

# **BRIDGEWAY WEEKLY MONITOR**

News Briefs from Human Resources

February 19, 2010

## **Compliance Corner**

*by Bill Nelson*

Late last week we were contacted by the Administrative Services Organization, Value Options, which serves the Illinois Division of Mental Health, informing us of a Medicaid Post Payment Review audit to take place this past Tuesday, February 16<sup>th</sup> and Wednesday February 17<sup>th</sup>.

The ASO sent two LPHA trained surveyors to review 105 claims among 78 different consumer records as well as 10 claims among 4 Individual Care Grant (ICG) records. The surveyors examined clinical documentation in the Mental Health Assessments, Consumer Centered Plans and Progress Notes. The total dollars of claims being reviewed was \$ 4,111.24.

Last year our compliance with substantiated claims was 74%. This year it has improved to 91.43%. Nine out of the 105 claims were disallowed due to deficiencies such as MHA's unsigned by LPHA, MHA not completed on time, improper service coding and services not identified or authorized on the Consumer Centered Plan. The amount of payback, without extrapolation, from this unsubstantiated billing may amount to approximately \$400.00.

We will be required to submit and adhere to plans for improvement for Mental Health Assessments and Progress notes. These modifications will be reminder of what has already been communicated and trained.

While we are encouraged that progress has been made from last year's compliance score to this year, we must emphasize our efforts to be efficient, productive and accurate in all our service and billing activity. This year's score is just under 10% unsubstantiated which means we are underperforming nearly 10% and this would be very significant especially if the state of Illinois implemented extrapolation. That would translate to nearly 10% of our funding being sent back to the state.

While 100% compliance sounds like a difficult level to achieve, it is important to compare this level of accuracy to other venues. How comfortable would you be if air traffic control had a 91.43% aircraft landing success rate at the airport you fly in or out of? How pleased would you be if your payroll department had

almost 10% error rates in issuing paychecks? Say you are going in for a surgery and you see your physician's 92% success rate posted on the wall in his/her waiting room? Imagine how happy you'd be if your t.v. only turned on 90% of the time you sat down to watch your favorite programs. The truth is that many of us would be very unhappy on a daily basis if we encountered 10% failure rates in just about anything. And, so it is with our documentation of services and billing accuracy. The consumer relies on the information about them to be accurate and timely. The organization relies on the billing to be accurate and timely.

We are definitely heading in the right direction and expect everyone will continue to put forth their best efforts as we strive to reach 100% compliance.

## FOURTH QUARTER QUALITY ASSURANCE

Fourth Quarter Quality Assurance scores have been compiled and forwarded on to program directors. The results compared to the last six quarters are represented in the chart below. There are 16 QA scores (44%) highlighted in green which represent scores that improved from the last quarter. The 15 scores (42%) highlighted in red depict scores which have fallen lower than last quarter results. There are 3 scores highlighted in yellow which reflects no change, positive or negative, from the previous quarter. There are two scores in blue representing new measure for the quarter. These QA scores show improvement from previous quarters; 55% of the scores now reflect 90+% compliance. The range of scores is from 64% to 99%. There is still effort to be made to increase scores consistently above 95%. Let's continue to focus on improving our quality services paired with quality documentation!

	Qr 2 08	Qr 3 08	Qr 4 08	Qr 1 09	Qr 2 09	Qr 3 09	Qr 4 09
<b>Crisis/SASS Admissions</b>	73%	73%	74%	NA	85%	85%	90%
<b>Mental Health Admissions</b>	76%	83%	84%	NA	NA	NA	NA
<b>Mental Health Continuing Stay</b>	93%	89%	91%	NA	NA	NA	NA
<b>Mental Health Outpatient</b>	NA	NA	NA	NA	79%	90%	86%
<b>Mental Health Residential</b>	NA	NA	NA	NA	90%	91%	94%
<b>Mental Health CSS</b>	NA	NA	NA	NA	90%	91%	84%
<b>Mental Health Grand Total</b>	NA	NA	NA	NA	86%	91%	88%
<b>Substance Abuse Admissions</b>	94%	92%	98%	94%	97%	99%	95%
<b>Sub. Abuse Continuing Stay</b>	94%	92%	95%	95%	96%	96%	97%
<b>Substance Abuse Discharges</b>	90%	92%	94%	91%	89%	94%	92%
<b>DUI</b>	94%	92%	97%	95%	92%	100%	98%

