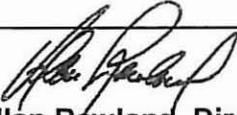


**County of San Bernardino
Department of Behavioral Health**

Quality of Care Referral Policy

Effective Date 4/23/07
Approval Date 4/23/07



Allan Rawland, Director

Policy It is the policy of the Department of Behavioral Health (DBH) to identify all quality of care issues, to ensure appropriate action is taken to resolve them, and to prevent their recurrence.

Purpose To ensure that quality of care issues are transmitted to the Quality Improvement Coordinator (QIC), Mental Health Plan (MHP) Administration or another appropriate body within the MHP's organization.

Identification **Quality of care issues can be identified in the following ways:**

- Through the grievance or appeal process
- Through review of inpatient charts submitted to the Inpatient Authorization Unit for payment through the Medi-Cal or Indigent Care Services Programs
- Through audits conducted by the Outpatient Utilization Review Unit
- Through audits of fee-for-service provider charts by the MHP's ACCESS Unit
- Through reports by concerned staff or consumers directly to the Quality Improvement Unit of the Quality Management Division

Referral Once a quality of care issue has been identified, it must be referred to the appropriate staff and/or deliberative body for review and resolution. The referral process consists of involvement from one or more of the following staff members:

- ACCESS Unit Clinician
- ACCESS Unit Clinic Supervisor
- Quality Improvement Coordinator

County of San Bernardino Department of Behavioral Health

- Quality Management Division Program Manager
 - Quality Management Standing Committee Chairperson
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