



QA REPORT

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

FROM: Shawna Watts-Shumaker, MBA
Quality Assurance Coordinator

SUBJECT: Quality Assurance Activities for July 2007

SUBMITTED: November 19, 2007

I: MAJOR UNUSUAL INCIDENTS

There was one major unusual incident in July. Client #07011105 died 7/29/2007 as the result of a motor vehicle accident that occurred on 7/28/2007 that appears to have been completely unrelated to the client's services at this agency. This information was obtained by agency staff through the *Lancaster Eagle Gazette*. This incident was reported to the Fairfield County ADAMH Board on 7/31/2007.

II: ABUSE AND NEGLECT AND DUTY TO WARN

The agency made ten reports to Children Services during the month of June.

County of Report	Number of Reports
Fairfield County	5
Franklin County	3
Hocking County	1
Hamilton County	1

There were no "duty to warn" reports filed in July.

There was one report to adult protective services in July.

III: TRANSFERS FROM STATE HOSPITALS

There were no clients released from state hospitals in July.

There were no clients released from community hospitalization in July.



IV: PLANT/PHYSICAL HEALTH AND SAFETY

The air conditioning unit in the attic of the 624 building was repaired due to a water leak that did some damage to the ceiling and wall in an upstairs office. The damage to the office was repaired within a week of the incident.

V: RECORDS COMPLETENESS REVIEW

Results of the records review process will be reported in QA reports as they are completed.

VI: PEER REVIEW

Results of the peer review process will be reported in QA reports as they are completed.

VII: UTILIZATION REVIEW (July)

Clinician	Number of Clients Assigned	Number of Clients Seen	Number of Services Rendered	Average Number of Contacts Per Client Seen
Dean Bachelor, M.Div.	54	7	16	2.29
A.J. Bierly, B.A., T.O.	35	23	94	4.09
Kimberly Blair, M.A., PC	88	47	127	2.70
Misty Coleman, MSW, LISW	140	41	100	2.44
Scott Craft, Ph.D.	125	29	78	2.69
Joe Dunson, M.Ed., PC	139	35	42	1.20
Adrienne Felts, M.A., PC	73	28	48	1.71
Rick Gehlbach, M.Ed., PCC	91	47	65	1.38
Helka Gienapp, B.A.	27	14	38	2.71
Dan Goodwin, BA, LSW	17	13	65	5.00
Joni Grim, Ph.D., PCC	99	16	30	1.88
Brad Hedges, Ph.D., PCC	67	8	9	1.13
Rebecca Inboden, B.A.	5	3	5	1.67
Tony Issenmann, Ph.D.	89	30	66	2.20
Chris Johnson, M.Ed.	155	35	50	1.43
Jennifer Kennedy, PhD	64	21	35	1.67
Amanda Martin, M.Ed. PC	97	43	100	2.33
Amynda Martin, PsyD	20	13	18	1.38
Karis Mason, M.A., PC	105	6	6	1.00
Jessica Mitchell, MA, PC	110	33	39	1.18
Tricia Ostrander, Ph.D.	132	42	63	1.50
Marlies Parikian, M.Ed., PC	98	46	84	1.83
Robin Rippeth Ph.D., PCC	36	6	17	2.83
Claire Robitaille, M.S., LSW	49	24	53	2.21
Jennifer Schwind, M.A.	129	43	74	1.72
Sonya Slater, PsyD	17	45	78	1.73
Mike Selegue, MSW, LISW	132	5	10	2.00
Heather Stevens, MSW, LSW	65	40	109	2.73
Allison Wagonseller B.S.S.	20	17	67	3.94
Miranda Zircher M.S., PC	30	22	53	2.41
Average	78.9	26.1	54.6	1.99

The No Show rate for July was 21%. When considering both the no show rate and the cancellation rate, this figure is 33%.

VIII: 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 program.

IX: INVOLUNTARY TERMINATIONS

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

X: PROFESSIONAL STAFF ORGANIZATION

All staff continue to maintain licensure requirements. No staff reported attending training during July.

XI: REVIEW OF WAITING LIST

There were a total of 88 new clients seen in the month of July. Sixty-six percent of these new clients were from Fairfield County. The total number of clients seen in the month of July was 782.

The average time between phone intake and the first appointment time offered was 22.34 days. The average time between phone intake and the client actually being seen for intake for new clients was 27.10 days. The agency strives to see new clients within 30 days of initial contact.

XII: REVIEW OF SERVICES UNDER CONTRACT

Currently no services are provided under contract to this agency.

XIII: FOCUSED REVIEW AREA

The focused area of review for July is to complete an annual report for 2007. This will be completed.

The second area is to review clinical pertinence of services rendered. A review of client's with high utilization of services was conducted. High utilization clients were defined as client's who had more than 100 sessions for the year, or more than 4 sessions per month. Reports with this criterion yielded thirty-eight clients to be reviewed. Multiple aspects of utilization were reviewed; the first was a review of the client's diagnosis to ensure that the client's diagnosis supported the need for the number of services being provided. The second step that was taken was to verify that documentation in the form of notes supported the services that were billed for. The third and final step was to verify that the client's individual service plans included all service providers, their signatures, and that goals were reflecting the client's treatment needs and the services being provided.

The results of these reviews were positive. Based on this sample, the clinical staff is doing a good job of providing appropriate levels of service, documenting the services

provided properly, and coordinating the care needed by the client within the agency in what is often the most demanding client's on the clinicians' case load.

