

Optum Idaho

Family Support Services Site Audit Tool

Provider Name:

City: State:

Region:

Audit Type:

Reviewer Name:

Date of Program Review:

Rating Scale: NA = Not Applicable Y = Yes N = No

Y N NA

Rights, Responsibilities and Ethics

1 There is a policy and procedure about member's/member family's rights, responsibilities, and ethics.

Comments:

2 There is a policy and procedure about family's involvement in care and services.

Comments:

3 There is a policy and procedure about member's involvement in care.

Comments:

4 There is a policy and procedure about confidentiality.

Comments:

Environment of Care

5 The agency location is easily identifiable from the street.

Comments:

6 There is a policy addressing safety and security.

Comments:

Rights, Responsibilities and Ethics				
7	There is a policy or written criteria addressing control of hazardous materials and wastes, including management of any spills of bodily fluids (This question applies to all agencies) .			
Comments:				
8	There is a disaster plan.			
Comments:				
9	There is a fire safety plan.			
Comments:				
10	There is evidence of compliance with fire safety procedures/regulations, including inspection by the fire department/marshal.			
Comments:				
11	There are fire extinguishers in the facility or there is a fire suppression system.			
Comments:				
12	The exits are well marked and free of obstruction.			
Comments:				
13	The agency appearance is reasonably neat and clean.			
Comments:				
14	The waiting room and member areas are of adequate size and reasonably comfortable.			
Comments:				
15	The furnishings and décor are appropriate.			
Comments:				
16	There are no culturally insensitive or offensive materials posted.			
Comments:				
Continuum of Care				
17	There is a policy/written criteria about expectations and limitations for services being provided.			

Rights, Responsibilities and Ethics				
Comments:				
18	The program description is recovery and resiliency focused.			
Comments:				
19	There is a policy/written criteria that includes exclusionary criteria for the program.			
Comments:				
20	There is a policy/written criteria that includes continuation of service needs of the member/member family at the time of their transition from the program.			
Comments:				
Initiation				
21	The policy/written criteria for initiation procedures includes an inventory of the member's/member family's strengths and resiliency factors.			
Comments:				
22	The policy/written criteria for initiation procedures includes a review of the member's/member family's support network.			
Comments:				
23	The policy/written criteria for initiation procedures includes a review of whether the member and/or family has an individualized recovery plan or family-centered service plan that includes a description of the member's/member family's goals, timeframes for meeting these goals, and the interventions that will assist in meeting the goals.			
Comments:				
24	There is a policy/written criteria for obtaining appropriate consents to contact the member's behavioral health clinician, medical physician, family/social supports, and or agencies and other programs that is involved in the member's care.			
Comments:				
25	There is a policy/written criteria for the development of a individualized family-centered service plan that is developed with the member/member family.			
Comments:				
26	There is a policy/written criteria for the review and update of the individualized family-centered service plan at a minimum of 120 days (per IDAPA 16.07.37, section 407).			

Rights, Responsibilities and Ethics				
Comments:				
Performance Improvement				
27	There is a Performance Improvement Program.			
Comments:				
Management of Information				
28	The program has a process in place to ensure the availability of service records to the CFSP.			
Comments:				
29	The program has a policy for making the service record available to the family/member upon request in a reasonable amount of time.			
Comments:				
30	The program has an organized system of filing information in the service records.			
Comments:				
31	The program must have an established procedure to maintain the confidentiality of service records in accordance with any applicable statutes and regulations.			
Comments:				
32	If service records need to be transported to another service location, there is a protocol in place to maintain confidentiality of records throughout the transportation process.			
Comments:				
Human Resources				
33	There is evidence of on-going assessment of CFSP staff competency through verification of certification status, ongoing supervision, performance evaluations and training.			
Comments:				
34	Personnel files include: resume, background checks, job description, appropriate license or certification for CFSP staff, and annual evaluations.			
Comments:				
35	There is a specific policy/written criteria addressing initial and ongoing training of CFSP staff.			

Rights, Responsibilities and Ethics				
Comments:				
36	There is evidence that staff have received training related to agency policies and procedures.			
Comments:				
37	There is a specific policy/written criteria addressing staff supervision of CFSP staff.			
Comments:				
38	There is documentation of on-going supervision of CFSP staff.			
Comments:				
39	The CFSP job description lists essential knowledge and skills consistent with the State of Idaho's Behavioral Health Standards Manual for CFSP services.			
Comments:				
40	The agency has a protocol to notify the certifying entity/program of any violations of certification standards in accordance with the State of Idaho's Behavioral Health Standards Manual for CFSP services.			
Comments:				
41	Verification of appropriate certification for CFSP staff is completed. There is evidence certification is obtained in accordance with the State of Idaho's Behavioral Health Standards Manual for CFSP services. <i>(During initial credentialing, this verification is completed by the network manager).</i>			
Comments:				
Credentialing of Practitioners				
42	A sample of the CFSP's employee files were reviewed and the files contained documentation of hiring consistent with program policy.			
Comments:				
Infection Control				
43	There is a policy and procedure regarding infection control at the agency which includes written protocols for communication with local public health authorities.			
Comments:				

Rights, Responsibilities and Ethics

44 There are written protocols for the treatment of family's/members with infectious diseases.

Comments:

Handicap Accessibility

45 The agency has parking for handicapped vehicles.

Comments:

46 The agency has a ramp allowing entrance into the building.

Comments:

47 The agency has wide doorways for wheelchair access.

Comments:

48 The agency has handicap accessible restroom(s).

Comments:

49 If the agency is not handicap accessible, does the program staff screen for handicap needs prior to initiation of services?

Comments:

Member Complaints

50 There is a protocol for dealing with complaints.

Comments:

51 The agency documents that families/members are informed of methods of resolving complaints.

Comments:

Recovery and Resiliency

Rights, Responsibilities and Ethics

52

The mission statement of the agency is recovery oriented. (For example, SAMHSA has established a working definition that defines recovery as a process of change through which individuals improve their health and wellness, live self-directed lives, and strive to reach their full potential. Recovery is built on access to evidence-based clinical treatment and recovery support services for all populations.)

Comments: