

**NOVEMBER 2009**

**RESPONSE TO LAST MONTHS FOCUS REVIEW**

A review of client's with high utilization of services has been completed. 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 fourteen 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 good overall. Based on this sample, the clinical staff is doing a good job of providing appropriate levels of service, and coordinating the care needed by the client within the agency from what is often the most demanding client's on the clinicians' case load.

There were some sporadic issues with documentation not being in the client's charts, in most cases, the notes and ISP's were in the client's computer record, but a signed copy was not in the client's chart. There was one service provider that had a high occurrence of these issues and this has been addressed with the provider's supervisor and a plan of correction is underway.

It should be noted that since clinical staff have been able to use CIS to create their own notes, that the instances of notes not being in the chart decreased to almost zero instances in the final 90 days of the fiscal year being reviewed.