The final area of review is to conduct a fire drill. A fire drill was conducted on 07/9/2007 in the Lancaster offices. The drill lasted 1 minute 20 seconds with 3 participants. All agency procedures were followed. A fire drill was not conducted in the Columbus office, current staff is aware that fire drills need to be conducted according to the QA calendar.

XIV: RESPONSE TO LAST MONTHS FOCUS REVIEW

There was no response to last months focus review.

XV: CLIENT RIGHTS AND GRIEVANCES

There was one verbal client grievances filed for the month of July. In early July, the parent of client # 070628H1 contacted the Client Rights Officer (CRO) regarding filing a grievance against a clinician due to the clinician being unqualified and unprofessional. The parent was asked to put the information in writing and to fax or mail it to the CRO. As of the date of this report, no formal grievance has been filed.

The parent did contact the Columbus office regarding releasing client #070628H1's records on 7/5/2007, the records were not released until 8/9/2007, due to the client's contact information being invalid due to a move. The parent followed up with the Columbus office regarding the initial request for records on 8/7/2007 and then the CRO regarding not getting the records and to again make verbal complaints similar to the ones made before. The parent was provided the information regarding how to file a formal grievance again and access to the form needed to facilitate the release of records. The CRO updated the contact telephone number in the system. The parent was to have faxed the grievance and the record request form on 8/8/07; however no fax was received until 8/9/2007 at which time only the records request form was received. The CRO facilitated the records release and the records were mailed to the parent on 8/9/2007, at which time a new address was obtained and updated in the system.

XVI: TREATMENT OUTCOMES REPORTING

The Outcomes review for this month comes from the Ohio Outcomes Youth Scales. The question related to this review is to gauge the functioning levels of long-term child and adolescent clients at various intervals.

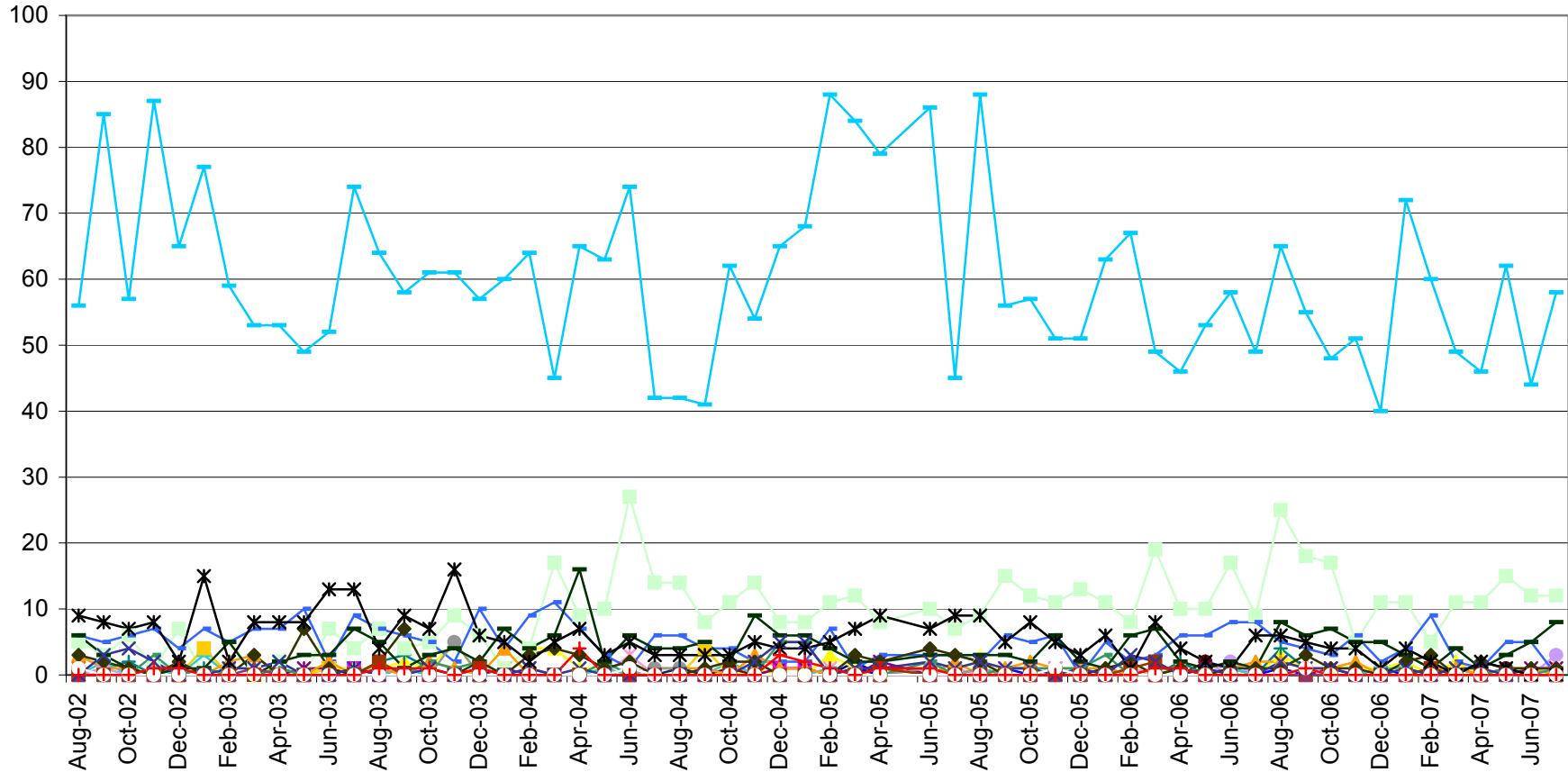
Data was reviewed from calendar year 2006 at intervals of 180 days and one year. The categories that respondents chose from consisted of "Extreme Troubles," "Quite a Few Troubles," "Doing OK," and "Doing Very Well." The results were calculated as a percentage of respondents for each category. Outcomes data results should be viewed with caution due to inconsistent sample sizes in each reporting period as well as the lack of external validation of the data scales. The results are as follows:

