

UnitedHealthcare Community Plan (UHCCP) New York

CLUBHOUSE SITE AUDIT TOOL

Program Name:

Reviewer Name:

Date of Review:

Rating Scale: NA = Not Applicable Y = Yes N = No

Y N NA

Rights, Responsibilities and Ethics

1 There is a policy and procedure about consumer involvement in care and services.

Comments:

2 There is a policy and procedure about confidentiality.

Comments:

Oversight

3 The program is overseen by a mental health professional.

Comments:

4 A mental health professional is on-site and available during hours of operation.

Comments:

Physical Space

5 The agency location is easily identifiable from the street.

Comments:

6 There are fire extinguishers in the facility or there is a fire suppression system.

Comments:

7	The exits are well marked and free of obstruction.			
Comments:				
8	The agency appearance is reasonably neat and clean.			
Comments:				
9	The waiting room and consumer areas are of adequate size and reasonably comfortable.			
Comments:				
10	The furnishings and décor are appropriate.			
Comments:				
11	There are no culturally insensitive or offensive materials posted.			
Comments:				
12	For <u>any</u> settings that offer food services: there is evidence of inspections of the food services area by appropriate agencies.			
Comments:				
13	Consumers and staff have access to all public areas of the facility.			
Comments:				
Policies and Programming				
14	There is a policy addressing safety and security.			
Comments:				
15	There is a fire safety plan.			
Comments:				
16	There is a policy addressing crisis response.			

Comments:			
17	There is a policy or written criteria addressing control of hazardous materials and wastes, including management of any spills of bodily fluids.		
Comments:			
18	There is a policy and procedure regarding infection control at the agency which includes written protocols for communication with local public health authorities.		
Comments:			
19	There are written protocols for the treatment of consumers with infectious diseases.		
Comments:			
20	There is a disaster plan.		
Comments:			
21	There is evidence of compliance with fire safety procedures/regulations, including inspection by the fire department/marshall.		
Comments:			
22	There is evidence of a work-ordered day schedule.		
Comments:			
23	There is evidence that programming includes community-based educational resources.		
Comments:			
24	There is evidence of a centralized attendance/sign-in system.		
Comments:			
25	There is evidence of posted hours of operation.		
Comments:			
26	There is a policy/written criteria outlining any exclusionary criteria for the program.		

Comments:			
27	There is a policy/written criteria regarding the continuing service needs of consumers at the time of their transition from the program.		
Comments:			
Documentation			
28	The ClubHouse has a locked area where records can be stored and obtained when needed.		
Comments:			
29	There is a policy/written criteria for developing a consumer-centered recovery plan.		
Comments:			
30	The policy/written criteria for obtaining appropriate consents to contact the consumer's behavioral health clinician, medical physician, family/social supports, and or agencies and other programs with which the consumer is involved.		
Comments:			
31	There is a policy/written criteria for the development of a recovery plan, developed with the consumer.		
Comments:			
32	There is a policy/written criteria for the review and update of the recovery plan at regular intervals.		
Comments:			
Performance Improvement			
33	There is a Performance Improvement Program.		
Comments:			
Management of Information			
34	The program has a process in place to ensure the availability of contact records to the peer/family coach.		
Comments:			

35	The program has a policy for making the contact record available to the consumer upon request in a reasonable amount of time.			
Comments:				
36	The case record includes progress notes written by the consumer.			
Comments:				
37	The program has an organized system of filing information in the contact records.			
Comments:				
38	The program must have an established procedure to maintain the confidentiality of contact records in accordance with any applicable statutes and regulations.			
Comments:				
Handicap Accessibility				
39	The agency has parking for handicapped vehicles.			
Comments:				
40	The agency has a ramp allowing entrance into the building.			
Comments:				
41	The agency has wide doorways for wheelchair access.			
Comments:				
42	The agency has handicap accessible restroom(s).			
Comments:				
43	If the agency is not handicap accessible, does the program staff screen for handicap needs prior to initiation of services?			
Comments:				
Consumer Complaints				

	44 There is a protocol for dealing with complaints.			
Comments:				
	45 The agency documents that consumers/families are informed of methods of resolving complaints.			
Comments:				
Recovery and Resiliency				
	46 The mission statement of the facility is recovery-oriented.			
Comments:				
Human Resources				
	47 The ClubHouse staff includes peer coaches. (Y or N)			
Comments:				
	48 There is evidence of on-going assessment of peer staff competency through performance evaluations and training.			
Comments:				
	49 Personnel files include: resume, background checks, job description, license, and annual evaluations.			
Comments:				
	50 There is a specific policy/written criteria addressing initial and ongoing training of Peer Support staff.			
Comments:				
	51 There is a specific policy/written criteria addressing staff supervision of Peer Support staff.			
Comments:				
	52 Peer Support Specialist job description lists essential knowledge and skills consistent with the work to be completed.			
Comments:				

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A sample of the mental health and peer coach employee files were reviewed and the files contained documentation of hiring consistent with program policy.

Comments: