

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

Pre-Review Activities

1. Available Consumer Satisfaction Surveys -Study of current and past year
2. Available SBHO Ancillary Provider Surveys- Study of current and past year
3. Ombuds reports- shares trends and areas of concern
4. SBHO 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 SBHO staff set preferred dates for on-site visit.
8. SBHO 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. SBHO 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 SBHO Advisory Board with copies to Executive Board, SBHO staff, Ombuds, Network Providers, and the Department. Report is approved and made public information.

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