
Title 1	Northern Lakes Policies
Part 103	Managed Health Division
Subpart B	Contract Management
Policy No.	103.207
Subject	Provider Monitoring

Applicability

Policy applies to all MHD staff, NLCMH staff, and contract and network providers.

Policy

Northern Lakes CMH Managed Health Division is responsible for continuous monitoring of the provider network to ensure access, quality of care, person-centered approach and customer satisfaction. It will utilize a variety of methods to monitor provider performance. Performance data is communicated back to consumers, providers, and the community in general. This process provides a format for continuous quality improvement across the service continuum.

Procedures

The Managed Health Division utilizes the following methods for network monitoring:

- Monthly reviews of standard reports that give data on access, penetration rates, utilization, length of stay, timeliness, performance indicators, outcomes, consumer satisfaction and consumer complaints. The appropriate network administrator or MHD committee address any issues identified for correction with the provider.
- Annual site audits.
- Consumer satisfaction efforts, which include such aspects as surveys and focus groups.
- Monitoring for trends in complaints and grievances.
- Monitoring for trends in recipient rights issues and violations.
- Establishing and publishing provider profiles, which compare provider's performance across the network.
- Contract compliance audits.

Adoption Date: June 4, 2006

Review Dates: June 5, 2009

Revision Dates: