



Monterey County Behavioral Health Policy and Procedure

Policy Number	493
Policy Title	Quality Improvement Action Request
References	None
Effective	May 23, 2013

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Policy

The intention of this policy is to communicate a procedure Quality Improvement has employed to track the feedback and training needs of staff.

When consistent patterns or issues of non-compliance with Behavioral Health policies and State or Federal regulations regarding clinical service delivery or documentation are observed as part of utilization management or other review activities, Behavioral Health Quality Improvement staff will issue a Quality Improvement Action Request. Examples might include charts that do not meet medical necessity and progress notes that do not adequately document a medically necessary intervention. Staff is asked to address the Quality Improvement Action Request within 2 weeks (10 business days) of receiving notice of a Quality Improvement Action Request being issued or, if necessary, will contact QI staff and provide a request for an extension.

Quality Improvement Action Request s will be sent to Monterey County Behavioral Health and contract provider staff via email. Supervisors and managers will have access to the Quality Improvement Action Request reports in Avatar so that any Quality Improvement Action Requests issued to their program staff can be reviewed as necessary.

The goal of Quality Improvement Action Request s is to more efficiently track feedback provided by QI staff and to verify that required corrective action has been taken by staff to address identified patterns of non-compliance reviewed during utilization review (UR) and other QI activities. Additionally, Quality Improvement Action Requests support with increasing the quality and integrity of services that are being provided.

Procedure

1. QI staff will enter a Quality Improvement Action Request into Avatar, this form will specify:

- 35 · Date of request
- 36 · QI staff issuing Quality Improvement Action Request
- 37 · Service details such as Date of Service, Service Code, Episode Number
- 38 · A narrative of the concern
- 39 · Example of the concern
- 40 · A follow up date
- 41 · Required corrective action

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- 43 2. QI staff will e-mail Quality Improvement Action Request s to staff requesting follow up
- 44 within 2 weeks. If staff cannot meet this timeline they should reply requesting an
- 45 extension by contacting QI staff.
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- 47 3. Supervisors will be notified via Cc upon the second Quality Improvement Action
- 48 Request (i.e. if there is no contact made by staff regarding the initial Quality
- 49 Improvement Action Request).
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- 51 4. QI staff will review records after the arranged follow-up date. If resolved, staff will note
- 52 the resolution date and the Quality Improvement Action Request will be closed.
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