



QA MINUTES November 25, 2008

Committee Members In Attendance:

Jessica Mitchell	Miranda Zircher
Shawna Watts	Brad Hedges
Kimberly Blair	Mike Selegue
Heather Stevens	Jennifer Schwind

I: MAJOR UNUSUAL INCIDENTS

There was one MUI; the client was hospitalized due to a medical illness. The MUI was reported to the Fairfield County ADAMH Board within 24 hours.

II: ABUSE AND NEGLECT AND DUTY TO WARN

The committee briefly reviewed five reports of abuse and neglect reported during the month of October. The reports that were made were made in a timely fashion to the appropriate county's CPS office.

III: TRANSFERS FROM STATE HOSPITALS

There were two hospitalizations to be reviewed by the committee for the month of October. One hospitalization was a release from the state and the second was a community hospitalization, both clients were seen within 14 days of their release.

IV: PLANT/PHYSICAL HEALTH AND SAFETY

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

The reviews are being conducted in Columbus, after a brief lapse that was reported to the committee last month.

V: RECORDS COMPLETENESS REVIEW AND VI: PEER REVIEW

The high utilization review has been completed. After discussing the current backlog of months to review for QA, the committee decided to pick up in July 2008. This will allow the agency to comply with percentage requirements.



VII: UTILIZATION REVIEW

The only utilization information that was reviewed by the committee was that there were 667 clients seen during the month of October; this was a slight increase from the prior month. The agency's monthly summary was also shared with the committee.

There was a noticeable increase of intakes in the Columbus office, increases in new clients and client retention are important to generating the revenue needed to improve the agency's financial health. The agency's cash position still remains low.

VIII: INVOLUNTARY TERMINATIONS

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

IX: PROFESSIONAL STAFF ORGANIZATION

The committee discussed the weekly trainings that have been occurring in the Columbus office. Heather Stevens conducted QA training since the last meeting.

All staff members who have been employed by the agency for longer than one year have been assigned two trainings to be completed by early January, after a brief poll of the committee it was decided that the committee members should send a reminder due to low completion rate.

X: REVIEW OF WAITING LIST

No clients are on a waiting list. The committee briefly reviewed October's client statistics that included 109 new clients, a slight increase from last month.

XI: REVIEW OF SERVICES UNDER CONTRACT

Daniel DiSalvo, CNP continues to provide services in the Columbus office. There are still scheduling proficiency issues with these services.

XII: FOCUSED REVIEW AREA

The committee discussed the November focused area of review, of inviting a consumer advocacy group for agency service review. Due to poor response rates in the past with visits to consumer centers, a waiting room survey will be conducted in the Lancaster and Columbus offices.

XIII: RESPONSE TO LAST MONTHS FOCUS REVIEW

The committee discussed the September focused area of reviewing the agency's Anger Management Program. Mike reported having difficulty finding time to review client charts, it was suggested that the committee reach out to intern staff to get this review done.

XIV: CLIENT RIGHTS AND GRIEVANCES

There were two client grievances during the month of October. Two informal client issues were discussed with the committee from this month; one was a parent complaint that was resolved via a letter from the therapist. The second complaint was followed up after a client complained about treatment during a diagnostic assessment. The client will not return calls from the agency.

XV: TREATMENT OUTCOMES REPORTING

ODMH has rescinded the requirement for submission of Outcomes, however the agency will continue to submit them to comply with CARF requirements and to continue to receive “incentive” funds from the ADAMH board. Brad will continue to send out the tracking reports.

XVII: GENERAL DISCUSSION

Brief updates were given regarding the Care Management Scales; the agency continues to collect the data and will do so through the end of the year at which point a review will be conducted.

The standards of care website continues to be developed, all of the training materials are being integrated into the website.

The new standards manual has arrived.

The committee also discussed the need to conduct a referral source survey. After discussion by the committee it was decided that the survey that was used for prior years will be reviewed and then be administered at Fairfield County Children Services, Delaware County Children Services, Fairfield County Municipal Court and The Community Advocacy Center.