



Mid-Ohio Psychological Services, Inc.

624 East Main Street - Lancaster, OH 43130

Voice (740) 687-0042

www.mopsohio.com

Fax (740) 687-MOPS (6677)

QA REPORT

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

FROM: Shawna Watts-Shumaker, MBA
Quality Assurance Coordinator

SUBJECT: Quality Assurance Activities for April 2006

SUBMITTED: August 3, 2006

I: MAJOR UNUSUAL INCIDENTS

There was one major unusual incident for the month of April. The incident occurred on 4/06/2006. Client #04021901 was referred to emergency services at Fairfield Medical Center after expressing intent to commit suicide. The client was transported from the agency by private vehicle to Fairfield Medical Center, after assessment it was deemed that hospitalization was not necessary. The client was seen by Claire Robitaille on 4/13/2006.

II: TRANSFERS FROM STATE HOSPITALS

There were no discharges from any state or community hospitals in April.

III: PLANT/PHYSICAL HEALTH AND SAFETY

There were no health and safety issues identified during the month of April. However, repairs were required for the heating/cooling unit in Franklin County, these were completed by the landlord for the building. In the Lancaster office, the agency's sign blew down and was damaged due to high winds, a new one will be ordered and the structure from which it hangs will be modified to increase stability. The agency refrigerators were also cleaned out.



AN INDEPENDENT CONTRACT AGENCY OF THE FAIRFIELD COUNTY ADAMH BOARD

IV: RECORDS COMPLETENESS REVIEW & V: PEER REVIEW

Records Completeness and Peer reviews were suspended for the month of February in order to facilitate bringing QA reporting into a current time frame. The agency will still be in compliance with ODMH and ODADAS annual review requirements of ten percent of all cases by conducting approximately twenty-three reviews each month, the agency far exceeds the requirement on an annual basis.

VI: UTILIZATION REVIEW (April)

Clinician	Number of Clients Assigned	Number of Clients Seen	Average Number of Contacts Per Client Seen
Dean Bachelor	33	8	2.25
A.J. Bierly	45	29	4.00
Misty Coleman	74	40	2.93
Dr. Scott Craft	84	25	2.32
Cassie Dille	28	21	5.14
Joe Dunson	32	24	2.75
Steve Ford	103	44	1.77
Rick Gehlbach	51	39	1.82
Dr. Joni Grim	91	31	2.16
Dr. Brad Hedges	58	13	1.15
Mark Ingram	35	31	1.77
Chris Johnson	91	44	1.45
Ellen Marshall	148	47	1.98
Amanda Martin	71	48	3.38
Karis Mason	42	2	1.00
Jessica Mitchell	50	47	1.53
Paula Moreland	56	40	2.00
Tricia Ostrander	96	28	1.64
Dr. Robin Rippeth	17	9	1.78
Claire Robitaille	37	27	2.03
Kimberly Rugg	45	44	2.11
Mike Selegue	105	49	1.57
Sonya Slater	46	45	1.78
Heather Stevens	46	45	2.82
Average	61	33	2.21

The No Show rate for April was 17%. When considering both the no show rate and the cancellation rate, this figure is 33%.

VII: AOD UTILIZATION REVIEW

There are currently no AOD groups active within the agency. AOD clients continue to be seen on an individual basis following the agency's revised AOD program.

VIII: INVOLUNTARY TERMINATIONS

No involuntary terminations were conducted during the month of April 2006.

IX: PROFESSIONAL STAFF ORGANIZATION

The clinical staff maintains current licensure requirements.

Clinician	Workshop Name	Dates Attended	# of CEU's
Brad Hedges	Managing Sexual Violence ACCW Conference	4/27/2006	0
Robin Rippeth	Aging Mind, Aging Body	4/06/2006	6

X: REVIEW OF WAITING LIST

There were a total of 78 new clients seen in the month of March. Fifty nine percent of these new clients were from Fairfield County. The total number of clients seen in the month of March was 780.

The average time between phone intake and completion of intakes for new clients was 38 days. The agency strives to see new clients within 30 days of initial contact. However the agency will be experiencing several maternity leaves in the coming months. The first one occurred this month, and they will continue to affect clinical coverage until Fall 2006.

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

A fire drill was conducted in the Lancaster office on 04/10/06 at 7:15am, with 3 participants, one from each agency building. The buildings were evacuated in 55 seconds.

A tornado drill was conducted in the Lancaster office on 04/07/06 at 7:30am, with 5 participants. The drill was conducted in 3 minutes.

The agency continues to refer people to other agencies for two primary reasons, payment coverage and people being in need of services we do not offer, such as treatment for young children. The agency has seen an increase in the number of existing clients that had to be referred to other agencies due to a change in the Medicaid status from Ohio Medicaid to an Ohio QMB card. The agency is not approved to accept the Ohio QMB card, so client services are no longer covered. The agency has facilitated transfer of these clients to various providers who are approved providers for Ohio QMB or who are funded to provide services based on client income. The changes from Ohio Medicaid to Ohio QMB started in January as a result of some changes at the state level.

