



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 February 2006
Chart Reviews for December 2005

SUBMITTED: June 29, 2006

I: MAJOR UNUSUAL INCIDENTS

There was one major unusual incident for the month of February. The incident occurred on 02/22/2006. Client #05052302 was escorted to Fairfield Medical Center by the Lancaster Police Department after the client's family called them due to the client threatening suicide and refusing to contract for safety with agency staff. The client was transported to the hospital to be assessed for admission. The client was admitted to Fairfield Medical Center on 02/22/2006 and discharged on 02/27/2006. The client was seen by Cassie Dille on 03/01/2006.

II: TRANSFERS FROM STATE HOSPITALS

There were no discharges from a state hospital in February.

There were four clients discharged from community hospitalization in February, including the client that was involved in the MUI listed above.

The second client #05122006 was admitted to Fairfield Medical Center on 02/13/2006 and discharged on 02/16/2006. Mike Selegue saw the client on 02/17/2006.

The third client #03091603 was admitted to Bethesda on 02/15/2006 and discharged on 02/23/2006. Dr. Ostrander saw the client on 03/06/2006.

The fourth client #02102204 was admitted to Fairfield Medical Center on 02/24/2006 and discharged on 02/27/2006. AJ Bierly saw the client on 02/27/2006.



AN INDEPENDENT CONTRACT AGENCY OF THE FAIRFIELD COUNTY ADAMH BOARD

III: PLANT/PHYSICAL HEALTH AND SAFETY

There were no health and safety issues identified.

IV: RECORDS COMPLETENESS REVIEW (December)

Clinicians	Percent Compliant With Standard	Chart Included AOD Services	Chart Included CSP Services
Chris Ray's Team			
Bonnie Daniels	88*	NO	YES
Rick Gehlbach	100	NO	YES
Chris Johnson	95	NO	NO
Tricia Ostrander	100	NO	YES
Team Score	96		
Robin Rippeth's Team			
Dr. Robin Rippeth	99	NO	NO
Steve Ford	95	NO	YES
Mike Selegue	96	NO	NO
Paula Moreland	95	NO	YES
Karis Mason	98	NO	YES
Misty Coleman	98	NO	YES
Jessica Mitchell	99	NO	YES
Ellen Marshall	100	NO	NO
Kimberly Rugg	96	NO	YES
Team Score	97		
Scott Craft's Team			
Dr. Scott Craft	98	NO	YES
Joe Dunson	94*	NO	YES
A.J. Bierly	95	NO	YES
Amanda Moore	97	NO	YES
Team Score	96		
Brad Hedges' Team			
Dr. Brad Hedges	100	NO	NO
Claire Robitaille	100	NO	YES
Dean Bachelor	93*	NO	NO
Team Score	98		
Franklin County Team			
Joni Grim	77*	NO	YES
Heather Stevens	98	NO	NO
Team Score	88		

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

Eighty-two 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:

- Twenty-three percent of the records reviewed were missing a copy of the current medical card.
- Fifty 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 18% of the clinicians.
- In fifty-five percent of the records reviewed there was at least one session recorded that did not match the billing record.
- Thirty-two of the records reviewed had an Individual Service Plan on the chart that needed to be updated.
- Five percent of the records reviewed did not have a reviewed health assessment.
- Twenty-three percent of the records were missing case notes for billed services.

V: PEER REVIEW (December)

Clinicians	Percent Compliant With Standard	Chart Included AOD Services	Chart Included CSP Services
Chris Ray's Team			
Bonnie Daniels	90	NO	YES
Rick Gehlbach	100	NO	YES
Chris Johnson	97	NO	NO
Tricia Ostrander	94	NO	YES
Team Score	95		
Robin Rippeth's Team			
Dr. Robin Rippeth	90	NO	NO
Steve Ford	93	NO	YES
Mike Selegue	85*	NO	NO
Paula Moreland	97	NO	YES
Karis Mason	99	NO	NO
Misty Coleman	98	NO	YES
Jessica Mitchell	99	NO	YES
Ellen Marshall	98	NO	NO
Kimberly Rugg	93	NO	YES
Team Score	95		
Scott Craft's Team			
Dr. Scott Craft	98	NO	YES
Joe Dunson	98	NO	YES
A.J. Bierly	91	NO	YES
Amanda Moore	91	NO	YES
Team Score	95		
Brad Hedges' Team			
Dr. Brad Hedges	100	NO	NO
Claire Robitaille	99	NO	YES
Dean Bachelor	71*	NO	NO
Team Score	90		

Franklin County Team			
Joni Grim	97	NO	YES
Heather Stevens	100	NO	NO
Team Score	99		

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

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

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

Clinician	Number of Clients Assigned	Number of Clients Seen	Average Number of Contacts Per Client Seen
Dean Bachelor	36	10	2.70
A.J. Bierly	46	29	3.45
Misty Coleman	64	38	2.66
Dr. Scott Craft	81	22	1.91
Cassie Dille	35	17	7.94
Joe Dunson	25	29	2.97
Steve Ford	72	42	2.07
Rick Gehlbach	55	44	1.70
Dr. Joni Grim	84	23	2.35
Dr. Brad Hedges	67	11	1.55
Chris Johnson	92	48	1.44
Ellen Marshall	112	50	1.88
Amanda Martin	50	46	3.17
Karis Mason	69	33	1.55
Jessica Mitchell	28	32	1.69
Paula Moreland	75	45	1.96
Tricia Ostrander	74	36	1.39
Dr. Robin Rippeth	24	10	1.90
Claire Robitaille	42	34	1.82
Kimberly Rugg	51	51	2.55
Mike Selegue	91	51	1.55
Heather Stevens	45	37	2.83
Average	59	34	2.41

The No Show rate for February was 16%. When considering both the no show rate and the cancellation rate, this figure is 27%.

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 February 2006.

IX: PROFESSIONAL STAFF ORGANIZATION

The clinical staff maintains current licensure requirements.

Clinician	Workshop Name	Dates Attended	# of CEU's
Mike Selegue	Ethics and Bounderies	02/24/2006	3

X: REVIEW OF WAITING LIST

There were a total of 95 new clients seen in the month of February. Seventy-one percent of these new clients were from Fairfield County. The total number of clients seen in the month of February was 738.

The average time between phone intake and completion of intakes for new clients was 26 days. The agency strives to see new clients within 30 days of initial contact.

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 February was to review accessibility, availability, and appropriateness of services for persons who speak a language other than English or have a handicapping condition. Staff completed an email survey regarding any accessibility, availability, and appropriateness of service issues for existing or potential clients and visitors.

There were three responses to the email survey. Two responses were in regards to client accessibility. The agency currently responds to clients who cannot climb steps due to physical limitations by utilizing first floor offices for scheduled appointments. The third response was regarding clients who do not speak English in the agency's Franklin County office. The two clients currently utilize family members and a translator to communicate in English.

Contact was also made with the language department of OU Athens, to verify the availability of interpreters and the procedures for obtaining these services, in the event that they are needed to facilitate client care. Interpretation services are available by students; the students according to the department chairperson for non-profits determine reasonable fees. The agency would contact the department chair in the event that

services were requested and the need would be posted on an open board in the language department so that students could contact us directly. Services may be available in the following languages French, Spanish, German, Italian, Russian, Spanish, Chinese, Indonesian, Japanese, and Swahili.