180 days	Extreme Troubles	Quite a Few Troubles	Some Troubles	Doing OK	Doing Very Well	Sample Size	Mean	Standard Deviation
Kids	0	0	10	65	20	20	60	9.43
Parents	1.96	5.88	27.45	43.14	15.69	51	50.64	13.06
Workers	0	3.70	33.33	48.15	14.81	27	51.33	10.82

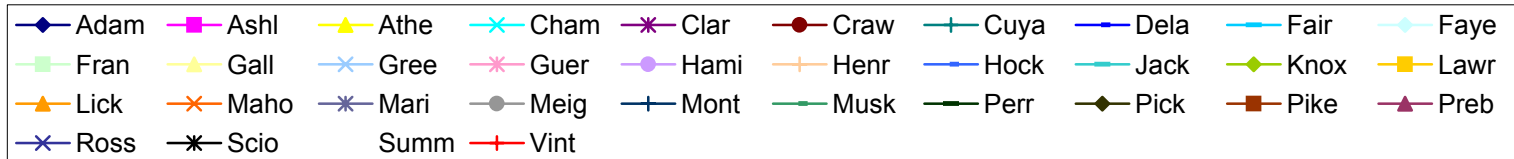
1 year	Extreme Troubles	Quite a Few Troubles	Some Troubles	Doing OK	Doing Very Well	Sample Size	Mean	Standard Deviation
Kids	0	0	11.11	44.44	33.33	9	60	11.05
Parents	4.76	14.29	14.29	42.86	23.81	21	51.33	17.63
Workers	0	9.09	31.82	31.82	27.27	22	52.77	13.88

There are several results which are pertinent for a quality assurance review. First, the samples from child and adolescent consumers are markedly lower than parent and agency worker samples, and this sample discrepancy does negatively affect the validity of the results. Also, the number of parent respondents at 180 days is significantly higher than both consumers and worker respondents. It will be important to emphasize the administration of the Outcomes forms with agency workers as part of ongoing treatment. In terms of results, it does appear that there is a greater variance of reported extreme results after one year of treatment than after 180 days, with the examples of elevated levels of respondents who felt that clients were functioning "very well" and with "quite a few problems." This data can help to identify potential treatment issues, as well as level of contact. Finally, there is a significant discrepancy between the consumer and work results at both intervals, with workers identifying more existing problems than consumers. In order to fully appreciate this disparity, further studies can examine child and adolescent respondents at different ages. This can help determine if the discrepancy amounts vary as children age and insight levels would be expected to develop.