The agency continues to refer people seeking services with private insurance to local private providers who are network providers. This allows the person seeking services to reduce their out of pocket expenses. In the event that they prefer to work with our agency, insurance companies are billed as a courtesy to the client. However payment for services are required in advance of the service being delivered, since the agency is out of network with all insurance companies.

The agency continues to refer people without insurance or other coverage to New Horizons for income based fees. However, since the Fairfield County ADAMH Board has passed a levy, the agency is hoping to be able to provide some sliding scale services in the near future.

The monthly summary sheet referral area was reviewed for referrals to other agencies made by clinicians during the past year, May 2005 – April 2006. Two clients were referred to the Fairfield County Board of MRDD for services after IQ testing revealed mental retardation. One client was referred to the Recovery Center for intensive AOD treatment. One client was referred to New Horizons for sliding scale services due to loss of Medicaid coverage.

XIII: RESPONSE TO LAST MONTHS FOCUS REVIEW

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

XIV: CLIENT RIGHTS AND GRIEVANCES

There were no client rights or grievance issues for April 2006.

XV: TREATMENT OUTCOMES REPORTING

The “Outcome Review” for this month focused on assessing parent satisfaction with services (without regard to length of time in service). To assess this issue, parent self report of their “overall satisfaction” was reviewed using the ODMH Data Mart for CY2002 thru CY2006. The satisfaction scale ranges from 4-24 (22-24 extremely dissatisfied, 17-21 moderately dissatisfied, 14-16 somewhat dissatisfied, 11-13 somewhat satisfied, 7-10 moderately satisfied, 4-6 extremely satisfied).

The results of this review for MOPS are depicted in the attached graph (Parent Satisfaction) at the end of this report. Parents reported a range of scores from 9.42 – 12.10. It should be noted that in CY06, satisfaction was at it’s lowest point at 12.10, however only half of the calendar year is over. The overall trend of the graph suggests that the reported satisfaction reported for the last two completed calendar years show a pattern of moderately satisfied.

As with all data derived from the data mart, the results should be viewed with caution due to inconsistent data sizes in each reporting period as well as the lack of external validation of the data scales.

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

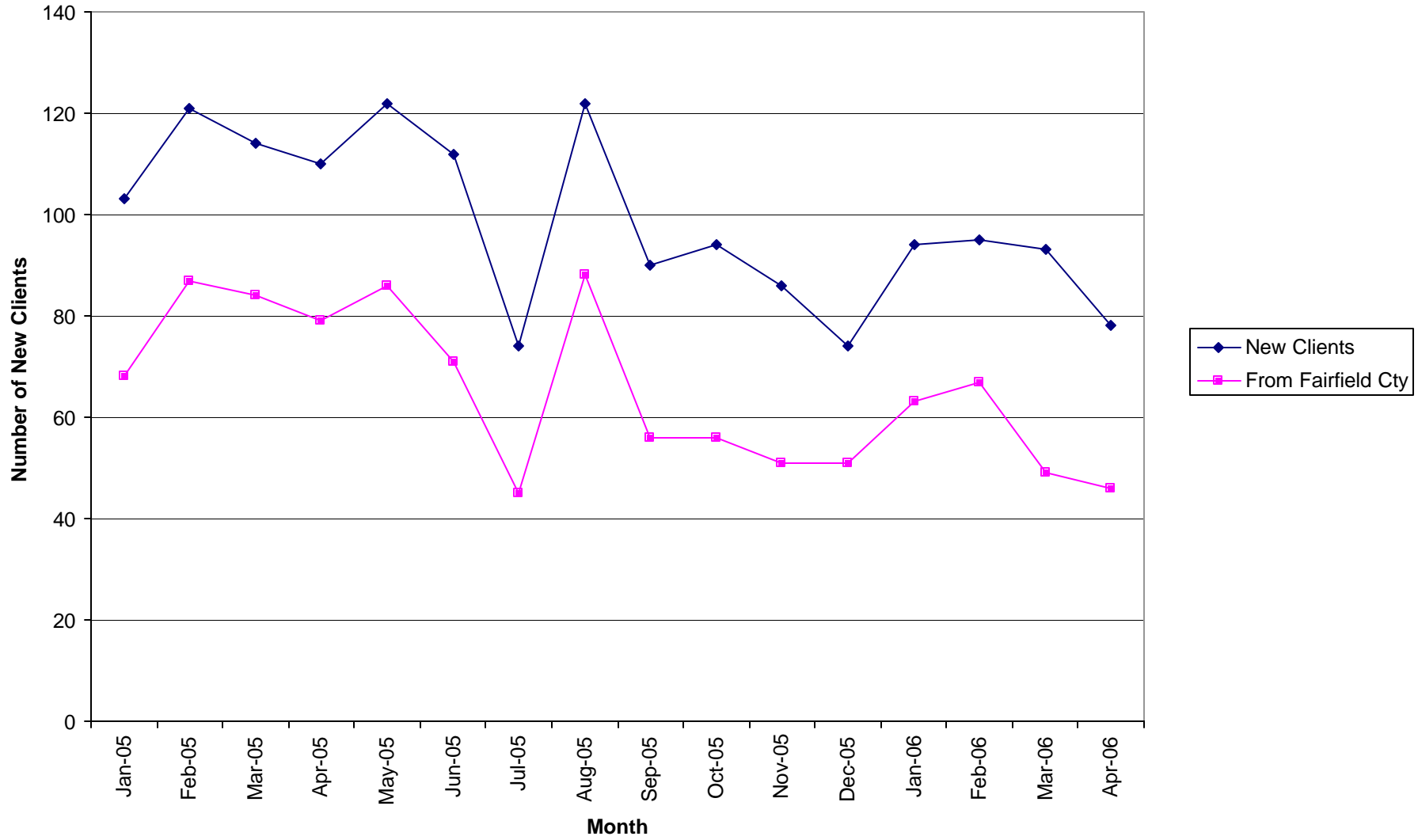
Agency Service Budget Month of April 2006

