



**MACOMB  
COUNTY**  
COMMUNITY MENTAL HEALTH

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**TO:** Macomb County CMH Direct Operated Providers  
Macomb County CMH Contract Providers

**FROM:** Carmen R. Serpa M.D  
CRMC Chair and Chief Medical Officer

**RE:** MCCMH Policy 8-003

**DATE:** April 24<sup>th</sup>, 2020

Please be aware that current MCCMH Policy 8-003 “Reporting and Responding to Critical Incidents Sentinel Event and Risk Events” is undergoing revisions. As part of the revisions, it is the implementation of a new process as it relates to how Root Cause Analysis (RCA) are presented to the Clinical Risk Management Committee (CRMC). In efforts to optimize efficiency in the processing of cases by the Committee, improve communication, and to be of better assistance to Providers the new process will be as follows:

1. When the CRMC, upon review of a case, expresses concerns about a recently submitted Root Cause Analysis (RCA), the CRMC will notify the Provider of the concerns in writing AND also schedule the provider for a time to discuss their RCA findings and Action Plans with the Committee. The appointments will be no longer than 30 minutes and will require the presence of those deemed relevant parties to the case.
2. The CRMC has also redesigned the existing MCCMH Framework for Root Cause Analysis and Action Plans to a Sentinel Event Form (Exhibit A) attached. This form has been reformatted with the goal to improve the quality and effectiveness of the Root Cause Analysis Process. At this time, the utilization of this form although voluntary is highly recommended to better assist our providers with the prompt completion of their RCA when requested.
3. MCCMH also reminds all providers to remain compliant with MCCMH Policy 8-003 deadlines as it pertains to the timely submission of RCAs and Incidents reports. These existing times frames will not be changed under the new revisions.

Given the lengthy internal pre-approval process MCCMH policies follow, the CRMC is requesting the advanced implementation of the above to all of our Direct and Contracted Providers and kindly asking for your partnership in this new process.

