

Management Summary Report

FY 2013

L & P Services, Inc.

L & P Services, Inc. continues to grow and expand. During Fiscal Year 2013, L & P Services has maintained a positive cash flow, transitioned to new ownership and administration, and established an additional facility for outpatient mental health and substance abuse. The new facility, located on Marion Street, Marietta, also includes our first primary care office. L & P Services is working toward integrating all health services for its consumers by offering the primary care service and coordinating other needed health services through affiliation agreements.

Also, during FY 13, L & P Services added Suboxone treatment for up to twenty clients as another option within our substance abuse treatment interventions.

On the negative side we saw case managers continue to struggle with meeting productivity levels and we continued to have significant turnover in Qualified Mental Health Specialists.

Waiting list: There was no waiting list this fiscal year.

Outcomes: L & P Services continues to use the new outcomes management tool developed in FY 12. Average consumer reports on satisfaction and outcomes continue to be well above average.

Health and Safety: There were no identifiable trends or patterns.

Incident Reports: A safety issue regarding the handicap parking curbs was identified. The building owner will soon be making the necessary corrections.

Major Unusual Incidents: Three suicides were reported during the fiscal year. One was within three days after release from emergency room and one month after being discharged from psychiatric hospital where he had received ECT. A collaborative meeting with Marietta Memorial Hospital was held following the incident to review the case.

Peer Review: Overall quality of client records continued to improve. Lapses in six month "Continued Stay Criteria" documentation was the area of most compliance issues.

Financial: Measures were taken throughout the year to adjust to changes in revenue. Productivity was continually monitored and interventions were developed to take corrective actions as necessary.

Billing: A sample of 25% of total client billings were reviewed and four billings were found to be in error.

Document review: Consistent completion of Outcome Measurements was the most common deficiency.

Field Trends: Electronic Health Records - Plans are still underway to purchase and implement. A contract is currently being negotiated with Echo Software.

Health Homes - The Ohio Mental Health and Addiction Services department has finalized the Health Home rules and rates to help agencies provide integrated care more efficiently. L & P Services is still considering if Health Home certification would constitute a better approach to serving our clients.

Human Resources: No trends or patterns noted other than less turnover in most departments including front desk.

Resource Allocation: Maintained sufficient staff to support client load.

Utilization Review: L & P Services had a slight reduction in the number of mental health clients and a slight increase in substance abuse clients. Overall, total census remained about the same. Services provided remained under the maximum thresholds for each certified service as determined by the Ohio Mental Health and Addiction Services department.

Drug Regimen: Regular reviews by a local Pharmacist appeared extremely helpful. No significant issues were found and suggestions were made to clinical staff to review certain medications being prescribed.

Technology Report: Software and hardware programs were maintained or added for therapists who needed them; Passwords were routinely changed. Scanner was added to the Marion Street location. New billing and client records software was reviewed and scheduled to be purchase in the early part of FY 14.

Risk Analysis Report: Liability insurance was maintained. Reports were reviewed weekly, monthly, and quarterly to ensure positive cash flow, health and safety issues, adequate staffing for number of clients. See detailed plan

Accessibility Report: Parking continues to be less of a problem at each site since the adjustment of staff schedules. Interpreter services are available and being utilized. Continue to fund and work on ways to make services more accessible by clients both through increased funding. See detailed report.