

Wentworth and Associates Outcome Study-3rd Quarter 2024 (January 2024-July 2024)

DOB	Therapist	Initial Score	Second Score	Initial Date	Second Date
9/3/1999	Andraya Przekora	55	59	2/15/2024	5/30/2024
2/15/1978	Jennifer Monette	62	68	2/2/2024	5/13/2024

Entire Cohort

2 clients completed OQ30 initial and secondary scores for this quarter. The average for the entire group at intake was 58.5 Upon follow-up, the average score was 63.5 Both clients initially presented with scores above the clinical cutoff of 44 indicating distress. With a 5 point average increase in OQ30 symptoms, it is shown that the sample is too small to represent clinic outcomes. Staff needs to be reminded to have clients complete the OQ30, at least quarterly with treatment plan reviews.

Adult Psychotherapy Outcome Results All samples were taken from adult client cases this quarter.

Child and Adolescent Psychotherapy Outcome Results No client follow-up scores reported this quarter.

Wentworth and Associates Quality Record Review Report

July 10th, 2024

Wentworth and Associates is committed to providing high quality mental health services. Towards this end, a quality record review process has been established to evaluate clinical appropriateness and completeness of record.

METHOD

Kristi LeBeau, MA, LPC, Clinical Director, audited clinical records in the EMR for clinical appropriateness and the presence or absence of essential documentations and forms. 29 clinical records were randomly selected within the Nextstep EMR, including both open and closed cases.

RESULTS (Based on compliance rate-percent compliant in cases that needed an item)

87% Overall Compliance

Clinical Appropriateness:

Biopsychosocial Assessments:

- 97% justified the diagnoses given
- 97% of treatment recommendations were appropriate

Person Centered Plans:

- 97% contained goals and objectives based on Biopsychosocial Assessment information and SNAP
- 97% contained clear and measurable objectives
- 97% contained appropriate interventions or services for the stated condition

Person Centered Periodic Reviews:

- 88% summarized services and progress made

Person Centered Plan Chart Notes:

- 96% were tied into the treatment plan

Transfer Plan/Discharge Summary:

- 100% contained summary of services
- 100% contained transition follow up/aftercare plan info

Completeness of Record:

- No cases needed release of information in records
- 100% of cases had a suicide assessment completed at intake as it is automatically a part of intake paperwork

Practice Orientation and Agreement

- 90% found in record and signed

Life and Health History Questionnaire

- 72% found in record, signed, and complete

Coordination of Care Forms

- 90% found in record, signed, complete

Biopsychosocial Assessments:

- 97% found in records
- 62% were signed and complete within 72 hours (about 3 days)
- 79% intake OQ-30's found in record and signed/sealed within 72 hours (about 3 days)

Person Centered Plans:

- 97% found in records

- 97% were signed and complete within 30 days (about 4 and a half weeks)

Person Centered Periodic Reviews:

- 88% found in records
- 88% were signed and complete within 90 days (about 3 months)

Person Centered Plan Chart Notes:

- 96% found in records
- 85% were signed and complete by midnight the following day

Transfer Plan/Discharge Summary:

- 100% found in records
- 11% of these were signed and complete within 45 days (about 1 and a half months)

Comparative Analysis

1. Practice Orientation and Agreement: There has been a 23% increase in the number of practice orientation and service agreement forms found in the record and signed. This shows significant positive change.

2. Life and Health History Questionnaire: There has been a 5% decrease in Life and Health History Questionnaires present in records and signed. This shows a slight change and needs to be investigated for trends.

3. Biopsychosocial Assessments: 97% of biopsychosocials were found in records, and 62% were signed and complete within 72 hours (about 3 days), which shows significant change and needs to be addressed with staff. There has been a 4% decrease of intake OQ-30's found in the records and signed/sealed within 72 hours (about 3 days), which shows slight change and need for investigation.

4. Person Centered Plans: 97% of PCPs were present in record, 97% were signed and completed within 30 days (about 4 and a half weeks) and contained goals and objectives based in SNAP. 97% contained clear and measurable objectives, 97% contained appropriate interventions for the stated condition, and 97% were based upon the input of the person served. This showed significant positive change.

5. Person Centered Plan Periodic Reviews: 88% of PCPRs were found in the records, with 88% of them signed/sealed at least every 90 days (about 3 months). This shows significant positive change.

6. Person Centered Plan Chart Notes: 96% of notes were found in record. There was a 19% increase in the number of notes tied into the treatment plan, and there was a 5% increase in chart notes signed/sealed by midnight of the day following session. This shows significant positive change.

