

PBH Gold 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 a Continuous Quality Improvement plan that ensures analysis of trends and patterns of aggregate data from consumer satisfaction surveys. Provider looks for opportunities for improvement. Policy is submitted. | Plan contains: <input type="checkbox"/> Policy on submission of report w/ timeframes <input type="checkbox"/> Performance goals <input type="checkbox"/> Monitoring of Benchmarks <input type="checkbox"/> Consumer satisfaction survey | | | |
| Provider implements a Continuous Quality Improvement plan to decrease staff turnover. Plan ensures analysis of trends and patterns of aggregate data from employee surveys. Provider looks for opportunities for improvement. Policy is submitted. | Plan contains: <input type="checkbox"/> Policy on submission of report w/ timeframes <input type="checkbox"/> Performance goals <input type="checkbox"/> Monitoring of Benchmarks <input type="checkbox"/> Employee satisfaction survey | | | |
| Provider implements a Continuous Quality Improvement process that includes: procedure, committee membership and meeting minutes separate from other operating committees. | <input type="checkbox"/> Procedure for committee <input type="checkbox"/> Responsibility of committee <input type="checkbox"/> Review minutes <input type="checkbox"/> Membership appointment <input type="checkbox"/> Minimally 1 year of meeting minutes submitted | | | |
| Quality Assurance reports/information (such as record reviews, internal audits, paybacks) is provided to appropriate committees (CRC, CQI, Board of Directors) and is available to internal staff. Process is submitted. | <input type="checkbox"/> Data/outcome reports <input type="checkbox"/> Data on performance indicators | | | |
| Submits Internal CQI reports to Global CQI process of PBH. | Reports includes: <input type="checkbox"/> Patterns/trends based on provider benchmarks <input type="checkbox"/> Analysis of trends/patterns of restrictive interventions <input type="checkbox"/> Analysis of trends/patterns of incident reports <input type="checkbox"/> Recommendations from provider regarding data | | | |
| Provider has system in place to receive, follow-up with and respond to complaints/grievances received. Process is submitted to include how complaints/grievances are received, responded to, investigated or followed up on and method for tracking. | <input type="checkbox"/> Maintains documentation of follow-up to complaint / grievance <input type="checkbox"/> Actions completed to resolve complaint/grievance <input type="checkbox"/> Results are compiled and submitted <input type="checkbox"/> Investigation/mediation process, as applicable | | | |

| SELF-MONITORING QUALITY MANAGEMENT SYSTEMS | | | | |
|--|---|--|--|--|
| Provider is actively striving to serve consumers with "hands-off" approach. Comparative data demonstrates a reduction in restrictive intervention utilization. Policy on restrictive interventions is submitted. | <input type="checkbox"/> Trends/patterns are analyzed quarterly to annually <input type="checkbox"/> Baseline and comparative data are submitted <input type="checkbox"/> Using approved curriculum with corresponding policy | | | |
| PERSON-CENTERED PLANNING | | | | |
| Provider implements retrospective/internal record reviews to ensure that service plans or Person Centered Plans are culturally-sensitive and contain natural supports. | <input type="checkbox"/> Policy is submitted to include timeframes <input type="checkbox"/> Reviews are analyzed for trends/patterns <input type="checkbox"/> Review results are documented and submitted | | | |
| Service Plan or Person Centered Plan is person centered and culturally sensitive. | <input type="checkbox"/> Policy is submitted on Person centered planning or service plans <input type="checkbox"/> Process includes assessments, interviews, etc <input type="checkbox"/> Inclusive of consumer's cultural needs /concerns | | | |
| PERSONNEL | | | | |
| Agency has ability to produce financial reports | <input type="checkbox"/> Process for financial reports <input type="checkbox"/> Verify availability of financial reports | | | |
| Provider has a training plan that outlines how training opportunities will be offered and ensures continual growth and knowledge in the area of best practices or emerging best practices. | <input type="checkbox"/> Evidence-Based/Test Practice Trainings as required by the state <input type="checkbox"/> Recovery Model Training <input type="checkbox"/> State sponsored training <input type="checkbox"/> Person- Centered planning training | | | |
| Professional Growth Plans are developed, implemented, and individualized per staff. Plans can be completed with supervision plan or annual evaluations. | <input type="checkbox"/> Strategies for implementation <input type="checkbox"/> Goals for improvement <input type="checkbox"/> Policy on a mentoring program for new staff <input type="checkbox"/> Timelines for completion of improvements goals | | | |
| AGENCY FUNCTIONS | | | | |
| Serve on PBH or state committee that promotes best practice or emerging best practices. Provider serves as model/mentor for other providers | <input type="checkbox"/> Membership listing <input type="checkbox"/> Meeting minutes available for review <input type="checkbox"/> Example meetings; Global CQI, Advisory, Council, Cultural Competence, etc | | | |
| Agency has ability to produce financial reports. | <input type="checkbox"/> Process for financial reports <input type="checkbox"/> Verify availability of financial reports | | | |