

BCBSOK/BlueLincs HMO/Blue Advantage
Survey Criteria
Behavioral Health Care Clinic

PHYSICAL SETTING AND SAFETY STANDARDS

1. Office is accessible to the disabled-parking, entrance, restrooms, hallways, elevators
2. Office appearance is clean and organized
3. Waiting area has adequate seating
4. Exam room/consulting office design ensures privacy
5. Exam rooms have adequate lighting, sink w/running water or 60% alcohol-based hand solution, if applicable.
6. There are provisions for appropriate disposal of bio-hazardous materials/waste
7. Exit signs visible
8. Fire/disaster evacuation routes posted
9. Visible, charged fire extinguisher
10. Staff trained to manage emergencies. i.e. environmental/medical
11. The clinic has a preventive maintenance program to ensure that all essential mechanical, electrical, and patient-care equipment is maintained and in safe operating condition.
12. Controlled drugs are properly handled-locked cabinet, log maintained
13. Sample drugs, rx pads, needles/syringes only available in restricted area
14. Policy and Procedure for expired and discarding medications
15. Patient/member Rights and Responsibilities posted in plain sight

PROVISION OF SERVICES

16. The clinic's policies include a description of the services the clinic furnishes directly (scope of service) and those furnished through agreement or arrangement.
17. The clinic's policies include guidelines for the medical management of health problems which include treatment protocols.

PROGRAM EVALUATION

18. The clinic carries out, or arranges for, an annual evaluation of its total program.
19. The clinic conducts an evaluation to determine whether the utilization of services were appropriate.

COMPLAINT MONITORING

20. Evidence of files maintained and investigated with results and resolution.

LAB ON SITE (Yes)

21. Current CLIA certificate is displayed
22. Written policies and procedures
23. Equipment maintenance log available

LAB ON SITE (No)

24. Certificate of CLIA waiver available
25. Written policies and procedures

PHARMACY ON SITE (Yes)

26. Registered pharmacist oversees the pharmacy
27. If no registered pharmacist, written policies/procedure or process for oversight

ACCESS STANDARDS

28. Non Urgent: Appointment available within 10 working days
29. Urgent: Appointment available within 48 hours
30. Emergency: Direction to care available immediately
31. Non-life threatening emergency: Treatment available within 6 hours
32. Waiting time in clinic (begins at time of scheduled appt.) 60 minutes or less
33. Outpatient follow-up after hospitalization: Appointment available within 7 working days

MEDICAL RECORD STANDARDS

34. Organized, individual medical records
35. Organized filing system for medical records
36. Confidentiality/security of medical information assured
37. Release of information documents signed
38. Presentation of patient rights and responsibilities to member documented

CHART ELEMENTS (Chart Documentation Captures Core Elements Below)

39. Allergies and /or adverse reactions to medications or, if applicable, no know allergies (NKA) are noted
40. Personal health history includes complete medical and behavioral health history
41. Visit notes include: History and description of presenting problems, mental status evaluation, physical status evaluation if appropriate, risk assessment, including potential harm to self or others
42. Plan of care
43. Notes indicate follow up to plan of care
44. Evidence of coordination of care, if the member has co-morbid medical and behavioral health conditions
45. A copy of a written discharge plan that was provided to the member is included in chart