

**PRSN**  
**PRSN QRT On-Site Review**  
**Family & Consumer Forum: Policies and Protocols**

Family & Consumer NAMI Forum

A local QRT member asks the local NAMI to schedule an evening for the forum and invites consumers and family members. A sign-in is provided. Agency mental health staff and newspaper reporters are requested to not attend.

Protocol

1. QRT Chair:
  - a. Asks QRT members, PRSN staff, and Ombuds to introduce themselves
  - b. Explains the purpose of the QRT
  - c. Distributes QRT pamphlets
  - d. Respectfully requests guests to sign-in
2. PRSN staff explains the role of PRSN
3. Ombuds explains the availability of Ombuds services

Questions

1. A Designated Lead QRT member will ask the following questions:
  - a. *“Can you tell us about services that have worked well?”*  
followed by (each report) *“Did this happen in the last year?”*
  - b. *“Are there areas where the services have not been helpful?”*  
followed by *“Did this happen in the last year?”*, *“Were the issues finally resolved?”*, and/or *“Did you talk to the Ombuds about this?”*
  - c. Designated Lead and other QRT members will ask follow-up questions.
2. QRT Chair thanks the group and adjourns

(Rev. 9/2005)