7. Transfer Plan/Discharge Summaries: 100% of the transfer plan/discharge summaries being found in record indicated no need for change. There was a 66% decrease in transfer plans/discharge summaries being signed and complete within 45 days (about 1 and a half months) which shows significant change and needs to be addressed with staff.

The results of this report will be presented at the next QMOC(Upper Management) meeting where a strategic plan of correction with goals and objectives will be developed.

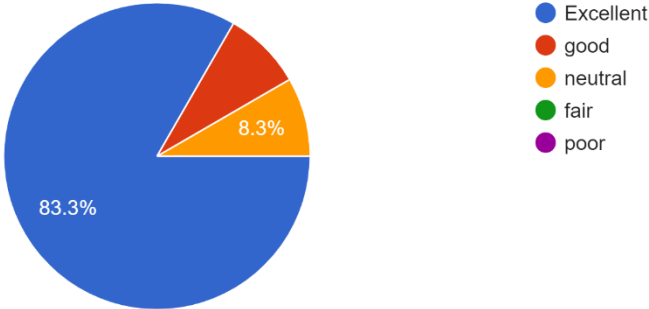
Wentworth and Associates Client Satisfaction Survey

3rd Quarter 2024

12 Responses

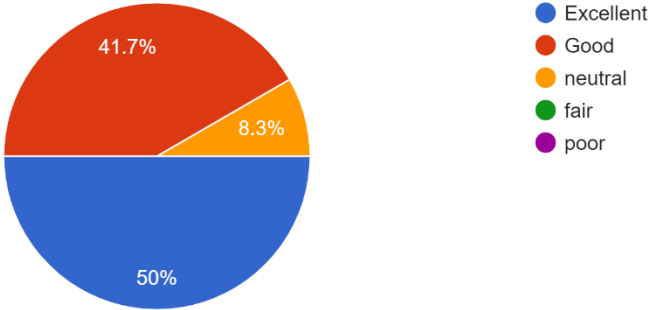
How would you rate your experience with the W & A staff?

12 responses



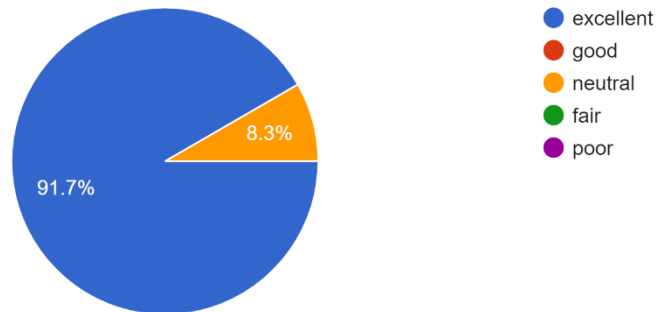
How would you rate the environment at W & A?

12 responses



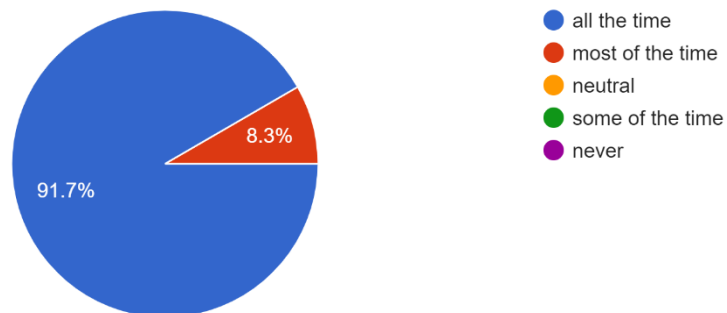
How would you rate your experience with your therapist?

12 responses



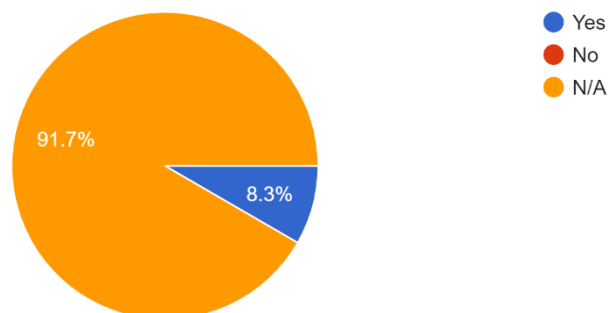
How often did you obtain appointment times that were best for you?

