



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 March 2006

SUBMITTED: August 1, 2006

I: MAJOR UNUSUAL INCIDENTS

There were two major unusual incidents for the month of March. The first incident occurred on 3/23/2006. Client #02121805 was escorted by agency staff and local law enforcement to be evaluated for admission to Fairfield Medical Center due to self-inflicted cuts. The client was admitted and discharged on 3/25/2006. Joe Dunson saw the client on 3/27/2006.

The second incident occurred on 3/31/2006. Paramedics were called to the agency after the client #06033103 became unconscious on the agency porch. The client was transported to Fairfield Medical Center where the client was treated and released from the emergency room for an apparent seizure. The client was seen by Steve Ford on 4/14/2006.

II: TRANSFERS FROM STATE HOSPITALS

There were no discharges from any state hospitals in March.

There were three clients discharged from community hospitalization in March, including client #02121805 that was involved in the MUI listed above.

Client #02090602 was admitted to OSU- Harding on 2/15/2006 and discharged on 3/02/2006. Kimberly Rugg saw the client on 3/09/2006.

Client #05052502 was admitted to Ohio Hospital of Psychiatry on 02/27/2006 and discharged on 3/04/2006. Karis Mason saw the client on 03/06/2006.



AN INDEPENDENT CONTRACT AGENCY OF THE FAIRFIELD COUNTY ADAMH BOARD

III: PLANT/PHYSICAL HEALTH AND SAFETY

There were no health and safety issues identified during the month of March. A major cleaning was completed in the Lancaster office of the agency. Various chairs and furniture that were in disrepair were discarded and replaced. The computer storage area of the basement was completely cleaned out, new shelves were installed, and remaining equipment was re-organized.

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 (March)

Clinician	Number of Clients Assigned	Number of Clients Seen	Average Number of Contacts Per Client Seen
Dean Bachelor	36	11	3.27
A.J. Bierly	46	31	1.48
Misty Coleman	64	38	1.68
Dr. Scott Craft	81	18	4.50
Cassie Dille	35	19	1.84
Joe Dunson	28	28	1.00
Steve Ford	72	47	1.53
Rick Gehlbach	55	41	1.34
Dr. Joni Grim	84	27	3.11
Dr. Brad Hedges	67	13	5.15
Mark Ingram	30	27	1.11
Chris Johnson	92	51	1.80
Ellen Marshall	112	46	2.43
Amanda Martin	50	47	1.06
Karis Mason	69	24	2.90
Jessica Mitchell	62	42	1.48
Paula Moreland	75	45	1.67
Tricia Ostrander	74	39	1.90
Dr. Robin Rippeth	24	15	1.60
Claire Robitaille	42	33	1.27
Kimberly Rugg	51	42	1.21
Mike Selegue	91	56	1.63
Sonya Slater	56	46	1.22
Heather Stevens	45	41	1.10
Average	59	34	1.97

The No Show rate for March was 16%. When considering both the no show rate and the cancellation rate, this figure is 28%.

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 March 2006.

IX: PROFESSIONAL STAFF ORGANIZATION

The clinical staff maintains current licensure requirements.

The agency sponsored CEU training on 03/10/2006 titled Ethical Considerations in Supervision. Twenty-two staff and local providers attended the training.

Clinician	Workshop Name	Dates Attended	# of CEU's
Mike Selegue	Ethical Considerations in Supervision	03/10/06	6
Derrick Gehlbach	Ethical Considerations in Supervision	03/10/06	6
Mark Ingram	Ethical Considerations in Supervision	03/10/06	6
Steve Ford	Ethical Considerations in Supervision	03/10/06	6
Robin Rippeth	Ethical Considerations in Supervision	03/10/06	6
Misty Coleman	Ethical Considerations in Supervision	03/10/06	6
Karis Mason	Ethical Considerations in Supervision	03/10/06	6
Brad Hedges	Ethical Considerations in Supervision	03/10/06	6
Joni Grim	Ethical Considerations in Supervision	03/10/06	6
Scott Craft	Ethical Considerations in Supervision	03/10/06	6
Tricia Ostrander	Ethical Considerations in Supervision	03/10/06	6
Cassie Dille	Ethical Considerations in Supervision	03/10/06	6

X: REVIEW OF WAITING LIST

There were a total of 93 new clients seen in the month of March. Fifty three percent of these new clients were from Fairfield County. The total number of clients seen in the month of March was 827.

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 March is to forward the quarterly report to the board, this will be done as soon as the report can be completed.

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 March 2006.

XV: TREATMENT OUTCOMES REPORTING

The "Outcomes Review" for this month focused on assessing whether clients feel their lives are better or worse at the time they seek services from one year to the next. That is, does the average client seeking services in 2002 feel the overall quality of their life is better or worse than the average client seeking services in 2003 or 2004. To assess this issue, client's self report of their "quality of life" at the time of intake was reviewed using the ODMH Data Mart for FY2002 thru FY2006. The quality of life scale ranges from 1-5 (1-terrible, 2-mostly dissatisfied, 3-equally satisfied and dissatisfied, 4-mostly satisfied, and 5-very pleased).