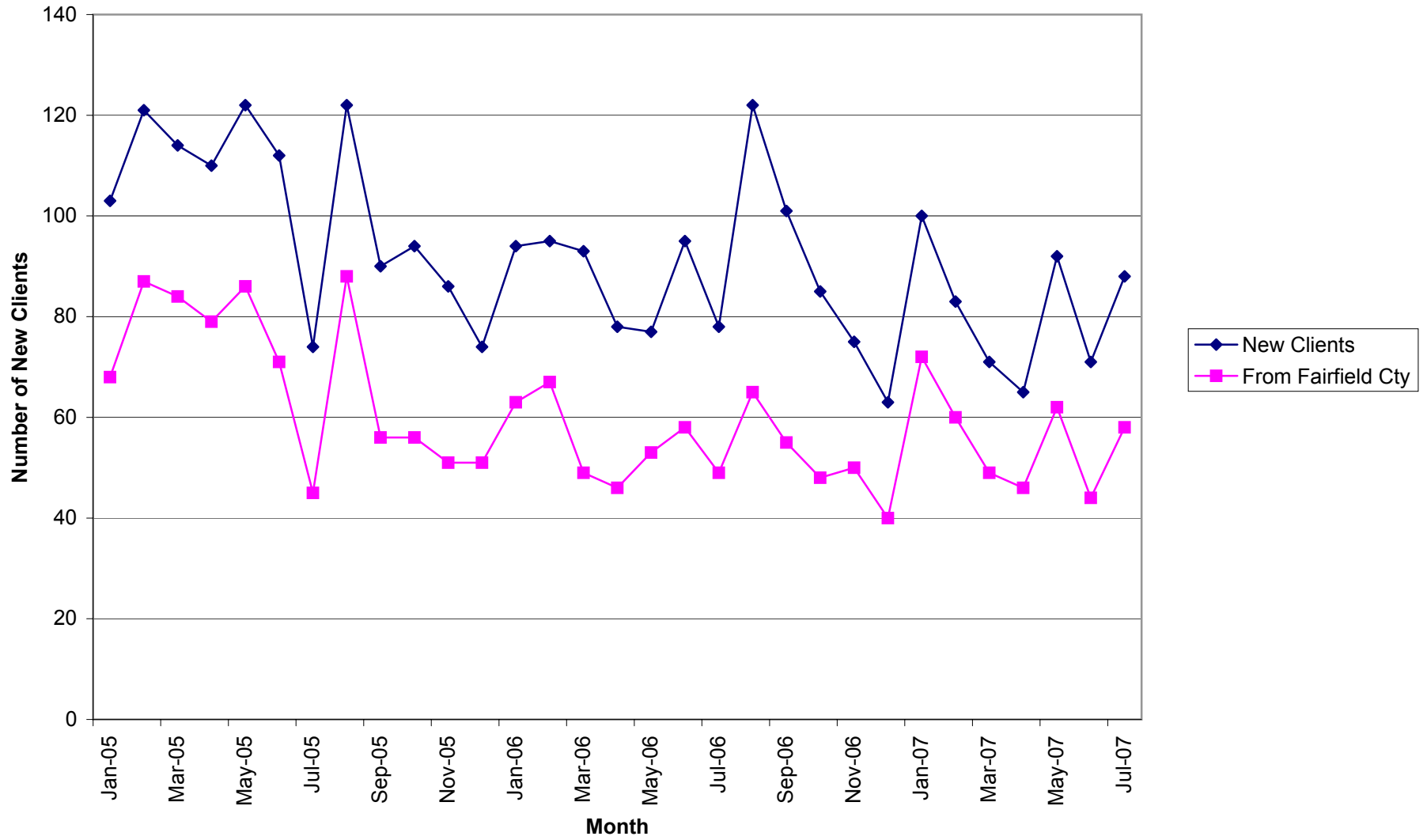
Number of Intakes by County



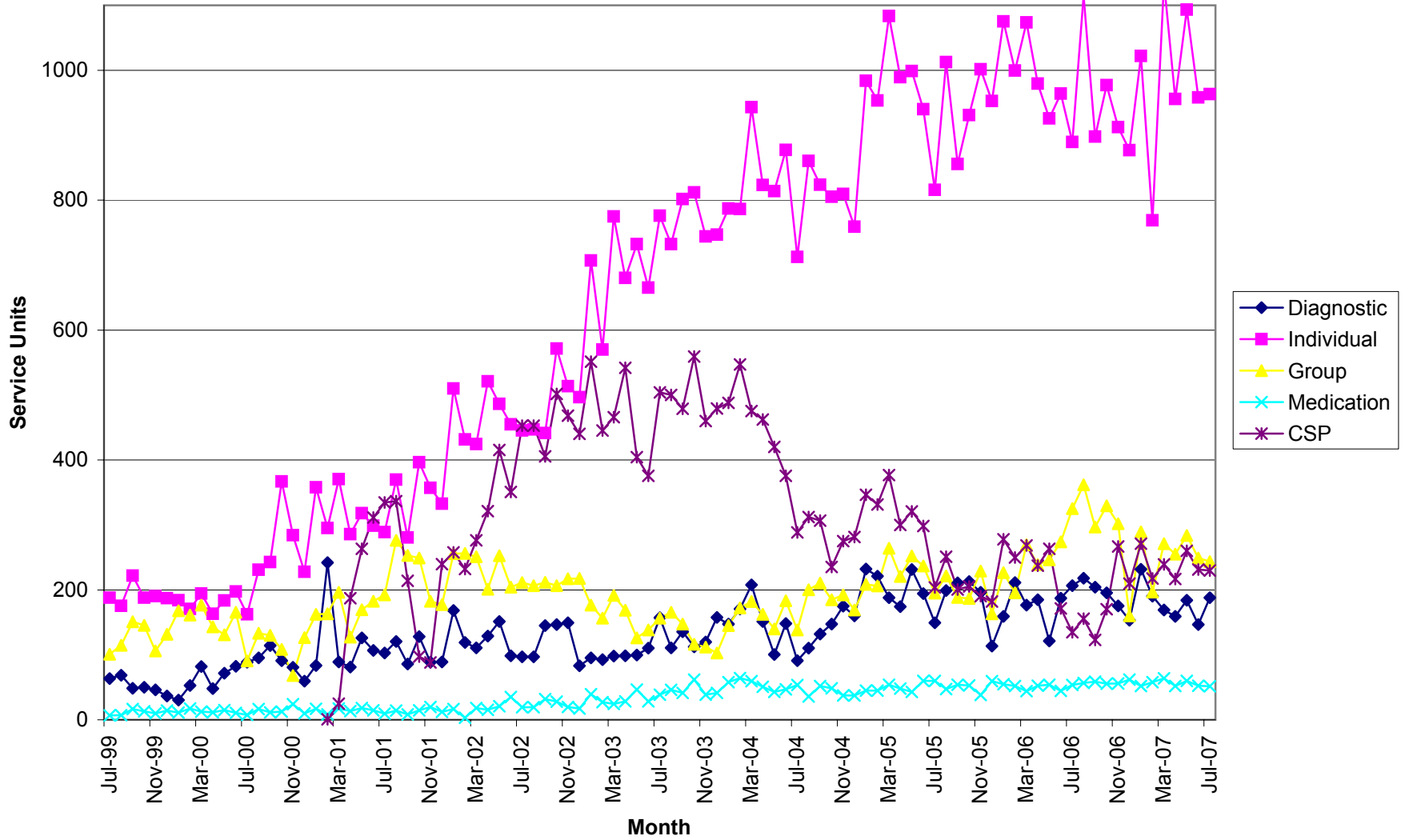
Prior to 9/05 the numbers reported were somewhat inflated due to a report issue that has been corrected.



