



QA MINUTES November 13, 2007

Committee Members In Attendance:

Chris Johnson	Rick Gehlbach
Adrienne Felts	Kimberly Blair
Jennifer Schwind	Shawna Watts
Mike Selegue	Jessica Mitchell
Brad Hedges	

Meeting Discussion

1. Shawna gave a status report on the written QA reports and monthly chart reviews.
2. The committee was asked to take some time in the next month to review the QA format changes of the reports posted on the website and to give feedback by the next meeting.
3. The next QA committee meeting will be held on December 18, 2007. The meetings are being changed to the third week of the month to accommodate the change in reporting. This will also ensure that the QA packets can be posted to the website a week before the meeting so the members have the opportunity to review the materials that are being presented.

I: MAJOR UNUSUAL INCIDENTS

The committee reviewed the MUI's that were verbally presented for October. One incident that resulted in a client's refusal to return to the agency for services was reviewed with the committee in detail. The committee was in agreement that the clinician made informed decisions that were in the best interest of the client and the situation was handled well by our staff.

II: ABUSE AND NEGLECT AND DUTY TO WARN

Abuse and neglect report statistics were presented to the committee. The committee has suggested that this area be expanded to provide a brief description of why each report was made to ensure that appropriate referrals are being made. This change will be implemented in the November QA report.



III: TRANSFERS FROM STATE HOSPITALS

There were no transfers from community or state hospitals during the month of October.

IV: PLANT/PHYSICAL HEALTH AND SAFETY

There were no plant/physical health and safety items to report to the committee for October.

V: RECORDS COMPLETENESS REVIEW AND VI: PEER REVIEW

No records or peer review information was presented to the committee. Information will be presented to the committee when the next month is available to be reviewed.

VII: UTILIZATION REVIEW

Utilization tables were presented. An explanation was provided to the committee by Dr. Hedges regarding the information contained in these tables and how they can be used by staff to make comparisons regarding their own contact patterns with clients, compared to agency staff who conduct similar services.

VIII: INVOLUNTARY TERMINATIONS

No involuntary terminations were conducted during the month of October 2007.

IX: PROFESSIONAL STAFF ORGANIZATION

The PSO table was presented for October, which included the hours for the Introduction to Standards of Care that was presented during the agency's All Staff Meetings.

Information was shared regarding the plan for staff to obtain Supervision and Ethics training using NetSmart. Dr. Hedges shared that staff can take up to 15 hours of on-line training during each renewal period; this is an increase from 10 hours previously allowed by the Counselor, Social Worker, Marriage and Family Therapist Board. Trainings on projective and objective testing will be presented sometime during next year also.

There was no new staff, licensure or supervisory changes to report.

The areas of competency forms have been reviewed by clinical/administrative supervisors and approved. The updated reviews are now in the clinician's personnel file.

X: REVIEW OF WAITING LIST

The new client and wait list statistics were shared with the committee. The committee discussed the significant increase of new clients seen during the month of October. The agency has seen these jumps in services at this time each of the past two years, and then a decrease due to the impact the holidays have on the number of hours available for service. This particular increase in intakes appears to be a reflection of clinician availability, resulting in almost a week decrease in the time from phone intake until the client was seen. As clinician schedules become fuller, it is anticipated that this wait time will increase again and the number of new clients seen in the month will again decrease. The current fluctuation in new clients is not viewed as a change in the referrals for service.

The trends in this area will be monitored carefully due to the agency's financial situation and productivity changes that have been made in response to changes made by the agency to encourage increased productivity.

XI: REVIEW OF SERVICES UNDER CONTRACT

The contract services being provided by Daniel DiSalvo, CNP in Columbus continue to be going well. Dr. Hedges reported reviewing a sample of his case notes, stating that they were very good.

XII: FOCUSED REVIEW AREA

Multiple focused review areas were discussed by the committee. A progress report was given on the CSP focused area of review. Jessica Mitchell reported that there are two more chart reviews and then she will begin writing a report to summarize the findings.

September's focused review area to conduct an evaluation of the activities in one service area was discussed and the committee decided to do a focused review on the client's in treatment for survivor issues. It was decided that the time frame should be approximately two years. Areas to be explored include: length of service, diagnosis, age and other demographic factors, referral source, nature of discharge, success in meeting goals, cost of treatment, co-occurring treatment services, and outcome score results.

The October focused review area was discussed. Shawna conducted a review of state and community hospitalizations from the Monthly Summary forms that are provided by clinical staff each month for the past year. The results are posted in the October QA packet on the web.

The November focused review area is to invite members of a consumer advocacy groups to the agency for a services review. During discussions with the committee it was decided that a brief qualitative survey would be conducted by agency staff with the consumers in our waiting room. The plan is for this survey to be done one day. The questions to be asked will be reviewed by Dr. Hedges and the QA Committee via email. The survey will be conducted by the end of December.

XIII: RESPONSE TO LAST MONTHS FOCUS REVIEW

There was no response from committee members regarding last months focus review.

XIV: CLIENT RIGHTS AND GRIEVANCES

There were no client grievances that were discussed with the committee from October.

XV: TREATMENT OUTCOMES REPORTING

Discussion regarding clinical committee members need to be involved in this area of reporting was discussed further from the last meeting. Rick Gehlbach will be working with the QA Coordinator to make this process more useful.

cc: Fairfield County Mental Health and Recovery Services Board
MOPS Board of Directors

MOPS Staff
QA Minutes Log Book