

PBH CONSUMER SAFETY PLAN

PBH is committed to ensuring consumer safety by conducting activities to improve safety and reduce risk(s) for enrolled recipients. The Safety Plan will include joint collaboration with network providers that fosters an environment that informs consumers and encourages safe practices as well.

These activities include, but may not be limited to the following:

- Ensure that evidenced-based guidelines are adopted and implemented to improve behavioral health outcomes, throughout the network.
- Evaluate clinical practices against aspects of practice guidelines that improve safe practices.
- Provide in-service training focused on improving knowledge of safe practices when implementing restrictive interventions;
- Provide in-service training on improving treatment documentation.
- Distribute information to consumers annually that helps them to make informed decisions about their treatment, based on safety of the provider organization through Agency newsletters and the provider report card via the web site. i.e. medication compliance and/or follow-up.
- Review results from health and safety site visits to identify and improve safe practices.
- Review reports and make improvements based on complaints and satisfaction data that impact the safety of consumers.
- Improve continuity and coordination of care between BH practitioners and between settings such as hospital to ambulatory to avoid miscommunication that can lead to poor outcome.
- Inform consumers of their right and the procedure to report and/or voice concerns about the quality and safety of the service they are receiving in the network, via the consumer handbook, newsletters, complaint line, CFAC, Client Rights Committee, etc.