

Optum - Behavioral Network Services

CLUBHOUSE SITE AUDIT TOOL

Program Name:

Reviewer Name:

Date of Program 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.	<input type="checkbox"/>	<input type="checkbox"/>	
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Comments:

2	There is a policy and procedure about confidentiality.	<input type="checkbox"/>	<input type="checkbox"/>	
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Comments:

Oversight

3	The program is overseen by a mental health professional.	<input type="checkbox"/>	<input type="checkbox"/>	
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Comments:

4	A mental health professional is on-site and available during hours of operation.	<input type="checkbox"/>	<input type="checkbox"/>	
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Comments:

Physical Space

5	The agency location is easily identifiable from the street.	<input type="checkbox"/>	<input type="checkbox"/>	
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Comments:

6	There are fire extinguishers in the facility or there is a fire suppression system.	<input type="checkbox"/>	<input type="checkbox"/>	
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Comments:

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

Comments:				
17	There is a policy addressing control of hazardous materials, cleaning supplies/chemicals, and wastes, including management of any spills of bodily fluids (This question applies to all facilities).			
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 comprehensive disaster plan , including plans for continuation of care when services are disrupted.			
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.

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Comments:

Documentation

28

The ClubHouse has a locked area where records can be stored and obtained when needed.

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Comments:

29

There is a policy/written criteria for developing a consumer-centered recovery plan.

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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.

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Comments:

31

There is a policy/written criteria for the development of a recovery plan, developed with the consumer.

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Comments:

32

There is a policy/written criteria for the review and update of the recovery plan at regular intervals.

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Comments:

Performance Improvement

33

There is a Performance Improvement Program.

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Comments:

Management of Information

34

The program has a process in place to ensure the availability of contact records to the peer/family coach.

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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:				
<i>Human Resources</i>				
39	The ClubHouse staff includes peer coaches. (Y or N)			
Comments:				
40	There is evidence of on-going assessment of peer staff competency through performance evaluations and training.			
Comments:				
41	Personnel files include: resume, background checks, job description, license, and annual evaluations.			
Comments:				
42	There is a specific policy/written criteria addressing initial and ongoing training of Peer Support staff.			
Comments:				
43	There is a specific policy/written criteria addressing staff supervision of Peer Support staff.			
Comments:				

44 Peer Support Specialist job description lists essential knowledge and skills consistent with the work to be completed.

Comments:

Credentialing of Practitioners

45 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:

Handicap Accessibility

46 The agency has parking for handicapped vehicles.

Comments:

47 The agency has a ramp allowing entrance into the building.

Comments:

48 The agency has wide doorways for wheelchair access.

Comments:

49 The agency has handicap accessible restroom(s).

Comments:

50 If the agency is not handicap accessible, does the program staff screen for handicap needs prior to initiation of services?

Comments:

Consumer Complaints

51 There is a protocol for dealing with complaints.

Comments:

52 The agency documents that consumers/families are informed of methods of resolving complaints.

Comments:

Recovery and Resiliency

53 The mission statement of the facility is recovery-oriented.

Comments: