



Clinical Quality Protocol

For Foresight Prescribers and Therapists

PURPOSE:

The Clinical Quality Protocol ensures that our providers are adhering to clinical standards and providing safe and effective treatment for our members.

DETAILS/PROCESS

For prescribers, two chart reviews per prescriber will be done every two months. Chart reviews will be done by the medical director, the supervising physician, or a designee to maintain quality and consistency in documentation, ensure accurate diagnosis, provide evidence-based care and build an integrated treatment plan for our members. If the conducted chart review indicates poor clinical quality that could negatively impact the health or safety of a member, the chart will be escalated to the supervising physician for further action.

For therapists, two chart reviews per therapist will be done every two months. Chart reviews will be done by the Regional Manager or a designee to maintain quality and consistency in documentation, ensure accurate diagnosis, provide evidence-based care and build an integrated treatment plan for our members. If the conducted chart review indicates poor clinical quality that could negatively impact the health or safety of a member, the chart will be escalated to the clinical lead for further action.

Member issues and complaints received will be captured via our reporting system and reviewed upon receiving them. During each cycle, any complaints received regarding a particular provider will be discussed and notated at this time for review by clinical leadership.

Reported adverse events will be captured via our reporting system. Adverse events will be evaluated to determine severity upon receiving them and appropriate intervention taken to ensure the health and safety of members. During each cycle, any adverse events reported will be reviewed by clinical leadership.

Attachments

- Attachment A: [Chart review metrics for prescribers](#)
 - Metrics being measured are subject to change
 - You will be provided with updates if/when metrics measured change
- Attachment B: [Chart review metrics for therapists](#)
 - Metrics being measured are subject to change
 - You will be provided with updates if/when metrics measured change

I have read and understood this protocol

E - Signature

Date

Approval Signatures:

Mehera Halliwell, MD, Medical Director (E - Signature)

Date

Caitlin Crum, Clinical Director (E - Signature)

Date