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 February 2006.

XV: TREATMENT OUTCOMES REPORTING

Using the ODMH Data Mart, reports were ran for the Overall Quality of Life for Adult Consumers at intake, three months, six months, nine months, one year, and more than two years for all years that outcomes have been reported. The results showed that client's quality of life improved significantly in the first six months of treatment for clients who were seen on a shorter-term basis. For client's who require longer term treatment, their quality of life does not show marked improvement until they have been in treatment for one year or longer. This information is graphically depicted in a chart at the end of this report.

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

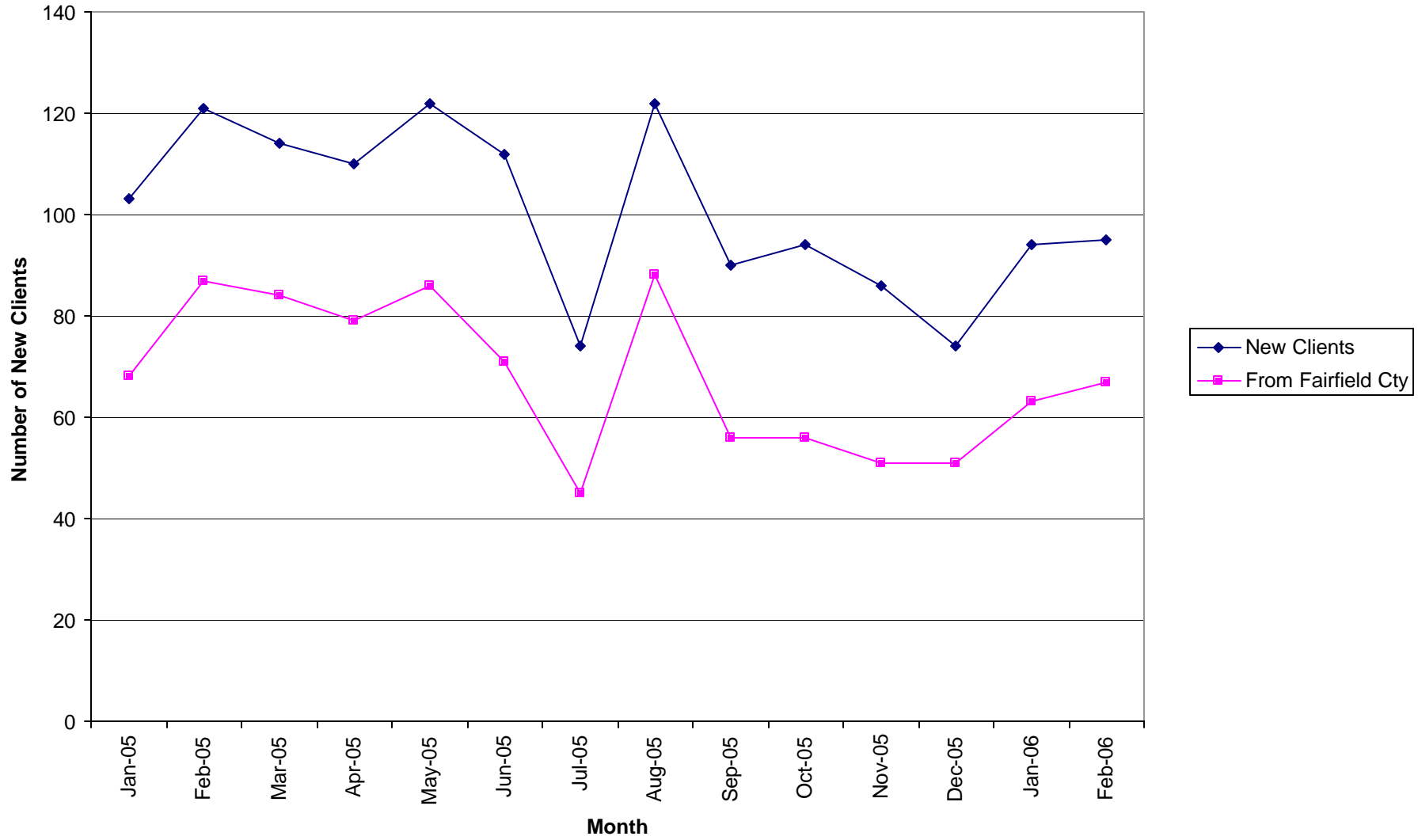
Agency Service Budget Month of February 2006

	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	211	122	200	83	1,428	800	1,600	664		
	\$27,480	\$15,885	\$25,998	\$10,789	\$185,639	\$104,044	\$207,984	\$86,313	(\$22,345)	\$17,731
Individual Counseling	1,000	635	962	510	7,644	4,778	7,696	4,080		
	\$89,964	\$57,114	\$86,580	\$45,900	\$687,960	\$429,993	\$692,640	\$367,200	(\$4,680)	\$62,793
Individual CSP	250	197	302	208	1,579	1,659	2,416	1,664		
	\$21,304	\$16,782	\$25,767	\$17,747	\$134,737	\$141,546	\$206,133	\$141,972	(\$71,396)	(\$427)
Group CSP	0	0	0	0	0	0	0	0		
	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Group	195	57	208	26	1,606	284	1,664	208		
	\$7,714	\$2,239	\$8,212	\$1,026	\$63,401	\$11,204	\$65,695	\$8,212	(\$2,294)	\$2,993
Medication	52	39	53	34	418	303	424	272		
	\$10,944	\$8,182	\$11,176	\$7,170	\$88,101	\$63,957	\$89,409	\$57,357	(\$1,307)	\$6,600
AOD Assessment	0	0	2	2	0	0	16	16		
	\$0	\$0	\$192	\$192	\$0	\$0	\$1,540	\$1,540	(\$1,540)	(\$1,540)
AOD Individual	0	0	2	1	0	0	16	8		
	\$0	\$0	\$131	\$87	\$0	\$0	\$1,396	\$698	(\$1,396)	(\$698)
AOD Group	0	0	12	6	0	0	96	48		
	\$0	\$0	\$457	\$228	\$0	\$0	\$3,656	\$1,828	(\$3,656)	(\$1,828)
Court Diversion	53	0	196	0	462	148	1,568	0		
	\$1,869	\$0	\$6,860	\$0	\$16,153	\$5,177	\$54,880	\$0	(\$38,728)	\$5,177
Forensic Evaluations	1	0	2	0	17	2	16	0		
	\$500	\$0	\$1,000	\$0	\$8,500	\$1,000	\$8,000	\$0	\$500	\$1,000
Other	0	0	8	0	0	0	64	0		
	\$0	\$0	\$280	\$0	\$0	\$0	\$2,240	\$0	(\$2,240)	\$0
Sum \$	\$159,276	\$100,201	\$165,373	\$83,140	\$1,175,991	\$755,921	\$1,323,332	\$665,120	(\$147,341)	\$90,801

