

# AHCCCS IOC Suggestions for Site visits (See By Laws for Regional practices)

# Site Visits

A.R.S. 41-3804 (M); Within its jurisdiction, each independent oversight committee shall, for clients who are seriously mentally ill, for a client who needs special assistance, and may, for any other client who is seriously mentally ill;

1. Make regular site visits to residential environments;
2. Meet with the client in a residential environment to determine the clients satisfaction with the residential environments;

# Using your deliverables to Select Site Visits

- **Seclusion and Restraint summary-** Example: Look at types of facilities – are some providers reporting S&R's more than others? Why? Visit both sites to determine what is causing the trend.
- **Special Assistance List** – Example: Residential programs providing behavioral health services to members who may not always be able to voice dissatisfaction with services, are the same addresses appearing with different types associated, etc.
- **QM Portal reports** – Example: Search by provider – look at who is and who is not having incidents – visit both to determine what practices are resulting in less incidents, etc.
- **Grievance and Appeal decisions.** Example: – Are we seeing the same providers or Professionals denying services, are we seeing concern for environmental conditions, etc.

# Scheduling Site Visits

- Scheduled at least 24 hours in advance
- Contact appropriate Agency Liaison
- Propose dates/times of visits
- Provide specific clients/patients or the reason for a visit (may need a signed release depending on the reason and the facility)
- Information can be sent via email and copied to ADOA and AHCCCS when appropriate; follow up on visit denials, staff lacking knowledge of the IOC's, etc.

# Unscheduled Site Visits

- May be conducted to ensure and or validate specific concerns regarding members or to determine satisfaction of clients with the residential environments or treatment
- Appropriate signed consent forms may be required in order to meet with the member or review records. (see Sections 7.1-7.2 and Appendices A-E in the IOC manual on the ADOA website) [A.A.C. R9-21-105(H)]
- Some Sites may not allow Site Visits due to 42 C.F.R Part II
  - These sites are identified Substance Use Treatment Facilities and Releases are required for all patient access. See <https://www.samhsa.gov/about-us/who-we-are/laws-regulations/confidentiality-regulations-faqs> and <https://lac.org/addiction-confidentiality-42-cfr-part-2-important/> for additional helpful information on identifying these sites

# Safety and Security

- At least two (2) IOC members on any site visit, not to exceed a quorum to prevent Open Meeting Law violation
- Guidelines should include protocols for members to follow when conducting site visits
- IOC members must provide proper identification as an identification of active member status (ADOA provides)
- Approve Agency/IOC site visit questions/checklist
- IOC members should log all visits conducted throughout the year in the IOC Visit Log for proper tracking and reporting in annual report
- Have standard work protocols for conducting site visits and the required follow up documentation/reports in your approved bylaws

# During a Site Visit

- Present credentials to appropriate site representative
- Inspect facility using approved checklist
- Ensure signed consent and release of information is signed before conducting interviews if applicable
- If included in signed consent, review client file on site
- If any member is in direct health risk, safety or welfare risk the IOC member should notify a site manager immediately and follow up with notification to AHCCCS and ADOA
- If member is in immediate danger, member shall call 911 or the appropriate authority

# Member Identification

## **APPENDIX V: IOC Member Identification Badge (Actual Badge Not Shown)**

The IOC member identification badge is to identify members as volunteers of the State of Arizona. This badge does not provide any additional permissions or privileges not granted in the authorizing statutes. Badges holders, as public members, will be required to go through standard security screening upon entering a building. Each badge will contain the member's picture, first and last name, and expire in a period not longer than two (2) years. Upon completion of volunteer service the badge need to be returned immediately to the IOC Chairperson, the Agency Liaison, or the address provided on the back of the card. The IOC member badge is for identification purposes only.

### **EXAMPLE**





# Checklist Example

## ASH IOC Site Visit Questions

What we do/Why we're asking questions

Do you have access to your property?

Do you require a special diet for any reason and are you being given food choices?

Do you have access to clean well-fitting clothes?

Do you have access to educational materials of your choice?

Are you able to worship in a manner that supports your faith?

In general, how are you treated by the staff?

## NAIOC FACILITIES AND SERVICES VISITATION CHECKLIST

Facility or Service Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Visit Date: \_\_\_\_\_

Name of Agency/Organization Director/Representative: \_\_\_\_\_

Names of NAIOC Reviewers: \_\_\_\_\_

Licensed:  Yes  No License # (if applicable): \_\_\_\_\_

Name of RBHA/Provider: \_\_\_\_\_

# of Beds: \_\_\_\_\_ Monthly Rent \$: \_\_\_\_\_

# of Current Residents: \_\_\_\_\_ # of Male Residents: \_\_\_\_\_ # of Female Residents: \_\_\_\_\_

### **Visual Observation—Describe facility**

### **Information Obtained from Agency/Organization Director/Representative:**

How do residents find out about your facility?

# Post Site Visit

- Completed checklist and report summarizing the site visit.
- Present the findings at your next Open Meeting and discuss actions to be taken.
- Save the report to be included on the IOC annual report.
- It is also a good idea to forward a copy of a report that has any identified concerns to ensure follow up and corrective action is taken promptly.

Send these reports to the Providers, Health Plans, AHCCCS, ADOA or the Department of Health Services (licensing division - Only if findings constitute a risk to health, safety, welfare, or rights violation of the member)