

# Connellsville Counseling & Psychological Services

## OUTPATIENT QUALITY REPORT FOR 2021

What areas do we measure?

1. Quarterly self-audits for billing errors that would affect reimbursement.
2. ACORN: A COLLABORATE ONLINE RESOURCE NETWORK
3. Quarterly Incident Reports
4. Quarterly Behavioral Support Management
5. Quarterly Grievance Report
6. Quarterly correction and prevention reports
7. Yearly client satisfaction surveys
8. Yearly employee satisfaction surveys

Summary:

Two **Self-Audit** reports were completed as of January 5, 2022 for the year 2021. The fourth quarter is currently in process.

A total of 2601.62 was returned Beacon Health Options, Pennsylvania Medicaid program

A total of 744 lines of service were evaluated

A total of 25 lines of service has finding that required corrective actions resulting in retractions of billed services

Please see attached sample audit sheet

Overall error rate is 3.6 %. This is a 2 percent increase over last year's error rate

Of the two reports, the third quarter showed the most significant increase in errors.

Summary:

**ACORN:** Over the past year we have advanced our use of ACORN and have worked to implement outcome measurements more during session. We now print the ACORN report and review this during treatment plan reviews with clients. At this time, it is then determined whether treatment needs increased or decreased based on progress or regression.

**Summary Of Data Collected:**

Connellsville Counseling and Psychological Services (CCPS) completes quarterly outcome measurements through ACORN to determine efficacy of treatment that clients are receiving.

**Reason For Data Collection:**

CCPS is invested in the quality of services clients receive and the progress they are making in treatment. We are committed to assessing the overall improvement of clients as well as the effectiveness of individual therapists.

We strive for both our employees and clients to reach a high level of satisfaction with their employment and services received.

**Outcome of Data Collected:**

**ACORN:** CCPS analyzed 855 cases during 2021. Of those cases 48% had significant improvement, 17% had somewhat improvement, 21% had no change, 10% somewhat worse, and 4% significantly worse.

What we learned was 35% of our clients had no change or were doing worse.

Summary:

**Incident Reports:** There was a total of two incident reports for the year 2021

QQQQClient Report: Client reported a slip and fall on CCPS grounds. Insurance provider notified. Client did not follow up with treatment or pursue claim

Summary:

**Behavioral Support Management (PCIT):** There were no reports of any BSM for 2021

Summary:

**Quarterly Grievance Report:** There were no grievances or complaints filed by any staff or clients for the year 2021

Summary:

**Client Satisfaction** survey was reduced to one time for the year 2021. In the past satisfaction surveys were completed as much as quarterly or semi-annually. Due to changes in staff and difficulties hiring, the survey was completed once this year. CCPS will address this issue in our improvement plan at the end of this report.

Five active clients from each therapist were chosen to survey. Totaling 65 clients. CCPS has tried different methodologies for data collection in the past, including mailing, emailing and direct calling. The greatest return comes from direct calling. 2021's sample was contacted by direct

calling. The HR coordinator completed the surveys with the client and entered their responses into Survey Monkey. Of the 65 clients contacted, 26 provided responses.

Outcome responses were as follows:

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95% of the responses showed that overall clients were extremely satisfied with our services and only 5% responded with somewhat satisfied.

90% of clients would use the word reliable when describing our services, 55% choose high quality and 75% would use the word useful. No one indicated they would use the words ineffective, poor quality or unreliable.

Per survey 60% of clients would say that our services meet their needs extremely well and 40% responded with very well.

100% of clients would rate the quality of our services very high quality or high quality.

Survey showed that 65% of clients found us to be extremely responsive to their questions or concerns about our services and 35% found us to be very responsive.

100% of clients would be extremely likely or very likely to use our services again.

95% of clients would recommend our services to a friend or colleague.

There were no other questions, comments or concerns indicated.

Summary:

**Employee Satisfaction** surveys are completed yearly. Survey Monkey emails the employee's a satisfaction survey. The employee responds to the questions directly through Survey Monkey.

On January 26, 2021 27 clinic employees were emailed a survey. CCPS received 18 responses to the survey. This represents an 85% response rate.

Outcome of the survey indicates that 100% responses indicated that their work was between extremely meaningful and very meaningful

50% of employees indicated that their supervisor's expectations were extremely realistic, 38.89% responded with very realistic while 11.11% responded with moderately realistic.

Survey indicates that 100% of employees stated that extremely often or very often they find that the task assigned to them by their supervisor helps them grow professionally.

Over half of the employees that responded at 61.11% showed that they were extremely satisfied with their job while 38.89% responded with moderately satisfied.

100% of employees indicated that they are proud of the services their employer provides.

Survey also showed that 61.11% of employees were comfortable with voicing their concerns to their supervisor. 27.78% were very comfortable while 11.12% were moderately or slightly comfortable.

When asked if they would like to interact with their supervisor more, less, or about the same amount as they currently interact with them 83.33% responded with about the same amount. 5.56% responded with a great deal more while 11.12% responded with somewhat more or somewhat less.

Per survey 66.67% of employees always feel that their supervisor explains why decisions or goals were changed and 27.78% responded with most of the time. 5.56% responded with once in a while.

Survey showed that 88.88% of employees feel that their supervisor's expectations were extremely realistic or very realistic. 11.11% indicated moderately realistic.

55.56% employees feel that their supervisor handles employee problems extremely well. 38.89% responded with very well and 5.56% moderately well.

Survey indicated that 100% of employees felt that management was committed to making the company a more positive place to work.

**Utilization of the annual review findings to improve psychiatric outpatient clinic services for 2022 include:**

**PQI FUTURE PLANS FOR 2022:**

Additional staff have been hired to accommodate previous level of quarterly monitor.

Self-Audits will return to four times per year for the mental health clinic.

Staff will be in serviced and trained on Beacon Health Options critical incident reporting.

Client satisfaction surveys will return to quarterly.

Client chart auditing will be expanded to include indicators of medical necessity. A new chart tool was developed and is attached to this document.

We are looking to integrate technology more throughout 2022 to make services more accessible and better utilize support staff time. Additionally, we hope to decrease documentation errors by utilizing docusign more as well as working towards obtaining signatures through electronic signing pads.

Technology Quality Improvements in 2022 Include:

- Increase use of docusign
- Implementing topaz signing pads to decrease human error with encounter forms

We will do employee satisfaction surveys and will work towards improving any areas of concern.

We will have all staff review the new Fraud, Waste, and Abuse training presented by Beacon Health Options and will maintain documentation of completion in HR files.

We will utilize ACORN during treatment planning sessions to work collaboratively with clients to determine appropriate levels of treatment will strive towards a higher improvement rate. Additionally, clients who are not improving or are presenting with worsening symptoms will be discussed with the psychiatrist and /or supervisor and the treatment team will work collaboratively to improve client outcomes.