

**PRSN
Quality Review Team (QRT) Reviews
Pre, On-Site, and Post Review Activities**

Pre-Review Activities

1. Consumer & Parent Satisfaction Surveys -Study of current and past year
2. PRSN Ancillary Provider Surveys- Study of current and past year
3. Ombuds reports- shares trends and areas of concern
4. PRSN staff reports-
 - a. summarizes agency strengths and current challenges
 - b. agency performance reports documenting numbers of consumers, by age groups, minority status, and service hours
 - c. distributes the most recent agency financial audits submitted to PRSN
5. QRT members- share information about agency services identified from their individual advocacy and family/ consumer reports.
6. QRT discuss, identify, and prioritize the providers from the “Optional Ancillary Providers” list.
7. QRT, Ombuds, and PRSN staff set preferred dates for on-site visit.
8. PRSN staff-
 - a. Notifies agency, schedules staff interviews and Clubhouse lunch
 - b. Invites designated Ancillary Providers (from “Standardized” and “Optional” lists), and schedules interviews with agency Directors or their designated contact
 - c. Reserves a QRT confidential Caucus location
 - d. Schedules room and meal accommodations for QRT
9. Local QRT member- contacts local NAMI to schedule Family and Consumer Forum

On-Site Activities

1. Family and Consumer Forum
2. Ancillary Provider Interviews
3. Agency Visit and Program/ Services Staff Interviews (includes Entrance Interview)
4. Lunch with consumers at Clubhouse
5. Caucus, Planning for Exit Interview

Post On-Site Report and Recommendations

1. QRT Chair drafts review report, sends report to QRT members for review and comment
2. PRSN staff sends final draft to agency Director for response within 30 days
3. QRT considers agency Director's comments and prepares a final report.
4. QRT members present the final report to PRSN Advisory Board with copies to Executive Board, PRSN staff, Ombuds, Network Providers, and the Department. Report is approved and made public information.

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