



**Jewish Family Services**

*Embracing Possibility.*

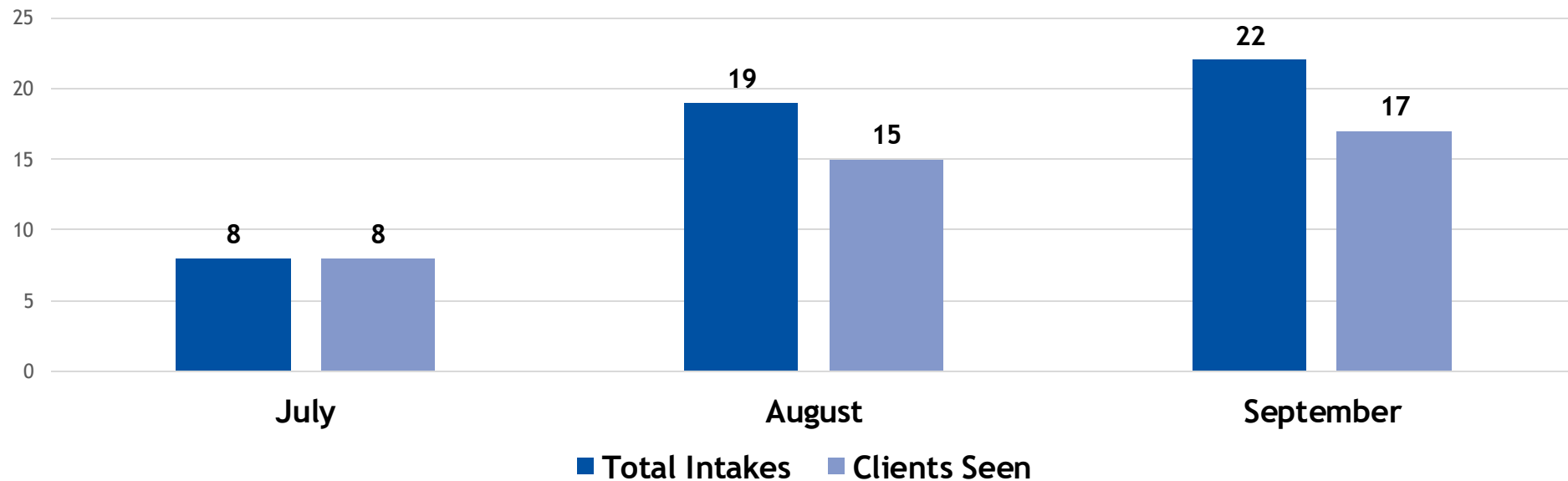
**Performance and Quality  
Indicators/Improvement  
November 1, 2024**

# Agenda

1. Intake callers who became clients
2. Mental Health Client Satisfaction
3. Controllable Billing Adjustments
4. Quarterly Risk Management
5. Semi-annual HIPAA Compliance update

# Intakes – July through September 2024

	Total Intakes	Needs Higher Level	No Response	Not Offered by Agency	Declined Services	Referred/ Transferred	Client Not Seen	Admitted
July-24	8	0	0	0	0	0	0	8
Aug-24	19	0	0	0	0	0	4	15
Sept-24	22	0	0	0	1	3	1	17



# Mental Health Client Satisfaction

**7 surveys were submitted between May and October**

1. Do you feel your clinician treated you with respect?
2. Do you feel that the important issues regarding you (or the child/client) were addressed during the clinical services process?
3. Do you feel that you were an important part of the overall process?
4. Did the clinician explain all forms and the entire process to you?
5. Did the clinician give you the opportunity to ask questions, and did you feel that the process was collaborative?

**All questions above received a 5/5 "strongly agree" responses across surveys**

"[Clinician Name] and [Director] are understanding, caring and willing to be as supportive as possible."

-Parent of child clinic client

"[Clinician Name] is amazing!"

-Child clinic client

# Controllable Billing Adjustments

Increasing billable services is a key goal in our strategic plan, and the Controllable Billing Adjustments report serves as a good monitor of our clinical program's billing processes.

These metrics offer specific detail in how we can improve our collections of earned revenue.

**Examples of controllable losses:** no authorization; out of timely filing

**Examples of uncontrollable losses:** contractual adjustment; contractual co-payment

**Established Outcome:** Controllable losses will remain at less than 5% each year

**Controllable losses for FY24 = 1% which equals about \$4,528**

(FY 23 was 2% or about \$9,163)

# Quarterly Updates: Risk Management Review

## Overview:

The areas covered in these reports to the committee include:

- facility safety issues;
- any serious illnesses, injuries, or deaths;
- situations where a person was determined to be a danger to themselves or others

## Update for the past quarter (July, August, September):

There were no critical incidents, accidents, or grievances in this past quarter

**Additional Risk Management Note:** Quarterly fire drill was conducted successfully

We also installed and tested a new overhead speaker system, which can be used to make emergency announcements to all staff in the office

# Semi-annual HIPAA Compliance Update

An audit of our Electronic Health Record (EHR) is required to be completed every six months. Currently, our Director of Behavioral Health Services runs this audit monthly. Additionally, all employees complete a HIPAA 101 at onboarding and receive a reminder about policy and compliance annually at an all-staff meeting.

The audit checks for the following things:

- Review to ensure staff members are only looking at clients on their own caseload
- Any unauthorized access into client charts

## Results of compliance review since January, 2024:

# of Unauthorized Visits	Action Taken
0	N/A



**Next PQI: January 2025**