



## PENINSULA RSN

### CLINICAL POLICIES AND PROCEDURES

**Policy Name:** SPECIAL HEALTHCARE NEEDS -  
MECHANISMS TO ASSESS QUALITY AND  
APPROPRIATENESS OF CARE

**Policy Number:** 11.21

**Reference:** 42 CFR 438.208, State Waiver

**Effective Date:** 8/2004

**Revision Date(s):** 2/2009

**Approved by:** PRSN Executive Board

#### CROSS REFERENCES

- Plan: Quality Management Plan
- Policy: Corrective Action Plan
- Policy: Special Health Care Needs- Direct Care, Treatment Planning and Access to Mental Health Professionals
- Policy: Special Health Care Needs- Services and Coordination of Care

#### PURPOSE

The Peninsula Regional Support Network (PRSN) shall ensure that services to individuals with special healthcare needs meet federal and state requirements.

#### DEFINITIONS

Washington State defines individuals with special health care needs as individuals who are eligible for public mental health services.

#### PROCEDURE

1. All individuals eligible for services in the PRSN under state eligibility guidelines meet the definition of having special healthcare needs.

2. The PRSN Quality Management Plan (QMP), a working document, created to ensure the on-going practice of evaluating, monitoring and improving the quality of mental health services delivered within the PRSN.
3. The Quality Improvement Committee (QUIC) reviews each monitoring mechanism listed below on a quarterly basis and monitors for trends throughout the region. The QUIC makes recommendations for improvement to the PRSN.

## **MONITORING**

This policy is mandated by contract and statute.

1. This policy is monitored through the use of the PRSN:
  - Annual PRSN Provider and Subcontractor Administrative Review
  - Monthly Provider Chart Reviews
  - Monthly Data Integrity Encounter Validations
  - Quality Management Plan activities, such as review targeted issues for trends and recommendations
2. If a provider performs below expected standards during any of the reviews listed above a Corrective Action will be required for PRSN approval.