

Optum - Behavioral Network Services

**PEER SUPPORT AUDIT RECORD TOOL**

Program Name: \_\_\_\_\_

Reviewer Name: \_\_\_\_\_

Date of Review: \_\_\_\_\_

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

Y	N	NA
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*Initiation*

1 Each consumer has a separate record.

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2 Each record includes the consumer's address, employer or school, home and work telephone numbers including emergency contacts, relationship or legal status, and guardianship information if relevant.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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3 All entries in the contact record include the responsible peer/family/recovery coach's name, what organization the peer works for and is dated and signed (including electronic signature for EMR systems) where appropriate.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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4 The peer/family/recovery coach has the name and contact information for the consumer's psychiatrist, therapists, treatment counselor, and/or case worker in the record.

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5 The reasons for starting the peer services are indicated.

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6 The goals the consumer has for working with the peer/family/recovery coach are stated in the record

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7 There is evidence in the consumer's record of an inventory of the consumer's strengths and other resilience factors such as the consumer's support network.

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8	There is evidence in the consumer's record that the peer specialist conducted an inquiry as to whether the consumer has a WRAP, an advanced directive, recovery plan, and a plan for managing relapse.			
9	Comments on the consumer's perception on their current family and/or social supports is included in the record.			
10	There is evidence in the contact record that the consumer confirms that consumer wants services.			
11	There is evidence the peer specialist obtained appropriate consents to contact consumer's behavioral health clinician, medical physician, family/social supports, and/or agencies and other programs with which the consumer is involved.			
<i>Coordination of Care</i>				
12	There is evidence in the contact record of the consumer's behavioral health clinician (e.g. psychiatrist, social worker, psychologist, counselor, treatment counselor), including contact information			
13	There is evidence in the contact record that the Peer Specialist is coordinating care with the behavioral health clinician.			
14	There is evidence in the contact record that the consumer was asked whether they have a medical physician (PCP).			
15	If the consumer has a PCP there is documentation that communication/collaboration occurred.			
<i>Recovery Planning</i>				

	<p>16 There is evidence in the contact record of a recovery plan, developed by the consumer with support from the specialist as needed.</p>			
	<p>17 The recovery plan includes a description of the consumer's goals, the timeframes for meeting each goal, and the steps the consumer wants to take to achieve his/her goals.</p>			
	<p>18 The recovery plan includes a description of how the consumer will engage in peer support, empowerment activities and other community support services.</p>			
	<p>19 The recovery plan includes the development of a WRAP (if desired by the consumer) , advance directive (if desired by the consumer), and/or plan for managing relapse.</p>			
	<p>20 There is evidence that the peer/family/recovery coach has offered the consumer a range of empowerment tools.</p>			
	<p>21 The contact record shows the peer specialist is helping the consumer work with their providers.</p>			
	<p>22 There is evidence the recovery plan is reviewed at regular intervals.</p>			
<p>Case Notes</p>				
	<p>23 Each case note includes the date of service, start and stop time, and is signed by the Peer Specialist.</p>			
	<p>24 Each case note identifies what recovery plan goals are being addressed during the session.</p>			

	25 The case notes reflect changes in goals as new issues are identified by the consumer.			
	26 The case notes describe/list consumer strengths and challenges and how those impact the consumer meeting or changing the recovery plan goals.			
	27 There is evidence that the peer /family/recovery coach has offered the consumer access to face to face, online or phone based support.			
	28 The peer/family/recovery coach describes in the case notes the progress or lack of progress towards recovery plan goals.			
	29 The case notes document any referrals made to other agencies, and/or support services when indicated.			
<i>Transitions Planning</i>				
	30 If the consumer transitioned from the service, there was evidence the peer specialist coordinated the transition with the consumer's primary behavioral health clinician, and other appropriate agencies and/or supports.			
	31 If the consumer was transitioned from the service, there was evidence that the peer specialist provided the consumer with a list of appropriate peer support groups and activities.			
<i>Records</i>				
	32 The case notes document the date of next agreed upon appointments.			
	33 The record is clearly legible to someone other than the writer.			