

POLICY TITLE: ACBHCS-BHP CREDENTIALS COMMITTEE'S PRACTITIONER PROFILING

POLICY STATEMENT: ACBHCS's BHP will collect data pertaining to its provider networks independent practitioner pertaining to credentials, ethical conduct, clinical performance, consumer satisfaction and consumer and/or system complaints.

PRINCIPLES FOR THE COLLECTION AND USE OF PRACTITIONER PROFILING DATA

- The methods for collecting and analyzing practitioner profiling data shall be disclosed to network practitioners.
- Elements used in the collection of practitioner profiling data shall be valid, accurate, objective and can be used for either the education of practitioners or disciplinary action.
- Statistically valid data collection, analysis, and reporting methodologies, including the establishment of standards with appropriate implementation prior to the release of profiling data to any ACBHCS's BHP disciplinary committee.
- Effective safeguards to protect against the dissemination of inconsistent, incomplete, invalid, inaccurate, or subjective data shall be established.
- Reliable administrative and technical safeguards to prevent the unauthorized use or disclosure of profiling data shall be established.
- All practitioner profiling data and all analyses, proceedings, records and minutes from either peer or quality review activities shall be confidential so as to provide that none of these documents will be subject to discovery or admitted into evidence in any judicial or administrative proceeding.
- The quality and accuracy of the practitioner profiling data shall be evaluated annually by the Quality Assurance Committee and Credentials Committee.

PROCEDURE

- ACBHCS's BHP's independent practitioner's information will be collected from the following data sources: provider application, credentials verification process, consumer satisfaction surveys, consumer complaints, and complaints from within the Behavioral Health Plan's system.
- The Credentials Committee's Practitioner Profiling system is structured to include a plus and minus point system as a method of measurement of general standing for each independent practitioner.
- The elements for the Practitioner's Profiling Program are: Credentials, Ethical Conduct, Continuing education, Peer Review, Self Assessment, Environment of Care, Clinical Performance and Patient Care Results, Consumer Complaint/Grievance Reports, Consumer Satisfaction Reports and Referrals to the Credentials Committee for unacceptable practices.