



Series: Operating Procedures COA: PQI 4.02, RPM 7.02, 7.04
CFOP: NA

Procedure Name: Care Coordinator Case Review Procedure
Procedure Number: OP-1126
Revision #/Date: N/A
Effective Date: 2/20/09

Applicable to: All CBCB Staff and Contract Providers

SUBJECT: Care Coordinator Case Review Procedure

PURPOSE: The purpose of the Care Record Review Process/Quality Improvement Process is to ensure that the services provided to our families are of the highest quality, meet the needs of the families who participate in Care Coordination and the Family Team Conferencing Process, and ensure that all services provided use strength based and family centered principles. In addition to this review process, feedback from families is an integral part of the Family Team Conference process and is used to improve the quality of services provided through Care Coordination in the dependency system.

PROCEDURE:

Reference

BMSI: Family Resource Mobilization Unit, Wraparound Family Services, Client Satisfaction Survey, Brockton, MA.

Definitions

Care Coordinator-Skilled in the Wraparound Process, they are the facilitator of Family Team Conferences. Authorizes services for families involved with the Florida child welfare dependency system, which includes those engaged in the Family Team Conference Wraparound Process as well as those who "bypass" the process with just referrals for services completed.

Review Process

In order to provide feedback as well as to ensure continuous quality improvement is part of this case review process, a peer review model for the Care Coordinator case reviews is utilized. The Case Review process offers opportunities to increase evidenced based best practices, ensures accountability for outcomes, ensures the delivery of services are of the highest quality, and ensures that family needs are being accurately assessed and met through the Family Team Conferencing process. The Case Review Process also offers an opportunity to identify strengths and weaknesses in the program, identify any gaps, and provide opportunities to continuously improve the services provided by our Care Coordinators and the Family Team Conference Process.

Each quarter, 30% of the open/active Care Coordinator case files of families receiving services for at least 90 days will be reviewed through a Peer Review process. Assignments of active cases to the Peer Reviewer (Dependency Care Coordinator) will be made by the Lead Care Coordinator of the program. Each Peer Reviewer will review all files assigned using the Care Coordinator Case Review Tool (see attached). Once the Case Review form is completed by the Peer Reviewer, it will be forward on the Lead Care Coordinator for review. As part of the Case Review Process, Peer Reviewers will add general comments and suggestions for each quarter. In addition, the Peer Reviewer will meet with the staff of the cases they reviewed in order to debrief them on their findings and discuss general practice issues. Any items noted by the Peer Reviewer as a No, Not Clear, or Incomplete will then be addressed by the Dependency Care Coordinator assigned to the case under the comment section for that quarter. The Dependency Care Coordinator will have 10 business days to complete this section. The completed Case Review form will be maintained in the client record. The same process will occur for each quarter for all open/active files.

In addition to the Peer Review process, the Lead Care Coordinator of the program will also review approximately 10 % of the files of families receiving services for at least 90 days using the same review form. The purpose of this review will be to ensure that Peer Reviews are providing appropriate feedback and that the Case Review form is being used consistently by all Peer Reviewers. In addition, the purpose of the review is to provide another level of review in order to ensure services to our families demonstrate and adhere to our family centered principles and that training needs can be identified in order to improve our provision of services.

In addition, to this level of review, the Director may review files periodically for the purpose of giving feedback and making suggestions for improvements as part of our overall Quality Improvement Program. The Compliance Officer can also be requested to review files as part of the Internal Audit Program and in order to prepare for the COA accreditation process. This level of review can be requested from the Director/COO at any time throughout the year and as part of COA preparation.

Feedback from Case Review process and from Families:

As part of the overall Case Review process, trends and data will be compiled by the Lead Care Coordinator and provided to the Director and staff where recommendations for improvements can be developed. Once a recommendation for improvement has been made and implemented (such as providing additional training to staff on proper documentation), the results of whether the particular recommended action improved a weakness should be addressed during the next cycle of the Case Review process in order to determine the effectiveness of the recommendation and to determine if other recommendations should be put into effect. The review of the effectiveness of recommendations for quality improvement should be integrated into the ongoing Case Review process.

In addition to the Case Review process, feedback from our families is an integral part of the overall Family Team Conference Process. Satisfaction surveys are provided throughout the process, as well as offered to all families exiting the program. The results of these ongoing satisfaction surveys as well as the feedback received on those exiting services is part of our Performance and Quality Improvement Program and used to for continuous improvement purposes. Feedback from families will be shared with staff on a regular and ongoing basis in an effort to create a continuous quality improvement environment.

Community Based Care of Brevard, Inc. Policy and Procedure Manual

Results from the case review process and the overall feedback from families will be reviewed quarterly as part of the Performance and Quality Improvement Process.

BY DIRECTION OF THE CHIEF EXECUTIVE OFFICER:



DR. PATRICIA NELLIUS-GUTHRIE
Chief Executive Officer
CBC of Brevard, Inc.

APPROVAL DATE: 3/2/09