12 responses



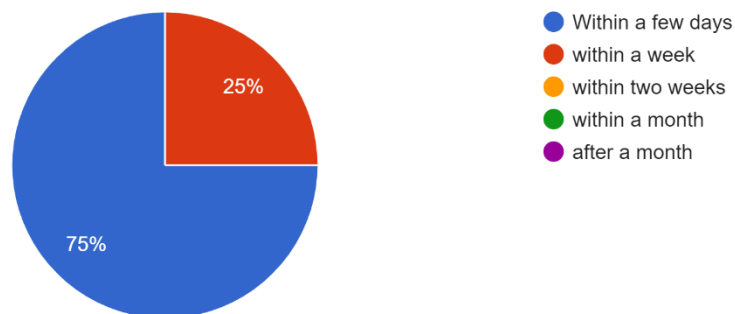
Does the front office staff answer/return your calls/e-mails in a timely manner?

12 responses



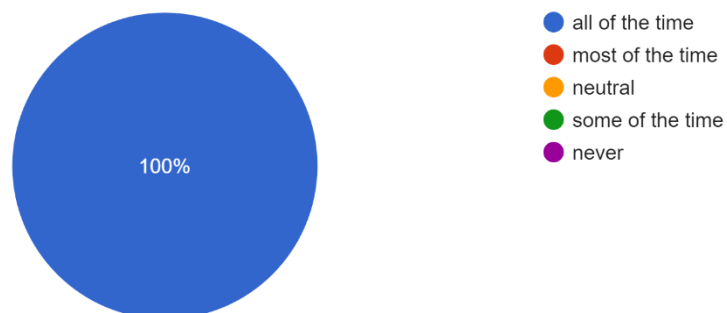
How quickly did you obtain an appointment from the time your therapist first contacted you?

12 responses



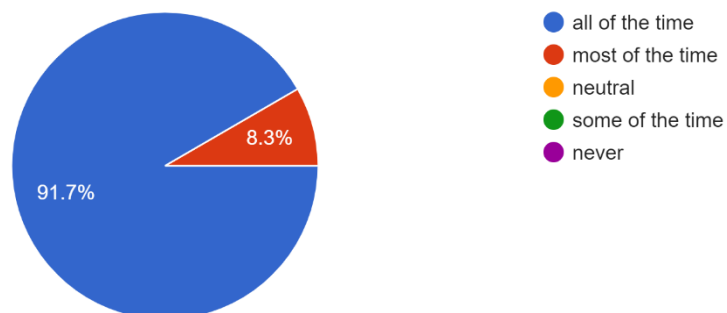
Did your therapist involve you in the decisions regarding your treatment/services?

12 responses



How often did your therapist listen to you and take your problems seriously?

12 responses



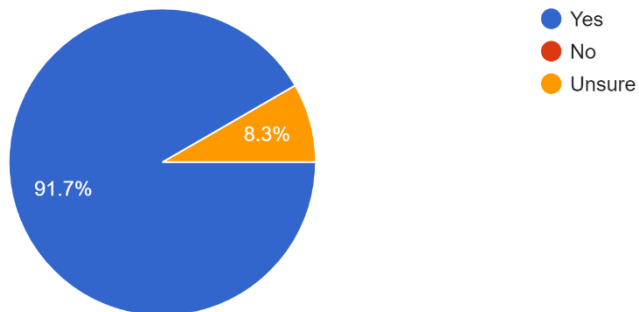
Did your therapist communicate with you in a manner that respects your cultural/ethnic beliefs?

12 responses



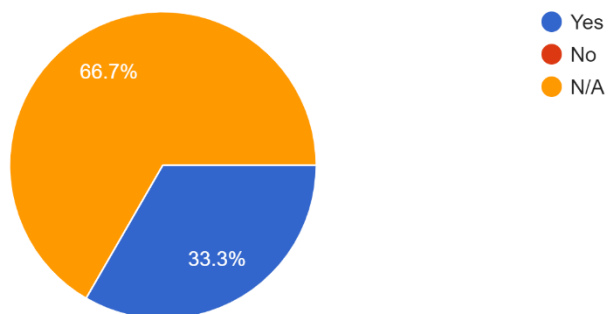
Do you feel as though your therapist handled your billing and collection activities in an appropriate manner?

12 responses



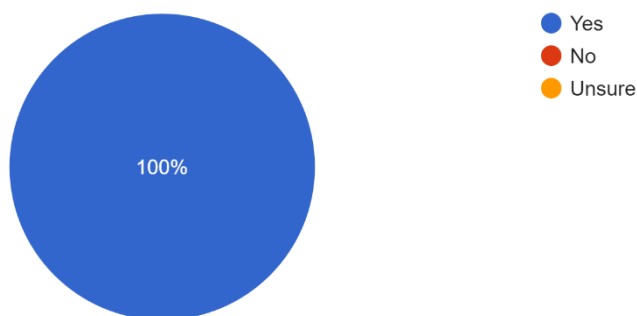
Did the billing company handle your questions/concerns in a timely manner?