	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	185	87	200	83	1,754	1,187	2,000	830		
	\$24,035	\$11,348	\$25,998	\$10,789	\$228,041	\$154,259	\$259,980	\$107,892	(\$31,939)	\$46,367
Individual Counseling	980	616	962	510	9,697	6,080	9,620	5,100		
	\$88,155	\$55,458	\$86,580	\$45,900	\$872,748	\$547,200	\$865,800	\$459,000	\$6,948	\$88,200
Individual CSP	237	191	302	208	2,085	2,065	3,020	2,080		
	\$20,238	\$16,288	\$25,767	\$17,747	\$177,867	\$176,177	\$257,666	\$177,466	(\$79,800)	(\$1,288)
Group CSP	0	0	0	0	0	0	0	0		
	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Group	239	45	208	26	2,114	388	2,080	260		
	\$9,436	\$1,757	\$8,212	\$1,026	\$83,473	\$15,310	\$82,118	\$10,265	\$1,354	\$5,046
Medication	44	39	53	34	595	373	530	340		
	\$9,342	\$8,182	\$11,176	\$7,170	\$125,468	\$78,676	\$111,761	\$71,696	\$13,707	\$6,980
AOD Assessment	0	0	2	2	0	0	20	20		
	\$0	\$0	\$192	\$192	\$0	\$0	\$1,925	\$1,925	(\$1,925)	(\$1,925)
AOD Individual	0	0	2	1	0	0	20	10		
	\$0	\$0	\$131	\$87	\$0	\$0	\$1,745	\$872	(\$1,745)	(\$872)
AOD Group	0	0	12	6	0	0	120	60		
	\$0	\$0	\$457	\$228	\$0	\$0	\$4,570	\$2,285	(\$4,570)	(\$2,285)
Court Diversion	40	0	196	0	509	148	1,960	0		
	\$1,393	\$0	\$6,860	\$0	\$17,826	\$5,177	\$68,600	\$0	(\$50,775)	\$5,177
Forensic Evaluations	3	0	2	0	22	2	20	0		
	\$1,500	\$0	\$1,000	\$0	\$11,000	\$1,000	\$10,000	\$0	\$1,000	\$1,000
Other	0	0	8	0	0	0	80	0		
	\$0	\$0	\$280	\$0	\$0	\$0	\$2,800	\$0	(\$2,800)	\$0
Sum \$	\$152,598	\$93,032	\$165,373	\$83,140	\$1,505,422	\$976,799	\$1,654,165	\$831,400	(\$148,743)	\$145,399

