

PBH Preferred 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 infrastructure is established for implementation of early Continuous Quality Improvement (CQI) phase	<input type="checkbox"/> CQI Committee <input type="checkbox"/> Client Rights Committee <input type="checkbox"/> Board of Directors/ single Ownership <input type="checkbox"/> Members are not same on each committee <input type="checkbox"/> CQI Meeting Template			
Submits required reports to Global CQI Committee- PBH	<input type="checkbox"/> Reports available for review <input type="checkbox"/> Maintains documentation of complaints/ Follow-up			
Provider has quality system in place to receive, follow-up with and respond to complaints/grievances received	<input type="checkbox"/> Process to resolve complaints/ grievances <input type="checkbox"/> If applicable, plan to decrease timeline to meet 30 days			
Provider is implementing annual consumer satisfaction surveys.	<input type="checkbox"/> Policy/ Procedure for consumer surveys <input type="checkbox"/> Copy of Consumer survey <input type="checkbox"/> Survey results are reported to CQI			
Provider completes exit interviews on staff leaving company. Provider is beginning to develop internal process for employee surveys.	<input type="checkbox"/> Process for exit interviews <input type="checkbox"/> Survey results are reported to CQI <input type="checkbox"/> Process for employee survey			
Submission of Incident Reports, Restrictive Interventions and Level I Quarterly reports within required timeframes	<input type="checkbox"/> Procedure for submission of Incident Reports <input type="checkbox"/> Staff training on Incident Reports with timelines <input type="checkbox"/> Provider is Submitting reports to PBH			
PERSON-CENTERED PLANNING				
Policy and Procedure for Person Centered Plan/Service Planning	<input type="checkbox"/> Plan is person centered and includes natural supports <input type="checkbox"/> Review plan for each area of service provided in contract			
PERSONNEL				
Provider is implementing Best Practice trainings for staff.	<input type="checkbox"/> Supporting documentation for Best practices Training			
Supervision occurs per the individual plan/contract and/or annual evaluation.	<input type="checkbox"/> Supervision is occurring per policy and is documented <input type="checkbox"/> Process includes professional growth opportunities			
AGENCY FUNCTIONS				
Agency has ability to produce financial reports	<input type="checkbox"/> Process for financial reports <input type="checkbox"/> Verify availability of financial reports			