The results of this review for MOPS are depicted in the attached graph (Overall Quality of Life—Adult) at the end of this report. MOPS clients reported a range of scores from 2.77 – 3.5. It should be noted that in FY03, satisfaction peaked at 3.5; this score is within the mostly satisfied range. The overall trend of the graph suggests that the reported quality of life at intake for the last three years is lower than it was in the past. One possible interpretation of this graph is that clients who are seeking services in the last three fiscal years are experiencing a lower quality of life because they are more mentally ill or experiencing more severe symptoms of their mental illness than during previous reporting periods.

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

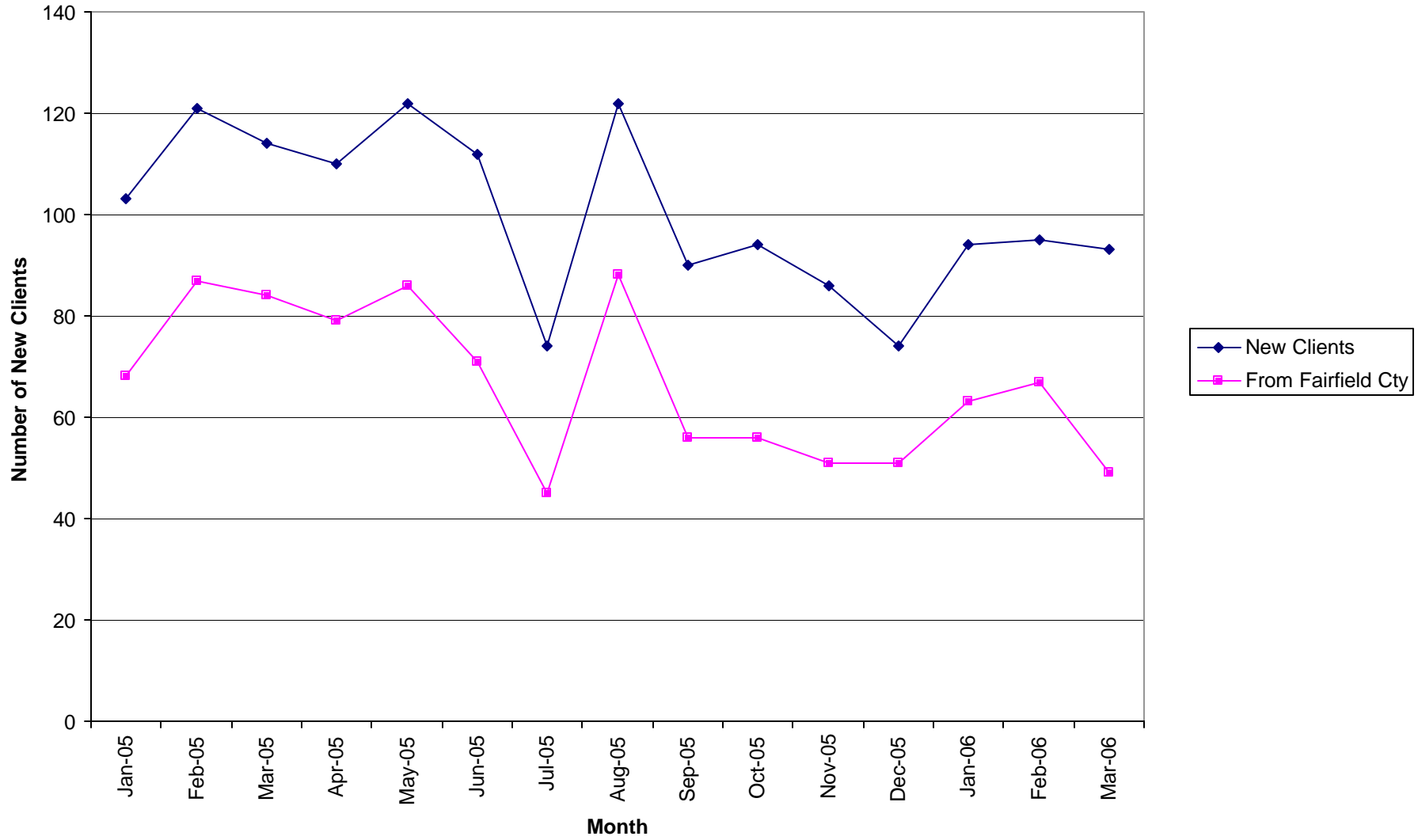
Agency Service Budget Month of March 2006

