

OCTOBER 2009

RESPONSE TO LAST MONTHS FOCUS REVIEW

The QA Coordinator has begun the review of the high utilization clients. The biggest issue currently being addressed is notes that are in the client's computer record, but not signed and in the client's chart. These errors are being addressed with the clinical staff assigned to each case. The agency's programmer is currently working on modifications to the Clinical Information System to build in more checks and balances to correct this issue in the future.

The QA committee has decided to review the agency's AOD program for the service area evaluation. This area was chosen due to an increase in the number of clients being seen with an AOD diagnosis. This review will be coordinated with the Standards of Care website update. The plan is to pull a sample of clients seen in the past 18 months with an AOD diagnosis. The client treatment will be compared to the standards of care currently established by the agency for AOD treatment; the standards include administration of diagnostic testing, referrals to 12 step programs, and education.