

## Optum - Behavioral Network Services

### PEER SUPPORT SITE AUDIT TOOL

Program Name:

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 consumer rights, responsibilities, and ethics.




Comments:

2 There is a policy and procedure about consumer involvement in care and services.




Comments:

3 There is a policy and procedure about family involvement in consumer 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:

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 comprehensive disaster plan , including plans for continuation of care when services are disrupted.

<b>Comments:</b>			
9	There is a fire safety plan.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Comments:</b>			
10	There is evidence of compliance with fire safety procedures/regulations, including inspection by the fire department/marshall.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Comments:</b>			
11	There are fire extinguishers in the facility or there is a fire suppression system.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Comments:</b>			
12	The exits are well marked and free of obstruction.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Comments:</b>			
13	The agency appearance is reasonably neat and clean.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Comments:</b>			
14	The waiting room and consumer areas are of adequate size and reasonably comfortable.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Comments:</b>			
15	The furnishings and décor are appropriate.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Comments:</b>			
16	There are no culturally insensitive or offensive materials posted.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Comments:</b>			
<b>Continuum of Care</b>			
17	There is a policy/written criteria about expectations and limitations for services being provided.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Comments:</b>			
18	The program description is Recovery-focused.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Comments:</b>			
19	There is a policy/written criteria outlining any exclusionary criteria for the program.	<input type="checkbox"/>	<input type="checkbox"/>

<b>Comments:</b>		
20	There is a policy/written criteria regarding the continuing service needs of consumers at the time of their transition from the program.	<input type="checkbox"/> <input type="checkbox"/>
<b>Comments:</b>		
<b>Initiation</b>		
21	The policy/written criteria for initiation procedures of an inventory of consumer strengths and resiliency factors.	<input type="checkbox"/> <input type="checkbox"/>
<b>Comments:</b>		
22	The policy/written criteria for initiation procedures includes a review of the consumer's family and support network.	<input type="checkbox"/> <input type="checkbox"/>
<b>Comments:</b>		
23	The policy/written criteria for initiation procedures includes a review of whether the consumer has a WRAP, advanced directive, recovery plan, and/or a plan for managing relapse.	<input type="checkbox"/> <input type="checkbox"/>
<b>Comments:</b>		
24	The policy/written criteria for obtaining appropriate consents to contact the consumer's behavioral health clinician, medical physician, family/social supports, and or agencies and other programs with which the consumer is involved.	<input type="checkbox"/> <input type="checkbox"/>
<b>Comments:</b>		
25	There is a policy/written criteria for the development of a recovery plan, developed with the consumer.	<input type="checkbox"/> <input type="checkbox"/>
<b>Comments:</b>		
26	There is a policy/written criteria for the review and update of the recovery plan at regular intervals.	<input type="checkbox"/> <input type="checkbox"/>
<b>Comments:</b>		
<b>Performance Improvement</b>		
27	There is a Quality Improvement Program.	<input type="checkbox"/> <input type="checkbox"/>
<b>Comments:</b>		
<b>Management of Information</b>		
28	The program has a process in place to ensure the availability of contact records to the peer/family coach.	<input type="checkbox"/> <input type="checkbox"/>

<b>Comments:</b>			
29	The program has a policy for making the contact record available to the consumer upon request in a reasonable amount of time.		
<b>Comments:</b>			
30	The program has an organized system of filing information in the contact records.		
<b>Comments:</b>			
31	The program must have an established procedure to maintain the confidentiality of contact records in accordance with any applicable statutes and regulations.		
<b>Comments:</b>			
32	If contact records need to be transported to another service location, there is a protocol in place to maintain confidentiality of records throughout the transportation process.		
<b>Comments:</b>			
<i>Human Resources</i>			
33	There is evidence of on-going assessment of peer staff competency through performance evaluations and training.		
<b>Comments:</b>			
34	Personnel files include: resume, background checks, job description, license, and annual evaluations.		
<b>Comments:</b>			
35	There is a specific policy/written criteria addressing initial and ongoing training of Peer Support staff.		
<b>Comments:</b>			
36	There is a specific policy/written criteria addressing staff supervision of Peer Support staff.		
<b>Comments:</b>			
37	Peer Support Specialist job description lists essential knowledge and skills consistent with the work to be completed.		
<b>Comments:</b>			
<i>Credentialing of Practitioners</i>			
38	A sample of the peer/family/recovery coach employee files were reviewed and the files contained documentation of hiring consistent with program policy.		

<b>Comments:</b>			
<i>Infection Control</i>			
39	There is a policy and procedure regarding infection control at the agency which includes written protocols for communication with local public health authorities.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Comments:</b>			
40	There are written protocols for the treatment of consumers with infectious diseases.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Comments:</b>			
<i>Handicap Accessibility</i>			
41	The agency has parking for handicapped vehicles.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Comments:</b>			
42	The agency has a ramp allowing entrance into the building.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Comments:</b>			
43	The agency has wide doorways for wheelchair access.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Comments:</b>			
44	The agency has handicap accessible restroom(s).	<input type="checkbox"/>	<input type="checkbox"/>
<b>Comments:</b>			
45	If the agency is not handicap accessible, does the program staff screen for handicap needs prior to initiation of services?	<input type="checkbox"/>	<input type="checkbox"/>
<b>Comments:</b>			
<i>Consumer Complaints</i>			
46	There is a protocol for dealing with complaints.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Comments:</b>			
47	The agency documents that consumers/families are informed of methods of resolving complaints.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Comments:</b>			
<i>Recovery and Resiliency</i>			

48	The mission statement of the facility is recovery-oriented.			
Comments:				
<i>Language Assistance Program (California Only)</i>				
49	For California Only: The Offer of Language Assistance, the "Long Notice", is posted in the waiting areas and/or the patient areas. <b>Must be Yes or No for all California Site Visits</b>			
Comments:				