	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	141	299	200	83	1,569	1,099	1,800	747		
	\$18,368	\$38,867	\$25,998	\$10,789	\$204,006	\$142,911	\$233,982	\$97,103	(\$29,976)	\$45,808
Individual Counseling	1,074	686	962	510	8,718	5,464	8,658	4,590		
	\$96,633	\$61,749	\$86,580	\$45,900	\$784,593	\$491,742	\$779,220	\$413,100	\$5,373	\$78,642
Individual CSP	268	215	302	208	1,848	1,874	2,718	1,872		
	\$22,891	\$18,344	\$25,767	\$17,747	\$157,629	\$159,890	\$231,900	\$159,719	(\$74,271)	\$171
Group CSP	0	0	0	0	0	0	0	0		
	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Group	269	60	208	26	1,875	343	1,872	234		
	\$10,636	\$2,349	\$8,212	\$1,026	\$74,037	\$13,553	\$73,907	\$9,238	\$130	\$4,315
Medication	44	31	53	34	551	334	477	306		
	\$9,342	\$6,537	\$11,176	\$7,170	\$116,126	\$70,494	\$100,585	\$64,526	\$15,541	\$5,968
AOD Assessment	0	0	2	2	0	0	18	18		
	\$0	\$0	\$192	\$192	\$0	\$0	\$1,732	\$1,732	(\$1,732)	(\$1,732)
AOD Individual	0	0	2	1	0	0	18	9		
	\$0	\$0	\$131	\$87	\$0	\$0	\$1,570	\$785	(\$1,570)	(\$785)
AOD Group	0	0	12	6	0	0	108	54		
	\$0	\$0	\$457	\$228	\$0	\$0	\$4,113	\$2,056	(\$4,113)	(\$2,056)
Court Diversion	8	0	196	0	470	148	1,764	0		
	\$280	\$0	\$6,860	\$0	\$16,433	\$5,177	\$61,740	\$0	(\$45,308)	\$5,177
Forensic Evaluations	2	0	2	0	19	2	18	0		
	\$1,000	\$0	\$1,000	\$0	\$9,500	\$1,000	\$9,000	\$0	\$500	\$1,000
Other	0	0	8	0	0	0	72	0		
	\$0	\$0	\$280	\$0	\$0	\$0	\$2,520	\$0	(\$2,520)	\$0
Sum \$	\$158,149	\$127,846	\$165,373	\$83,140	\$1,352,823	\$883,767	\$1,488,749	\$748,260	(\$135,925)	\$135,507

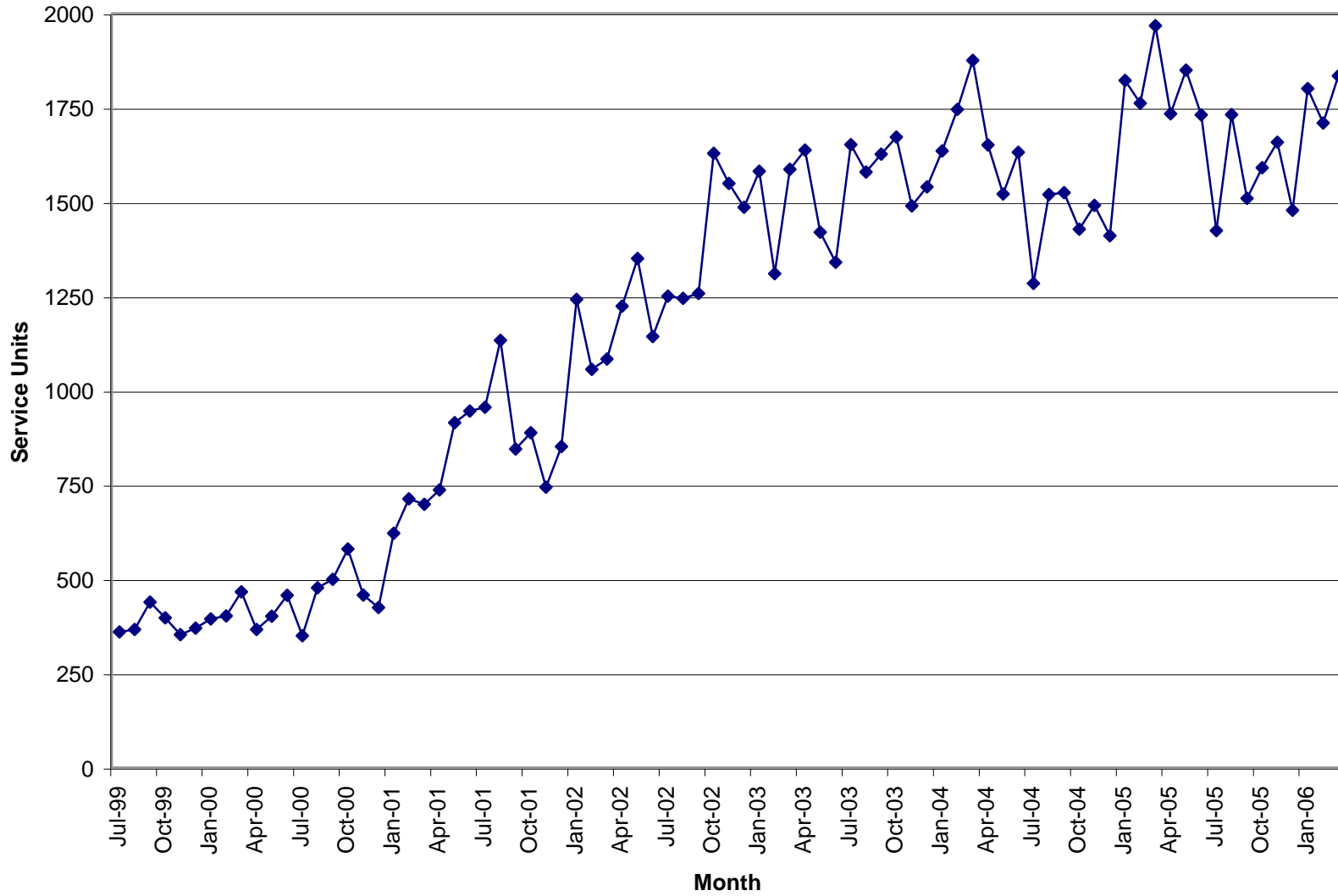
* () figures indicate that MOPS provided fewer services in this category than budgeted.