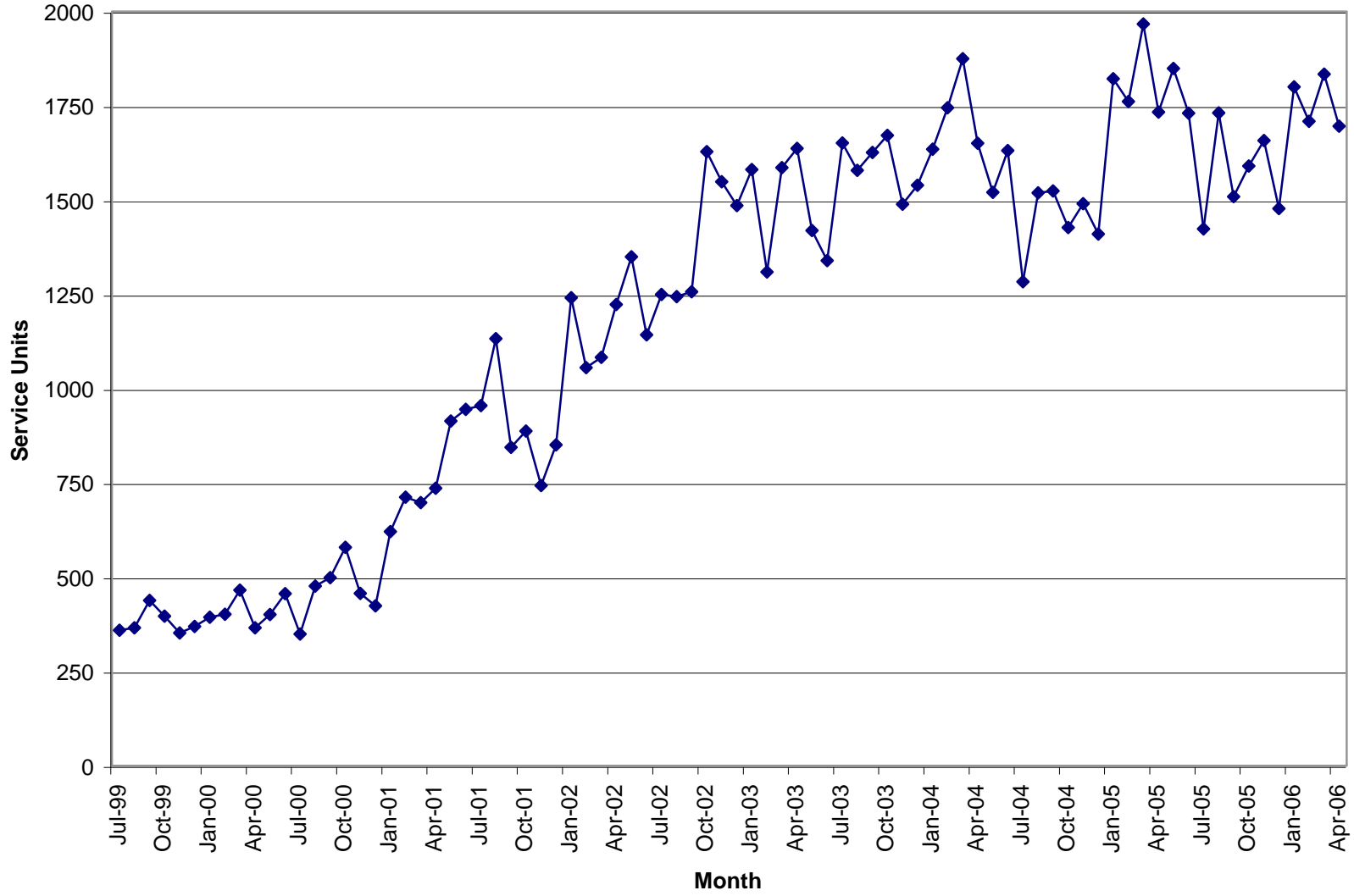
* () figures indicate that MOPS provided fewer services in this category than budgeted.

61% Percent of Services for Fairfield County
 9.00% Percent Below Overall MOPS Budget
 14.90% Percent Over Fairfield County Medicaid