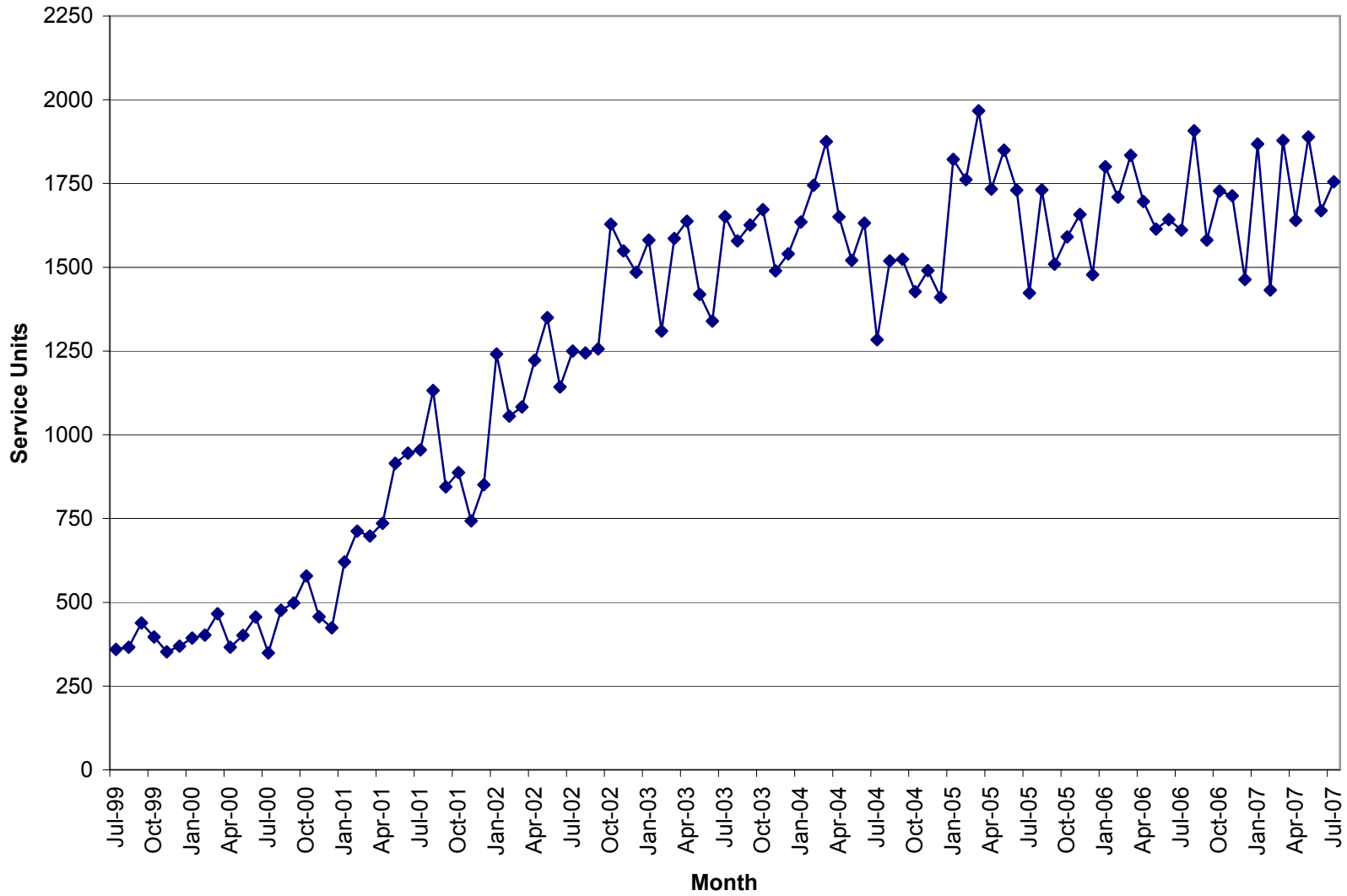
New Clients



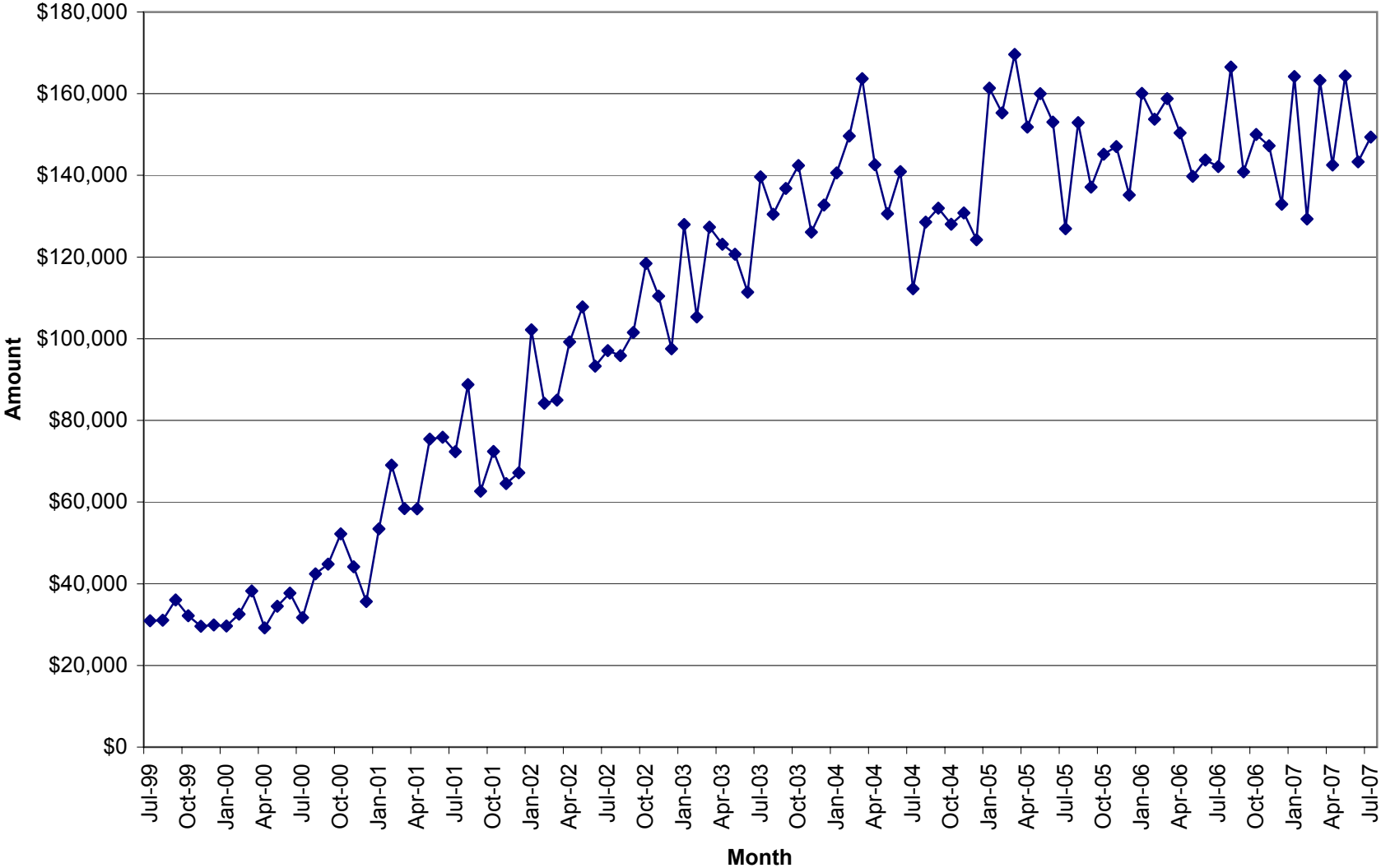
Units of Service



Total Units of Service



Total Units \$



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

July 2007

	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	0.00	0.00	0.00	7.00	18.00	0.00	0.0		36.00	25.00	30.00	83%	17%	14%	31%	1.42%
A. J. Bierly*	0	0	0.00	0.00	0.00	0.00	0.00	74.20	0.0		74.20	74.20	74.20					4.23%
Kimberly Blair	21	15	4.50	0.00	0.00	91.60	0.00	7.00	0.0		139.10	103.10	118.10	74%	15%	11%	26%	5.87%
Misty Coleman	29	23	2.00	0.00	0.00	62.10	39.70	4.20	0.0		160.00	108.00	131.00	68%	18%	14%	33%	6.15%
Scott Craft	2	17	4.00	0.00	0.00	35.00	61.00	3.40	0.0		122.40	103.40	120.40	84%	2%	14%	16%	5.89%
Joe Dunson	12	19	6.00	0.00	0.00	38.00	0.00	0.00	0.0		75.00	44.00	63.00	59%	16%	25%	41%	2.51%
Adrienne Felts	8	18	4.20	0.00	0.00	32.50	8.70	2.90	0.0		74.30	48.30	66.30	65%	11%	24%	35%	2.75%
Rick Gehlbach	15	23	23.50	0.00	0.00	38.90	0.00	1.50	0.0		101.90	63.90	86.90	63%	15%	23%	37%	3.64%
Helka Gienapp	12	14	0.00	0.00	0.00	25.70	59.40	3.20	0.0		114.30	88.30	102.30	77%	10%	12%	23%	5.03%