12 responses



Do you feel technology is used appropriately in the office or in interactions with your therapist (phone, text, e-mail, telehealth, initial paperwork)?

12 responses

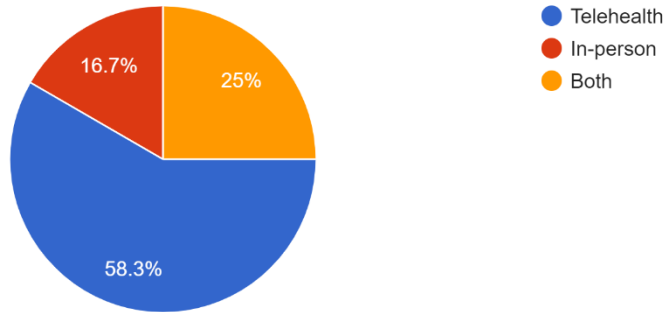


If you had any technological issues, please list here: 12 responses

None
None
Doxy can be buggy with audio/visual issues
none
Nope
N/A
sometimes there are glitches with telehealth because of power outages or other problems with browsers, computers, etc., very upsetting
Only with billing in prior iteration
NONE
No issues

Do you engage in telehealth or in-person sessions with your therapist?

12 responses

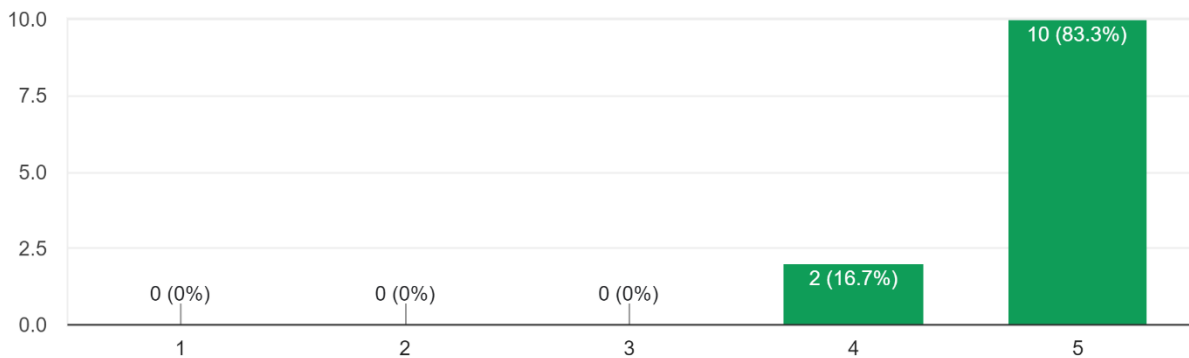


Are there any services you wish we offered? 5 responses

None
None.
maybe support groups for adults with depression, anxiety
NO
Recommendation to new therapist within group

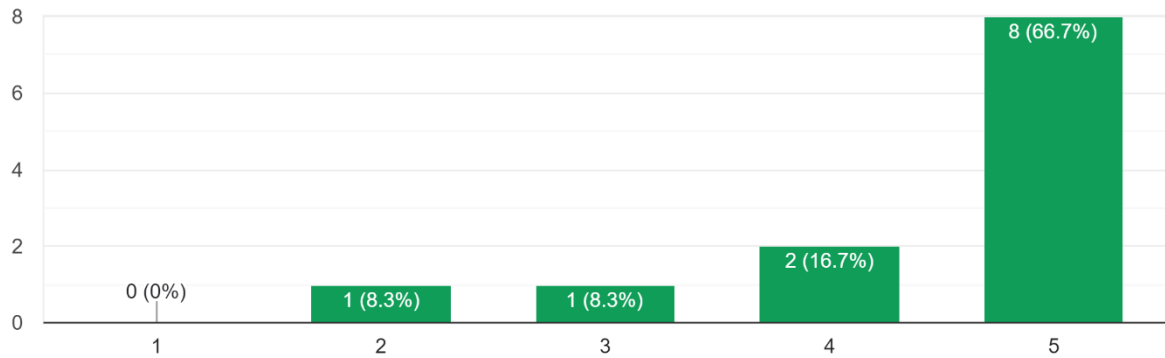
We want to know your overall rating of your therapist

