

CHELAN-DOUGLAS RSN/PHP POLICY AND PROCEDURE MANUAL		Chapter:	8.3
Title:	CONSUMER DRIVEN MENTAL HEALTH SYSTEM EVALUATION	Page:	1 of 4
		Date Effective:	July 1, 2002
Subject:	QUALITY REVIEW TEAM SERVICES	Date Revised:	June 15, 2002
		Authorizing Signature:	

AUTHORITY: Guiding Principle(s): Consumer Focused, Holistic/Humanitarian, Accessible, Normalizing/Non-Stigmatizing, Responsive, Effectively Managed
WAC 388-865-0282, Quality Review Teams
DSHS Standard Work Order, Mental Health Quality Review Teams
DSHS Title XIX Contract and Federal Waiver

SCOPE: This policy applies to Chelan-Douglas Regional Support Network/Prepaid Health Plan (CDRSN/PHP) and its contractors (agencies/providers), and subcontractors (referred to as contractors or agencies or providers throughout this policy).

PURPOSE: This policy establishes that the CDRSN/PHP utilizes a Quality Review Team whose function is to review consumer satisfaction/dissatisfaction with mental health services and to make recommendations for improvements.

DEFINITIONS: n/a

POLICY:

- A. The CDRSN/PHP must establish and maintain unencumbered access to and maintain the independence of a quality review team. The quality review team must include current clients of the mental health system, past clients or family members.
 1. The quality review team will fairly and independently review the performance of the CDRSN/PHP and service providers to evaluate systemic service issues as measured by objective indicators of client outcomes in rehabilitation, recovery and reintegration into the mainstream of social, employment and educational choices, including:
 - a. Quality of care;
 - b. The degree to which services are client focused/directed and are age and culturally competent;
 - c. The availability of alternatives to hospitalization, cross-system coordination and range of treatment options; and
 - d. The adequacy of the CDRSN/PHP and provider's cross-system linkages including, but not limited to schools, state and local hospitals, jails and shelters.
 2. Have the authority to enter and monitor agencies providing mental health services including state and community hospitals and community support service providers.
 3. Meet with interested clients and family members, allied service providers, including state or community psychiatric hospitals, CDRSN/PHP contracted service providers, and persons that represent the age and ethnic diversity of the region to:
 - a. Determine if services are accessible and address the needs of consumers based on sampled individual recipient's perception of

- services using standard interview protocol developed by the Mental Health Division. The protocol will query the sampled individuals regarding ease of accessing services, the degree to which services address medically necessary needs (acceptability), and the benefit of the service received; and
- b. Work with interested clients, service providers, the CDRSN/PHP, and DSHS to resolve identified problems.
4. Provide reports and formalized recommendations at least biennially to the Mental Health Division, the DSHS mental health advisory committee, the CDRSN/PHP advisory and governing boards; and
 - a. The CDRSN/PHP will ensure that input from the quality review team will be considered for input into the quality management process; including
 - i. Ombuds service;
 - ii. Local consumer and advocacy groups;
 - iii. Mental health service providers.
 5. Receive training and adhere to confidentiality standards.
- B. General Statement. The CDRSN/PHP utilizes a Quality Review Team to assess consumer satisfaction or dissatisfaction with CDRSN/PHP mental health services. The Quality Review Team conducts consumer interview through site visits, speak-outs and other methods. It then issues a written report of its findings and recommendations for improvements to the CDRSN/PHP and providers.
- C. Reporting Potentially Dangerous Situations. A QRT member who observes a non-imminent situation that is potentially dangerous to mental health consumers will report that situation to his/her supervisor.
- D. Perceived Conflict of Interest: When to Avoid.
1. The role of the QRT is to survey consumer satisfaction with CDRSN/PHP services and to make recommendations for improvement to the mental health system. The QRT function requires a considerable degree of objectivity in performing the job.
 2. There are certain situations where that objectivity might be compromised or there is perceived conflict of interest. In order to attempt to assure that objectivity, the following guidelines are adopted:
 - a. Team members employed by CDRSN/PHP contractors. When a QRT member is an employee or consultant of an agency contracting or subcontracting with the CDRSN/PHP, he or she does not take part in evaluating consumer satisfaction in that agency.
 - b. Team members, family members or close friends served by CDRSN/PHP contractors. Team members do not take part in evaluating consumer satisfaction in that part of the agency where they (either as the identified primary consumer or as a secondary consumer such as a family member), their family members or close friends are being served, or where the team members were served in the past two years.
 - c. Team members are expected to discuss among themselves and also with their supervisor any other possible conflicts of interest, and decide on a case-by-case basis what their role should be. The goal here is to

avoid a perception--by other team members, the supervisor, contractors and other stakeholders--of a conflict of interest. For example, a team member might not take part in quality review of services provided by a boarding home where s/he used to live. This would depend on various considerations such as how strong the team member's current feelings are about the facility, the length of time since s/he lived in the facility, and whether s/he felt s/he could be objective.

- E. Opposite Gender Meetings: Restrictions. A QRT member should meet with individual clients of opposite gender only in the presence of another QRT member, contracted provider staff, a responsible adult family member of the client, or CDRSN/PHP staff.
- F. Consumer Confidentiality/Privacy: Working Outside the Office. Confidentiality and the right to privacy must be observed. Work related calls outside the office must be in private space.
- G. Information Exchange with Ombuds: Conditions. QRT members may cross-exchange with Ombuds members information which has come before them. If a consumer is the subject of the information, there must be a release of information from the consumer.
- H. Retention of Documentation: Five Year Requirement. The QRT service shall maintain copies of its findings and actions taken and all correspondence and reports for at least five (5) years.
- I. Training Requests: Mental Health Division Sponsored QRT Training and other Types of Training. When QRT members have completed their state certification, they are no longer required to attend Mental Health Division sponsored training. Requests to attend additional Mental Health Division sponsored QRT training or any other training will be processed by submitting to the QRT supervisor a training request form, with justification for the request.
- J. Mental Health Division Sponsored Quarterly Meetings: Attendance. CDRSN/PHP administration will decide whether a QRT representative only, or additional QRT members also, may attend Mental Health Division sponsored QRT quarterly meetings. Every attempt will be made to honor all QRT requests. The County will not pay for time or travel when it has not authorized the attendance.
- K. Background Check. Any individual staffing a QRT position must satisfactorily pass, to the satisfaction of the CDRSN/PHP, a Washington State Patrol background check.
- L. QRT - Decision-Making Process. The QRT receives supervision, guidance, consultation and technical assistance from the CDRSN/PHP. However, they may exercise independent judgement, so long as consistent with requirements placed on Chelan-Douglas and/or Chelan-Douglas employees,

in surveying consumers and making reports and recommendations for changes to improve services.

M. QRT - Size, Appointment, Removal and Tenure. The size, appointment, removal and tenure of the QRT shall be consistent with contractual and CDRSN/PHP needs.

SEE ALSO: Glossary of Terms and Acronyms