Mid-Ohio Psychological Services, Inc.

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QA MINUTES
January 15, 2008

Committee Members In Attendance:

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

Meeting Discussion

1. Shawna gave a status report on the written QA reports and monthly chart reviews.

2. The next QA committee meeting will be held on February 19, 2008.

I: MAJOR UNUSUAL INCIDENTS

The committee reviewed the MUI's that were verbally presented for December.

II: ABUSE AND NEGLECT AND DUTY TO WARN

Abuse and neglect report statistics were presented to the committee. A brief description was given of each report. There were 8 reports.

III: TRANSFERS FROM STATE HOSPITALS

There were no discharges from a state hospital and one discharge from community hospitalization. All clients were seen within fourteen days.

IV: PLANT/PHYSICAL HEALTH AND SAFETY

The annual fire inspections were conducted in the Lancaster and Columbus office, both were passed.

V: RECORDS COMPLETENESS REVIEW AND VI: PEER REVIEW

June chart reviews are underway. The charts for April chart reviews were presented to the committee. Staff continue to pass both reviews, with no patterns in the staff members who fail.

VII: UTILIZATION REVIEW

December utilization graphs and charts were presented to the committee. December was a slow month due to the holiday season, but not as bad as expected.

The agency service budget has not been presented for several months due to needing to be reworked.

VIII: INVOLUNTARY TERMINATIONS

No involuntary terminations were conducted during the month of December.

IX: PROFESSIONAL STAFF ORGANIZATION

No clinical staff reported attending training during the month of December.

The agency is planning trainings in projective and objective testing. Staff can also use NetSmart by filtering by APA and Ohio SWCMFT Board.

X: REVIEW OF WAITING LIST

The wait for clients to get in for their first appointment is 36.07, this was a slight increase from the last month, the holidays are thought to have created this increase.

The number of new clients was 97. The number of clients from Fairfield County remains stable.

XI: REVIEW OF SERVICES UNDER CONTRACT

The contract services being provided by Daniel DiSalvo, CNP in Columbus continue to be going well. At this time, we are providing only 8 hours of psychiatric service a month in Columbus.

XII: FOCUSED REVIEW AREA

The CSP Services Review write-up is being finished.

The Survivors Program review is in the final review stages.

The Waiting Room Survey write-up is almost complete, comments made by participants are weighing heavily toward the agency's need for psychiatric care, the agency is actively recruiting.

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 January.

XV: TREATMENT OUTCOMES REPORTING

Discussion was had by the committee regarding some of the challenges that have been discovered in trying to use the information on the DataMart and trying to track where the gaps in percentages are occurring. Rick Gehlbach spoke to the committee regarding calls he had made to the state questioning the accuracy of the reports being posted.

XVI: CURRENT PROJECTS AND UPCOMING EVENTS

Care management scales are in the final review process, it is hoped that the agency can conduct a full-implementation very soon.

The Standards of Care has had little change recently. Initial discussions with the CARF surveyors who are currently on site, indicate that the QA process is not accurately measuring quality of care issues or compliance with agency policies. The agency will need to look at rebalancing the QA process including tying it to standards of care.

There was extended discussion by the committee regarding chart reviews by the CARF surveyors indicating that there are issues with intelligence testing or record information in clinical files. There has been indication by the CARF surveyors that the agency needs to provide medication training for all employees and that there are components of documentation missing from the current psychiatry notes.

Based on feedback from CARF, discussing regarding the overall state of the agency's records was discussed. Backlogs in filing in the Columbus office, lack of notes due to the delay in transcription, and an abundance of open cases that need to be closed were highlighted as problems.

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