81% Percent of Services for Fairfield County
 9.20% Percent Below Overall MOPS Budget
 15.40% Percent Over Fairfield County Medicaid

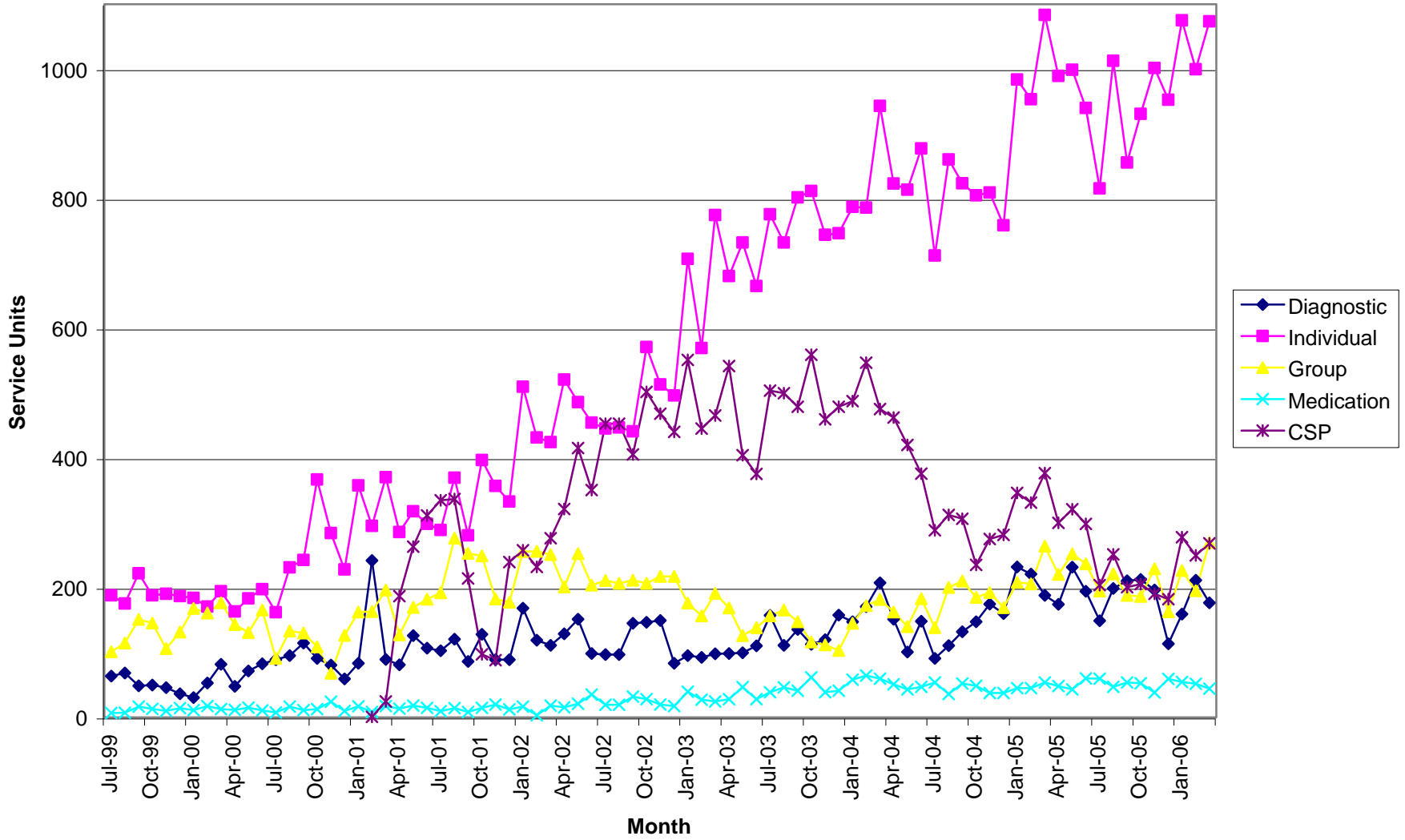
New Clients



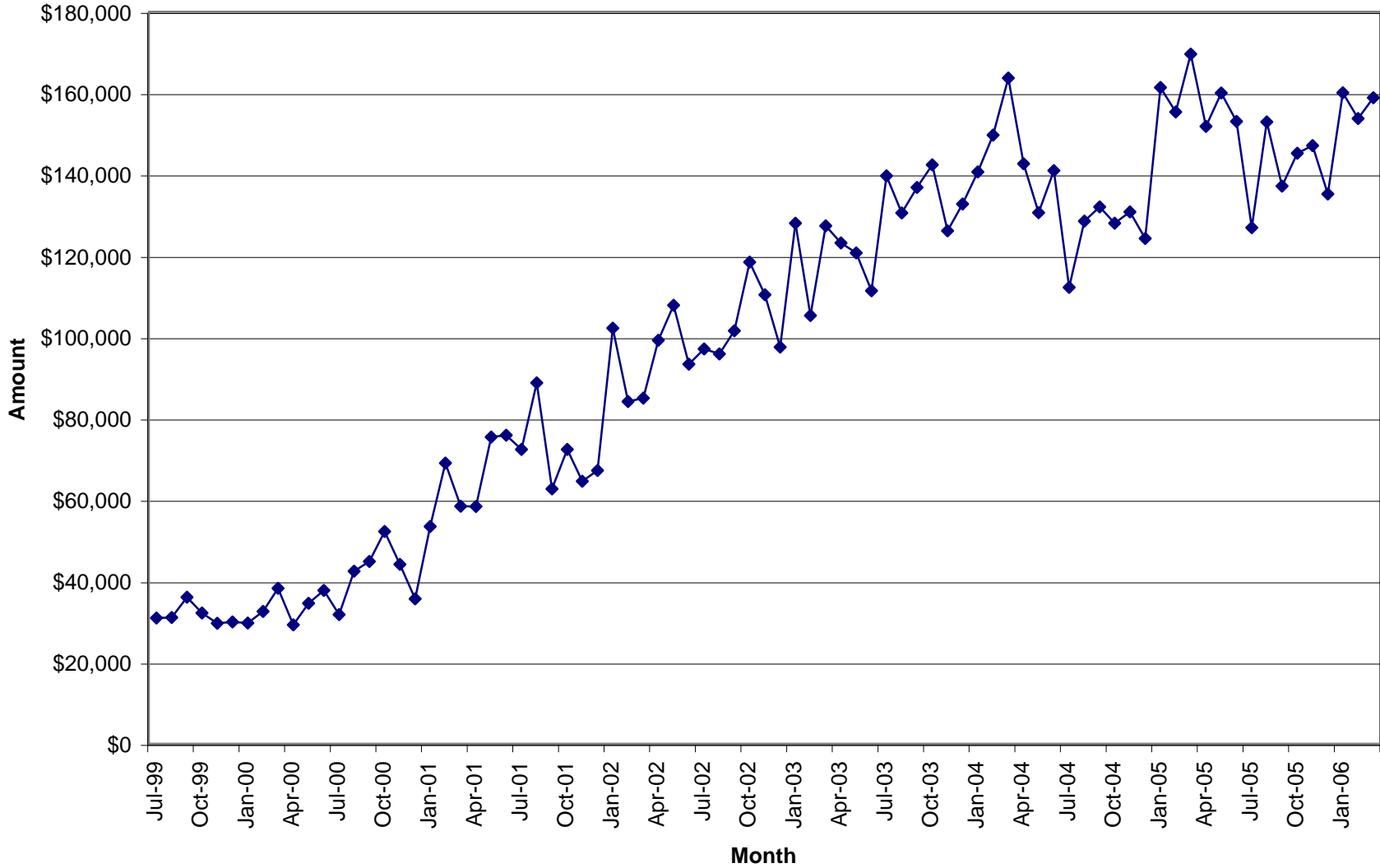
Total Units of Service



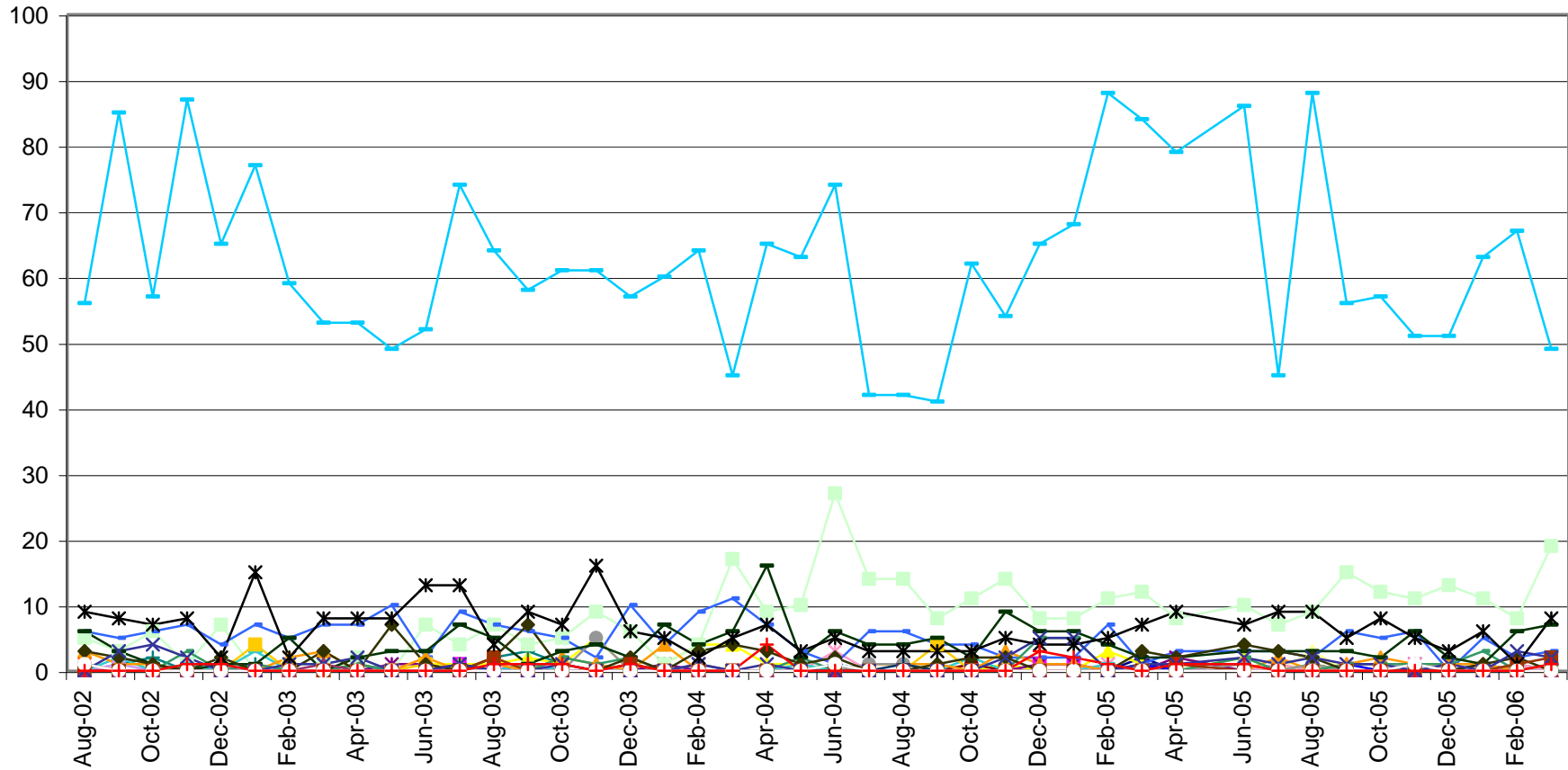
Units of Service



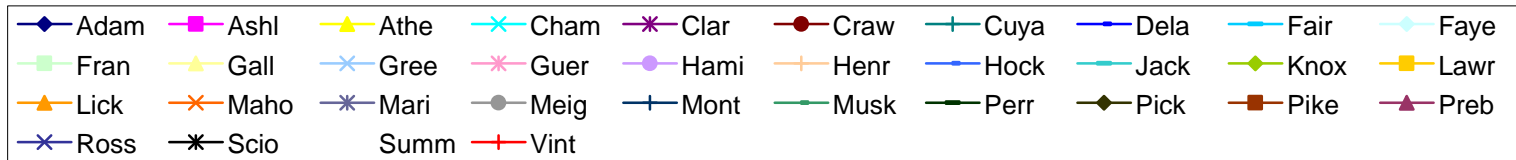
Total Units \$



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**

March 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	1	3	0.50	0.00	0.00	8.00	30.00	0.00	0.0		42.50	38.50	41.50	93%	2%	7%	9%	2%
A. J. Bierly*	0	0	0.00	0.00	0.00	0.00	0.00	96.50	0.0		96.50	96.50	96.50	100%	0%	0%	0%	5%
Misty Coleman	30	28	0.00	0.00	0.00	73.20	75.00	0.00	0.0		206.20	148.20	176.20	72%	15%	14%	28%	7%