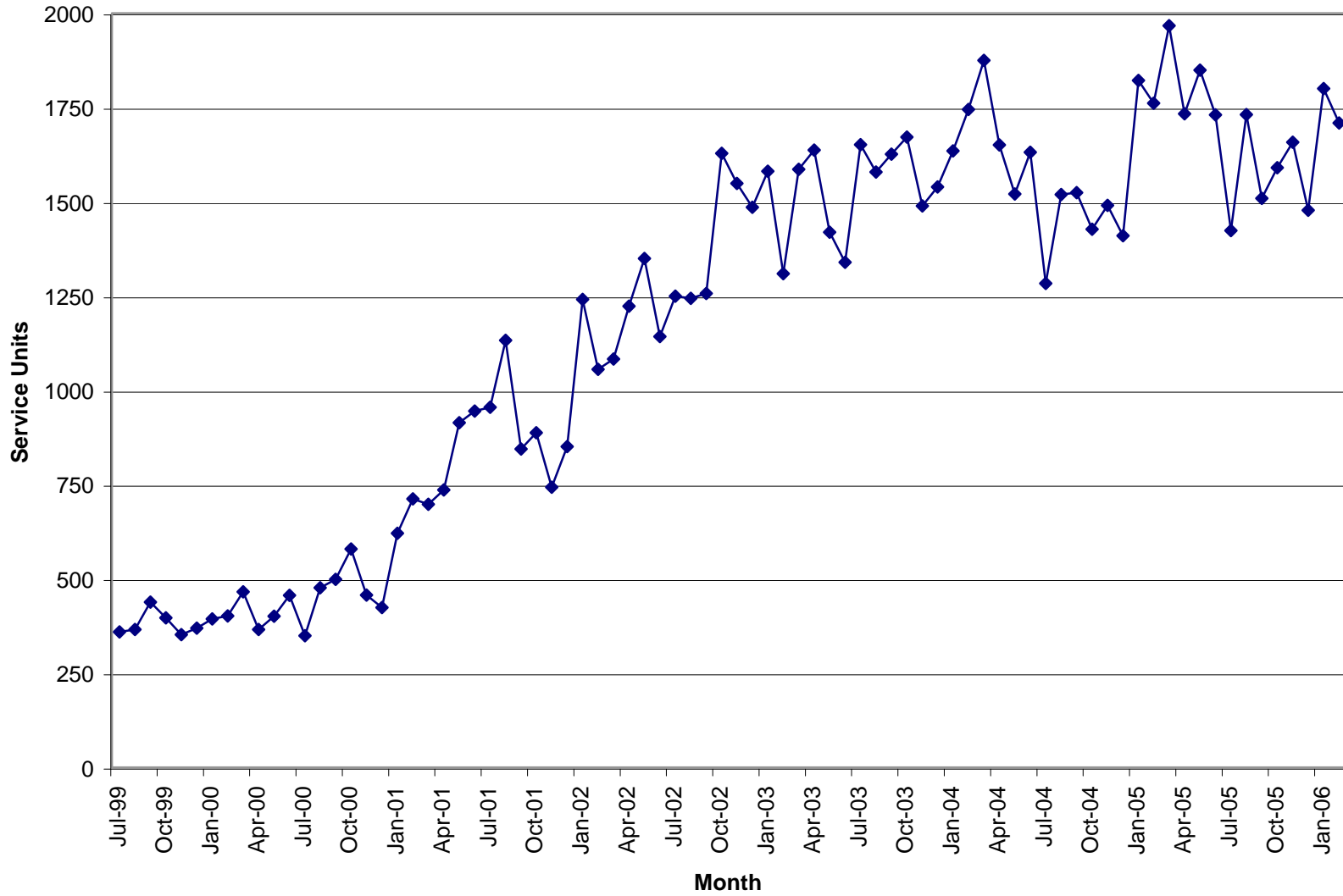
* () figures indicate that MOPS provided fewer services in this category than budgeted.

63% Percent of Services for Fairfield County
 11.20% Percent Below Overall MOPS Budget
 12.10% Percent Over Fairfield County Medicaid