Dan Goodwin*	0	0	0.00	0.00	0.00	0.00	0.00	50.50	0.0		50.50	50.50	50.50					2.88%
Joni Grim	10	3	2.00	0.00	0.00	25.40	0.00	2.00	0.0		42.40	29.40	32.40	69%	24%	7%	31%	1.67%
Brad Hedges	0	3	0.00	19.40	0.00	0.00	0.00	0.00	0.0		22.40	19.40	22.40	87%	0%	13%	13%	1.11%
Rebecca Inboden	0	2	0.00	0.00	0.00	4.20	0.00	0.00	0.0		6.20	4.20	6.20	68%	0%	32%	32%	
Tony Issenmann	9	41	9.00	0.00	0.00	59.50	4.50	0.60	0.0		123.60	73.60	114.60	60%	7%	33%	40%	4.19%
Chris Johnson	28	22	8.90	0.00	0.00	42.70	0.00	0.00	0.0		101.60	51.60	73.60	51%	28%	22%	49%	2.94%
Jennifer Kennedy	4	17	9.60	0.00	0.00	25.60	0.00	0.00	0.0		56.20	35.20	52.20	63%	7%	30%	37%	2.01%
Amanda Martin	27	25	4.00	0.00	0.00	65.00	0.00	6.70	0.0		127.70	75.70	100.70	59%	21%	20%	41%	4.31%
Amynda Martin	4	7	29.50	3.00	0.00	3.60	0.00	0.00	0.0		47.10	36.10	43.10	77%	8%	15%	23%	
Karis Mason	0	0	0.00	19.60	0.00	0.00	0.00	0.00	0.0		19.60	19.60	19.60	100%	0%	0%	0%	1.12%
Jessica Mitchell	11	20	2.00	0.00	0.00	28.30	18.00	0.00	0.0		79.30	48.30	68.30	61%	14%	25%	39%	2.75%
Tricia Ostrander	8	17	21.00	0.00	0.00	47.00	0.00	0.00	0.0		93.00	68.00	85.00	73%	9%	18%	27%	3.87%
