

**PURPOSE**

To define the process for periodic and ongoing review of the patient's clinical record.

**POLICY**

Clinical records will be reviewed at least quarterly by qualified organization personnel to assure that documentation entered is reliable, timely, valid, and accurate.

**PROCEDURE**

***Ongoing Review***

1. Each clinical record will be reviewed on an ongoing basis by the Clinical Supervisor, Quality Assessment Performance Improvement (QAPI) Coordinator, Clinical Director, or designees for:
  - a. The timeliness of entries into the clinical record
  - b. Compliance with organizational policy
  - c. Compliance with the established plan of care
  - d. The completeness of clinical records
  - e. The accuracy of clinical records
  - f. The appropriateness of services rendered
  - g. The need for continued care
2. As a result of this review, action will be taken as necessary to improve care. The Clinical Supervisor, QAPI Coordinator, Clinical Director, or designees will identify issues with documentation and, based on the review, if the issue:
  - a. Is applicable to an individual, the individual will be counseled
  - b. Is applicable to the organization as a whole, will refer the issue to the management team for review.

***Quarterly Review***

1. The clinical record review will consist of a process based on the following guidelines:
  - A. The review will consist of a random sample selection of both active and inactive cases.
    1. The sample will represent 10% of the organization's census.
    2. Of the 10% sample, 5% will be active patient clinical records and 5% will be discharged patients.
    3. The sample will be proportionate to the area census.
    4. The sample will be representative of each Case Manager's caseload.
  - B. The review will encompass a representation of all professional disciplines defined in the scope of services.
  - C. Each professional discipline will participate in review of clinical records for their service.
  - D. No person involved in the care of a patient may participate in the review of that patient's record
  - E. All records reviewed will be secured for confidentiality
  - F. All records will be reviewed in the designated area.
  - G. All records will be reviewed using a clinical record review tool to:
    1. Determine the adequacy of the plan of care and to determine if further service is necessary and appropriate
    2. Determine that data is reliable, valid, and accurate
2. All record reviews will be documented and the data collated and analyzed.
3. Results will be utilized for improvements in patient care and incorporated into performance improvement plans and activities.
4. A summary of the results and corresponding analysis will be presented to the following:
  - A. QAPI Committee
  - B. Professional Advisory Committee