

# **Connellsville Counseling & Psychological Services**

## **IBHS QUALITY REPORT**

**2021**

What areas do we measure?

1. Quarterly self-audits for billing errors that would affect reimbursement.
2. CSR: Continued Stay Requests
3. Quarterly Incident Reports
4. Quarterly Behavioral Support Management
5. Quarterly Grievance Report
6. Yearly client satisfaction surveys
7. Yearly employee satisfaction surveys

### **Self-Audit**

Three Self-Audit reports were completed as of March 10, 2022 for the year 2021. The fourth quarter is currently in process.

For the first quarter a total of \$147.47 was returned to Beacon Health Options, Pennsylvania Medicaid program. A total of 288 claims lines were evaluated. 4 of the 288 lines required corrective action resulting in retractions of billed services. Overall, this is a 1.4% error rate.

For the second quarter a total of \$415.10 was returned to Beacon Health Options, Pennsylvania Medicaid. A total of 330 lines were evaluated. 4 of the 330 lines required corrective action resulting in retractions of billed services. Overall, this is a 1.2% error rate.

For the third quarter a total of \$203.38 was returned to Beacon Health Options, Pennsylvania Medicaid Program. A total of 285 claim lines were evaluated. 3 out of the 285 lines required corrective action resulting in retractions of billed services. Overall, this is a 1% error rate.

Of the 3 reports the second quarter showed an increase in errors. Our findings indicated that two lines overlapped in time and two lines were billed for too many units by the billing clerk.

Summary:

### **CSR: Continued Stay Requests**

In the first quarter, out of the 48 clients of which data was analyzed, 44/48 (91%) of clients made progress towards their objectives/goals within treatment. There were 6 clients who did not make progress due to new admission who were not included in the “did not make progress category at this time.”

In the second quarter, out of the clients of which data was analyzed, 47/48 (97%) of clients made progress towards their objectives/goals within treatment. There were 2 clients who did not make progress were admissions who were not included in the “did not make progress category at this time.”

In the third quarter, out of the 46 clients of which data was analyzed, 46/46 (100%) of clients made progress towards their objectives/goals within treatment. There was 1 client who did not make progress was a new admission who was not included in the “did not make progress category at this time.”

In the fourth quarter, out of the 45 clients of which data was analyzed, 40/45 (88%) of clients made progress towards their objectives/goals within treatment. There was 1 client who did not make progress who a new admission and was not included in the “did not make progress category at this time.”

### **Incident Reports**

There were no incident reports the fourth quarter

### **Quarterly Behavioral Support Management**

There were no reports of any BSM for 2021.

### **Quarterly Grievance Report**

There were no grievances or complaints filed by any staff or clients for the year 2021.

### **Yearly client satisfaction surveys**

Client satisfaction surveys were completed for the 1st and 4th quarter of 2021.

For the 1st quarter of 2021 survey satisfaction sheets were mailed to all families receiving IBHS. The surveys contained self-addressed stamped envelopes to return the surveys to Connellsville Counseling & Psychological Services via mail. The survey was eight questions and measured the level of satisfaction with the staff and services received. Of the 53 surveys mailed to clients receiving services, five clients returned completed surveys.

100% were very satisfied with services they were receiving

80% describe the services as reliable

80% describe the services as high-quality

100% describe the services as useful

80% felt that the services meet their needs as extremely well

20% felt that the services meet their needs very well  
80% rated the services as very high-quality  
20% rated the services as high-quality  
60% felt we were extremely responsive in responding to their concerns  
20% felt we were very responsive in responding to their concerns  
20% felt we were moderately responsive in responding to their concerns  
80% reported that they would be extremely likely to use our services again  
20% reported that they would be very likely to use our services again  
80% would recommend our services to a friend

For the 4th quarter of 2021 satisfaction surveys were completed with families receiving IBHS via phone due to the low response rate from the 1st quarter. The survey was eight questions and measured the level of satisfaction with the staff and services being received. Of the 53 clients contacted, 22 were responsive in completing the survey.

63.64% were satisfied with services  
36.36% were somewhat satisfied with services  
59.09% described services as reliable  
45.45% described services as high quality  
72.73% described the services as useful  
4.55% described the services as unreliable  
45.45% felt services met their needs as extremely well  
31.82% felt services met their needs very well  
18.18% felt services met their needs somewhat well  
4.55% felt services met their needs not so well  
40.91% rated services as very high quality  
45.45% rated services as high quality  
13.64% rated services as neither high nor low quality  
77.27% felt we were extremely responsive in responding to their concerns  
9.09% felt we were very responsive in responding to their concerns  
13.64% felt we were moderately responsive in responding to their concerns  
68.18% reported that it would be extremely likely to use our services again  
22.73% reported that it would be very likely to use our services again  
4.55% reported that it would be somewhat likely to use our services again  
4.55% reported that it would be not at all likely to use our services again  
95% would recommend our services to a friend

## **Yearly employee satisfaction surveys**

IBHS satisfaction surveys are completed yearly and data is collected through survey monkey. On March 10, 2022 IBHS employees were emailed a survey. CCPS received 15 responses to the survey. This represents a 75% response rate.

Outcome of the survey indicates that 66.67% responses indicated that their work was extremely meaningful and 33.33% indicated very meaningful

Survey indicated that 46.67% feel that a great deal of their opinions matter to their manager. 46.67% feel that a lot of their opinions matter to their manager. 6.67% feel that their opinion matters to their manager a moderate amount.

40% of employees indicated that their supervisor's expectations were extremely realistic and 60% responded with very realistic.

Survey indicates that 40% of employees stated that they extremely often find that the task assigned to them by their supervisor helps them grow professionally. 53.33% of employees find that the task assigned to them by their supervisor helps them very often grow professionally. 6.67% of employees find that tasks assigned to them by their supervisor moderately often helps them grow professionally

Over half of the employees that responded at 66.67% showed that they were extremely satisfied with their job while 33.33% responded with moderately satisfied.

66.67% of employees indicated that they are extremely proud of the services their employer provides and 33.33% of employees indicated that they are very proud.

Survey also showed that 66.67% of employees were extremely comfortable with voicing their concerns to their supervisor and 33.33% were very comfortable.

When asked if employees would like to interact with their supervisor more, less, or about the same amount as they currently interact with them, 13.33% responded with a great deal more. 6.67% responded with quite a bit more while 6.67% responded with somewhat more. 73.33% responded with wanting to interact the same amount.

Per survey 80% of employees always feel that their supervisor explains why decisions or goals were changed and 20% responded most of the time.

Survey showed that 53.33% of employees felt that their supervisor's expectations were extremely realistic. 46.67% indicated very realistic.

66.67% of employees feel that their supervisor handles employee problems extremely well. 20% responded with very well and 13.33% with moderately well.

Survey indicated that 73.33% of employees felt that management was extremely committed to making the company a more positive place to work. 26.67% indicated very committed.

