Cumberland Heights Clinical
Peer Review Process Narrative

Cumberland Heights has named a formal Peer Review Committee for the purposes of reviewing the quality and appropriateness of patient care. The Peer Review Committee meets quarterly and includes representatives from administration, quality improvement, addictions counseling, professional counseling, marriage and family therapy, social work, nursing, pharmacy, and medicine. In order for the group to meet, there must be a minimum of four persons present. These four persons must include representation from administration, quality improvement, counseling, nursing, and medicine. The Quality Manager serves as the group facilitator.

Cases may involve an undesired or unanticipated outcome, a variation in the normal process of care, an atypical presentation, a new clinical profile trend in the population being served, etc. Cases may be referred for review by any Peer Review Committee member or by any member of the Professional Staff Organization.

The actual review process is as follows: A brief case presentation is given by the Quality Manager. Staff directly involved in the care give additional information and answer questions. Identified areas for improvement are noted. The process issues underlying the areas for improvement are analyzed. Plans for improvement are made for both single variations in care, as well as any process issues identified. These plans may include process design projects, the development of additional services or programming, training, etc. In addition, coaching and training are given to specific staff or groups of staff as needs are identified. Staff members are assigned to develop and/or implement the improvement plans with status reports on these plans given at the next quarterly meeting.

Any member of the Committee or Professional Staff Organization may also refer a case to the Quality Manager for immediate review between quarterly meetings. The Quality Manager, in conjunction with the appropriate members of other professional disciplines, is responsible for making the necessary recommendations for immediate implementation and/or resolution of identified issues. The Quality Manager and the appropriate program manager are responsible for implementing such recommendations and providing status reports thereafter.