

Kids Central, Inc. System of Care Policy & Procedure

Series: Finance, Accounting and Contracts

Policy Name: Quality Monitoring of Purchased Services

Policy Number: 938

Origination Date: 03/01/04

Revision Date: 12/10/10

Policy:

It is the policy of Kids Central, Inc. to monitor and evaluate contracted programs and services within their network. Quality monitoring ensures that providers are in compliance with all contract administrative and programmatic standards and requirements. In this regard, procedures will be in place to address the following:

- Conduct monitoring activities through on-site visits to Provider and review of required reports.
- Develop an annual monitoring schedule.
- Required to review accreditation and reduce duplicate efforts by utilizing the Doc Vault database.
- Conduct a Risk Assessment to determine the type of contract monitoring appropriate for each provider.
- Provider notified of monitoring scheduled in writing thirty days before the proposed monitoring date.
- Conduct an Entrance Interview to review monitoring schedule, compliance, and concerns since last monitoring.
- Conduct an Exit Interview with Provider's point of contact to report on preliminary findings.
- Monitoring report, Executive Summary, and Corrective Action completed at conclusion of monitoring and submitted to Provider no more than 30 days after the scheduled monitoring.
- Purchase Orders reviewed to ensure all deliverables are met and the balance of the purchase order is not exceeded.
- Kids Central shares Monitoring Reports, Standard Contracts, and other various administrative documents with other Community Based Care agencies.

Approved By:

Cynthia A. Schuler, Chief Executive Officer

Date