

QA MINUTES

April 26, 2011

Committee Members In Attendance:

Heather Stevens
Mike Selegue
Shawna Watts

Brad Hedges
Shauna Ridenour
Zachary Schellhause

Major Unusual Incidents

The committee reviewed MUI's from March. There were five incidents reviewed. All reports were made in a timely fashion.

Abuse and Neglect and Duty to Warn

The committee reviewed reports from March. There were nineteen reports reviewed by the committee for reports made to Child Protective Services.

There was one report made to Adult Protective Services.

Transfers from State and Community Hospitalization

The committee reviewed releases from March. There were no clients released from state hospitalization and two released from community hospitalization. All clients were seen within fourteen days.

Plant/Physical Health and Safety

Each site is conducting the monthly reviews. At this time there are no major issues being addressed.

Records and Peer Review

We need to make progress on getting charts reviewed. The QA Coordinator will review the attendance logs for the QA trainings and determine who needs to be trained. Then the requirement that all clinical staff review at least one chart per month will be rolled out to all staff.

Utilization Review

The number of services being provided continues to increase as agency sites grow.

Involuntary Terminations

There were no involuntary terminations. The committee discussed the circumstances in which a client would be involuntarily terminated. Dr. Hedges discussed situation in the past in which the agency has utilized reassigning clients and setting additional boundaries with clients in lieu of termination.

Professional Staff Organization

The agency will be rolling out required trainings to meet the CARF requirements. An e-training on Somali culture has already been rolled out.

Review of Wait List

The new clients for each location were reviewed. The agency continues to see clients within thirty days from intake. All sites have had good production.

Services Under Contract

There have been no changes to the services provided by Daniel Disalvo. His semi-annual review has occurred.

Focused Area of Review

The focused area of review for April is to review referrals to other agencies; this will be done using the monthly summary forms.

Review of Previous Months Focused Area of Review

The accessibility survey is underway.

Client Rights and Grievances

There was one informal client grievance. The guardian of a client made a complaint regarding their treatment by agency staff. The clinician assigned to the case and their supervisor was able to resolve the issue.

Treatment Outcomes Reporting

The adult outcomes have been fully implemented. The statistics have been run on the youth outcome and Katie Lemke is working on the write up. Katie may conduct a survey with staff regarding the measure. CIS will be updated after both are fully implemented.

Standards of Care

The standards of care website has been converted to a Wiki format and the improvements have been realized quickly. All clinical staff are encouraged to make an entry in an area where they can contribute resources they use, so that other staff can utilize them.

General Discussion

Dr. Hedges shared the results of a referral source satisfaction survey that was conducted by the ADAMH Board and the Family First Counsel. Overall the agency did well, but we need to increase activities around awareness of the agency and the services we offer due to low feedback in this area.