



SALISH BHO

PROVIDER MONITORING POLICIES AND PROCEDURES

Policy Name: STANDARD CHART REVIEWS

Policy Number: 9.08

Reference: State Contract

Effective Date: 8/2004

Revision Date(s): 6/2016; 6/2018

Reviewed Date: 6/2016; 7/2017; 6/2018

Approved by: SBHO Executive Board

CROSS REFERENCES

- Plan: Quality Management Plan
- Policy: Corrective Action Plans
- Tool: SBHO Behavioral Health Chart Review Tool FY 2018
- Tool: SBHO Monitoring Table

PURPOSE

The purpose of the Salish Behavioral Health Organization (SBHO) chart review process is to monitor compliance with Washington Administrative Codes (WAC), Revised Codes of Washington (RCW), other related state and federal laws and guidelines, and contract requirements as well as to give feedback to providers on quality of service delivery.

PROCEDURE

1. The SBHO staff will review clinical records each fiscal year, biannually, utilizing the following methodology for the sample:
 - Identify proportion served by each agency by modality (MH Outpatient, SUD Outpatient, MH Residential, SUD Residential) by provider during the previous fiscal year;
 - Identify total number served by each review stratification and use the National Statistical Service Sample size calculator to determine necessary sample size for each stratification; and
 - Use the total number necessary by stratification to calculate a proportion sample from each provider who rendered the service item type.
2. Review results will be reported to each provider for training and needed follow up.

3. In general, providers will be asked to develop a corrective action plan for chart review items that average below 90 percent unless the review sample size is too small to require such action (Refer to SBHO Corrective Action Threshold below). However, there may be times when the sample size is small but the deficiencies found during the review warrant a corrective action. It is understood that some deficiencies in charts cannot be fixed and this is to be noted by the provider as part of the corrective action plan.

| # of Charts Reviewed | CAP for Items Less Than % |
|----------------------|---------------------------|
| 2 to 5 | 50% |
| 6 to 9 | 70 % |
| 10+ | 90% |

MONITORING

1. This policy is a mandate by contract and statute. This policy will be monitored through use of SBHO:
 - Biannual Provider Reviews
 - Quality Management Plan activities, such as reviewing targeted issues for trends and recommendations.
 - Review of previous provider corrective action plans, including provider profiles related to performance on targeted indicators.
2. If a provider performs below expected standards during the quarterly review listed above a Corrective Action will be required for SBHO approval. Reference SBHO Corrective Action Plan Policy.