

NORTH COUNTRY COMMUNITY MENTAL HEALTH ADMINISTRATIVE MANUAL

CHAPTER: Eight - Environment of Care
PROCEDURE NAME: CONTRACT SITE REVIEW PROCEDURE
EFFECTIVE DATE: May 1, 2017

PURPOSE

To ensure that contract providers' facilities meet the requirements or standards defined by the Michigan Mental Health Code, the Life Safety Code, the Board's accrediting agency and other rules and regulations defined by applicable agencies. The site review will ensure compliance in the following areas: Recipient Rights, Environment of Care, Training, Contractual Requirements and Infection Control.

APPLICATION

All service sites contracted with or maintained by North Country Community Mental Health to provide behavioral health services.

DEFINITION

Active Contract: A contract under which the Board's clients are receiving services in the contractor's Service Site at the time of the site review.

PROCEDURE

- New contract providers will be reviewed within sixty days of Active Contract initiation. Prior to re-activating a contract, the ORR should be contacted by the staff arranging the placement to determine if the home is in compliance with site reviews and/or ORR plans of correction.
- Active Service Sites will be reviewed every 12 months, by the Safety Specialist or Recipient Rights Specialist.
- For active Service Sites located outside NCCMH catchment, a copy of the local CMH Board's site review may be accepted if it meets NCCMH standards. Whenever possible, the site review will be conducted in person by the Rights Specialist.
- Site reviews will be documented on the NCCMH Contract Site Review Form indicating compliance with applicable standards. The information will be maintained in the Site Review database. A report of the site review findings will be sent within ten working days of the review.
- A letter indicating compliance will be sent to the provider when the site review score is above 95%.
- Providers are required to respond with a written Plan of Correction for any area of non-compliance within 30 days of receipt of the report. Site Reviews indicating gross deficiencies will be sent to the appropriate program director(s) if the provider has not taken corrective action within 30 days.
- A second letter will be sent to providers who fail to submit a Plan of Correction within 30 days. If there is no response to the letter from the provider after 10 working days, the information will be given to the Chief Operating Officer for follow up.
- If the previous steps above have not proven effective, the Board at its discretion may, pursuant to the Master Contract, take any or all of the following action(s): the withholding of payment; recoupment of monies from disbursement; referral moratorium; imposition of monetary sanction in amounts reasonably related to the severity of the violations; or Contract termination.
- Providers with an aggregate score below 95% may have a second review at the discretion of the NCCMH staff responsible for the criteria that has/have not been met (Recipient Rights/Safety/Training). A referral to the responsible staff will be made by the staff member conducting the site review.

- Site Review data will be maintained by the Safety Specialist and reported to the Safety/Infection Control Committee and the Quality Improvement Council annually. Site Review data will be provided to the Contract Manager prior to contract renewal.
- All hard copies of site review data, correspondence and plans of correction will be maintained by the ORR for a period of 3 years.

ATTACHMENTS – Attachment A: Contract Site Visit Flow Chart; Attachment B: LPH/U policy/ site review process

REFERENCE: MDHHS/CMHSP Managed Mental Health Supports and Services Contract, FY 17 Sections 6.4.2
 MDHHS/CMHSP Managed Mental Health Supports and Services Contract, Attachment C.6.3.2.3.A
 Act 258 of 1974 Mental Health Code, Chapter 7 (MCL 330.1700 - 1758).

REVIEWED: 06/23/08; 03/06/13; 06/30/15; 03/07/16

REVISED: 05/07/07; 02/09/09; 07/14/14; April 6, 2017

APPROVED BY SIGNATURE:

<i>Christine Gebhard</i>	<i>5/3/2017</i>
Chief Executive Officer	Date
<i>Kim Rappleyea</i>	<i>5/2/2017</i>
Office of Recipient Rights	Date