Scott Craft	4	15	0.00	0.00	0.00	24.40	28.60	0.00	0.0	4.0	76.00	57.00	72.00	75%	5%	20%	25%	3%
Cassie Dille*	0	0	0.00	0.00	0.00	0.00	0.00	98.00	0.0		98.00	98.00	98.00	100%	0%	0%	0%	5%
Joe Dunson	4	4	0.00	0.00	0.00	17.00	0.00	9.60	0.0	47.5	82.10	74.10	78.10	90%	5%	5%	10%	4%
Steve Ford	22	29	13.80	0.00	0.00	77.10	0.00	4.30	0.0		146.20	95.20	124.20	65%	15%	20%	35%	5%
Rick Gehlbach	8	36	20.60	2.20	0.00	51.30	0.00	1.80	0.0		119.90	75.90	111.90	63%	7%	30%	37%	4%
Joni Grim	12	10	7.70	0.00	0.00	48.60	0.00	7.90	0.0		86.20	64.20	74.20	74%	14%	12%	26%	3%
Brad Hedges	1	2	0.00	28.50	0.00	2.00	0.00	0.30	0.0		33.80	30.80	32.80	91%	3%	6%	9%	2%
Mark Ingram	8	14	47.90	0.00	0.00	29.80	0.00	2.30	0.0		102.00	80.00	94.00	78%	8%	14%	22%	4%