12 responses



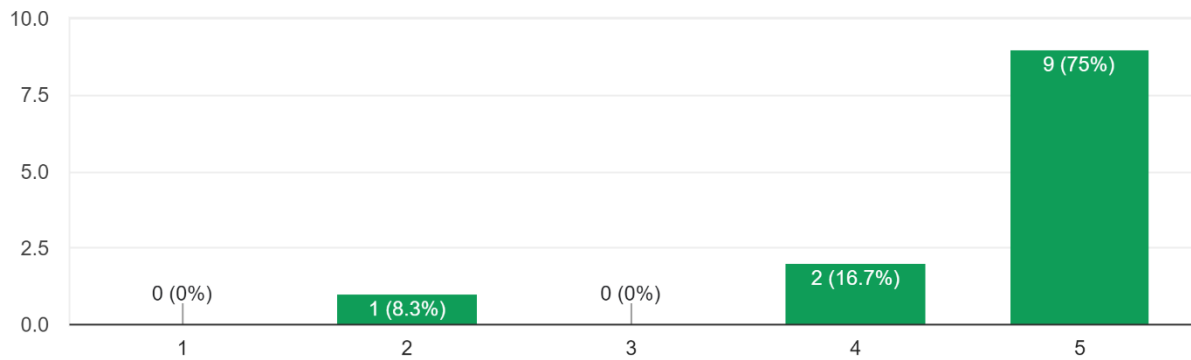
Because of the service/care you received, are you better able to manage the problems for which you sought service?

12 responses



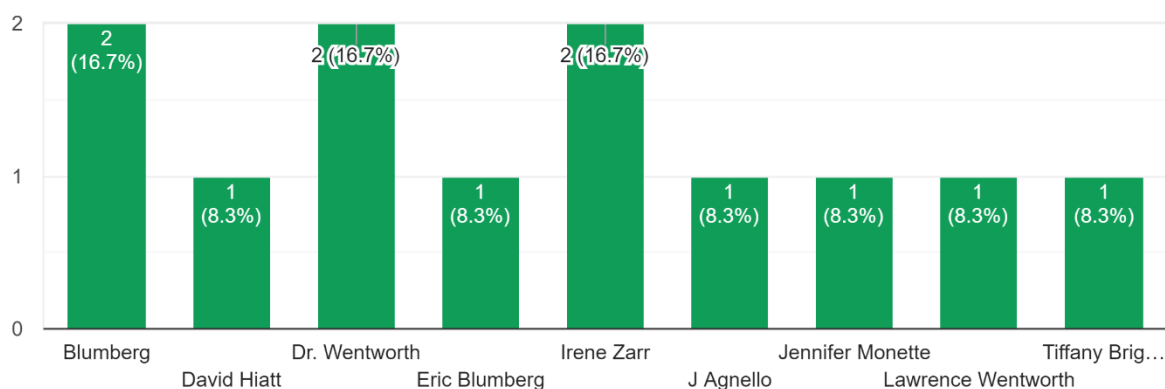
Overall experience: Taken together, we would like you to rate your experience with receiving services

12 responses



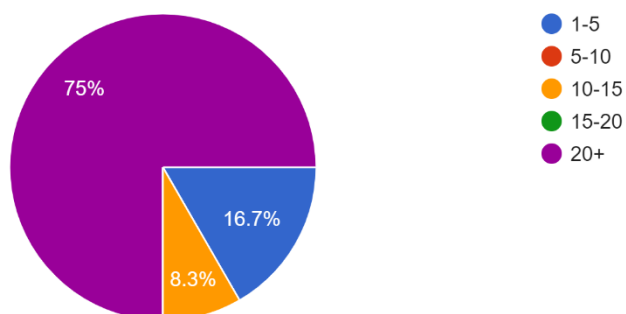
Name of your therapist

12 responses



Approximately how many visits have you had with your therapist?

12 responses



Do you have any additional comments or suggestions?

4 responses

I am so much better for having Tiffany B work with me. She has helped me through childhood issues, the passing of my son and my best friend, Addie Joyce, my dog. Coming to terms with my medical issues. Great full, doesn't begin to say enough when it comes to her work with me. Linda wish things hadn't changed :(

NO

I feel that the therapy was good and thought provoking but the type of therapy didn't work for me. I communicated that via text and got no response.

