

# Management Summary Report

FY 2014

## L & P Services, Inc.

During Fiscal Year 2014, L & P Services has maintained primary care services, substance abuse services and mental health services. We acquired another satellite office in Belpre but as of the end of FY '14 the office had not opened.

Below is a summary of pertinent quality control elements:

**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:** Incidents that involved out-of- the ordinary occurrences were reported on “non-reportable” incident forms. There were several reports but none that would have a significant impact on quality of care or liability issues.

**Major Unusual Incidents:** There were no incidents that met the criteria for “major unusual”, therefore no “Major Unusual Incident” reports needed to be filed with the Washington County Behavioral Health Board or the Ohio Department of Mental Health and Addiction Services.

**Peer Review:** Overall quality of client records continued to improve. Lapses in six month “Continued Stay Criteria” documentation in AoD charts were the area of most compliance issues. There were also some late Mental Health treatment plans.

**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. Unaudited financial statement for FY'14 shows an increase in expenses by \$458,142 (\$2,630,169 in FY '13 to \$3,088,311 in FY'14)

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

**Field Trends:** Health Homes – After reviewing the rate methodology developed by the Ohio Department of Mental Health and Addiction Services, L& P Services decided to abandon the plan to provide the Health Home service at this time. We believe it would be in the best interest of clients served and in the best interest of the agency's finances, to continue to provide the standard CPST service instead.

**Human Resources:** L & P Services continues to see a need for more counselors and CPST providers. We have had some turnover in these positions and we continue to recruit qualified professional staff. We would like to provide more frequent services to our clients which would improve quality of care and potential revenue. Two main obstacles are lack of qualified professionals available and lack of adequate office space.

**Resource Allocation:** Maintained sufficient staff to support client load.

**Utilization Review:** The average number of clients served increased from 1,770 in FY '13 to 1,862 in FY '14 (an increase of 92 clients) The average number of kept appointments increased from 1,408 to 1,753. (an increase of 345). There was no waiting list in FY '14. Changes in FTE's in each category was as follows: Case Management staff decreased from 8.2 to 6.7; counselors increased from 14 to 14.8; Physicians decreased from 1.7 to 1.66; RN's remained the same at 3.5; and Nurse Practitioners increased from .43 to .77.

**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. Electronic Medical Records were purchased from Echo Software with implementation to begin in the 2<sup>nd</sup> half of FY '15.

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

**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.

Submitted By:

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