Chris Johnson	18	1	7.80	0.00	0.00	69.00	0.00	5.00	0.0		100.80	81.80	82.80	81%	18%	1%	19%	4%
Ellen Marshall	17	37	12.00	0.00	0.00	83.10	0.00	3.40	0.0		152.50	98.50	135.50	65%	11%	24%	35%	5%
Amanda Martin	5	18	0.00	0.00	0.00	89.70	0.00	15.40	0.0		128.10	105.10	123.10	82%	4%	14%	18%	5%
Karis Mason	14	19	2.30	0.00	0.00	24.20	13.00	0.30	0.0		72.80	39.80	58.80	55%	19%	26%	45%	2%
Jessica Mitchell	27	27	0.00	0.00	0.00	51.20	15.00	0.20	0.0		120.40	66.40	93.40	55%	22%	22%	45%	3%
Paula Moreland	29	31	11.50	0.00	0.00	81.40	0.00	2.80	0.0		155.70	95.70	126.70	61%	19%	20%	39%	5%
Tricia Ostrander	5	17	14.60	0.00	0.00	37.80	0.00	0.00	0.0		74.40	52.40	69.40	70%	7%	23%	30%	3%
Robin Rippeth	2	5	17.80	2.10	0.00	13.60	0.00	2.40	0.0		42.90	35.90	40.90	84%	5%	12%	16%	2%
Claire Robitaille	3	22	0.00	0.00	0.00	70.00	0.00	0.00	0.0		95.00	70.00	92.00	74%	3%	23%	26%	4%
Kimberly Rugg	18	27	8.00	0.00	0.00	77.10	0.00	7.70	0.0		137.80	92.80	119.80	67%	13%	20%	33%	5%
Mike Selegue	14	34	11.00	0.00	0.00	61.80	0.00	0.20	0.0		121.00	73.00	107.00	60%	12%	28%	40%	4%
Sonya Slater	25	51	8.00	2.50	0.00	70.10	0.00	4.10	0.0		160.70	84.70	135.70	53%	16%	32%	47%	4%
Charles Snyder	160	63	0.00	0.00	0.00	0.00	0.00	0.00	44.3		267.30	44.30	107.30	17%	60%	24%	83%	2%
Heather Stevens	10	38	12.80	0.00	0.00	52.50	107.80	6.10	0.0		227.20	179.20	217.20	79%	4%	17%	21%	9%
Sum Totals			196.30	35.30	0.00	1112.90	269.40	268.30	44.3	51.5	2946.00	1978.00	2509.00					
Average														72%	11%	16%	28%	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

