



Quality Records Review

POLICY:

It is the policy of Brightlife Enhancement Services to conduct fair and equitable reviews of records to provide useful and constructive feedback in a format that can be utilized to improve the quality of services. The reviews will address the quality of service delivery, the appropriateness of services, and the patterns of service utilization. The results of the review process will be used to assist service providers to improve practices and ensure the organization is utilizing information to improve standards of care. The designated reviewer of the clinical record cannot review their own clinical record.

PROCEDURES:

- A. A quarterly review of the records of persons served will be conducted by the organization. The review will assess whether the following has been achieved in a quality manner:
 - 1) Persons served were provided a complete orientation
 - 2) Persons served were actively involved in making informed Brightlife Enhancement Services
 - 3) Assessments were thorough, complete, and timely
 - 4) Goals and objectives were based on the results of the assessments and the input of the person served
 - 5) The services provided were related to the goals and objectives
 - 6) Services were documented in accordance with the organization's policy
 - 7) The individual plan is reviewed and updated
 - 8) Other areas of care the organization deems important to quality service delivery.

- B. The Rehabilitation Specialist will be responsible for the general oversight of the quality record review process, and will conduct the review process as follows:
 - 1) The Rehabilitation Specialist will randomly select open and closed records for review and assign each clinical team member a record or records to review.



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- 2) Clinical staff that is designated as responsible for service coordination and provision will be selected to serve on a quality record review committee.
- 3) The committee will be made up of 2 to 3 clinical staff members.
- 4) All staff serving on the committee will be responsible for attending team meetings on a regular basis, constructively reviewing cases according to the criteria, and safeguarding the confidentiality of the review process.
- 5) The quality record review process will utilize the Record Review Form to document the findings and structure the review process.
- 6) Each member of the committee will review a random number of records each quarter and complete the review form.
- 7) During the review process, open discussion among clinicians will be encouraged to facilitate conceptualization of cases and practices, and to assist in clarification of the review measures.
- 8) All records involved in the quality record review process will be maintained confidentially as per the policies and procedures of the organization. Individual committee members will maintain confidentiality of case reviews and will not discuss individual cases outside the committee meeting.
- 9) At the conclusion of the meeting, the chair will collect the review forms for all the records that were reviewed and return all records to their secured storage locations.
- 10) The individual results will only be shared with the clinical staff that was identified to be responsible for service coordination of an individual record. No clinician-specific information from the review process will be shared with staff and/or management personnel, other than the clinician's supervisor and/or reviewer of the record.
- 11) Clinical staff will be provided further feedback upon request and during individual supervisory sessions and annual performance reviews.
- 12) The aggregate results, as reported on the Quarterly Record Review Form, will be provided to clinical and management personnel at regular staff meetings to ensure that the results are being used to improve the organization's clinical practices and resulting outcomes.



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- 13) Quarterly results will be tracked by clinical management staff to analyze trends and to judge the extent that interventions, based on the results, have improved the quality of care.

- 14) An annual Quality Records Review Summary will be distributed throughout the organization to increase awareness of strengths and areas of needed improvement in the area of quality and utilization of services.

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