

PEER REVIEW 2009-2010

Universal Administrative Review

CONSORTIUM __CENTRAL, __ EASTERN, __ NORTHERN, __ NORTHWEST, __ SOUTHWEST

SUBCONTRACTOR _____

DATE OF REVIEW _____

REVIEWER'S SIGNATURE/POSITION _____

SUBCONTRACTOR'S STAFF INTERVIEWED/POSITION:

Confidentiality Policy:

	YES	NO	NA	COMMENTS
1. Does it include identifying a Client Identifier Number for each client?				
2. Does it include a Release of Information process?*				
3. Does it include Client Confidentiality?*				
4. Are there established policies to safeguard client information such as securing of client files?*				
5. Where applicable is there a policy for HIPAA?*				

Eligibility/Accessibility and Availability:

Is there a policy for determining Ryan White Part B eligibility?				
a. Does it include obtaining proof of income?*				
b. Does it include obtaining documentation of a HIV+ diagnosis?*				
c. Does it include determining insurance status?*				
d. Does it include obtaining Medicaid status?*				

Staffing/Personnel:

	YES	NO	NA	COMMENTS
1. Is there a staff training manual or materials on file?				
2. Does the Provider have an Orientation Manual?				
3. Is there a file for each staff member?*				
4. Are current licensures, certifications on file for each credentialing?*				
5. Is there documentation of completion of the required orientation for each staff member?				
6. Is there documentation of the required annual continuing education for each staff member?				
7. Is there documentation of regularly scheduled clinical supervision for each staff member, if applicable?				

Of Staff Files Reviewed:

	YES	NO	NA	COMMENTS
1. The files contain staff member's job description?(____of____ files do)				
2. The files contain staff member's job qualifications?(____of____ files do)				
3. The files contain staff member's training/education as required by the position (____of____ files do)				
4. Are there appropriate staff training plans and records of attendance? Hep/HIV/AIDS training, BBP/OSHA/ IC training (____of____ files do)				

Policies and Procedures:

	YES	NO	NA	COMMENTS
1. Is there a copy of HIV/STD Operations Manual (for Health Departments)?*				
2. Is there a copy of the Ryan White CARE Act Title II Manual accessible?				
3. Are there current policies and procedures to cover emergency situations?				
4. Are the hours of operation appropriate to client accessibility?*				
5. Are there current after hour's policies and procedures?				
6. Are there current on-call policies and procedures?				

	YES	NO	NA	COMMENTS
7. If site has third party payers, is there a signed agreement for services provided?				
8. Are there policies and procedures that specify client involvement in the management of the Ryan White Part B Program?				
9. Is there provider liability insurance coverage?				
10. Are there appropriate Policies/ Procedures, and Protocol Manuals applicable for services rendered?*				
11. Are there agency logs as required by each service standards?				

Client Feedback, Satisfaction, Involvement, and Grievance:

	YES	NO	NA	COMMENTS
1. Is there a Grievance Procedure?*				
2. Is the facility available and accessible to eligible clients who are disabled/or have other reasonably accommodated special needs?*				
3. Is there a policy to make clients aware of a “Client’s Rights and responsibilities”?*				
4. Has there been a Client Satisfaction Survey conducted in the last 12 months?*				
5. Is appropriate external and internal signage clear, consistent, and posted in all appropriate languages?				
6. Is there pictorial/universal language signage?				

CQI Program:

	YES	NO	NA	COMMENTS
1. Is there a written HIV-specific CQI Plan?*				
2. Is the CQI Plan outcome based?*				
3. Does CQI Plan include measurable outcomes which led to tangible benefits?*				
4. Does the plan address improved patient care?*				
5. Does the CQI Plan identify cost-reduction opportunities for efficient and effective service delivery?				
6. Does the plan address state and federal regulations, including HIPAA?				

	YES	NO	NA	COMMENTS
7. Is the CQI Committee representative of clinical and administration staff?				
8. Does the CQI Committee meet at least quarterly?				
9. Are minutes of the CQI Committee meetings taken and kept on file?				

AIDS Pharmaceutical: **Not Ryan White Part B funded**

Local	YES	NO	NA	#	COMMENTS
1. Are there job descriptions for positions serving in this area?*					
2. Is there a current/updated policy and procedure manual for this service?					

Case Management: **Not Ryan White Part B funded**

COMPREHENSIVE	YES	NO	NA	#	COMMENTS
1. Are there job descriptions for positions serving in the area?*					
2. Is there a current/updated policy and procedure manual for this service?					
3. Is there documentation of regularly schedules clinical supervision meetings with date, persons in attendance and agenda?					
4. Are the clinical supervisor's credentials on file?					

Case Management: **Not Ryan White Part B funded**

SUPPORTIVE	YES	NO	NA	#	COMMENTS
1. Are there job descriptions for positions serving in the area?*					
2. Is there a current/updated policy and procedure manual for this service?					
3. Is there documentation of regularly schedules clinical supervision meetings with date, persons in attendance and agenda?					
4. Are the clinical supervisor's credentials on file?					

