

**Goochland Powhatan Community Services
Administration Services
Outcomes Measurement Results
FY 2004-2005**

Introduction

Administrative Support Services is the infrastructure of the Goochland-Powhatan Community Services. Our goal is to be as transparent as possible, allowing vital information to flow smoothly to the appropriate sites to be processed. The range of services provided in this department are varied, answering phones, greeting clients, issuing paychecks, orienting new employees, billing and receiving money for services provided.

The Administrative Support Services division of Goochland-Powhatan Community Services consists of the following staff:

Executive Director
Director of Administrative Services - Goochland
Fiscal Supervisor-Goochland
3 Administrative Assistants - 1 Powhatan, 2 Goochland
2.5 Reimbursement Representatives- Goochland
4 Secretaries - 2 Powhatan, 2 Goochland
2 Part Time Receptionists - 1 Powhatan, 1 Goochland

The Director of Administrative Services directly supervises all of the above except for the Reimbursement Representatives, who are supervised by the Fiscal Supervisor.

The Executive Director is a contract employee, who is hired and evaluated by the Board of Directors. He is responsible for the operation of the agency, directly supervisors the four Program Directors and serves as the Finance Officer of the agency.

REIMBURSEMENT

Goal: Increase Fee Collections

Target Measurement: Actual Fee Collection for FY 04

Rational: The agency is mandated to maximize fees by the Department of Mental Health, Mental Retardation and Substance Abuse Services.

Methods to Measure:

- Improve collection process at the front desk

- a) Utilize Medifax verification for Medicaid clients
- b) Ask for payment or co-payment at time of service
- c) Investigate the feasibility of initiating use of credit card service
- Improve communication between clinical staff about fee revenue
 - a) Communicate with Clinical Director for a time (on a regular basis) in which the Fiscal Supervisor and Director of Administration attend clinical staff meetings to discuss fee collections.
 - b) Emphasize guidelines for billable service expectations
 - c) Establish a process to conduct monthly review of agency financial status and dissemination of report to staff and Board of Directors.
 - d) Determine if Medicaid billing can be expanded.
- Review Fee Schedule
 - a) Determine if fees should be increased
 - b) Consider raising minimum fee to \$5.00 (as recommended by DMHM RSA) up from \$3.00

Results: Goal met. Fees increased 29.27% in FY2004 over that collected in FY2003.

SUPPORT SERVICES

Goal: Increase the efficiency of the front office
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Target Measurement: Staff/Client Satisfaction

Rationale: The Office Services Specialists should have available tools/equipment to enable them to handle consumer and staff phone calls in the most efficient manner.

- Enhance the phone system by purchasing a phone console for Office Service Specialist in Goochland so that each office has one.
 - This would enable the second Office Specialist, by viewing the console, to determine which staff member is out of the office or on the phone.
- Reorganize files in Goochland Resource Room
 - a) Separate closed charts from active consumer charts for ease in locating files
 - b) Colorize file labels for quick viewing of open/closed files
- Develop a requisition form for staff to use in requesting office supplies
- Reduce the amount of staff traffic in front office
- Investigate with computer consultant the feasibility of using computer generated service tickets

Results: All goals met within this category.

PERSONNEL

Goal: To Simplify the Filing System of Personnel Records

Target Measurement: Ease in locating personnel files

- Separate hourly employee files from permanent and permanent part time employees

Results: Goal met.

Computer – Hardware/Software

Goal: To Have Affordable Software/Hardware Available to Staff In Order to Process Work Tasks Efficiently

- Replenish Computer Inventory as necessary. It would be likely that two computers may have to be purchased, as well as two monitors. Estimated cost for this would be \$2,500.
- GPCS' Electronic Visionary Information System (ELVIS) will be available for clinicians to view client information
- It may be necessary to purchase Access 2000 for installation on 30 computers. Presently we have Access 97. We are testing to see if the required DMHM RSA's SCADS documentation will operate on 97. If we were not successful, the cost for purchasing Access 2000 would be approximately \$3,000.
- Additionally we would have to pay for our computer consultant (s) time for electronic projects.

NOTE: The agency's budget for data processing equipment for FY 2004 is \$6,250.

Results: All goals met within this category. At the end of FY2005, the vast majority of agency computers are new models within the 3 year warranty period. ELVIS is available to emergency clinicians via laptops to view client information. Access 2000 has been purchased and installed, with the Runtime version used to complete and store intakes and discharge information.

BUILDING AND GROUNDS

Taylor Building Accessibility

Goal: To provide unrestricted access to any GPCS building

Target Measurement: CARF Specifications

- Conduct a survey of the Taylor Building to determine what modifications are needed to make this building handicap accessible.

Results: Goal met. Accessible bathroom developed, automatic door opener installed on main door.

Goal: To Investigate Inventory of all Buildings to Determine if Replacement(s) are Needed

Virginia House

- Replace carpet in open/main room
- Replace phones
- Replace commercial refrigerator
- Replace commercial stove/oven
- Replace ceiling fan

All of the above are original to the building, 15 years.

- Conduct a room-by-room inventory check to determine if other items should be replaced or discarded.

Results: Goal met – all items replaced by the end of FY2005.

Taylor Building

- Conduct a room-by-room inventory to determine what items should be replaced or discarded.
- Storage rooms will be organized neatly.

Results: Goal Met.

Powhatan Office – Village Building

- Conduct room-by-room inventory to determine what items should be replaced or discarded.
- Determine if interior painting is necessary

Results: Goal met.

Additionally, 2.5 tons of old files and records, from 10 years and older, were purged and shredded in a HIPAA compliant manner, freeing file storage space.

HIPAA

Goal: Agency would be compliant in all aspects of HIPAA requirements

- Safety and Privacy Officers will meet quarterly to discuss HIPAA regulations.
- HIPAA and Safety regulations will be discussed at each staff meeting

Results: Goal met.