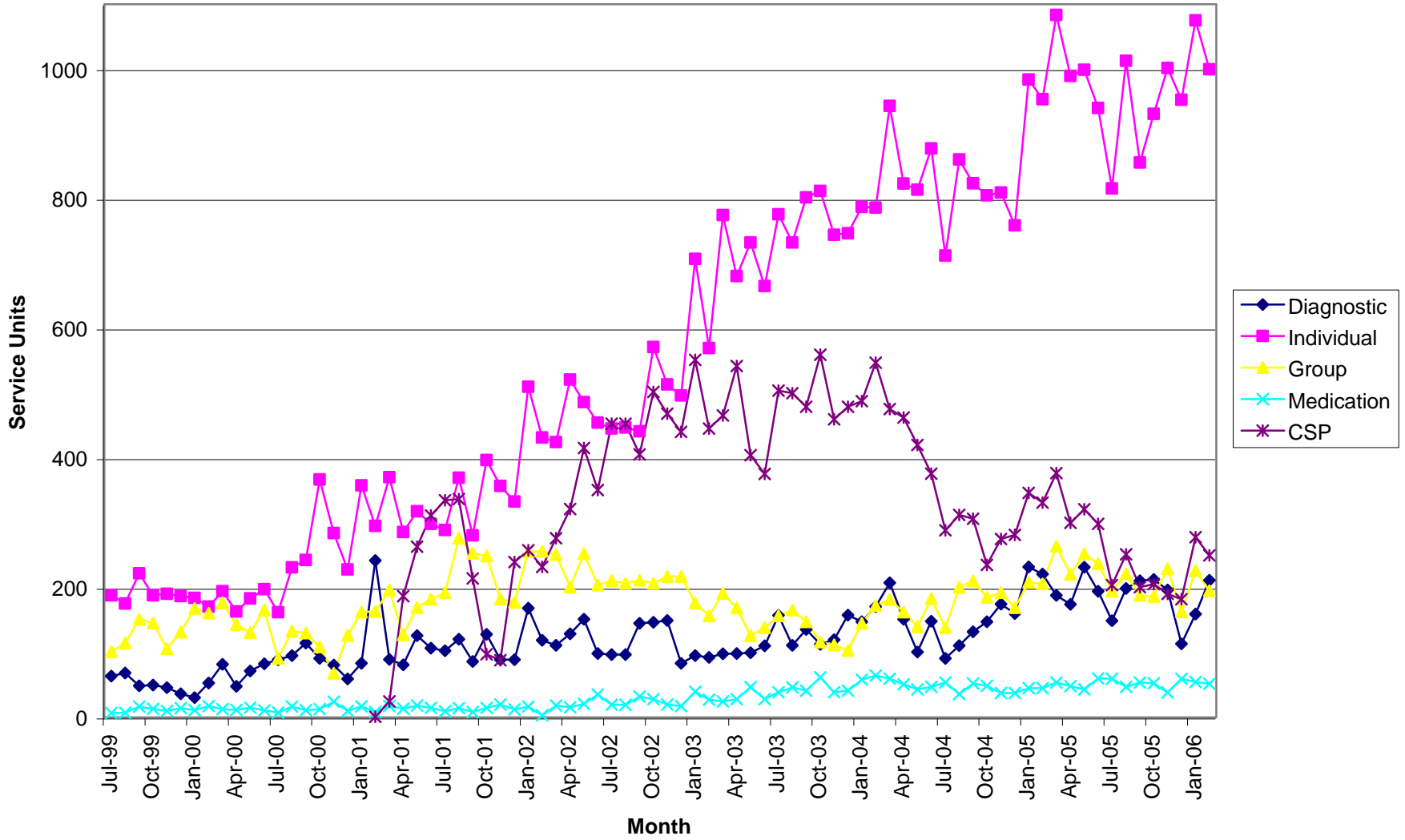
New Clients



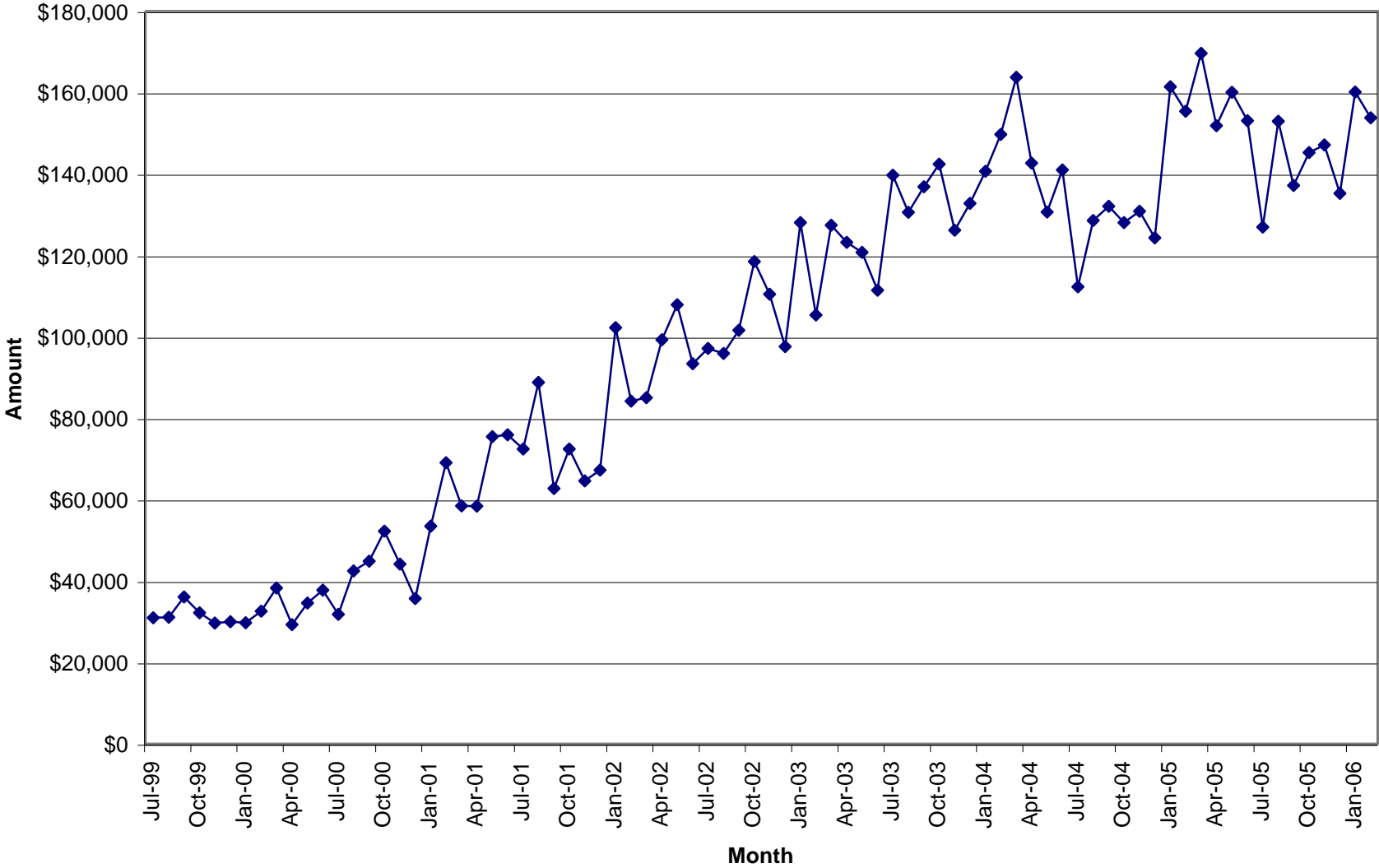
Total Units of Service



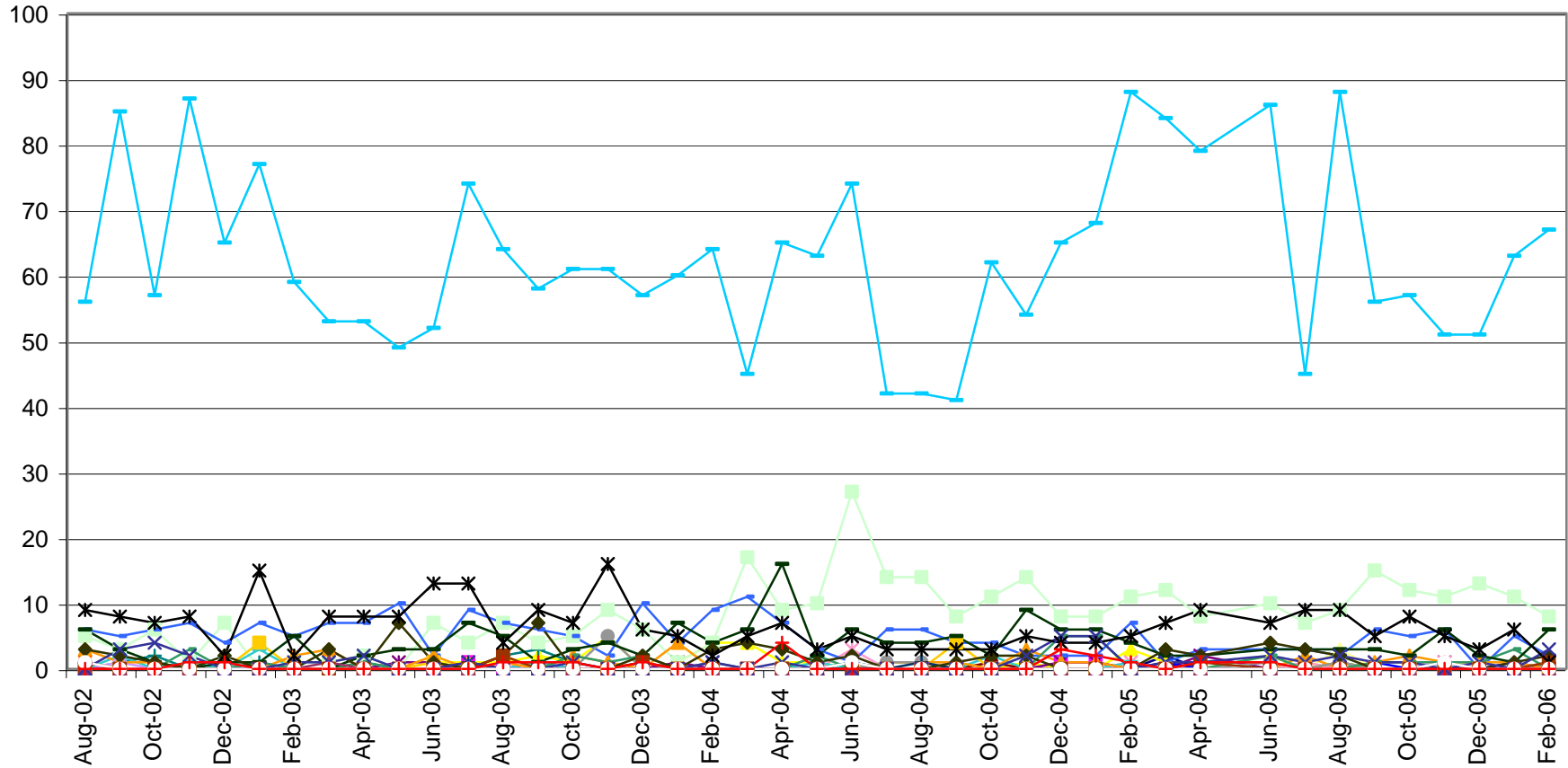