Marlies Parikian	19	42	2.80	0.00	0.00	74.70	0.00	0.00	0.0		138.50	77.50	119.50	56%	14%	30%	44%	4.41%
Robin Rippeth	1	3	3.60	6.70	0.00	5.50	0.00	3.30	0.0		23.10	19.10	22.10	83%	4%	13%	17%	1.09%
Claire Robitaille	6	13	0.00	0.00	0.00	51.20	0.00	0.00	0.0		70.20	51.20	64.20	73%	9%	19%	27%	2.92%
Jennifer Schwind	10	47	1.80	0.00	0.00	63.20	0.00	1.20	0.0		123.20	66.20	113.20	54%	8%	38%	46%	3.77%
Mike Selegue	7	34	1.80	0.00	0.00	68.80	0.00	0.60	0.0		112.20	71.20	105.20	63%	6%	30%	37%	4.06%
Sonya Slater	4	4	6.90	0.00	0.00	3.00	0.00	1.70	0.0		19.60	11.60	15.60	59%	20%	20%	41%	0.66%
Charles Snyder	36	71	0.00	0.00	0.00	0.00	0.00	0.00	51.5		158.50	51.50	122.50	32%	23%	45%	68%	2.93%
Heather Stevens	21	24	7.10	0.00	0.00	64.90	34.30	3.10	0.0		154.40	109.40	133.40	71%	14%	16%	29%	6.23%
Allison Waggonseiler*	0	0	0.00	0.00	0.00	0.00	0.00	63.50	0.0		63.50	63.50	63.50					3.62%
Miranda Zircher	6	16	29.80	0.00	0.00	34.30	0.00	0.30	0.0		86.40	64.40	80.40	75%	7%	19%	25%	3.67%
Sum Totals	316.00	545.00	154.20	48.70	0.00	963.40	243.60	229.60	51.50	0.00	2616.40	1755.40	2300.40					
Average														68%	12%	21%	33%	3.36%

