

POLICY TITLE: Independent Practitioner Profiling System

Policy Statement:

The Credentials Committee will be responsible for reviewing the performance of each independent practitioner at the time of his/her re-credentialing. Review of the practitioner will consist of reviewing information from the Behavioral Health Care Services profiling system which contains information about consumer complaints, consumer satisfaction internal system complaints, external system complaints, clinical performance and patient care results, status of practitioner's credentials, reports of ethical conduct problems, and office site review audit outcomes. The number of practitioners reviewed may be adjusted in accordance with the Credentials Committee's schedule.

Procedure:

The methodology for collecting and analyzing practitioner profiling data shall be disclosed to network practitioners.

The Credentials Committee will use an objective point system in rating each practitioner's performance and compliance with the following guidelines:

- ✦ Practitioners are expected to maintain current licensure, malpractice insurance and attend continuing education classes in accordance with their respective licensing board requirements.
- ✦ Practitioners are expected to document the provision of all clinical services in accordance with Alameda County Behavioral Health Plan's guidelines. Guidelines for documentation are included in the *Documentation Guidelines for Specialty Mental Health Services* policy. Evaluative data from the clinical record audits conducted by the Quality Assurance Office will be used in determining practitioner's compliance with guidelines.
- ✦ Practitioners will maintain an office environment in accordance with Alameda County Behavioral Health Plan's requirements and the Health and Safety Code. Site review indicators that are reviewed for compliance are:
 1. Parking availability
 2. Office accessible to the disabled
 3. Wheelchair accessible
 4. Well-maintained

POLICY TITLE: Independent Practitioner Profiling System

5. Adequate seating
6. Restroom available
7. Restroom accessible to the disabled
8. Restroom clean
9. Office exits clearly marked
10. Smoke detectors/fire alarm/sprinkler system
11. Fire extinguisher available

- ✦ Alameda County Behavioral Health Plan's practitioners are expected to provide professional and ethical clinical services to clients. Information obtained from consumer satisfaction surveys, the consumer complaint/grievance system and other Alameda County Behavioral Health Care Services' offices will be reviewed.
- ✦ Alameda County Behavioral Health Plan's practitioners are expected to provide clinical services in accordance with Alameda County Behavioral Health Plan's Clinical Practice Guidelines or Community Practice Standards. When complaints are received about a provider's clinical performance, an immediate review of the quality of care issue may be warranted with a subsequent Peer Review of the incident convened by the Credentials Committee. All Quality of Care issues will be reviewed by the Credentials Committee.
- ✦ Administrative issues with practitioners credentialed by Alameda County Behavioral Health Care Services will be included in the profiling system and reviewed every two years by the Credentials Committee.

Pursuant to the Credentials Committee's review of the practitioner's performance, a report including recommendations will be submitted to the Administrative Team for consideration.

Approval Date: May 15, 2002 Reviewed and Revised: May 15, 2002 Application: Behavioral Health Care Services All Provider Sites