Units of Service



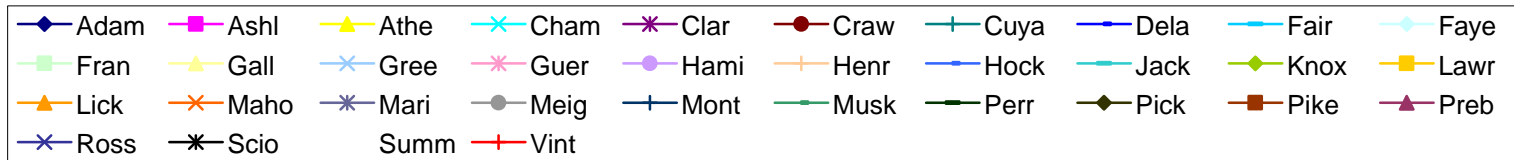
Total Units \$



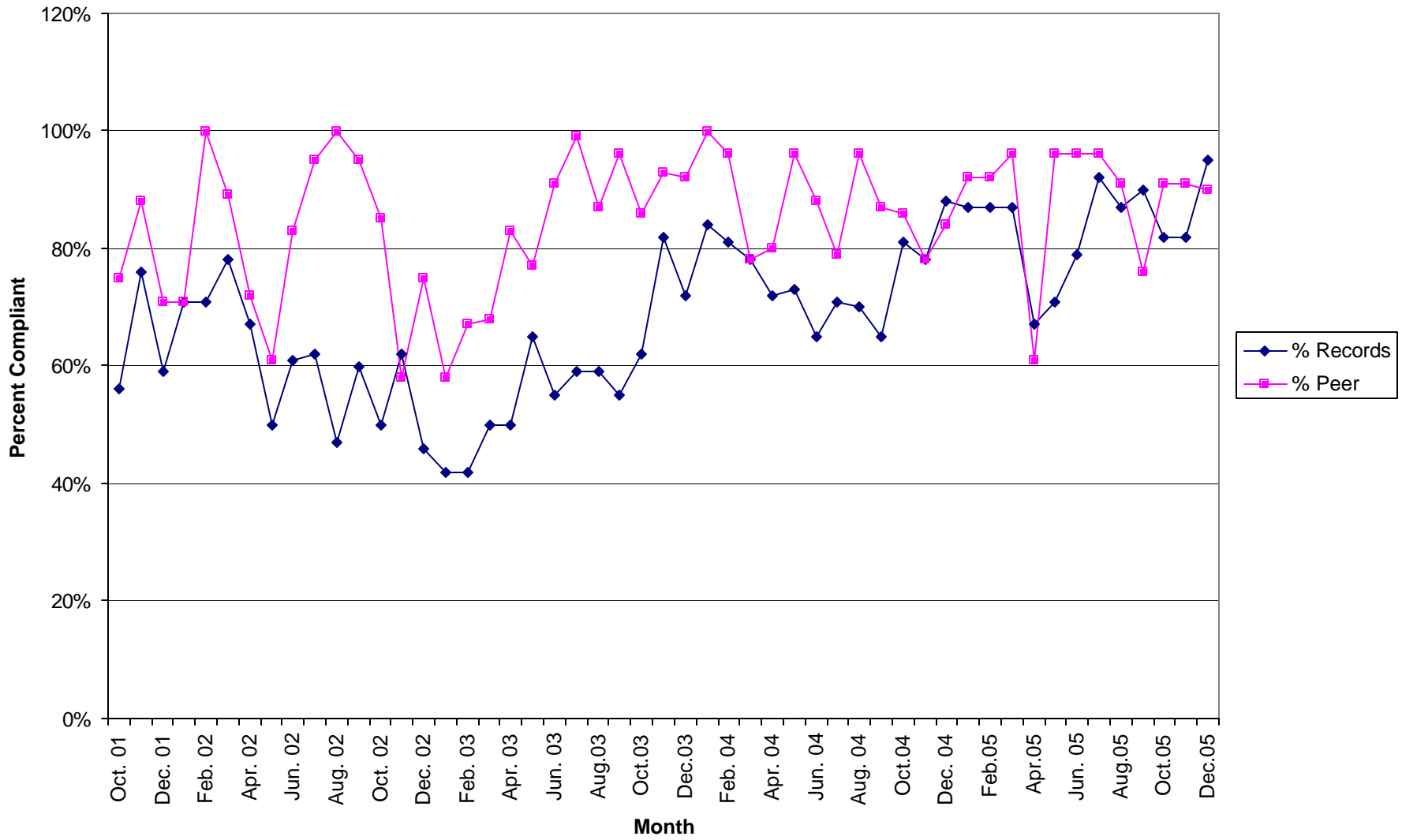
Number of Intakes by County



