Quality of Documentation Definitions Tool

Substance Use Disorder **- Level 2.1 Intensive Outpatient Program (IOP)**

	GUIDELINES FOR SCORING INDIVIDUAL RECORDS **Y = Meets Standard** **N = Does Not Meet Standard** **N/A = Not Applicable**	**GUIDELINES FOR DETERMINING PROGRAM COMPLIANCE WITH STANDARDS** ***Programs are expected to strive to achieve all quality of documentation standards in 100% of instances. Programs that are compliant in less than 85% of the charts reviewed will be required to develop a Performance Improvement Plan (PIP) in conjunction with the CSA, Optum Maryland, BHA, or any other auditing agency.***
1. Has the participant consented for treatment or with the consent of the participant, a parent or guardian has consented for treatment? *Accreditation Standard* **YES / NO**	**Y =** The participant consented for treatment or a parent or guardian of a child or adolescent, with the child or adolescent's consent, applied on behalf of the child or adolescent for admission to a certified program. **Additionally**, in instances in which a legal guardian signs consent for the participant, the program has also obtained legal documentation/court order to verify that consent was given by the appropriate person. **Additionally**, in instances in which a participant has been court-ordered to receive an evaluation or treatment, the program has also obtained a copy of the court order. **N =** The record does not contain all of the above required elements, as applicable.	85% of all medical records reviewed contain the required documentation.
2. Does the medical record contain a completed *MDH Documentation for Uninsured Eligibility Registration* and verification of uninsured eligibility status, or documentation of approval by MDH? *MDH Guidelines* *Accreditation Standard* **YES / NO / NA**	**Y =** The medical record contains a completed *MDH Documentation for Uninsured Eligibility Registration* **AND** verification of uninsured eligibility status; **OR** documentation of approval by MDH to bill uninsured. **N =** The medical record does not contain documentation that meets standard for billing uninsured (*i.e.* the registration and verification are missing, or approval by MDH is missing). **N/A =** The participant has active Maryland Medicaid; therefore, the documentation is not required.	85% of all applicable medical records reviewed contain the required documentation.

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3. Does the medical record contain a completed Maryland Medicaid/Maryland Department of Health/Optum Maryland *Authorization to Disclose Substance Use Treatment Information for Coordination of Care* form; or documentation that the participant was offered the form and refused to sign? *Accreditation Standard* *MDH Guidelines* *42 CFR, Part 2* *Optum Behavioral Health Provider Alert Release of Information (ROI) For MCO's, November 7, 2019* **YES / NO**	**Y =** For participants receiving substance use treatment from this provider, the medical record contains a completed Maryland Medicaid/Maryland Department of Health/Optum Maryland *Authorization to Disclose Substance Use Treatment Information for Coordination of Care* form; **OR** documentation that the participant was offered the form and refused to sign. **N =** Clinical documentation in the record indicates that the participant is receiving substance use treatment from this provider; however, the record does not contain a completed Maryland Medicaid/Maryland Department of Health/Optum Maryland *Authorization To Disclose Substance Use Treatment Information For Coordination of Care* form, or documentation that the participant was offered the form and refused to sign.	85% of all medical records reviewed contain the required documentation.
4. Has the program established an interview date that falls within 10 working days of the participant's initial contact? *Accreditation Standard* **YES / NO**	**Y =** There is documentation that the program established an interview date that falls within 10 working days of the participant's initial contact to request admission. **N =** The interview date was not established within 10 working days of the participant's initial contact date; or there is not sufficient documentation in the record to determine if the interview date was established within 10 working days of the participant's initial contact.	85% of all medical records reviewed contain the required documentation.
5. Was a comprehensive assessment completed within 2 weeks of admission? *COMAR 10.09.80.05 A* *COMAR 10.63.03.03 A (1)* *Accreditation Standard* **YES / NO**	**Y =** The record contains a comprehensive substance use disorder assessment, completed within 2 weeks of admission that, at a minimum, includes the following: • Physical health; • Employment or financial support; • Drug and alcohol use; • Drug and alcohol treatment history (if applicable); • Legal; • Family and social; • Educational; • Mental health treatment (history and current); • The use of the Addiction Severity Index (ASI) as the standardized assessment instrument for adults, or an equivalent assessment instrument chosen by the Administration; • Referrals for physical and mental health services;	85% of all medical records reviewed contain the required documentation.

	• Recommendation for the appropriate level of substance use disorder treatment; • Reviewed and approved by a licensed physician or licensed practitioner of the healing arts. ***OR*** • The program obtained an assessment, completed by a licensed or certified clinician or program within 30 days; **AND** • Updated the assessment, prior to the development of the treatment plan. **N =** There is no assessment present in the record; or the above requirements are not met, as applicable.	
6. Does the participant meet American Society of Addiction Medicine (ASAM) criteria for Level 2.1? *COMAR 10.09.80.04 B (1)* *COMAR 10.63.03.03 A (1)* *Accreditation Standard* **YES / NO**	**Y =** The participant meets the current edition of the American Society of Addiction Medicine's criteria for Level 2.I, or its equivalent, as approved by the Administration. **N =** The participant does not meet the above requirement.	85% of all medical records reviewed contain the required documentation.

7. Was the initial ITP completed within 5 working days of the comprehensive assessment, and is it individualized and comprehensive?
COMAR 10.09.80.01 B (9)
COMAR 10.09.80.05 C (4)
Accreditation Standard
 	
YES / NO / NA
	Y = The record contains an initial ITP, completed within 5 working days of the comprehensive assessment, and:
	• Developed with the participation of the participant;
	• Based on the comprehensive assessment and ASAM criteria;
	• Sets forth participant needs, including:
	  ○ Socialization;
	  ○ Alcohol and drug abuse or dependence;
	  ○ Psychological;
	  ○ Vocational;
	  ○ Educational;
	  ○ Physical health;
	  ○ Legal;
	  ○ Family; **AND**
	• Contains individualized interventions, including:
	  ○ Participant's individual needs;
	  ○ A schedule of clinical services, including individual, group, and family (if appropriate);
	  ○ Long-range treatment plan goals and objectives;
		85% of all applicable medical records reviewed contain the required documentation.