* 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

July	2007								Tot Units	% of Tot
	DA	Eval	AOD	IND	Group	CSP	MED	Other		
Unit Rate	\$ 129.99	\$ 129.99	\$ 96.24	\$ 90	\$ 39.48	\$ 65	\$ 195	\$ 35		
Dean Bachelor	0.00	0.00	0.00	7.00	18.00	0.00	0.0	0.0		
	\$0	\$0	\$0	\$630	\$711	\$0	\$0	\$0	\$ 1,340.64	1.02%
A.J. Bierly	0.00	0.00	0.00	0.00	0.00	74.20	0.00	0.00		
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$4,823.00	\$0.00	\$0.00	\$ 4,823.00	3.68%
Kimberly Blair	4.50	0.00	0.00	91.60	0.00	7.00	0.00	0.00		
	\$584.96	\$0.00	\$0.00	\$8,244.00	\$0.00	\$455.00	\$0.00	\$0.00	\$ 9,283.96	7.08%
Misty Coleman	2.00	0.00	0.00	62.10	39.70	4.20	0.00	0.00		
	\$259.98	\$0.00	\$0.00	\$5,589.00	\$1,567.36	\$273.00	\$0.00	\$0.00	\$ 7,689.34	5.87%
Scott Craft	4.00	0.00	0.00	35.00	61.00	3.40	0.0	0.0		
	\$519.96	\$0.00	\$0.00	\$3,150.00	\$2,408.28	\$221.00	\$0.00	\$0.00	\$ 6,299.24	4.81%
Joe Dunson	6.00	0.00	0.00	38.00	0.00	0.00	0.00	0.00		
	\$0.00	\$0.00	\$0.00	\$3,420.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 3,420.00	2.61%
Adrienne Felts	4.20	0.00	0.00	32.50	8.70	2.90	0.00	0.00		
	\$545.96	\$0.00	\$0.00	\$2,925.00	\$343.48	\$188.50	\$0.00	\$0.00	\$ 4,002.93	3.05%
Rick Gehlbach	23.50	0.00	0.00	38.90	0.00	1.50	0.00	0.00		
	\$3,054.77	\$0.00	\$0.00	\$3,501.00	\$0.00	\$97.50	\$0.00	\$0.00	\$ 6,653.27	5.08%
Helka Gienapp	0.00	0.00	0.00	25.70	59.40	3.20	0.00	0.00		
	\$0.00	\$0.00	\$0.00	\$2,313.00	\$2,345.11	\$208.00	\$0.00	\$0.00	\$ 4,866.11	3.71%
Dan Goodwin	0.00	0.00	0.00	0.00	0.00	50.50	0.00	0.00		
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$3,282.50	\$0.00	\$0.00	\$ 3,282.50	2.50%
Joni Grim	2.00	0.00	0.00	25.40	0.00	2.00	0.00	0.00		
	\$259.98	\$0.00	\$0.00	\$2,286.00	\$0.00	\$130.00	\$0.00	\$0.00	\$ 2,675.98	2.04%
Brad Hedges	0.00	19.40	0.00	0.00	0.00	0.00	0.00	0.00		
	\$0.00	\$2,521.81	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$2,521.81	1.92%
Rebecca Inboden	\$0.00	\$0.00	\$0.00	\$4.20	\$0.00	\$0.00	\$0.00	\$0.00		
	\$0.00	\$0.00	\$0.00	\$378.00	\$0.00	\$0.00	\$0.00	\$0.00	\$378.00	0.29%
Tony Issenmann	9.00	0.00	0.00	59.50	4.50	0.60	0.00	0.00		
	\$1,169.91	\$0.00	\$0.00	\$5,355.00	\$177.66	\$39.00	\$0.00	\$0.00	\$ 6,741.57	5.14%
Chris Johnson	8.90	0.00	0.00	42.70	0.00	0.00	0.00	0.00		
	\$1,156.91	\$0.00	\$0.00	\$3,843.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 4,999.91	3.81%
Jennifer Kennedy	9.60	0.00	0.00	25.60	0.00	0.00	0.00	0.00		
	\$1,247.90	\$0.00	\$0.00	\$2,304.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 3,551.90	2.71%
Amanda Martin	4.00	0.00	0.00	65.00	0.00	6.70	0.00	0.00		
	\$519.96	\$0.00	\$0.00	\$5,850.00	\$0.00	\$435.50	\$0.00	\$0.00	\$ 6,805.46	5.19%
Amynda Martin	25.50	3.00	0.00	3.60	0.00	0.00	0.00	0.00		
	\$3,314.75	\$389.97	\$0.00	\$324.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 4,028.72	3.07%
Karis Mason	0.00	19.60	0.00	0.00	0.00	0.00	0.00	0.00		
	\$0.00	\$2,547.80	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 2,547.80	1.94%
Jessica Mitchell	2.00	0.00	0.00	28.30	18.00	0.00	0.00	0.00		
	\$259.98	\$0.00	\$0.00	\$2,547.00	\$710.64	\$0.00	\$0.00	\$0.00	\$ 3,517.62	2.68%
Tricia Ostrander	21.00	0.00	0.00	47.00	0.00	0.00	0.0	0.0		
	\$2,729.79	\$0.00	\$0.00	\$4,230.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 6,959.79	5.31%
Marlies Parikian	2.80	0.00	0.00	74.70	0.00	0.00	0.0	0.0		
	\$363.97	\$0.00	\$0.00	\$6,723.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 7,086.97	5.41%
Robin Rippeth	3.60	2.90	0.00	5.50	0.00	3.30	0.00	0.00		
	\$467.96	\$376.97	\$0.00	\$495.00	\$0.00	\$214.50	\$0.00	\$0.00	\$ 1,554.44	1.19%
Claire Robitaille	0.00	0.00	0.00	51.20	0.00	0.00	0.00	0.00		
	\$0.00	\$0.00	\$0.00	\$4,608.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 4,608.00	3.52%
Jennifer Schwind	1.80	0.00	0.00	63.20	0.00	1.20	0.00	0.00		
	\$233.98	\$0.00	\$0.00	\$5,688.00	\$0.00	\$78.00	\$0.00	\$0.00	\$ 5,999.98	4.58%
Mike Selegue	1.80	0.00	0.00	68.80	0.00	0.60	0.00	0.00		
	\$233.98	\$0.00	\$0.00	\$6,192.00	\$0.00	\$39.00	\$0.00	\$0.00	\$ 6,464.98	4.93%
Sonya Slater	6.90	0.00	0.00	3.00	0.00	1.70	0.00	0.00		
	\$896.93	\$0.00	\$0.00	\$270.00	\$0.00	\$110.50	\$0.00	\$0.00	\$ 1,277.43	0.97%
Charles Snyder	0.00	0.00	0.00	0.00	0.00	0.00	51.50	0.00		
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$10,042.50	\$0.00	\$ 10,042.50	7.66%
Heather Stevens	7.10	0.00	0.00	64.90	34.30	3.10	0.00	0.00		
	\$922.93	\$0.00	\$0.00	\$5,841.00	\$1,354.16	\$201.50	\$0.00	\$0.00	\$ 8,319.59	6.35%
Allison WaggonSeller	0.00	0.00	0.00	0.00	0.00	63.50	0.00	0.00		
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$4,127.50	\$0.00	\$0.00	\$ 4,127.50	3.15%
Miranda Zircher	\$29.80	\$0.00	\$0.00	\$34.30	\$0.00	\$0.30	\$0.00	\$0.00		
	\$3,873.70	\$0.00	\$0.00	\$3,087.00	\$0.00	\$19.50	\$0.00	\$0.00	\$ 6,980.20	5.32%
Sum Totals	\$15,065.84	\$5,446.58	\$0.00	\$79,281.00	\$9,617.33	\$11,641.50	\$10,042.50	\$0.00	\$131,094.75	

This chart represents the percentage of the total dollars billed by clinician in July 2007.