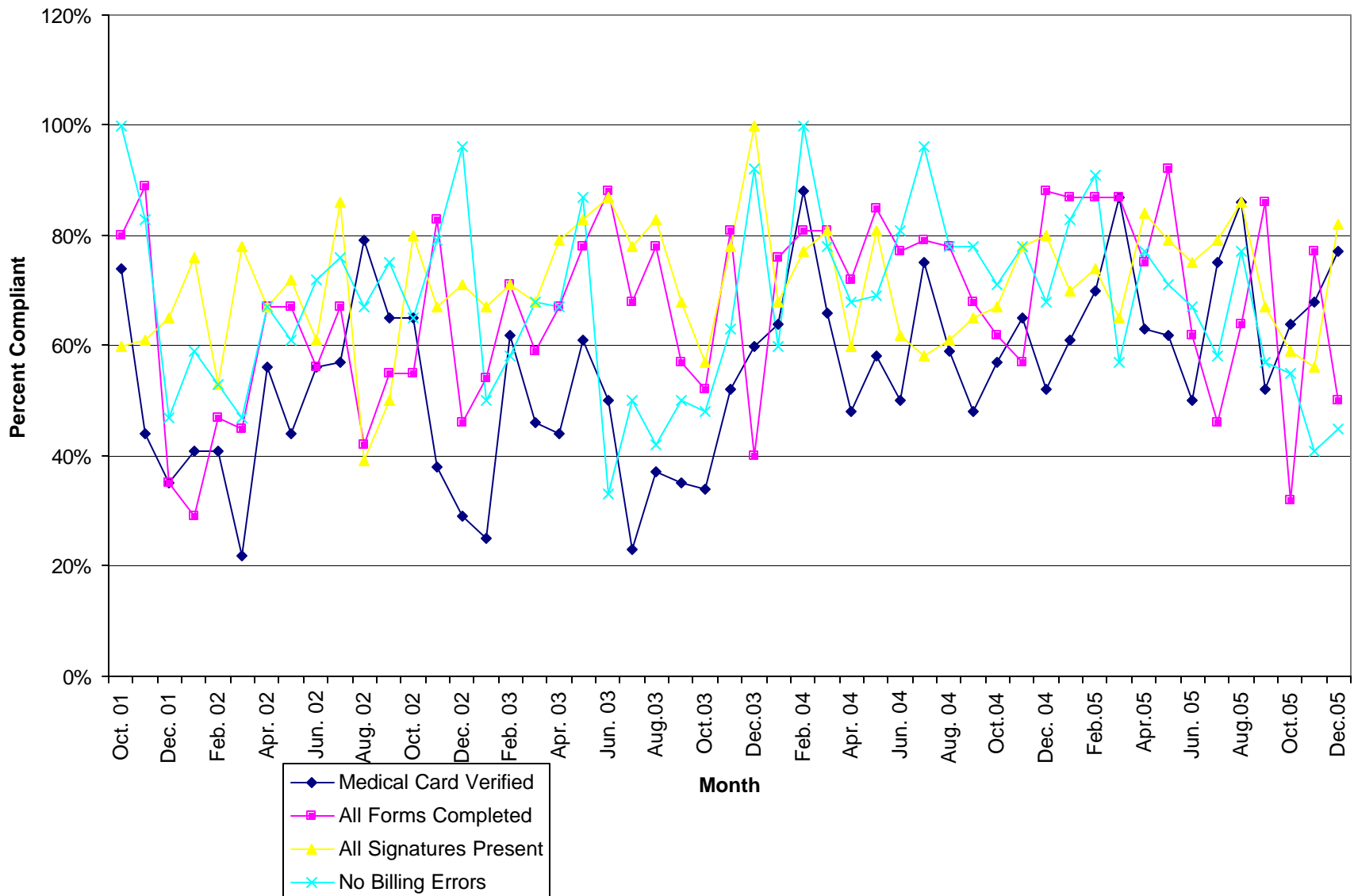
Prior to 9/05 the numbers reported were somewhat inflated due to a report issue that has been corrected.



