



QA MINUTES July 22, 2008

Committee Members In Attendance:

Jennifer Schwind
Shawna Watts
Kimberly Blair
Heather Stevens

Jessica Mitchell
Miranda Zircher
Brad Hedges

I: MAJOR UNUSUAL INCIDENTS

There were three MUI's reported for the month of June. An agency staff member's wallet and passport were taken from an office during the course of a day. A police report was filed; nothing has been recovered at this point.

II: ABUSE AND NEGLECT AND DUTY TO WARN

The committee briefly reviewed eight reports of abuse and neglect reported during the month of June. There were no duty to warns.

III: TRANSFERS FROM STATE HOSPITALS

There were no hospitalizations to be reviewed by the committee for the month of June.

IV: PLANT/PHYSICAL HEALTH AND SAFETY

There were no plant/physical health and safety items to report during June.

V: RECORDS COMPLETENESS REVIEW AND VI: PEER REVIEW

Using the new chart review forms was discussed with the review committee. Conducting a review of the agency's highest utilization clients for the prior fiscal year was discussed. It was decided that this activity would be a good use for the new forms, as these cases tend to be complex from a clinical standpoint and would generate questions regarding the use of the forms by the review staff.

The review committee also discussed concerns that the backlog that the transcription department is experiencing may impact the completeness of the charts. The reviewers



were asked at this point to review the chart and computer for notes in an attempt to identify any significant delays in getting notes to the charts.

Jessica Mitchell identified that her notes were behind the time frame that was being reported by other clinical staff, this issue was investigated and resolved with the transcription supervisor.

VII: UTILIZATION REVIEW

The committee briefly reviewed utilization information. The agency's percentage of scheduled but not fulfilled appointments remains at 32%, this includes percentage includes appointments that were no-showed or canceled.

VIII: INVOLUNTARY TERMINATIONS

No involuntary terminations were conducted during the month of June 2008.

IX: PROFESSIONAL STAFF ORGANIZATION

The committee briefly reviewed professional staff organization information, including the plan for the agency to provide a CEU training and all staff meeting at the beginning of October for agency staff and interested parties.

The committee also discussed the agency's future training plans through NetSmart and onsite trainings. The agency is currently in renewal status with both the CSWMFT and Psychology Board. Brad Hedges, Mike Selegue, Sonya Slater, and Shawna Watts have reviewed the application materials for both boards.

X: REVIEW OF WAITING LIST

No clients are on a waiting list. The committee briefly reviewed June's client statistics that included 111 new clients. Clients are being seen within 21.53 days of their telephone intake. This number is increased by a long wait time for evaluation services; generally a new client is seen within one week of intake.

XI: REVIEW OF SERVICES UNDER CONTRACT

The contract services being provided by Daniel DiSalvo, CNP in Columbus continue to be going well.

XII: FOCUSED REVIEW AREA

The focused area of review is to send quarterly reports to the ADAMH Board and to conduct a power failure drill.

XIII: RESPONSE TO LAST MONTHS FOCUS REVIEW

There was no follow-up needed regarding the previous months focused area of review.

XIV: CLIENT RIGHTS AND GRIEVANCES

There were three verbal client rights issues discussed with the agency. All but one of the complaints has been resolved to the satisfaction of the client. The third complaint has not been resolved due to a lack of an actionable complaint being made and the guardian not following through with information they wished to provide to substantiate the complaint so they agency can take action.

XV: TREATMENT OUTCOMES REPORTING

The tracking reports for this activity was discussed with the committee, members addressed concerns that the dates being tracked are not accurate, Dr. Hedges discussed plans to improve these reports by utilizing the agency's programmer.

XVII: GENERAL DISCUSSION

The committee was asked to email feedback to Shawna as she began using the form, so that next month the committee could begin addressing needed improvements and develop a guide to clarify the forms for training and consistency purposes.

Heather Stevens has joined the QA committee as a representative from the Columbus office so that the agency can insure that the QA process is being consistently applied throughout the agencies sites. Since the Delaware County charts will be housed in the Columbus office, she will also review these charts.