

Effective Date: 7/18/2008
Revised Date:
Review Date:

North Sound Mental Health Administration
Section 1000 – Administrative: Corrective Action

Authorizing Sources: PIHP and SMHC Contract

Cancels:

See Also:

Responsible Staff: Contracts Coordinator

Approved by: Executive Director

Signature:

Date: 7/18/2008

POLICY#1017.00

SUBJECT: CORRECTIVE ACTION

PURPOSE

To set forth when North Sound Mental Health Administration (NSMHA) initiates a remedial action and requires a corrective action plan of a Contractor in the utilization and management of regional administrative and clinical services.

POLICY

NSMHA shall ensure Contractors are accountable for contract compliance. When deficiencies are identified and meet the established criteria for corrective action NSMHA shall require the Contractor to develop a corrective action plan.

PROCEDURES

1. NSMHA shall evaluate the contractor's performance prior to imposing a corrective action.
2. NSMHA shall monitor activity on a frequent and consistent basis.
3. NSMHA shall evaluate data quarterly and/or when necessary.
4. NSMHA shall determine if a trend is emerging and whether the provider is not meeting the benchmark of 90% cumulative percentage, or less if determined by NSMHA, for the time period being measured.
 - a. If the cumulative score is the below the benchmark of 90%, or less if determined by NSMHA, for the quarter a Remedial Action/Corrective Action will be initiated.
 - b. If the provider fails to deliver required reports to NSMHA within the specified time frame, 14 days subsequent to the due date; a corrective action shall be initiated, unless otherwise agreed to.
 - c. NSMHA shall allow Contractor 30 days from receipt of remedial action letter to submit a corrective action plan. Contractor shall have 60 days for implementation of the accepted plan, with the exception of a situation that poses a threat to the health or safety of any person or that poses a threat of property damage and/or an incident has occurred that resulted in injury or death to any person and/or that resulted in damage to property, for which immediate action shall be required.
5. NSMHA shall provide general contract language in remedial and corrective action procedure in all contracts with the providers within the region.

ATTACHMENTS

None