

ATTACHMENT F
HOLDING OURSELVES ACCOUNTABLE

Approved by MVBCN Regional Advisory Council on October 17, 1997

When a provider fails to meet a performance expectation, including but not limited to contract compliance issue, Quality Management Committee (QMC) requirement, data submission:

PRINCIPLES: MVBCN representatives requesting information need to make the process user friendly. Complex data requests should be designed with input from the people responsible for responding. We should maximize the use of tickler systems, checklists and timelines. Notification to providers and an opportunity for problem solving and assistance to the provider should be incorporated at every stage of this process. All steps should be documented. Grievance procedures are outlined in the contract signed by the MVBCN and provider organizations.

STEP 1: The provider is contacted by someone authorized by the MVBCN with responsibility for the specific task, who can explore with them what difficulty they are having, problem solve, and offer technical assistance (TA), and set new timelines if needed. Information gathered can be used to improve the process.

STEP 2: An inadequate response from the provider results in a report to the Quality Improvement Coordinator who can review whether the problem is related to the request and is affecting a number of providers, or if it seems related to specific provider difficulties. If the latter, a written work plan details the expected corrective action. In either case, the Quality Improvement Coordinator takes a “provider relations”, technical assistance role in attempting to assist the provider in solving the difficulty.

STEP 3: The Quality Improvement Coordinator regularly reports such TA efforts and their results to the Executive Manager, the sub-region, and the QMC, and documents unresolved problems. Problems specific to a particular provider which are to be so reported are documented in the provider’s recredentialing file and copied to the executive of the provider organization.

STEP 4: Non-compliance or failure to perform according to MVBCN standards is reported by QMC to the Council along with the Executive Manager's recommendation for actions which may limit a provider's scope of practice, require timely compliance with standards with an accompanying monitoring plan, or otherwise modify a provider's status.

STEP 5: Formal written notice with time frames for required action is given to the provider organization's governing body prior to Step 6.

STEP 6: A recommendation for termination of provider status would be made by the Council through the Council Chair to the Board of Directors. Any termination process will follow the terms of the contract between the MVBCN and the provider organization.