

# Optum Public Sector San Diego

## SITE REVIEW TOOL

Provider Name:

License:

Date of Review:

Reviewer Name:

Compliance Rate:

Rating Scale: Y = Yes N = No

Y

N

NA

### Environment of Care

1	The office location is easily identifiable from the street.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Client Rights and Responsibilities are posted in the waiting areas and/or the office area.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	There is evidence of compliance with fire safety procedures/regulations, including inspection by the fire department/marshal.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	There are accessible and functional fire extinguishers in the office or there is a fire suppression system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	The exits are well marked and free of obstruction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	The office appearance is reasonably neat and clean.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	The waiting room is of adequate size and reasonably comfortable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	The clinical offices are of adequate size and reasonably comfortable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9	The office furnishings and décor are appropriately professional.		
10	There are no culturally insensitive or offensive materials posted.		
11	<b>For providers with electronic health records only:</b> The provider has a process to maintain a "back-up" copy of all electronic health records.		
12	There are appropriate levels of security and confidentiality of data (locked cabinets, charts and serious incident reports in secure areas, secure fax line, and secure computer systems).		
<b>Access</b>			
13	There is a written protocol for accommodating clients in a life threatening emergency.		
14	The provider makes arrangements for emergency coverage for all clients 24 hours per day/7 days per week. <i>(Review how coverage is provided)</i>		
15	Information is provided to clients which includes a description of services and goals of care.		
16	Information is provided to clients which includes the hours during which care and services are available and is comparable to non Medi-Cal clients.		
17	Information is provided to clients which includes an explanation of the cancellation/no-show policy.		
18	Information is maintained regarding all clients who do not meet medical necessity and are denied access into the Specialty Mental Health Plan and are given a Notice of Action A (NOA-A).		

19	If the client requests another treatment provider, the provider directs and/or assists the client with contacting the Access and Crisis Line.			
20	Access and Crisis Line poster is visibly posted.			
21	Advanced Directives Brochure is available.			
22	Provider understands serious incident reporting requirements. Provider knows how to access and complete County of San Diego BHS Serious Incident Report. Provider maintains a log of any serious incidents involving Medi-Cal beneficiaries.			
<b>Rights, Responsibilities and Ethics</b>				
23	Professional licensure is current and available.			
24	Clients are informed they have a right to refuse to participate in treatment.			
25	Clients are informed that information about them and their families is protected and kept confidential.			
26	The computer screen locations do not violate confidentiality.			
27	The practice site has a process in place to ensure the availability of treatment records to the treating provider.			
28	The practice site has an organized system of filing information in the treatment records.			
29	The practice site maintains the confidentiality and safety of treatment records in accordance with any applicable statutes and regulations.			

30	If records need to be transported to another location, there is a protocol in place to maintain confidentiality of records throughout the transportation process.			
31	Discharged client records are completed and filed within 30 days. Records are maintained for a minimum of 7 years except for minors, whose records shall be kept at least 1 year after the minor has reached the age of 18, but in no case less than 7 years.			
<b>Administrative Issues</b>				
32	There is a protocol for dealing with complaints.			
33	The provider documents that clients/families are informed of methods of resolving complaints.			
<b>Handicap Accessibility</b>				
34	If the office is not handicap accessible, does the provider screen for handicap needs prior to the first session and provide in-home services, services in an alternative setting, or refer clients out as needed?			
35	The office has parking for handicapped vehicles.			
36	The office has a ramp allowing entrance into the building.			
37	The office has wide doorways for wheelchair access.			
38	The office has a handicap accessible restroom.			
<b>Patient Safety</b>				

39	If the provider has any animals in the office, are the clients told in advance that there is/are an animal(s) in the office. (N/A means the provider has no animals in the office)			
40	Is/are the animal(s) certified pet therapy animal(s)?			
41	Is/are the animal(s) used as part of the therapeutic process?			
<b>Cultural Competency and Language</b>				
42	Limited English Proficiency poster is posted in the waiting areas and/or the office area.			
43	Documentation of a minimum of four (4) hours annually of training on cultural competency.			
44	Client and Family Handbooks in threshold languages are prominently displayed.			
45	Client grievance and appeal posters in the threshold language are posted visibly in common areas. Brochures and forms are available without requiring a consumer to request them from office staff.			
<b>Anti-Discrimination Practices</b>				
46	The office has a policy and/or process in place to ensure that clients are not discriminated against in the delivery of health care services based on race, ethnicity, national origin, religion, sex, age, mental or physical disability or medical condition, sexual orientation, claims experience, medical history, evidence of insurability (including conditions arising out of acts of domestic violence), disability, genetic information, or source of payment.			
<b>Medications (For Medication Service providers only)</b>				
47	Prescription drugs are labeled in compliance with state and federal laws.			

48	Prescription drug labels are altered only by persons legally authorized to do so.			
49	Prescription drugs intended for external use are stored separately from drugs used for internal use.			
50	Prescription drugs are stored at proper temperatures (room temperatures at 59-86 F and refrigerated drugs at 36-46 F).			
51	Prescription drugs are stored in a locked area with access limited to those medical personnel authorized to prescribe, dispense, or administer medication.			
52	Prescription drugs are not retained after the expiration date.			
53	Multi-dose vials of injectable medications are dated and initialed when opened.			
54	Provider disposes of expired, contaminated, deteriorated, and abandoned drugs in compliance with state and federal laws.			
55	A prescription drug log is maintained to ensure the provider disposes of expired, contaminated, deteriorated, and abandoned drugs in compliance with state and federal laws.			
56	Prescription drugs are dispensed only by persons lawfully authorized to do so.			
57	Policies and procedures are in place for dispensing medications only by persons lawfully authorized.			
58	There is a health permit for disposal of infectious waste/sharps.			