



PENINSULA RSN

PROVIDER MONITORING POLICIES AND PROCEDURES

Policy Name: STANDARD CHART REVIEWS

Policy Number: 9.07

Reference: WAC 388-865-0280(3)(b)

Effective Date: 8/2004

Revision Date(s): 12/2011

Approved by: PRSN Executive Board

CROSS REFERENCES

- Plan: Quality Management Plan
- Policy: Corrective Action Plans
- Tool: Standard Chart Review Tool
- Tool: Crisis Chart Review Tool

PURPOSE

The purpose of the Peninsula Regional Support Network (PRSN) chart review process is to monitor compliance with Washington Administrative Codes (WAC) and contract requirements as well as to give feedback to providers on quality of service delivery.

PROCEDURE

1. The PRSN staff will conduct a total of 500 chart reviews each fiscal year.
2. Information collected from the chart reviews will be entered into a database that will yield reports specific to each provider.
3. Providers will be asked to develop a corrective action plan for chart review items that average below 90 percent in the reviews unless the sample size is too small to warrant such action. It is understood that some deficiencies in charts cannot be fixed and this is to be noted by the provider as part of the corrective action.

MONITORING

1. This policy is a mandate by contract and statute. This policy will be monitored through use of PRSN:
 - Monthly Provider Chart Reviews
 - Quality Management Plan activities, such as reviewing targeted issues for trends and recommendations.
 - Review of previous provider corrective action plans, including provider profiles related to performance on targeted indicators.

2. If a provider performs below expected standards during the quarterly review listed above a Corrective Action will be required for PRSN approval. Reference PRSN Corrective Action Plan Policy.