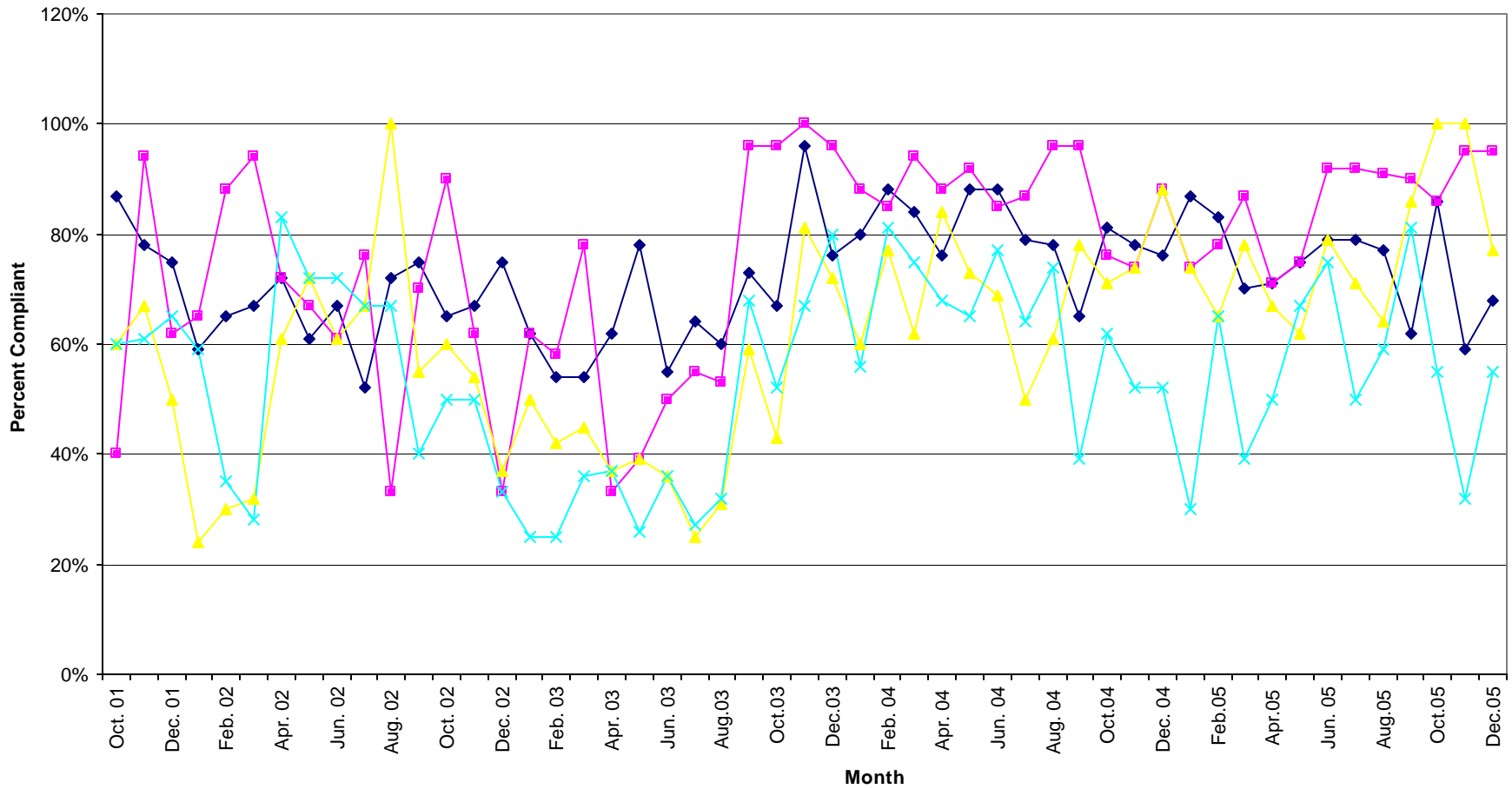
Compliance Review



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**

February 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	5	4	1.00	0.00	0.00	6.00	21.00	0.00	0.0		37.00	28.00	32.00	88%	14%	11%	24%	2%
A. J. Bierly*	0	0	0.00	0.00	0.00	0.00	0.00	82.00	0.0		82.00	82.00	82.00	100%	0%	0%	0%	5%
Misty Coleman	13	41	0.00	0.00	0.00	73.20	67.00	0.00	0.0		194.20	140.20	181.20	72%	7%	21%	28%	8%
Scott Craft	9	21	1.00	0.00	0.00	27.40	23.90	0.00	0.0	4.0	86.30	56.30	77.30	65%	10%	24%	35%	3%
Cassie Dille*	0	0	0.00	0.00	0.00	0.00	0.00	93.20	0.0		93.20	93.20	93.20	100%	0%	0%	0%	5%
Joe Dunson	3	2	0.00	0.00	0.00	8.00	0.00	2.10	0.0	49.4	64.50	59.50	61.50	92%	5%	3%	8%	3%
Steve Ford	15	22	9.50	0.00	0.00	75.30	0.00	2.60	0.0		124.40	87.40	109.40	70%	12%	18%	30%	5%
Rick Gehlbach	9	21	21.20	0.00	0.00	51.70	0.00	2.40	0.0		105.30	75.30	96.30	72%	9%	20%	28%	4%
Joni Grim	15	14	1.20	0.00	0.00	37.90	0.00	6.20	0.0		74.30	45.30	59.30	61%	20%	19%	39%	3%
Brad Hedges	6	2	1.50	20.60	0.00	5.50	0.00	0.40	0.0		36.00	28.00	30.00	78%	17%	6%	22%	2%
Chris Johnson	14	25	10.30	0.00	0.00	56.60	0.00	2.20	0.0		108.10	69.10	94.10	64%	13%	23%	36%	4%
Ellen Marshall	8	31	21.40	0.00	0.00	78.90	0.00	0.60	0.0		139.90	100.90	131.90	72%	6%	22%	28%	6%
Amanda Martin	18	22	0.00	0.00	0.00	99.30	0.00	26.40	0.0		165.70	125.70	147.70	76%	11%	13%	24%	7%
Karis Mason	11	24	2.20	25.10	0.00	25.90	23.00	0.30	0.0		111.50	76.50	100.50	69%	10%	22%	31%	4%
Jessica Mitchell	7	14	0.00	0.00	0.00	36.30	7.80	1.70	0.0		66.80	45.80	59.80	69%	10%	21%	31%	3%
Paula Moreland	23	37	19.30	0.00	0.00	62.50	0.00	4.70	0.0		146.50	86.50	123.50	59%	16%	25%	41%	5%
Tricia Ostrander	15	16	17.70	0.00	0.00	36.40	0.00	0.00	0.0		85.10	54.10	70.10	64%	18%	19%	36%	3%
Robin Rippeth	1	2	4.40	3.70	0.00	10.70	0.00	1.50	0.0		23.30	20.30	22.30	0%	0%	0%	0%	1%
Claire Robitaille	6	15	7.00	0.00	0.00	55.10	0.00	0.00	0.0		83.10	62.10	77.10	75%	7%	18%	25%	4%
Kimberly Rugg	21	19	11.00	0.00	0.00	77.10	0.00	15.60	0.0		143.70	103.70	122.70	72%	15%	13%	28%	6%
Mike Selegue	16	35	11.80	0.00	0.00	66.70	0.00	0.40	0.0		129.90	78.90	113.90	61%	12%	27%	39%	4%
Sonya Stater	22	34	12.20	0.00	0.00	60.30	0.00	5.70	0.0		134.20	78.20	112.20	58%	16%	25%	42%	4%
Charles Snyder	51	71	0.00	0.00	0.00	0.00	0.00	0.00	51.9		173.90	51.90	122.90	30%	29%	41%	70%	3%
Heather Stevens	19	32	9.30	0.00	0.00	48.80	52.70	1.70	0.0		163.50	112.50	144.50	0%	0%	0%	0%	6%
Sum Totals	307	504	162.00	49.40	0.00	999.60	195.40	249.70	51.9	53.4	2572.40	1761.40	2265.40					
Average														65%	11%	16%	27%	4%

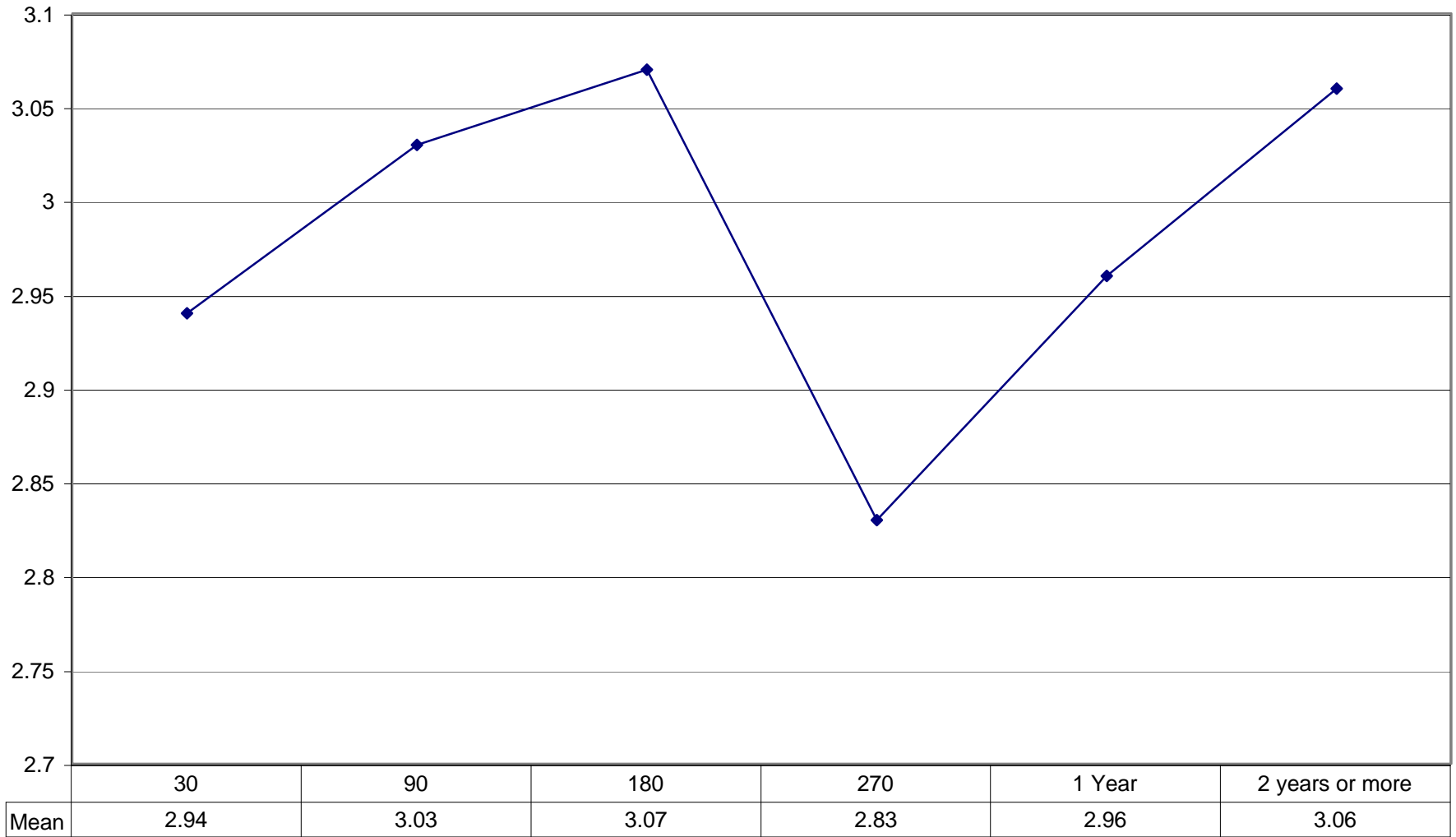
* These clinicians do not have a daily scheduler therefore their totals are not reported in the missed or cancelled sessions.

