

SPEECH LANGUAGE AND HEARING SERVICES

Cumberland Heights will obtain contract services with a qualified provider for speech, language and hearing. Physician staff makes referrals as appropriate. The individuals that provide treatment shall hold a certification of clinical competence in either speech pathology or audiology issued by the American Speech Language and Hearing Association.

The Speech Pathologist/Audiologist with whom Cumberland Heights has contracted agrees to provide Cumberland Heights with records of treatment including diagnosis, treatment and recommendations for future care. Upon receipt, these records are reviewed by the Chief Medical Officer or the designated physician staff.

Quality Management

The Chief Medical Officer, the Director of Admissions and Director of Nursing, and the Nurse Manager take responsibility for the quality and appropriateness of the contract speech, language, and hearing service via concurrent review and investigation of patient dissatisfaction. If an opportunity for improvement or a problem arises, a Narrative Analysis with action plan is completed. Plan effectiveness is monitored by monthly reports as noted above, with review of reports as necessary by the PSO Executive Committee.