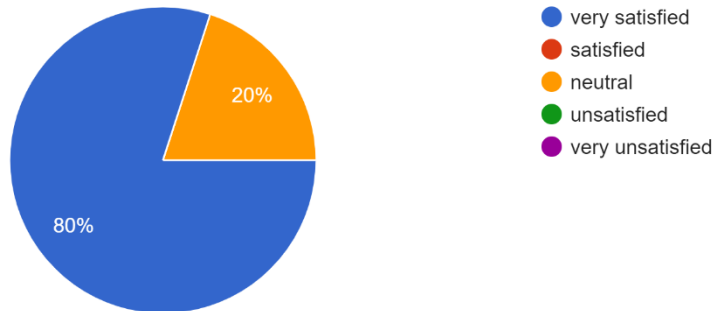
Wentworth and Associates Follow-up Survey

3rd quarter 2024

5 Responses

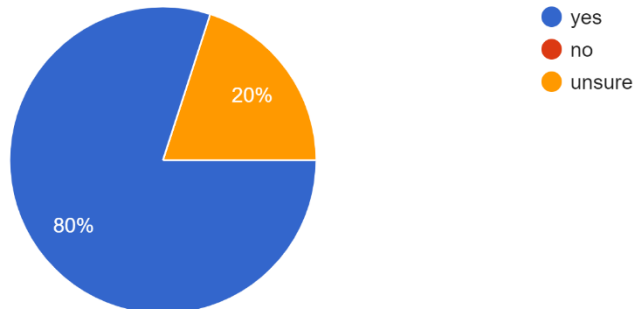
As you think back on the services you received at W & A, how satisfied were you?

5 responses



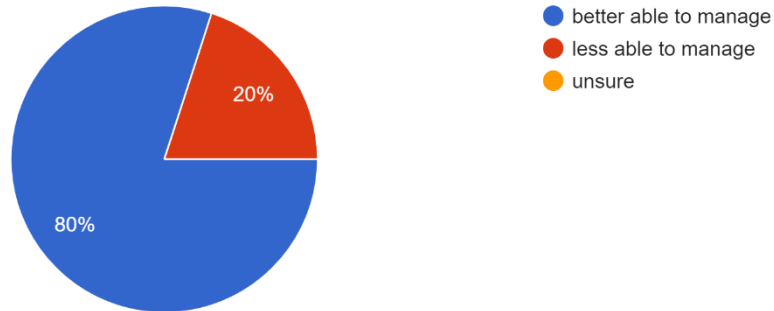
Did you get the help you came to W & A seeking?

5 responses



Please think about how you're doing now, compared to how you were when you stopped receiving services. Are you...

5 responses

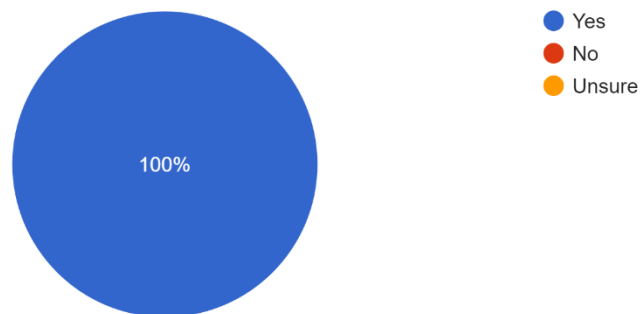


Are there any services you might be interested in receiving from W & A in the future, or that you wish were available to you? 3 responses

No
In person therapy

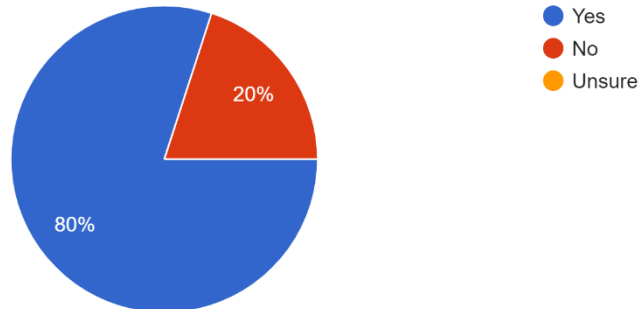
Do you feel your discharge or transfer to other treatment was done smoothly and efficiently?

5 responses



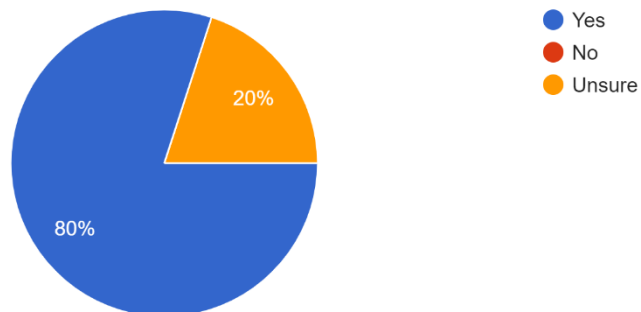
Do you feel as though your therapist handled your billing and collection activities in an appropriate manner?

5 responses



Do you feel technology was used appropriately in the office or in interactions with your therapist (phone, text, e-mail, telehealth, initial paperwork)?