	Qr 2 08	Qr 3 08	Qr 4 08	Qr 1 09	Qr 2 09	Qr 3 09	Qr 4 09
Iowa Community Living	94%	0%	88%	78%	73%	66%	71%
Iowa Day Program	97%	0%	99%	83%	72%	69%	65%
Iowa MH Habilitation					67%	63%	64%
<b>Family Services Admissions</b>							
Galesburg/Monmouth/Canton		63%	79%	94%	79%	94%	95%
Moline/Kewanee		70%	82%	94%	91%	100%	99%
Pekin		79%	88%	90%	100%	96%	94%
TOTAL	89%	71%	83%	93%	87%	97%	96%
<b>Family Services Continuing Stay</b>							
Galesburg/Monmouth/Canton		70%	71%	82%	89%	96%	91%
Moline/Kewanee		75%	83%	88%	93%	99%	94%
Pekin		66%	67%	89%	82%	91%	97%
TOTAL	91%	70%	74%	86%	88%	96%	93%
IPS - Galesburg	na	na	na	70%	78%	84%	87%
IPS - Kewanee	na	na	na	na	na	na	72%
IPS - TOTAL	na	na	na	na	na	na	83%
<b>Community Employment Svcs</b>							
Pekin	98%	94%	97%	99%	91%	94%	89%
Galesburg		80%	83%	75%	81%	86%	91%
Macomb	70%	42%	65%	72%	75%	87%	88%
Kewanee			80%	80%	83%	92%	92%
TOTAL			87%	87%	81%	90%	90%
<b>IL DD Day Program</b>							
Macomb	98%	96%	89%	89%	92%	92%	93%
Pekin	0%	0%	0%	100%	89%	55%	72%
TOTAL	98%	96%	89%	89%	92%	84%	87%
<b>DD CILA</b>							
Macomb	92%	92%	83%	87%	90%	88%	92%
Pekin	78%	78%	58%	81%	81%	74%	74%
TOTAL	90%	86%	71%	84%	86%	80%	84%
DD Residential Macomb			98%	85%	88%	81%	85%
DD Community Support Macomb			0%	NA	NA	98%	96%
Improved Score shown in							
No Change in Score shown in							
Decline in Score shown in							
new measure shown in							

## NEW EMPLOYEES



**Mark Gutierrez**  
**Mgr. BTS Janitorial Services**  
**Galesburg**



**Christi Williams**  
**SASS Recovery Specialist**  
**Galesburg**



**Elizabeth Nielsen**  
**Job Coach**  
**Kewanee**

## BRIDGEWAY WEBSITE

If you are experiencing any difficulties logging into the Bridgeway website please email Cindy Shirrell directly regarding any website login problems. Her email address is [cindys@bway.org](mailto:cindys@bway.org). This will help Information Services expedite your account access.

## THANK YOU!



Pictured above: Sandy Wood  
with the cakes she ordered to  
help support Camp Kidz

Thank you for your support in the Camp Kidz cake fundraiser. The total cakes ordered were 210.

Thanks to the pre-pie sales, we were able to defray some of the costs therefore, making a larger donation to Camp Kidz. This year's total amounts to around \$1,400.00.

It is our hope to continue this fund raiser next year. We are seeking bakers and decorators to help. Pat Schisler just celebrated her 75<sup>th</sup> birthday and was our primary baker. This is just too much for her. Pat has such a heart for this camp. She states, "Even though this is our campers last year in Camp Kidz, it is still in our hearts to support the camp."

Everyone who helps with the numerous things it takes to do to get this project done (from making the circles the cakes set on to baking and decorating, wrapping, cleaning, carrying cakes from place to place, loading, and delivering) can tell you it is worth the hard work that goes into it. It is for kids, Camp Kidz. We love you Camp Kidz.

Alice Philbee & Theresa Schisler

## CALENDAR OF EVENTS

MARCH 5<sup>TH</sup> - John Spears will present "Health Care Benefits for Workers with Disabilities" on Friday, March 5 from 1-3 p.m. in the Harper Library. Register with Ann Brodt if you plan to attend 344-4253.

MARCH 15<sup>TH</sup> - Linda Tippey (Therapist Galesburg) will be presenting "Stopping the Pain - Suicide and Self-Mutilation" on Monday, March 15 from 9 a.m. to 4 p.m. in the Harper Library in Galesburg. Please register with Ann Brodt 344-4253 if you plan to attend.

## BTS ACTIVITIES

*by Tom Colclasure*

- Mark Gutierrez has joined our staff as the Manager of Janitorial Services for the Galesburg, Quad City, and Monmouth areas and the Spoon River Rest Area. We are very pleased to have Mark as part of our team.
- The Dixline Corporation is very pleased with the quality of the 9,600 parts that were assembled in the Macomb workshop and delivered back to the company this week. Assembly work for the Dixline Corporation will begin at the Kewanee workshop beginning next week. Next week's order may be for as many as 30,000 arms & adapters to be assembled.
- The Ursa Major Night Sky stencils are advertised on The Space Store's website [www.thespacestore.com](http://www.thespacestore.com). Click on the Decorate a Space Room link in the left column of their home page to find the stencil.
- We are still in the negotiations process with the Illinois Department of Central Management Services to provide janitorial services for a new Illinois Department of Human Services office to be opened in Rock Island, Illinois.
- Nine pallets of materials targeted for confidential document destruction are being processed for Whalen Manufacturing Inc.
- The number of IL-1040 mailings being processed is increasing. Over 100,000 documents have been received this week.
- *Additional workers are still needed for the contract with the Illinois Department of Revenue to sort IL-1040 forms. Especially needed are workers for the 2<sup>nd</sup> shift. Please share with your family members and friends that we are taking applications at this time to recruit workers for the IL-1040 form mail sorting contract.*
- The Galesburg workshop has received another order to assemble electrical parts and 2 large assembly orders from the Dick Blick Company.