Case Management: **Not Ryan White Part B funded**

LIMITED	YES	NO	NA	#	COMMENTS
1. Are there job descriptions for positions serving in the area?*					
2. Is there a current/updated policy and procedure manual for this service?					
3. Is there documentation of regularly schedules clinical supervision meetings with date, persons in attendance and agenda?					
4. Are the clinical supervisor's credentials on file?					

Food Bank

Home Delivered Meals: **Not Ryan White Part B funded**

	YES	NO	NA	#	COMMENTS
1. Are there job descriptions for positions serving in this area?*					
2. Is there a current/updated policy and procedure manual for this service?					
3. Does the agency maintain a food distribution log?					

Health Education: **Not Ryan White Part B funded**

	YES	NO	NA	#	COMMENTS
1. Are there job descriptions for positions serving in this area?*					
2. Is there a current/updated policy and procedure manual for this service?					
3. Is there documentation of regularly schedules clinical supervision meetings with date, persons in attendance and agenda?					
4. Are the clinical supervisor's credentials on file?					

Health Insurance: **Not Ryan White Part B funded**

	YES	NO	NA	#	COMMENTS
1. Are there job descriptions for positions serving in this area?*					
2. Is there a current/updated policy and procedure manual for this service?					

Home Health: **Not Ryan White Part B funded**

	YES	NO	NA	#	COMMENTS
1. Are there job descriptions for positions serving in this area?*					
2. Is there a current/updated policy and procedure manual for this service?					
3. Is there an initial log with signatures maintained by the agency?					

Housing: **Not Ryan White Part B funded**

	YES	NO	NA	#	COMMENTS
1. Are there job descriptions for positions serving in this area?*					
2. Is there a current/updated policy and procedure manual for this service?					

Legal: **Not Ryan White Part B funded**

	YES	NO	NA	#	COMMENTS
1. Are there job descriptions for positions serving in this area?*					
2. Is there a current/updated policy and procedure manual for this service?					

Medical

Nutritional Therapy: **Not Ryan White Part B funded**

	YES	NO	NA	#	COMMENTS
1. Are there job descriptions for positions serving in this area?*					
2. Is there a current/updated policy and procedure manual for this service?					

Medical Transportation: **Not Ryan White Part B funded**

	YES	NO	NA	#	COMMENTS
1. Are there job descriptions for positions serving in this area?*					
2. Is there a current/updated policy and procedure manual for this service?					
3. Is there a vehicle log maintained by the agency?					

Mental Health: **Not Ryan White Part B funded**

	YES	NO	NA	#	COMMENTS
1. Are there job descriptions for positions serving in this area?*					
2. Is there a current/updated policy and procedure manual for this service?					

Oral Health: **Not Ryan White Part B funded**

	YES	NO	NA	#	COMMENTS
1. Are there job descriptions for positions serving in this area?*					
2. Is there a current/updated policy and procedure manual for this service?					

**Outpatient/
Ambulatory Care:** **Not Ryan White Part B funded**

	YES	NO	NA	#	COMMENTS
1. Are there job descriptions for positions serving in this area?*					
2. Is there a current/updated policy and procedure manual for this service?					
3. Is there an initial log with signatures maintained by the agency?					

Outreach: **Not Ryan White Part B funded**

	YES	NO	NA	#	COMMENTS
1. Are there job descriptions for positions serving in this area?*					
2. Is there a current/updated policy and procedure manual for this service?					

**Psychosocial
Support Services:** **Not Ryan White Part B funded**

	YES	NO	NA	#	COMMENTS
1. Are there job descriptions for positions serving in this area?					
2. Is there a current/updated policy and procedure manual for this service?					
3. Is there documentation of regularly schedules clinical supervision meetings with date, persons in attendance and agenda?					
4. Are the clinical supervisor's credentials on file?					

Referral for Heal Care

Supportive Service: **Not Ryan White Part B funded**

	YES	NO	NA	#	COMMENTS
1. Are there job descriptions for positions serving in this area?*					
2. Is there current/updated policy and procedure manual for this service?					

Respite Care: **Not Ryan White Part B funded**

	YES	NO	NA	#	COMMENTS
1. Are there job descriptions for positions serving in this area?*					
2. Is there current/updated policy and procedure manual for this service?					

Substance Abuse: **Not Ryan White Part B funded**

Outpatient	YES	NO	NA	#	COMMENTS
1. Are there job descriptions for positions serving in this area?*					
2. Is there a current/updated policy and procedure manual for this service?					

Treatment Adherence: **Not Ryan White Part B funded**

	YES	NO	NA	#	COMMENTS
1. Are there job descriptions for positions serving in this area?*					
2. Is there a current/updated policy and procedure manual for this service?					