
Category: **QUALITY IMPROVEMENT**
Title: **RECORD REVIEW PROCESS**

Prior Approval Date: N/A
Current Approval Date: 04/05/2005

Approved by: _____
Executive Director Date

I. Abstract

This policy establishes the standards and procedures for incorporation of the Macomb County Community Mental Health Board (MCCMH) Record Review Process with Administrative Team and Program Team Review protocols.

II. Application

This policy shall apply to all directly-operated and contract network providers of the MCCMH Board.

III. Policy

It is the policy of the MCCMH Board that clinical record reviews be conducted by both Administrative and Program Teams, pursuant to procedures and protocols contained in Exhibit A of this policy, to ensure that clinical records maintained by network providers, directly-operated and contract, meet quality standards for medical records as established by the Michigan Department of Community Health; the Medical Services Administration; and, for directly-operated network providers, the Council on Accreditation of Rehabilitation Facilities (CARF); **and**,

That clinical records be reviewed on a regular basis, using a valid sampling technique, to ensure compliance with regulatory standards. Reports of findings will be provided to panel providers in accordance with attached Exhibit A. Providers will be expected to submit corrective Action plans where compliance to the established standards is less than 95% in any area.

IV. Definitions

A. None.

V. Standards

- A. The Administrative Review Process shall apply to all directly-operated and contract network providers of the Board.
- B. The Local Site Review Process shall apply to all directly-operated network providers of the Board.
- C. Directly-operated and contract network providers are expected to achieve 95% compliance in each area identified in Attachment A of Exhibit A. Network providers not achieving 95% compliance in any area will be expected to prepare and submit a corrective action plan for remediation of the record deficiencies as identified by the Administrative Team.
- D. Consequences for non-compliance will be determined by the Executive Director, Deputy Director, and Behavioral Health Director of the Board.

VI. Procedures

- A. Record Review procedures to be applied to the network providers of the MCCMH Board will be conducted in accordance with Exhibit A.

VII. References / Legal Authority

- A. Michigan Department of Community Health Review Protocols.
- B. Commission on Accreditation Rehabilitation Facilities (CARF) 2004 Standards Manual, §1.D.3.h. Rights of Persons Served, p. 32, §1.G.3., 4. Leadership, pp. 46-48.
- C. Michigan Department of Community Health/Medical Services Administration Medicaid Manual.

VIII. Exhibits

- A. MCCMH Record Review Process