

QA MINUTES

February 22, 2011

Committee Members In Attendance:

Heather Stevens
Mike Selegue
Shawna Watts
Allison Clements

Brad Hedges
Shauna Ridenour
Zachary Schellhause

The QA Committee spent time reviewing the role of the committee due to recent changes in the composition of the committee. Miranda Zircher has left the committee due to taking on a supervisory position within the agency. Beth Sleeper has left the committee due to spending the majority of her time in the Delaware office. Shauna Ridenour and Zachary Schellhause have joined the committee.

Major Unusual Incidents

The committee reviewed MUI's from November, December, and January. There were nine incidents reviewed. There were some issues with reports being sent to the ADAMH board in a timely manner due to holiday vacations and reports being scanned in timely fashion from other sites. These issues have been addressed.

Abuse and Neglect and Duty to Warn

The committee reviewed reports from November, December, and January. There has been a significant increase in the number of reports being made. There were a total of fifty seven reports. Committee members discussed appropriate times to report abuse that may have already been reported; overall if there is any doubt, it should be reported again. Dr. Hedges spoke to the committee regarding the importance of the disclosures we make, due to the fact that we often obtain additional details that may not have been given in the past.

There was one report to Adult Protective Services. The committee members discussed the age at which reports should be made and what reports should be made if there are developmental disabilities.

There were two duty to protect reports made. Two of the three reports were made due to a client making threats toward caseworkers, the third was a report made to a school due to a client overhearing a threat made by a peer.

Transfers from State and Community Hospitalization

The committee reviewed releases from November, December, and January. There were two clients released from state hospitalization and three released from community hospitalization. All but one client was seen within the fourteen day requirement. There were efforts made by staff to engage the client that was not seen within 14 days in services, however the client was resistant to returning for services.

The committee also discussed the fact that AJ Bierly is now acting as the agency's liaison at Appalachian Behavioral Health by attending monthly status meetings.

Plant/Physical Health and Safety

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

Due to the agency moving to a new location in Licking County, the new space has been inspected for an occupancy permit and a fire inspection has been scheduled.

Records and Peer Review

Records and peer reviews are falling behind, committee members were reminded to do reviews and an email will be sent to all other reviewers.

Utilization Review

The number of services being provided continues to increase as agency sites grow. The agency has increase the total number of clients seen from 2,000 to 3,000 in the last couple of years.

Involuntary Terminations

There were no involuntary terminations.

Professional Staff Organization

The training schedule has been posted through the end of the APPIC intern rotation. The agency is also in the process of doing a series of core and supervisory trainings. Committee members were encouraged by Dr. Hedges to make suggestions for training needs.

As the standards of care website continues to develop the agency will be doing more competency based trainings.

Review of Wait List

The new clients for each location were reviewed. The agency continues to see clients within thirty days from intake.

Services Under Contract

There have been no changes to the services provided by Daniel Disalvo.

Focused Area of Review

The review for November was to invite members of a consumer advocacy group for any agency service review. This review has been an issue due to the fact that Our Place closed due to funding issues; surveys were conducted with consumers at this drop in center in the past. The agency has struggled with access to a base of none agency clients since Our Place closed. The agency will continue to work on ways to gain consumer feedback.

The review for December was to conduct the annual review of the agency's policies and procedures. Many policies and procedures have been reviewed as part of the preparation for the CARF survey. The changes will be compiled and the list of changes will be provided to the agency board.

The review for January was to review trends and patterns of services, highlighting gaps. Service types will be reviewed for the past year. An annual safety report will be compiled and forwarded to the board. Fire drills have been conducted.

The review for February is to review accessibility, availability, appropriateness of services for clients who speak a language other than English or have a handicapping condition. A web survey will be conducted with all agency staff.

Review of Previous Months Focused Area of Review

The agency has received a copy of the JSO review that was conducted in the Columbus office. A meeting was conducted and the agency requested revisions to the report due to the fact that the review was conducted as if the agency was providing services in a corrections setting.

Client Rights and Grievances

One informal grievance was reviewed with the committee. The client who made the complaint continues to receive services from the agency.

Treatment Outcomes Reporting

The youth outcomes measure is still being tested due to a lack of time for the data to be analyzed. As a result, we continue to use the Ohio Outcome Measure as well as the agency developed instrument until it can be adequately validated.

The agency will be reporting outcomes at a clinician level when the agency's HR database project is completed.

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 being reintroduced to in a series of meetings being held at each site.