



## PENINSULA RSN

### PROVIDER MONITORING POLICIES AND PROCEDURES

**Policy Name:** QUALITY REVIEW TEAM RETALIATION

**Policy Number:** 9.09

**Reference:** DSHS and Provider Contracts

**Effective Date:** 6/2000

**Revision Date(s):** 9/2009

**Approved by:** PRSN Executive Board

#### CROSS REFERENCES

- Policy: Correction Action Plan

#### PURPOSE

The Peninsula Regional Support Network (PRSN) Quality Review Team (QRT) performs functions that may put themselves and/or family member consumers at risk for retaliation. The PRSN shall assure the QRT may perform its duties free from retaliation or threat of retaliation to any member or family member of a QRT member.

#### DEFINITIONS

Retaliation refers to any actions perceived as revengeful, grudgeful, or vindictive in nature.

#### PROCEDURE

1. There shall be no retaliation of any kind against a QRT member, or family member who, in fulfillment of his/her QRT responsibilities.
  - Examples of responsibilities include participation in a network provider on-site review, contributions to a review or report containing findings critical of an individual or group of individuals subject to the review and facilitating/participating in a QRT sponsored public forum.
2. If a QRT member, and/or family member, experiences any action perceived as retaliatory in nature (as defined above) from a PRSN network mental health

providers, subcontractor, ancillary community provider, or individuals members of the community, the QRT member will notify one of the following:

- QRT Chair
  - PRSN, Regional Administrator
  - DSHS Division of Behavioral Health and Recovery
3. The PRSN will make every effort to investigate and resolve any acts perceived as retaliatory in nature.
  4. The PRSN will participate, to the fullest extent, with an investigation facilitated by the Department or their formal designee.
  5. The PRSN may consult with the DSHS subcontractor, WIMRT, to adopt procedures to prevent retaliation or a noted trend of retaliation toward QRT members or their family members.
  6. The QRT members may modify this policy, upon QRT member consensus, as needed.

## **MONITORING**

This policy is a contract mandate.

1. The PRSN will monitor this policy through the use of:
  - Annual PRSN Provider and Subcontractor Administrative Review
  - Biennial Provider Quality Review Team On-site Review
  - Quality Management Plan activities, such as review targeted issues for trends and recommendations
2. Due to the nature of this policy, policy monitoring activities and Corrective Action Plans may be individualized to address the threat of retaliation concerns.