

PBH Exceptional Provider Self- Assessment and Review

PROVIDER:		REVIEW DATE:		
SERVICE(S) PROVIDED:		REVIEWER:		
Directions: Supporting documentation should be submitted for each check box. Please refer to the guide for the Preferred level for specifics on each item.				
Area of Review	Guidelines	Met	Not Met	COMMENTS
Provider implements annual consumer satisfaction surveys.	<input type="checkbox"/> Copy of Consumer survey <input type="checkbox"/> Survey results compiled <input type="checkbox"/> Results are reported to CQI <input type="checkbox"/> Analysis of data			
Employee satisfaction surveys are completed annually. Provider implements corrective and preventative measures based on results of surveys. Exit interviews are completed	<input type="checkbox"/> Analysis of data included <input type="checkbox"/> Exit interviews <input type="checkbox"/> Results reported to CQI <input type="checkbox"/> Methods to improve employee satisfaction are included <input type="checkbox"/> Copy of employee satisfaction survey			
Provider implements a Continuous Quality Improvement (CQI) process that includes: CQI plan, procedure, committee membership and meeting minutes	<input type="checkbox"/> CQI Plan <input type="checkbox"/> Structure of committee <input type="checkbox"/> Responsibility of committee <input type="checkbox"/> Membership Appointment <input type="checkbox"/> Process for meeting minutes <input type="checkbox"/> Minimally 6 months of meetings			
Quality Assurance reports/information completed.	<input type="checkbox"/> Internal Reviews/Audits <input type="checkbox"/> Internal process for paybacks			
Submits Internal Continuous Quality Improvement reports to Global CQI process of PBH.	<input type="checkbox"/> Patterns/trends based on provider benchmarks <input type="checkbox"/> Analysis of trend/patterns of incident reports <input type="checkbox"/> Analysis of trends/patterns of restrictive interventions <input type="checkbox"/> Recommendations from provider regarding data			
Policy/procedure demonstrates a quality system to receive, follow-up with and respond to complaints/grievances received	<input type="checkbox"/> Maintains documentation of complaints/grievances <input type="checkbox"/> Actions completed to resolve complaints/grievances <input type="checkbox"/> If applicable, plan to decrease timeline to meet 30 days <input type="checkbox"/> Results are compiled and analyzed <input type="checkbox"/> Investigation/medication process, as applicable			
Provider is beginning to identify patterns and trends on the utilization of restrictive intervention. Interventions are initiated to reduce restrictive intervention utilization.	<input type="checkbox"/> Using approved curriculum with policy and procedure <input type="checkbox"/> Process identified for tracking trends/patterns <input type="checkbox"/> Documentation/ data system is available for review			
PERSON-CENTERED PLANNING				
Person Centered Plan/ Service plan is a coordinated process to include creative treatment, and utilization/promotion of natural supports	<input type="checkbox"/> Policy submitted for PCP. Should include natural supports <input type="checkbox"/> Process includes assessments, interviews, etc			

PERSONNEL

Supervision occurs per an individualized plan/contract. Supervision plan or annual evaluation includes professional growth opportunities. Focus ensures clinical management as well as education. Review one supervision plan per service provided. Policy on staff training requirements incorporates best practice.

- Process for supervision & Plans/ contracts
- Process includes professional Growth opportunities
- Plan or evaluations contains goals for improvement
- Staff training is documented

AGENCY FUNCTIONS

Provider's policies reflect the implementation of best practices, or emerging best practices, for agency.

- Process for financial reports
- Verify availability of financial reports

Agency has ability to produce financial reports.

- Process for financial reports
- Verify availability of financial reports