% of Agency \$ Billed by Clinician

February	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	6.00	21.00	0.00	0.0	0.0		
	\$130	\$0	\$0	\$540	\$829	\$0	\$0	\$0	\$ 1,499.07	0.98%
A.J. Bierly	0.00	0.00	0.00	0.00	0.00	82.00	0.00	0.00		
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$5,330.00	\$0.00	\$0.00	\$ 5,330.00	3.50%
Misty Coleman	0.00	0.00	0.00	73.20	67.00	0.00	0.00	0.00		
	\$0.00	\$0.00	\$0.00	\$6,588.00	\$2,645.16	\$0.00	\$0.00	\$0.00	\$ 9,233.16	6.05%
Scott Craft	1.00	0.00	0.00	27.40	23.90	0.80	0.0	5.0		
	\$129.99	\$0.00	\$0.00	\$2,466.00	\$943.57	\$52.00	\$0.00	\$175.00	\$ 3,766.56	2.47%
Cassie Dille	0.00	0.00	0.00	0.00	0.00	93.20	0.00	0.00		
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$6,058.00	\$0.00	\$0.00	\$ 6,058.00	3.97%
Joe Dunson	0.00	0.00	0.00	8.00	0.00	2.10	0.00	49.40		
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$136.50	\$0.00	\$1,729.00	\$1,865.50	1.22%
Steve Ford	9.50	0.00	0.00	75.30	0.00	2.60	0.00	0.00		
	\$1,234.91	\$0.00	\$0.00	\$6,777.00	\$0.00	\$169.00	\$0.00	\$0.00	\$ 8,180.91	5.36%
Rick Gehlbach	21.20	0.00	0.00	51.70	0.00	2.40	0.00	0.00		
	\$2,755.79	\$0.00	\$0.00	\$4,653.00	\$0.00	\$156.00	\$0.00	\$0.00	\$ 7,564.79	4.96%
Joni Grim	1.20	0.00	0.00	37.90	0.00	2.40	0.00	0.00		
	\$155.99	\$0.00	\$0.00	\$3,411.00	\$0.00	\$156.00	\$0.00	\$0.00	\$ 3,722.99	2.44%
Brad Hedges	1.50	20.60	0.00	5.50	0.00	0.40	0.00	0.00		
	\$194.99	\$2,677.79	\$0.00	\$495.00	\$0.00	\$26.00	\$0.00	\$0.00	\$ 3,393.78	2.23%
Chris Johnson	10.30	0.00	0.00	56.60	0.00	2.20	0.00	0.00		
	\$1,338.90	\$0.00	\$0.00	\$5,094.00	\$0.00	\$143.00	\$0.00	\$0.00	\$ 6,575.90	4.31%
Ellen Marshall	21.40	0.00	0.00	78.90	0.00	0.60	0.00	0.00		
	\$2,781.79	\$0.00	\$0.00	\$7,101.00	\$0.00	\$39.00	\$0.00	\$0.00	\$9,921.79	6.51%
Amanda Martin	0.00	0.00	0.00	99.30	0.00	26.40	0.00	0.00		
	\$0.00	\$0.00	\$0.00	\$8,937.00	\$0.00	\$1,716.00	\$0.00	\$0.00	\$10,653.00	6.99%
Karis Mason	2.20	25.10	0.00	25.90	23.00	0.30	0.00	0.00		
	\$285.98	\$3,262.75	\$0.00	\$2,331.00	\$908.04	\$19.50	\$0.00	\$0.00	\$ 6,807.27	4.46%
Jessica Mitchell	0.00	0.00	0.00	36.30	7.80	1.70	0.00	0.00		
	\$0.00	\$0.00	\$0.00	\$3,267.00	\$307.94	\$110.50	\$0.00	\$0.00	\$3,685.44	2.42%
Paula Moreland	19.30	0.00	0.00	62.50	0.00	4.70	0.0	0.0		
	\$2,508.81	\$0.00	\$0.00	\$5,625.00	\$0.00	\$305.50	\$0.00	\$0.00	\$ 8,439.31	5.53%
Tricia Ostrander	17.70	0.00	0.00	36.40	0.00	0.00	0.0	0.0		
	\$2,300.82	\$0.00	\$0.00	\$3,276.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 5,576.82	3.66%
Robin Rippeth	4.40	3.70	0.00	10.70	0.00	1.50	0.00	0.00		
	\$571.96	\$480.96	\$0.00	\$963.00	\$0.00	\$97.50	\$0.00	\$0.00	\$ 2,113.42	1.39%
Claire Robitaille	7.00	0.00	0.00	55.10	0.00	0.00	0.00	0.00		
	\$909.93	\$0.00	\$0.00	\$4,959.00	\$0.00	\$0.00	\$0.00	\$0.00	\$5,868.93	3.85%
Kimberly Rugg	11.00	0.00	0.00	77.10	0.00	15.60	0.00	0.00		
	\$1,429.89	\$0.00	\$0.00	\$6,939.00	\$0.00	\$1,014.00	\$0.00	\$0.00	\$9,382.89	6.15%
Mike Selegue	11.80	0.00	0.00	66.70	0.00	0.40	0.00	0.00		
	\$1,533.88	\$0.00	\$0.00	\$6,003.00	\$0.00	\$26.00	\$0.00	\$0.00	\$7,562.88	4.96%
Sonya Slater	12.20	0.00	0.00	60.30	0.00	5.70	0.00	0.00		
	\$1,585.88	\$0.00	\$0.00	\$5,427.00	\$0.00	\$370.50	\$0.00	\$0.00	\$7,383.38	4.84%
Charles Snyder	0.00	0.00	0.00	0.00	0.00	0.00	51.90	0.00		
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$10,120.50	\$0.00	\$10,120.50	6.64%
Heather Stevens	9.30	0.00	0.00	48.80	52.70	1.70	0.00	0.00		
	\$1,208.91	\$0.00	\$0.00	\$4,392.00	\$2,080.60	\$110.50	\$0.00	\$0.00	\$7,792.00	5.11%
Sum Totals	\$21,058.38	\$6,421.51	\$0.00	\$89,244.00	\$7,714.39	\$16,035.50	\$10,120.50	\$1,904.00	\$152,498.28	

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

Overall Quality of Life



Length of Time in Treatment