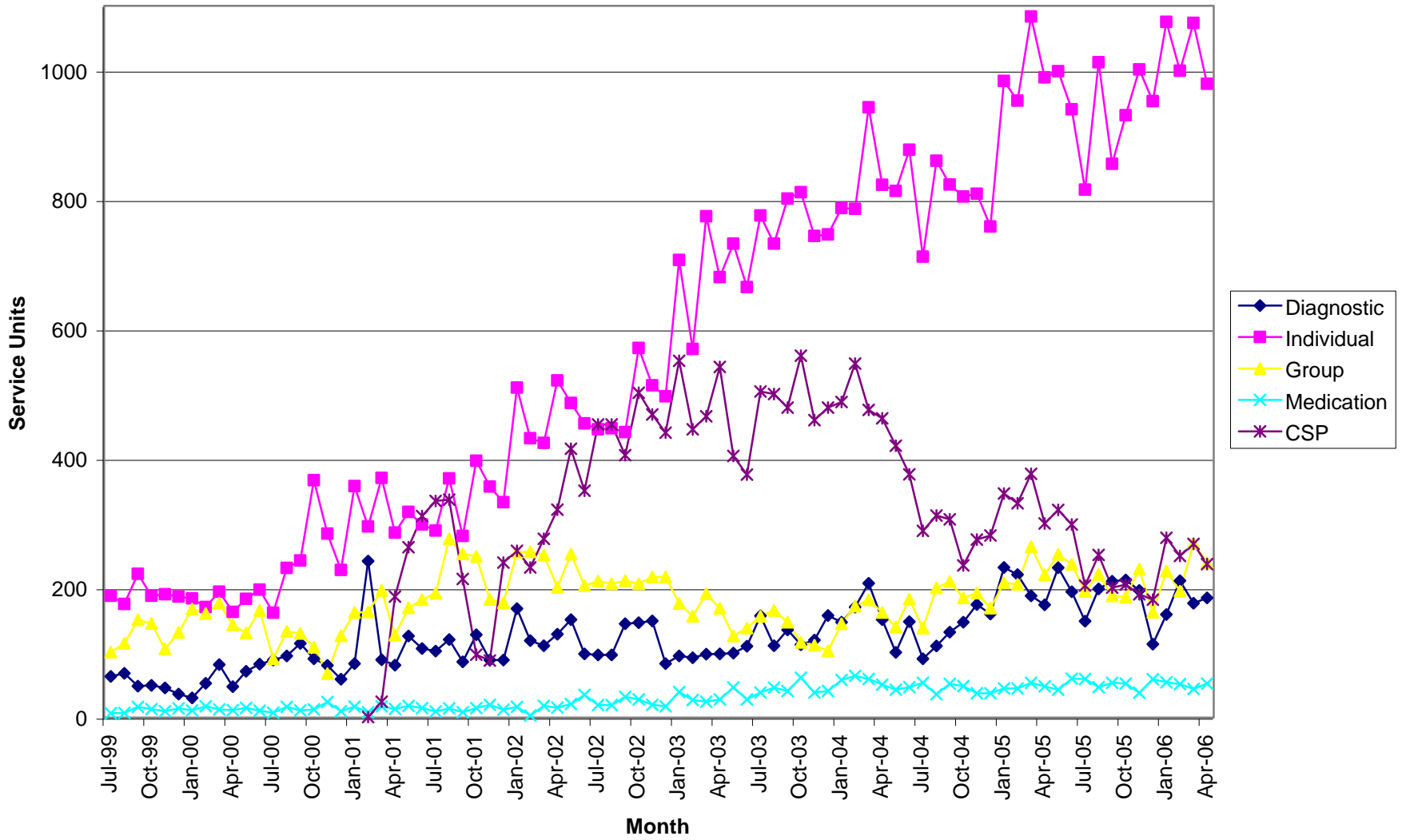
New Clients



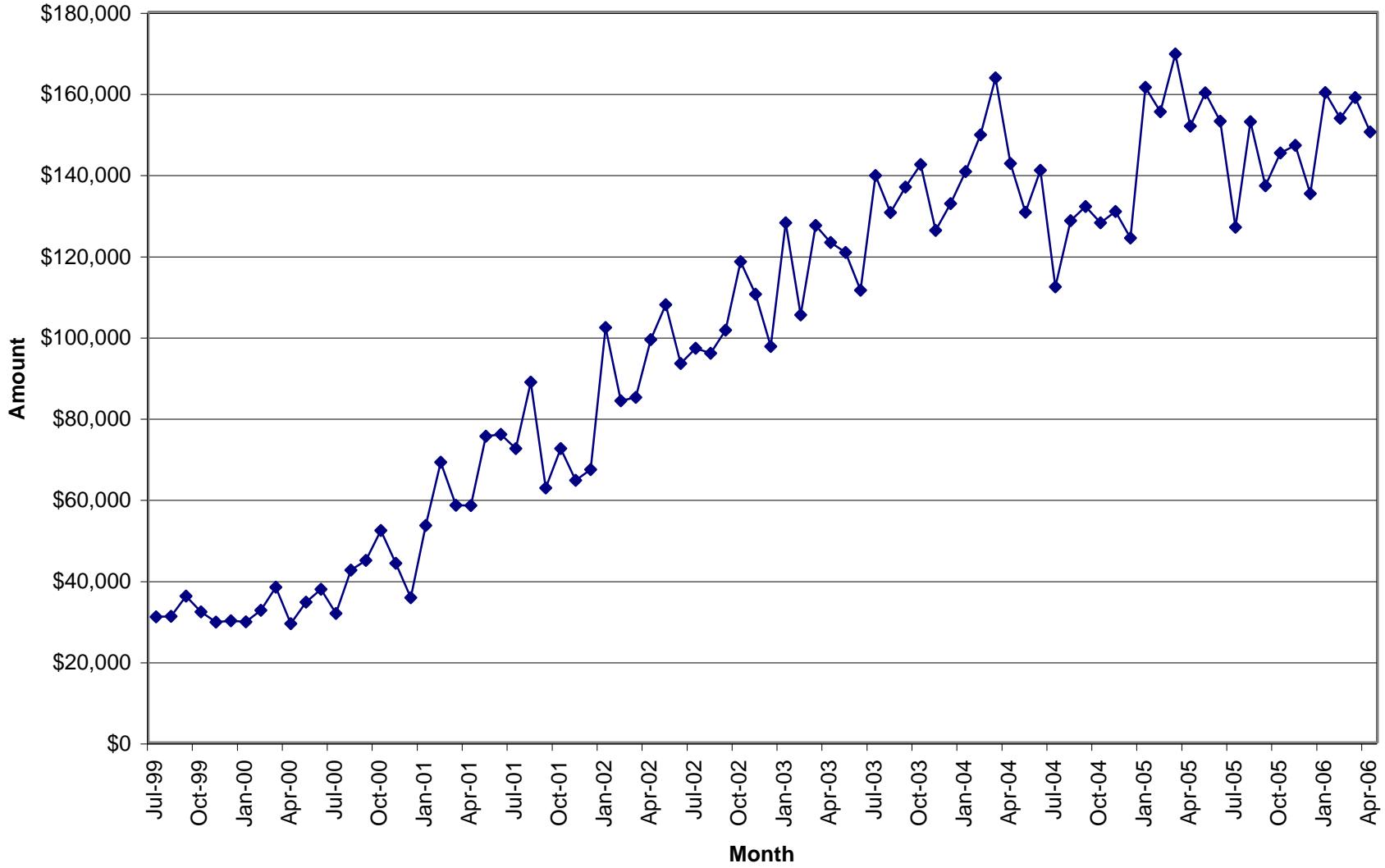
Total Units of Service



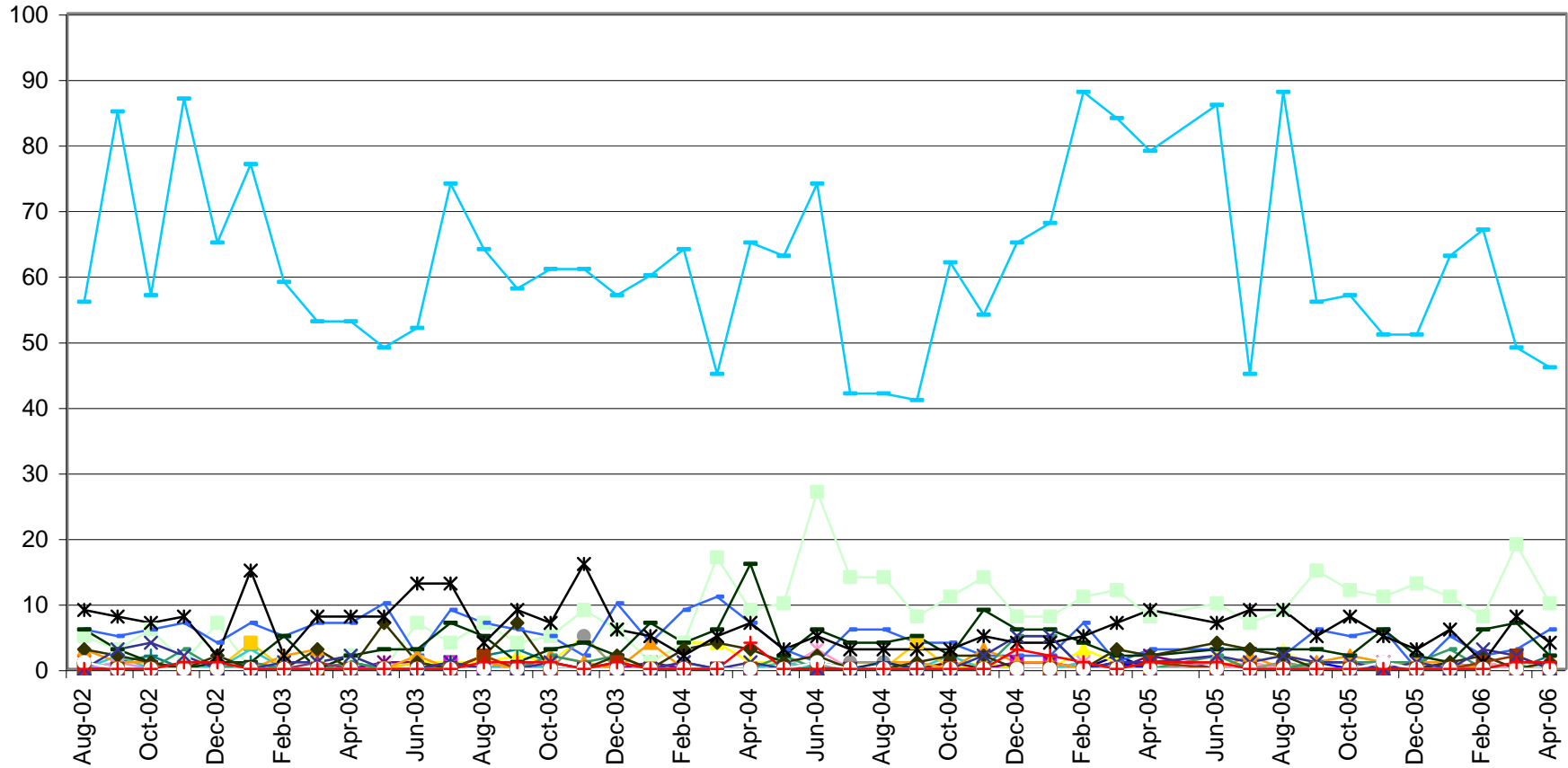
Units of Service



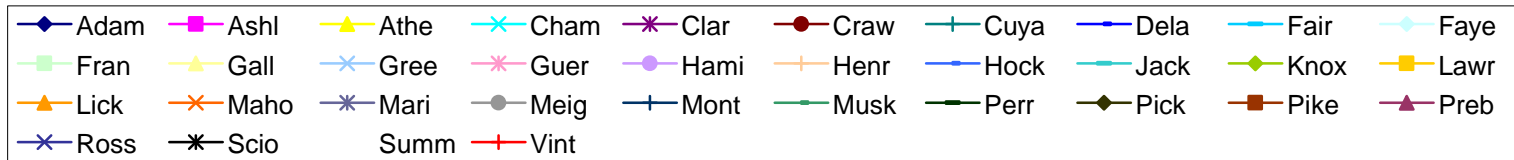
Total Units \$



Number of Intakes by County



Prior to 9/05 the numbers reported were somewhat inflated due to a report issue that has been corrected.



