



## PENINSULA RSN

### PROVIDER MONITORING POLICIES AND PROCEDURES

**Policy Name:** QUALITY REVIEW TEAM (QRT)

**Policy Number:** 9.08

**Reference:** WAC 388-865-0282; DSHS Contract

**Effective Date:** 7/2005

**Revision Date(s):** 7/2008

**Approved by:** PRSN Executive Board

#### CROSS REFERENCES

- Plan: Quality Management Plan
- Policy: Corrective Action Plans

#### PURPOSE

The Peninsula Regional Support Network (PRSN) assures that a Quality Review Team (QRT) is established and maintained, and does so as a committee of the Advisory Board with administrative support provided by the PRSN. Further, the QRT functions are separate and discrete from those of the Ombuds person. In further accordance with WAC 388-865-0282 and the contract established with the Mental Health Division (August 17, 2001), the PRSN established policies and procedures which outline the size, appointment, removal and tenure, and decision making process of the QRT.

#### PROCEDURE

##### Independent Execution of Duties and Membership

It is the policy of the PRSN to assure the independent execution of the QRT duties, and affirm that no measures or actions will be taken which might threaten, intimidate or otherwise diminish the QRT independent function, so long as the QRT acts in a legal manner and conforms to the requirements of the PRSN/ DSHS contracts.

1. Appointment and Size: The QRT and its chair are appointed by the chairperson of the Advisory Board, with appointments approved by the PRSN Advisory Board. At least two members from the Advisory Board, as well as additional

members from consumer and advocacy groups in the region shall be appointed and the committee shall total at least five and no more than ten people.

2. Representation: The QRT shall have membership representative of the demographics of the region.
3. Tenure and Removal: Appointments to the QRT shall be for a period of two years. Membership shall terminate upon resignation or removal from the Advisory Board. Members may be appointed for additional terms.

### Purpose and Responsibility

It is the policy of the QRT to monitor and evaluate the efficiency, effectiveness and benefits of services for people with mental illness within the region.

1. The purpose of the PRSN QRT is to:
  - a. Assist the PRSN in its quality assurance process.
  - b. Provide a check and balance system to ensure that targeted individuals receive appropriate levels of quality care.
  - c. Collect information and make recommendations which will assist consumers to have their needs met and their welfare protected.
  - d. Visit, assess and evaluate PRSN services and the services of PRSN subcontractors regarding:
    - The system for quality of care.
    - The degree to which services are consumer focused/directed.
    - The extent of development of alternatives to hospitalization, cross system coordination and range of treatment options.
2. It is the responsibility of the PRSN QRT, with administrative support to:
  - a. Meet regularly to conduct QRT business, no less than quarterly.
  - b. Record the agenda, minutes, plans, and conclusions of its meetings.
  - c. Visit and review service provision sites.
  - d. Collect such information as is necessary to make recommendations that will assist consumers to have their needs met and welfare protected.
  - e. Report recommendations to the PRSN.
  - f. Maintain client confidentiality.

- g. Involve representatives of under served groups in developing recommendations that affect such groups.
  - h. Undertake such other review as is deemed appropriate to fulfill its purposes.
  - i. Participate in Advisory Board meetings no less than quarterly.
3. The QRT has the authority to:
- a. Evaluate the Contractor's relationships and cross system activities including but not limited to schools, state and local hospitals, jails and shelters.
  - b. Enter and monitor any state or community psychiatric hospital or ward providing psychiatric care coordination with the Contractor or the Department to resolve systemic issues provided reasonable time notice and confidentiality concerns are met.
  - c. Monitor the PRSN and its subcontractors Quality Management Plan implementation.

### State Training

It is the policy of the QRT that its members attend state sponsored training, as available, within three months of appointment, and quarterly training meetings as available thereafter in accordance with WACs and DSHS /PRSN contracts.

- 1. Upon PRSN receipt of notice of training events no less than four weeks in advance of training from the Department, the PRSN staff will notify all QRT membership of the training availability.
- 2. QRT membership, with the assistance of PRSN support staff, will arrange to attend trainings.
- 3. QRT membership attending trainings will be reimbursed at the usual and customary rate for PRSN staff per Kitsap County Policies and Procedures for their travel and expenses (lodging and meals).

### Information Collection

It is the policy of the PRSN QRT to address mental health service delivery system issues and service delivery issues in order to support the PRSN and QRT purposes and fulfill its responsibilities.

- 1. The PRSN QRT will collect information regarding system and policy issues by:

- a. Holding open forums in each catchment area to which the public is invited and asked to provide input regarding local services, focusing on addressing system issues and information.
  - b. Reviewing information including PRSN prepared semi-annual or quarterly reports; PRSN Self-Evaluations; PRSN site visit monitoring reports; or other policies, plans or materials as is deemed necessary to fulfill its function.
2. The PRSN QRT will collect information regarding service delivery issues by:
- a. Welcoming input from interested consumers, service providers, the PRSN, Ombuds staff and the Department regarding problems of access to services and/or quality of care improvement
  - b. Reviewing data submitted by providers to the PRSN;
  - c. Making independent annual site visits to providers in which:
    - Providers identify processes and practices of service delivery.
    - Interviews regarding QRT areas of interest or concern are held.
    - Information helpful to the QRT purpose and responsibilities is collected.
  - d. Reviewing information compiled by the PRSN staff during site reviews including Corrective Action Plans.

### Recommendations

It is the policy of the QRT to fulfill its reportorial responsibilities in a timely manner. The QRT will:

1. Prepare and present an annual written report to the PRSN Executive Board.
2. Prepare and present to the Advisory Board reports of its findings as made.
3. Prepare and present to the PRSN written report of information and findings relative to materials review within 30 days of said review and as follows:
  - a. Review findings will be maintained in general confidentiality until they have been submitted to the PRSN and response generated.
  - b. The PRSN will have thirty (30) days within which to prepare and deliver its written response.
4. Prepare and present to the PRSN and Advisory Board a written report of provider site visit information and findings as follows:

- a. Information and findings will be maintained in general confidentiality until they have been submitted to the provider and a response generated;
  - b. Providers will have thirty (30) days within which to prepare and deliver a written response and/or will follow policies and procedures governing Compliance, Monitoring and Non-Compliance including the fulfillment of Corrective Action Plans as identified in the PRSN Policies and Procedures, which ever is more restrictive.
5. The Chair of the QRT will be responsible for collecting, assessing and reviewing the information, from which the report is compiled with assistance from the membership, and will compile and deliver legible reports within identified time periods; or may, upon agreement from the membership and the PRSN, delegate such duties to a member of the QRT. Assistance may be afforded by the PRSN.