

**County of San Bernardino
Department of Behavioral Health**

Mental Health Quality of Care Referral Policy

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CaSonya Thomas, Director

Policy It is the policy of the Department of Behavioral Health (DBH) to identify all quality of care issues, ensure appropriate action is taken to resolve them, and to prevent recurrence.

Purpose To ensure that quality of care issues are transmitted to the Quality Improvement Coordinator (QIC), Mental Health Plan (MHP) Administration or another appropriate staff within the MHP's organization.

Identification Quality of care issues can be identified through the following:

- Grievance or appeal process
- Review of inpatient charts submitted to Inpatient Authorization Unit for payment through the Medi-Cal or Indigent Care Services Programs
- Audits conducted by the Outpatient Utilization Review Unit
- Audits of fee-for-service provider charts by the MHP's Access Unit
- Reports by concerned staff or consumers directly to the Quality Improvement Unit of the Quality Management Division

Referral Once a quality of care issue has been identified, it must be referred to the appropriate staff and/or deliberative body for review and resolution. The referral process consists of involvement from one or more of the following staff members:

- Access Unit Clinician
- Access Unit Clinic Supervisor
- Quality Improvement Coordinator
- Quality Management Division Program Manager

Reference California Code of Regulation, Title 9, Chapter 11, Section 1810.440

Related Procedure DBH Standard Practice Manual:

- [QM6022-1: Quality of Care Referral Procedure](#)
