

UnitedHealthcare Community Plan (UHCCP)

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.			
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Comments:

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

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

4	There is a policy and procedure about confidentiality.			
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Comments:

Environment of Care

5	The agency location is easily identifiable from the street.			
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Comments:

6	There is a policy addressing safety and security.			
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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) .			
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Comments:

8	There is a comprehensive disaster plan , including plans for continuation of care when services are disrupted.			
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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/marshall.			
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 consumer 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.			
Comments:				
18	The program description is Recovery-focused.			
Comments:				
19	There is a policy/written criteria outlining any exclusionary criteria for the program.			

Comments:			
20	There is a policy/written criteria regarding the continuing service needs of consumers at the time of their transition from the program.		
Comments:			
Initiation			
21	The policy/written criteria for initiation procedures of an inventory of consumer strengths and resiliency factors.		
Comments:			
22	The policy/written criteria for initiation procedures includes a review of the consumer's family and support network.		
Comments:			
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.		
Comments:			
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.		
Comments:			
25	There is a policy/written criteria for the development of a recovery plan, developed with the consumer.		
Comments:			
26	There is a policy/written criteria for the review and update of the recovery plan at regular intervals.		
Comments:			
Performance Improvement			
27	There is a Quality Improvement Program.		
Comments:			
Management of Information			
28	The program has a process in place to ensure the availability of contact records to the peer/family coach.		

Comments:				
29	The program has a policy for making the contact record available to the consumer upon request in a reasonable amount of time.			
Comments:				
30	The program has an organized system of filing information in the contact records.			
Comments:				
31	The program must have an established procedure to maintain the confidentiality of contact records in accordance with any applicable statutes and regulations.			
Comments:				
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.			
Comments:				
Infection Control				
33	There is a policy and procedure regarding infection control at the agency which includes written protocols for communication with local public health authorities.			
Comments:				
34	There are written protocols for the treatment of consumers with infectious diseases.			
Comments:				
Handicap Accessibility				
35	The agency has parking for handicapped vehicles.			
Comments:				
36	The agency has a ramp allowing entrance into the building.			
Comments:				
37	The agency has wide doorways for wheelchair access.			
Comments:				
38	The agency has handicap accessible restroom(s).			

Comments:			
39	If the agency is not handicap accessible, does the program staff screen for handicap needs prior to initiation of services?		
Comments:			
<i>Consumer Complaints</i>			
40	There is a protocol for dealing with complaints.		
Comments:			
41	The agency documents that consumers/families are informed of methods of resolving complaints.		
Comments:			
<i>Recovery and Resiliency</i>			
42	The mission statement of the facility is recovery-oriented.		
Comments:			
<i>Human Resources</i>			
43	There is evidence of on-going assessment of peer staff competency through performance evaluations and training.		
Comments:			
44	Personnel files include: resume, background checks, job description, license, and annual evaluations.		
Comments:			
45	There is a specific policy/written criteria addressing initial and ongoing training of Peer Support staff.		
Comments:			
46	There is a specific policy/written criteria addressing staff supervision of Peer Support staff.		
Comments:			
47	Peer Support Specialist job description lists essential knowledge and skills consistent with the work to be completed.		
Comments:			

48	A sample of the peer/family/recovery coach employee files were reviewed and the files contained documentation of hiring consistent with program policy.			
Comments:				