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

April 2006

	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	6	5	1.00	0.00	0.00	1.00	16.00	0.00	0.0		29.00	18.00	23.00	78%	21%	17%	38%	1%
A. J. Bierly*	0	0	0.00	0.00	0.00	0.00	0.00	84.50	0.0		84.50	84.50	84.50	100%	0%	0%	0%	5%
Misty Coleman	24	26	4.00	0.00	0.00	68.10	63.00	0.00	0.0		185.10	135.10	161.10	73%	13%	14%	27%	8%
Scott Craft	6	15	0.00	0.00	0.00	24.60	44.00	0.50	0.0	5.0	95.10	74.10	89.10	78%	6%	16%	22%	4%
Cassie Dille*	0	0	0.00	0.00	0.00	0.00	0.00	91.40	0.0		91.40	91.40	91.40	100%	0%	0%	0%	5%
Joe Dunson	1	10	0.00	0.00	0.00	9.80	0.00	0.80	0.0	34.8	56.40	45.40	55.40	80%	2%	18%	20%	3%
Steve Ford	19	23	15.00	0.00	0.00	65.10	0.00	5.00	1.0		128.10	86.10	109.10	67%	15%	18%	33%	5%
Rick Gehlbach	9	34	15.00	1.80	0.00	50.30	0.00	1.80	0.0		111.90	68.90	102.90	62%	8%	30%	38%	4%
Joni Grim	14	8	2.30	0.00	0.00	49.30	0.00	4.50	0.0		78.10	56.10	64.10	72%	18%	10%	28%	3%
Brad Hedges	3	4	0.00	18.70	0.00	3.80	0.00	0.30	0.0		29.80	22.80	26.80	77%	10%	13%	23%	1%
Mark Ingram	21	21	10.00	0.00	0.00	39.60	0.00	2.10	0.0		93.70	51.70	72.70	55%	22%	22%	45%	3%
Chris Johnson	24	23	13.00	0.00	0.00	45.60	0.00	3.50	0.0		109.10	62.10	85.10	57%	22%	21%	43%	4%
Ellen Marshall	17	43	10.40	0.00	0.00	82.20	0.00	2.00	0.0		154.60	94.60	137.60	61%	11%	28%	39%	5%
Amanda Martin	11	28	0.00	0.00	0.00	96.50	0.00	24.10	0.0		159.60	120.60	148.60	76%	7%	18%	24%	7%
Karis Mason**	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%
Jessica Mitchell	24	27	1.50	0.00	0.00	45.10	28.50	0.80	0.0		126.90	75.90	102.90	60%	19%	21%	40%	4%
Paula Moreland	22	34	9.50	0.00	0.00	69.90	0.00	3.00	0.0		138.40	82.40	116.40	60%	16%	25%	40%	5%
Tricia Ostrander	19	19	13.00	0.00	0.00	35.90	0.00	0.00	0.0		86.90	48.90	67.90	56%	22%	22%	44%	3%
Robin Rippeth	4	3	4.60	2.70	0.00	9.50	0.00	0.20	0.0		24.00	17.00	20.00	71%	17%	13%	29%	1%
Claire Robitaille	4	22	0.00	3.00	0.00	53.20	0.00	0.00	0.0		82.20	56.20	78.20	68%	5%	27%	32%	3%
Kimberly Rugg	14	20	8.00	0.00	0.00	68.50	0.00	4.40	0.0		114.90	80.90	100.90	70%	12%	17%	30%	5%
Mike Selegue	18	31	13.00	0.00	0.00	59.60	0.00	0.00	0.0		121.60	72.60	103.60	60%	15%	25%	40%	4%
Sonya Slater	13	29	15.80	4.60	0.00	55.50	0.00	2.90	0.0		120.80	78.80	107.80	65%	11%	24%	35%	5%
Charles Snyder	79	62	0.00	0.00	0.00	0.00	0.00	0.00	51.4		192.40	51.40	113.40	27%	41%	32%	73%	3%
Heather Stevens	20	34	18.00	0.00	0.00	46.40	87.50	5.40	0.0		211.30	157.30	191.30	74%	9%	16%	26%	9%
Sum Totals			154.10	30.80	0.00	979.50	239.00	237.20	52.4	39.8	2625.80	1732.80	2253.80					
Average														66%	13%	18%	31%	4%

