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| SUBJECT: UTILIZATION REVIEW GUIDELINES | POLICY # 6019 |
| SECTION: IMPROVING ORGANIZATIONAL PERFORMANCE | PAGE: 1 OF: 2 |

DEFINITION AND PURPOSE:

Utilization Review is a quarterly review of a sampling of WellsBrooke Certified Home Health Care, Inc. cases to evaluate the quantity of services and the quality of services. Examples of a review could be: Communication between Disciplines of Short Term Goal Identification and Resolution.

Utilization Review also looks at the chart as whole once all discipline documentation and care coordination is completed. This allows us to identify the strengths and weaknesses within each discipline and WellsBrooke Certified Home Health Care, Inc. as a whole.

Recommendations for policy and procedure development and/or revisions as well as educational offerings will be made to the Professional Advisory Committee and management staff.

PROCEDURE:

- The record review will be a joint effort by members of the supervisory staff and members of the field staff. Every attempt will be made to have each professional discipline represented at the review.
- The review, of both active and completed records, will be done quarterly, or more often as necessary, during the fiscal year.
- A chairperson will be appointed from the supervisory staff and will be responsible for planning, implementing and documenting all record reviews for the fiscal year. The chairperson will also appoint the new members of the review for the following year at the end of his/her year.
- Each member of the review committee will be orientated to the review process by the chairperson.
- All members will use a standard utilization checklist. Each member will be assigned individual records for review.
- Each review will have a specific focus (i.e. specific discipline or agency process) that represents standards of practice or care received by the census of a specific disease process.
- No less than a 10% random sampling of the quarterly census will be reviewed and at least 5% random sampling from active caseloads.
- The information collected at the review will be discussed by the members then compiled by the chairperson.

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- Review documentation will be given to the administrator or assistant administrator for presentation to the PAC.