	\$ 5,227.96	3.41%
Tricia Ostrander	17.20	0.00	0.00	40.80	0.00	5.50	0.0	0.0		
	\$2,235.83	\$0.00	\$0.00	\$3,672.00	\$0.00	\$357.50	\$0.00	\$0.00	\$ 6,265.33	4.09%
Bonnie Daniels	0.00	0.00	0.00	56.70	0.00	3.80	0.00	0.00		
	\$0.00	\$0.00	\$0.00	\$5,103.00	\$0.00	\$247.00	\$0.00	\$0.00	\$ 5,350.00	3.49%
Chris Ray	8.00	3.70	0.00	36.00	0.00	1.30	0.00	0.00		
	\$1,039.92	\$480.96	\$0.00	\$3,240.00	\$0.00	\$84.50	\$0.00	\$0.00	\$ 4,845.38	3.16%
Robin Rippeth	3.50	5.00	0.00	14.40	0.00	5.50	0.00	0.00		
	\$454.97	\$649.95	\$0.00	\$1,296.00	\$0.00	\$357.50	\$0.00	\$0.00	\$ 2,758.42	1.80%
Claire Robitaille	6.00	0.50	0.00	75.50	0.00	0.00	0.00	0.00		
	\$779.94	\$65.00	\$0.00	\$6,795.00	\$0.00	\$0.00	\$0.00	\$0.00	\$7,639.94	4.99%
Mike Selegue	12.30	0.00	0.00	87.70	0.00	0.30	0.00	0.00		
	\$1,598.88	\$0.00	\$0.00	\$7,893.00	\$0.00	\$19.50	\$0.00	\$0.00	\$9,511.38	6.21%
Charles Snyder	0.00	0.00	0.00	0.00	0.00	0.00	48.10	0.00		
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$9,379.50	\$0.00	\$9,379.50	6.12%
Heather Stevens	6.00	0.00	0.00	47.50	0.00	3.70	0.00	0.00		
	\$779.94	\$0.00	\$0.00	\$4,275.00	\$0.00	\$240.50	\$0.00	\$0.00	\$5,295.44	3.46%
Elizabeth Stutz	2.00	0.00	0.00	23.90	0.00	2.50	0.00	0.00		
	\$519.96	\$0.00	\$0.00	\$2,151.00	\$0.00	\$0.00	\$0.00	\$0.00	\$2,670.96	1.74%
Amanda Moore	0.00	0.00	0.00	0.00	0.00	91.90	0.00	0.00		
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$5,973.50	\$0.00	\$0.00	\$5,973.50	3.90%
Joe Dunson	0.00	0.00	0.00	0.00	0.00	58.10	0.00	0.00		
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$3,776.50	\$0.00	\$0.00	\$3,776.50	2.47%
Sum Totals	\$16,742.71	\$6,616.49	\$0.00	\$86,895.00	\$8,713.24	\$19,344.00	\$9,379.50	\$2,800.00	\$153,161.90	

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