



QA MINUTES September 25, 2009

Committee Members In Attendance:

Miranda Zircher
Mike Selegue
Jennifer Schwind
Cara Sussman

Heather Stevens
Brad Hedges

I: MAJOR UNUSUAL INCIDENTS

The committee discussed two MUI's from August; most were related to the hospitalization and evaluation of clients.

II: ABUSE AND NEGLECT AND DUTY TO WARN

There were four reports made to Child Protective Services during August. The reports that were made were made in a timely fashion to the appropriate county's CPS office. All of the reports filed were filed with CPS Franklin county.

There were no "duty to warn" report filed during August.

III: TRANSFERS FROM STATE HOSPITALS

There were no hospitalizations to be reviewed.

IV: PLANT/PHYSICAL HEALTH AND SAFETY

There were no plant/physical health and safety occurrences to report.

V: RECORDS COMPLETENESS REVIEW AND VI: PEER REVIEW

The committee reviewed the QA Review forms related to the reviews they have been working on. The committee discussed the fact that compliance scores have been low.

The committee also discussed the current plans to move forward with the agency's annual high utilization review. Clients with over 100 sessions will be reviewed. The first step in this process is to notify staff of the clients that will be reviewed so they can do a completeness review of the chart. Dr. Hedges will also review the diagnosis information of the clients to ensure that the level of care is appropriate given the diagnosis. The third step in the process will be for the QA Coordinator to review the charts billing records and



general completeness. The final step is for the clinical staff to make corrections that are determined needed from the review.

VII: UTILIZATION REVIEW

Utilization of all service types has remained steady, the intakes for new clients has remained strong.

VIII: INVOLUNTARY TERMINATIONS

No involuntary terminations were conducted during August.

IX: PROFESSIONAL STAFF ORGANIZATION

A second QA training is going to be conducted in Licking County in the next couple of months to address the issue that there is no one trained to do QA at that location.

A “scope of practice” form will be updated for all staff in the near future and completed forms will be posted on the Staff portion of the SOC page so that QA reviewers will have access to them.

X: REVIEW OF WAITING LIST

No clients are on a waiting list. The number of new clients has remained strong--there were 101 new intakes during the month of August.

XI: REVIEW OF SERVICES UNDER CONTRACT

Daniel DiSalvo, CNP continues to provide services in the Columbus office.

XII: FOCUSED REVIEW AREA

The focused area of review for August is to review client and staff grievances for patterns and forward a report to the board of directors. This will be presented at the next scheduled board meeting.

The focused area of review for September is to review one service area.

XIII: RESPONSE TO LAST MONTHS FOCUS REVIEW

There was no discussion of the previous month’s reviews.

XIV: CLIENT RIGHTS AND GRIEVANCES

There were no formal client grievances during August. There were two informal reviewed by the committee. The first grievance was related to an allegation of physical

abuse of a client by a staff member. The Fairfield County ADAMH Board investigated the allegations and reported that they seemed unfounded.

The second informal grievance was a parent's concerns regarding psychological evaluations findings. The parent was provided with an explanation of all of the agency's practices regarding evaluations. The parent was not satisfied with the information provided; however no formal grievance has been filed at this time.

XV: TREATMENT OUTCOMES REPORTING

There was no discussion of outcomes.

XVII: GENERAL DISCUSSION

No updates were provided for Care Management Scales or the standards of care website.

The committee reviewed physical safety issues that may arise within the agency's day to day practices. The committee discussed what should happen if a client attacks a staff member.

Next meeting is scheduled for October 27, 2009.

cc: Fairfield County Mental Health and Recovery Services Board
MOPS Board of Directors

MOPS Staff
QA Minutes Log Book