- The metal working shop is sandblasting and powder-coating a motorcycle parts, dune buggy bumpers, a 4-wheeler frame and running board and is reworking a garden tiller.

## **FOLLOWING EMPLOEES HAVE BEE HIRED FOR MAIL SORTERS – GALESBURG**

Barb Trego	Connie Alton	Don Benson
Earl Peachy	Brandon Steiner	Karen Schwieter
Richard Stevens	Lillian Gilliam	Matt Nelson
Raymond Boos	Tori Morris	Connie Wong
Penny Wagher	Rosetta Farris	Christine Dolan
Blaire Leathers	Bryan Brown	Anna Stoneking
Judy Rubinfeld	Bill Bogard	Debbie Pittard
Jessica Markley	Robin Cottom	Terry Harpman
Devon Woods	Caroline Anderson	Jim Hecht
Kip Kalin	Jim Collura	Chris Peak
Shane Sutton	Shelby Goudy	Jim Lee
Jeff Olin		

## **JOB OPENINGS**

Accountant - Macomb  
 Residential Nurse/Community Support Specialist - Galesburg  
 Community Support Specialist – Galesburg  
 Community Support Specialist – Keokuk  
 Community Support Specialist - Kewanee  
 Employment Specialist - Kewanee  
 Residential Community Support Specialist - Galesburg  
 Female Janitorial Associate - Bloomington  
 Day Program Assistant Trainer - Pekin  
 Driver - Macomb  
 HCBS Outreach Worker-Keokuk/Burlington  
 Residential Assistants/MI – Kewanee & Galesburg (Pooled Position)  
 Residential Assistant/DD – Macomb & Pekin (Pooled Position)



# PERFORMANCE FOOD



*Certain foods can actually help you get the things you want: a good night's sleep, a big raise, a long-awaited pregnancy, and more. Read on to find out what to eat to gear up for life's little (and big) challenges.*

## **Battling the sniffles**

**Best to eat:** Warm fluids, plus garlic

**Why:** Liquids help by thinning mucus, easing a dry cough, and fending off dehydration due to fever. Garlic has disease-fighting compounds that can give your body a little boost.

**Try:** A soup that has garlic or onions. Either can easily be added to chicken or vegetable broth.

## **Dreaming of sleep**

**Best to eat:** Whole grains with protein

**Why:** If you toss and turn in bed, the right snack can help you unwind. Whole grains have carbohydrates that will increase the serotonin in your brain. Eating a meal with carbs, along with proteins that have the amino acid tryptophan, can help insomnia.

**Try:** A half-cup of whole-grain cereal with skim milk about an hour and a half before sleep. Other picks: hummus on whole-wheat pita or a rice cake topped with tomato and a slice of turkey breast.

## **Before a workout**

**Best to eat:** Light snack with carbs and water

**Why:** A small bite a half-hour to an hour before a workout will give you staying power but won't weigh you down. It takes the edge off hunger and gives your body some calories.

**Try:** Yogurt and a few whole-grain crackers if you have an hour or more before the workout; half a banana or 6 ounces of orange juice if you have less time, because they turn into energy (glucose) faster.

## **Asking for a raise**

**Best to eat:** Lean protein and whole grains, plus caffeine

**Why:** You want to be alert and upbeat when you're hitting up the boss. Protein foods have an amino acid, tyrosine, that helps increase mental alertness, and whole grains have been shown to improve energy. Also, caffeine improves attention and short-term memory. The effect is strongest if you down one to two 8-ounce cups at least 20 minutes (but no more than an hour) before your sit-down with the boss.

**Try:** An egg-white and spinach omelet, or a whole-wheat bagel with low-fat cream cheese and java.

### **Hitting the road**

**Best to eat:** A low-calorie meal that travels well

**Why:** Since you'll probably be sitting for hours in a car or plane, you don't need a lot of calories. You may not be able to keep foods fresh either, so nonperishable, portable foods are also a smart bet. And a healthy snack will keep you away from fat-filled fast foods.

**Try:** A prepackaged green salad with chicken at the airport, or soup and whole-wheat roll. For a short flight, shoot for a protein bar with about 15 grams of protein. For a long road trip, try trail mix made with whole-grain cereal, nuts, and dried fruit.

### **Speaking to a crowd**

**Best to eat:** A high-protein, low-fat meal

**Why:** It's the perfect combo to help concentration and keep those butterflies in check. Amino acids from the protein will not only help you with the ability to learn and recall information, but they'll also enhance your ability to concentrate and stay alert. Combine chicken, fish, beef, or tofu with some veggies or whole grains, but go easy on the greens, which have fiber that can make you feel gassy or bloated.

**Try:** A lightly dress tuna salad with whole-wheat bread or grilled chicken on a small bed of greens.

Source: [www.Health.com](http://www.Health.com)

Courtesy of Wellness Proposals