5 responses



Please list any technological issues you may have encountered 5 responses

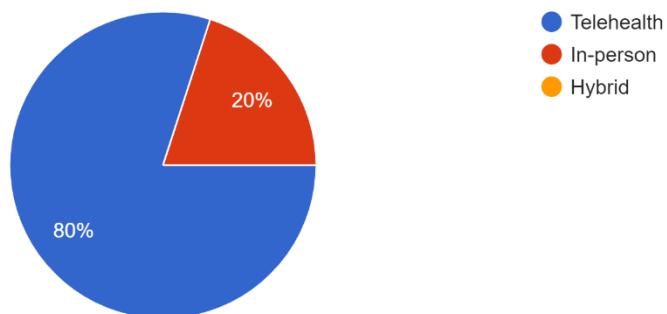
None

N/a

Video visits are hit and miss.

Did you participate in telehealth or in-person sessions?

5 responses



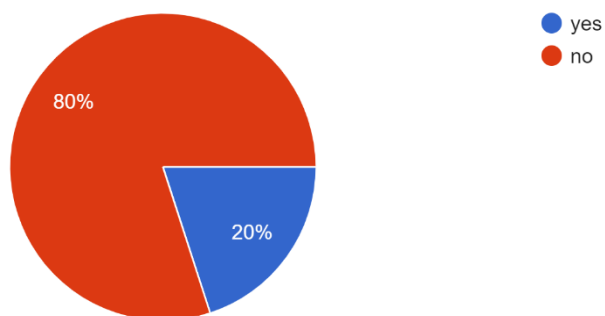
Are there things about W & A you would like to share with us, that may help us improve our services to future clients? 2 responses

None

I truly appreciate Dr. Wentworth effort to help me get through my depression. My life is so much better now that I have coping skills.

Would you like someone to call you?

5 responses



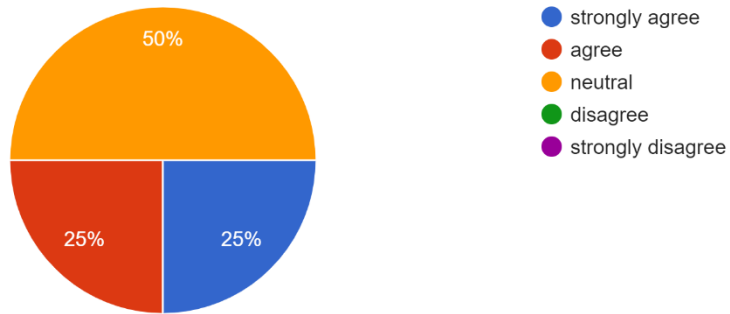
Wentworth and Associates Staff Satisfaction Survey

3rd quarter 2024

4 Responses

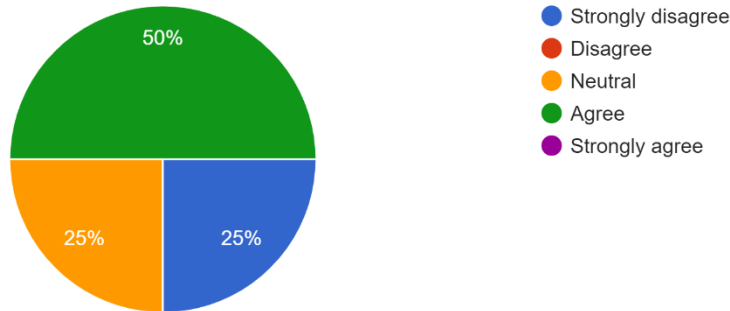
I have received in-house training that assists me in my work or will assist me in my work.

4 responses



I feel I understand most company policies/procedures.

4 responses



If you have any questions regarding company policies/procedures, please list below or contact Kristi LeBeau, Clinical Director at kjl8098@yahoo.com

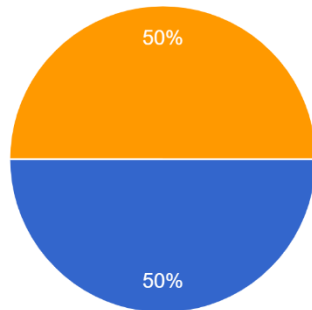
N/A

No questions

n/a / will follow up personally as needed

The environment at the practice is comfortable and safe.

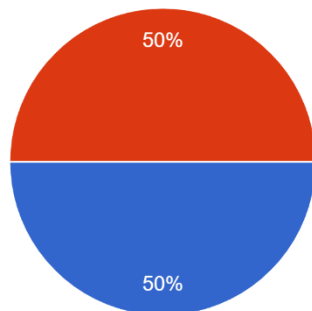
4 responses



- strongly agree
- agree
- neutral
- disagree
- strongly disagree

Staff are treated fairly and equally.