March	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	0.50	0.00	0.00	8.00	30.00	0.00	0.0	0.0		
	\$65	\$0	\$0	\$720	\$1,184	\$0	\$0	\$0	\$ 1,969.40	1.18%
A.J. Bierly	0.00	0.00	0.00	0.00	0.00	96.50	0.00	0.00		
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$6,272.50	\$0.00	\$0.00	\$ 6,272.50	3.75%
Misty Coleman	0.00	0.00	0.00	73.20	75.00	0.00	0.00	0.00		
	\$0.00	\$0.00	\$0.00	\$6,588.00	\$2,961.00	\$0.00	\$0.00	\$0.00	\$ 9,549.00	5.70%
Scott Craft	0.00	0.00	0.00	24.40	28.60	0.00	0.0	4.0		
	\$0.00	\$0.00	\$0.00	\$2,196.00	\$1,129.13	\$0.00	\$0.00	\$140.00	\$ 3,465.13	2.07%
Cassie Dille	0.00	0.00	0.00	0.00	0.00	98.00	0.00	0.00		
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$6,370.00	\$0.00	\$0.00	\$ 6,370.00	3.80%
Joe Dunson	0.00	0.00	0.00	17.00	0.00	9.60	0.00	47.50		
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$624.00	\$0.00	\$1,662.50	\$2,286.50	1.37%
Steve Ford	13.80	0.00	0.00	77.10	0.00	4.30	0.00	0.00		
	\$1,793.86	\$0.00	\$0.00	\$6,939.00	\$0.00	\$279.50	\$0.00	\$0.00	\$ 9,012.36	5.38%
Rick Gehlbach	20.60	2.20	0.00	51.30	0.00	1.80	0.00	0.00		
	\$2,677.79	\$285.98	\$0.00	\$4,617.00	\$0.00	\$117.00	\$0.00	\$0.00	\$ 7,697.77	4.60%
Joni Grim	7.70	0.00	0.00	48.60	0.00	7.90	0.00	0.00		
	\$1,000.92	\$0.00	\$0.00	\$4,374.00	\$0.00	\$513.50	\$0.00	\$0.00	\$ 5,888.42	3.52%
Brad Hedges	1.50	28.50	0.00	2.00	0.00	0.30	0.00	0.00		
	\$194.99	\$3,704.72	\$0.00	\$180.00	\$0.00	\$19.50	\$0.00	\$0.00	\$ 4,099.20	2.45%
Mark Ingram	47.90	0.00	0.00	29.80	0.00	2.30	0.00	0.00		
	\$6,226.52	\$0.00	\$0.00	\$2,682.00	\$0.00	\$149.50	\$0.00	\$0.00	\$ 9,058.02	5.41%
Chris Johnson	7.80	0.00	0.00	69.00	0.00	5.00	0.00	0.00		
	\$1,013.92	\$0.00	\$0.00	\$6,210.00	\$0.00	\$325.00	\$0.00	\$0.00	\$ 7,548.92	4.51%
Ellen Marshall	12.00	0.00	0.00	83.10	0.00	3.40	0.00	0.00		
	\$1,559.88	\$0.00	\$0.00	\$7,479.00	\$0.00	\$221.00	\$0.00	\$0.00	\$9,259.88	5.53%
Amanda Martin	0.00	0.00	0.00	89.70	0.00	15.40	0.00	0.00		
	\$0.00	\$0.00	\$0.00	\$8,073.00	\$0.00	\$1,001.00	\$0.00	\$0.00	\$9,074.00	5.42%
Karis Mason	2.30	0.00	0.00	24.20	13.00	0.30	0.00	0.00		
	\$298.98	\$0.00	\$0.00	\$2,178.00	\$513.24	\$19.50	\$0.00	\$0.00	\$ 3,009.72	1.80%
Jessica Mitchell	0.00	0.00	0.00	51.20	15.00	0.20	0.00	0.00		
	\$0.00	\$0.00	\$0.00	\$4,608.00	\$592.20	\$13.00	\$0.00	\$0.00	\$5,213.20	3.11%
Paula Moreland	11.50	0.00	0.00	81.40	0.00	2.80	0.0	0.0		
	\$1,494.89	\$0.00	\$0.00	\$7,326.00	\$0.00	\$182.00	\$0.00	\$0.00	\$ 9,002.89	5.38%
Tricia Ostrander	14.60	0.00	0.00	37.80	0.00	0.00	0.0	0.0		
	\$1,897.85	\$0.00	\$0.00	\$3,402.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 5,299.85	3.17%
Robin Rippeth	17.80	2.10	0.00	13.60	0.00	2.40	0.00	0.00		
	\$2,313.82	\$272.98	\$0.00	\$1,224.00	\$0.00	\$156.00	\$0.00	\$0.00	\$ 3,966.80	2.37%
Claire Robitaille	0.00	0.00	0.00	70.00	0.00	0.00	0.00	0.00		
	\$0.00	\$0.00	\$0.00	\$6,300.00	\$0.00	\$0.00	\$0.00	\$0.00	\$6,300.00	3.76%
Kimberly Rugg	8.00	0.00	0.00	77.10	0.00	7.70	0.00	0.00		
	\$1,039.92	\$0.00	\$0.00	\$6,939.00	\$0.00	\$500.50	\$0.00	\$0.00	\$8,479.42	5.06%
Mike Selegue	11.00	0.00	0.00	61.80	0.00	0.20	0.00	0.00		
	\$1,429.89	\$0.00	\$0.00	\$5,562.00	\$0.00	\$13.00	\$0.00	\$0.00	\$7,004.89	4.18%
Sonya Slater	8.00	2.50	0.00	70.10	0.00	4.10	0.00	0.00		
	\$1,039.92	\$324.98	\$0.00	\$6,309.00	\$0.00	\$266.50	\$0.00	\$0.00	\$7,940.40	4.74%
Charles Snyder	0.00	0.00	0.00	0.00	0.00	0.00	44.30	0.00		
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$8,638.50	\$0.00	\$8,638.50	5.16%
Heather Stevens	12.80	0.00	0.00	52.50	107.80	6.10	0.00	0.00		
	\$1,663.87	\$0.00	\$0.00	\$4,725.00	\$4,255.94	\$396.50	\$0.00	\$0.00	\$11,041.32	6.59%
Sum Totals	\$25,712.02	\$4,588.65	\$0.00	\$98,631.00	\$10,635.91	\$17,439.50	\$8,638.50	\$1,802.50	\$167,448.08	

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

Overall Quality of Life at Intake - Adults