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

** Clinician was on maternity leave.

% of Agency \$ Billed by Clinician

April	2006		Weighted							
	DA	EVAL	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	1.00	16.00	0.00	0.0	0.0		
	\$130	\$0	\$0	\$90	\$632	\$0	\$0	\$0	\$ 851.67	0.58%
A.J. Bierly	0.00	0.00	0.00	0.00	0.00	84.50	0.00	0.00		
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$5,492.50	\$0.00	\$0.00	\$ 5,492.50	3.72%
Misty Coleman	4.00	0.00	0.00	68.10	63.00	0.00	0.00	0.00		
	\$519.96	\$0.00	\$0.00	\$6,129.00	\$2,487.24	\$0.00	\$0.00	\$0.00	\$ 9,136.20	6.18%
Scott Craft	0.00	0.00	0.00	24.60	44.00	0.50	0.0	5.0		
	\$0.00	\$0.00	\$0.00	\$2,214.00	\$1,737.12	\$32.50	\$0.00	\$175.00	\$ 4,158.62	2.81%
Cassie Dille	0.00	0.00	0.00	0.00	0.00	91.40	0.00	0.00		
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$5,941.00	\$0.00	\$0.00	\$ 5,941.00	4.02%
Joe Dunson	0.00	0.00	0.00	9.80	0.00	0.80	0.00	34.80		
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$52.00	\$0.00	\$1,218.00	\$ 1,270.00	0.86%
Steve Ford	15.00	0.00	0.00	65.10	0.00	5.00	1.00	0.00		
	\$1,949.85	\$0.00	\$0.00	\$5,859.00	\$0.00	\$325.00	\$195.00	\$0.00	\$ 8,328.85	5.64%
Rick Gehlbach	15.00	1.80	0.00	50.30	0.00	1.80	0.00	0.00		
	\$1,949.85	\$233.98	\$0.00	\$4,527.00	\$0.00	\$117.00	\$0.00	\$0.00	\$ 6,827.83	4.62%
Joni Grim	2.30	0.00	0.00	49.30	0.00	4.50	0.00	0.00		
	\$298.98	\$0.00	\$0.00	\$4,437.00	\$0.00	\$292.50	\$0.00	\$0.00	\$ 5,028.48	3.40%
Brad Hedges	0.00	18.70	0.00	3.80	0.00	0.30	0.00	0.00		
	\$0.00	\$2,430.81	\$0.00	\$342.00	\$0.00	\$19.50	\$0.00	\$0.00	\$ 2,792.31	1.89%
Mark Ingram	10.00	0.00	0.00	39.60	0.00	2.10	0.00	0.00		
	\$1,299.90	\$0.00	\$0.00	\$3,564.00	\$0.00	\$136.50	\$0.00	\$0.00	\$ 5,000.40	3.38%
Chris Johnson	13.00	0.00	0.00	45.60	0.00	3.50	0.00	0.00		
	\$1,689.87	\$0.00	\$0.00	\$4,104.00	\$0.00	\$227.50	\$0.00	\$0.00	\$ 6,021.37	4.07%
Ellen Marshall	10.40	0.00	0.00	82.20	0.00	2.00	0.00	0.00		
	\$1,351.90	\$0.00	\$0.00	\$7,398.00	\$0.00	\$130.00	\$0.00	\$0.00	\$ 8,879.90	6.01%
Amanda Martin	0.00	0.00	0.00	96.50	0.00	24.10	0.00	0.00		
	\$0.00	\$0.00	\$0.00	\$8,685.00	\$0.00	\$1,566.50	\$0.00	\$0.00	\$ 10,251.50	6.94%
Karis Mason	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%
Jessica Mitchell	1.50	0.00	0.00	45.10	28.50	0.80	0.00	0.00		
	\$194.99	\$0.00	\$0.00	\$4,059.00	\$1,125.18	\$52.00	\$0.00	\$0.00	\$ 5,431.17	3.68%
Paula Moreland	9.50	0.00	0.00	69.90	0.00	3.00	0.0	0.0		
	\$1,234.91	\$0.00	\$0.00	\$6,291.00	\$0.00	\$195.00	\$0.00	\$0.00	\$ 7,720.91	5.22%
Tricia Ostrander	13.00	0.00	0.00	35.90	0.00	0.00	0.0	0.0		
	\$1,689.87	\$0.00	\$0.00	\$3,231.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 4,920.87	3.33%
Robin Rippeth	4.60	2.70	0.00	9.50	0.00	0.20	0.00	0.00		
	\$597.95	\$350.97	\$0.00	\$855.00	\$0.00	\$13.00	\$0.00	\$0.00	\$ 1,816.93	1.23%
Claire Robitaille	0.00	3.00	0.00	53.20	0.00	0.00	0.00	0.00		
	\$0.00	\$389.97	\$0.00	\$4,788.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 5,177.97	3.50%
Kimberly Rugg	8.00	0.00	0.00	68.50	0.00	4.40	0.00	0.00		
	\$1,039.92	\$0.00	\$0.00	\$6,165.00	\$0.00	\$286.00	\$0.00	\$0.00	\$ 7,490.92	5.07%
Mike Selegue	13.00	0.00	0.00	59.60	0.00	0.20	0.00	0.00		
	\$1,689.87	\$0.00	\$0.00	\$5,364.00	\$0.00	\$13.00	\$0.00	\$0.00	\$ 7,066.87	4.78%
Sonya Slater	15.80	4.60	0.00	55.50	0.00	2.90	0.00	0.00		
	\$2,053.84	\$597.95	\$0.00	\$4,995.00	\$0.00	\$188.50	\$0.00	\$0.00	\$ 7,835.30	5.30%
Charles Snyder	0.00	0.00	0.00	0.00	0.00	0.00	51.40	0.00		
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$10,023.00	\$0.00	\$ 10,023.00	6.78%
Heather Stevens	18.00	0.00	0.00	46.40	87.50	5.40	0.00	0.00		
	\$2,339.82	\$0.00	\$0.00	\$4,176.00	\$3,454.50	\$351.00	\$0.00	\$0.00	\$ 10,321.32	6.98%
Sum Totals	\$20,031.46	\$4,003.69	\$0.00	\$87,273.00	\$9,435.72	\$15,431.00	\$10,218.00	\$1,393.00	\$ 147,785.87	

This chart represents the percentage of the total dollars billed by clinician in April 2006.

Parent Satisfaction