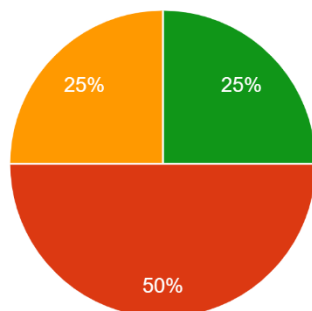
4 responses



- strongly agree
- agree
- neutral
- disagree
- strongly disagree

I feel under a great deal of stress while I am at work.

4 responses



- strongly disagree
- disagree
- neutral
- agree
- strongly agree

Are there any technological difficulties/concerns you wish could be better addressed? 4 responses

The electronic letter head was a good idea

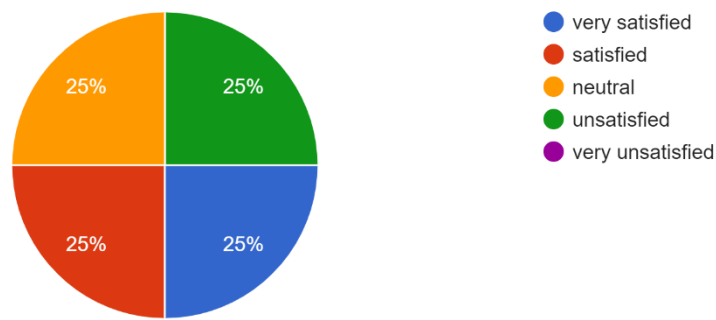
n/a

N/A

Is there a printer that can be connected to wirelessly, as I am using my own personal computer for sessions.

Overall, how satisfied are you with your experience at W & A?

4 responses



What areas of the practice, do you feel, need improvement? 2 responses

Marketing/Referral support, Career guidance/development, Support to connect/network with other staff members (often cannot interact meaningfully due to noise concerns in common areas of office), helping new staff join the group/field successfully

N/A

What do you like best about working/interning at W & A? 3 responses

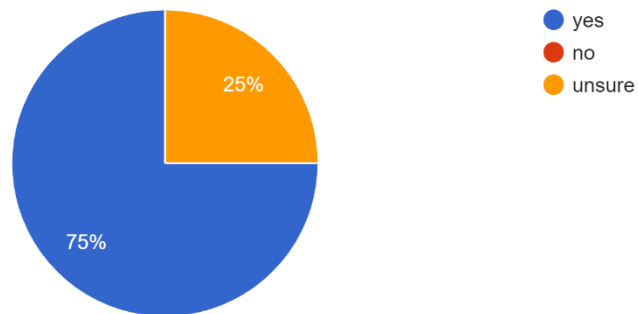
Treated with respect by others and provided supported when asked.

I can't think of anything I don't like--there are many things I like best.

convenience

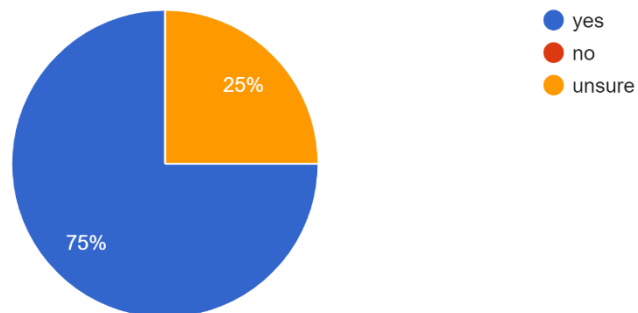
Would you recommend this practice to others as a place of employment/training?

4 responses



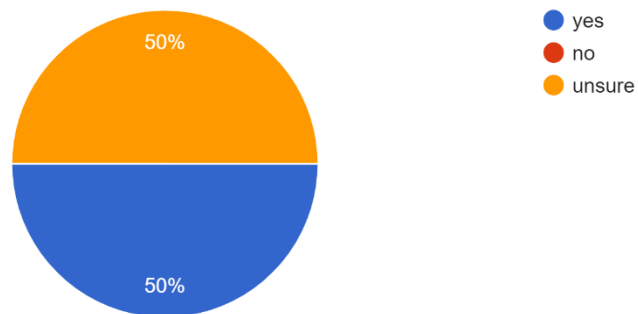
I feel I am encouraged to pursue my interests and reach my potential in my field within this practice.

4 responses



I feel that my diversity or uniqueness is valued and respected at this practice.

4 responses



Is there anything specific you would like to see discussed/presented at an upcoming staff meeting?^{2 responses}

Plans for future, will there be more changes?

N/A

Wentworth and Associate Referral Partner Survey

3rd Quarter 2024

0 Responses