	○ Short-range treatment plan goals and objectives; ○ Strategy for implementation of treatment plan goals; ○ Specific interventions for meeting goals; ○ Target dates for completion of treatment plan goals and objectives; ○ Referrals to ancillary services, if needed; ○ Referrals to self-help groups, if recommended; **AND** ○ Signatures of the participant or parent/guardian, the staff permitted to, who developed the plan. **Additionally**, if the alcohol and other drug counselor is unable to develop a treatment plan within the required time, the clinical director or the clinical supervisor has: • Determined the reason for a delay in development of a treatment plan; • Documented the reason in the participant's record; and • Directed an appropriate clinical staff person to develop a treatment plan within 7 working days of the clinical director's or clinical supervisor's documentation of the delay. **N =** There is no initial ITP in the record, the initial ITP was not completed within the required timeframe; and/or the ITP does not meet the minimum requirements listed above. **In instances where the initial ITP could not be developed within 7 working days of the assessment,** the record does not contain the above-required *additional* documentation. **N/A =** The participant is a new referral and an initial ITP has not yet been developed, and it is still within the required timeframe.	
8. Is the ITP updated every 30 days, completed and signed and dated by the alcohol and drug counselor and participant, and reviewed and approved by a licensed practitioner of the healing arts? *Accreditation Standard* **YES / NO / NA**	**Y =** The ITP updates are present in the record, and: • Updated every 30 days; • Developed with the participation of the participant; • Comprehensive, including all required elements of an ITP; • Documents progress towards goals; • Signed by the alcohol and drug counselor, and participant; **AND** • Reviewed by a licensed physician or licensed practitioner of the healing arts. **N =** The ITP updates are missing from the record; one or more ITP updates were completed outside of the required timeframe; or an ITP is missing one or more of the required elements above. **N/A =** The ITP has not yet been updated, and it is still within the required timeframe; or the participant has been discharged prior to needing an ITP	85% of all applicable medical records reviewed contain the required documentation.

	update.	
9. Are the progress/contact notes complete? *COMAR 10.09.80.01 B (16)* *COMAR 10.09.80.03 C* *Accreditation Standard* **YES / NO**	**Y =** Each individual and group counseling session, and contact with the participant, is documented in the record through written progress/contact notes after each session. The progress/contact notes include all of the following: • The date of service; • The start time and end times; • The participant's primary reason for the substance use disorder visit; • Objective progress towards goals and objectives; • A description of the service provided; • Participant responses to the interventions by providers; **AND** • An official e-Signature, or a legible signature, along with the printed or typed name of the individual providing care, with the appropriate degree or title. **N =** There are no progress/contact notes in the record; progress/contact notes are missing; or progress/contact notes are missing one or more of the required elements above.	85% of all medical records reviewed contain the required documentation.
10. Does the record contain evidence that toxicology tests were ordered, and the results? *Accreditation Standard* **YES / NO**	**Y =** The record contains evidence that toxicology tests were ordered, **AND** the results. **N =** The record does not contain all of the above requirements.	85% of all medical records reviewed contain the required documentation.
11. Does the record contain documentation that positive toxicology results were addressed by staff with the participant, and appropriate action was taken? *Accreditation Standard* **YES / NO / NA**	**Y =** The record contains documentation that positive toxicology results were addressed by staff with the participant; **AND** appropriate action was taken. **N =** The record does not contain all of the above requirements. **N/A =** Toxicology results were all negative.	85% of all applicable medical records reviewed contain the required documentation.
12. Does the record contain documentation that IOP services were received by the adult participant for 9 or more hours per week at a minimum of 2 hours per day, or by the adolescent participant for 6 or more	**Y** = Documentation in the participant's record shows evidence that IOP services were received by an adult participant for 9+ hours weekly, and 2+ hours per day **OR** by an adolescent participant for 6+ hours weekly, and 2+ hours per day. **N** = The record does not contain documented evidence that the above service	85% of all medical records reviewed contain the required documentation.

hours per week at a minimum of 2 hours per day? *COMAR 10.09.80.05 C (3)* *COMAR 10.09.80.06 C* *COMAR 10.63.03.03 A (2)* *Accreditation Standard* **YES / NO**	requirements were met, as applicable.	
13. Was a discharge summary completed within 30 days of the participant's discharge, or was a transfer summary completed at the time of discharge from the program? *Accreditation Standard* **YES / NO / NA**	**Y =** If the participant has been discharged from the program, a written discharge summary is completed within 30 days of the participant's discharge, and includes the following: • Reason for admission; • Reason for discharge; • The participant's address; • A summary of services delivered, including frequency and duration of services; • Progress made; • The diagnosis and prognosis at the time of discharge; • Current medications, if any; • Continuing service recommendations; • A summary of the transition process; **AND** • The extent of the individual's involvement in the discharge plan ***OR*** If the participant has been transferred from the program to another program, a written transfer summary is completed at the time of the participant's discharge, and includes the following: • The reason for admission; • The reason for discharge; • The individual's address; • The diagnosis and prognosis at the time of discharge; **AND** • Current medications, if any. **N =** For a discharged participant, the discharge summary is not in present in the record, was not completed within the required timeframe, and/or is missing one or more of the required elements; and for a transferred participant, the transfer summary is not present in the record, was not completed within the required timeframe, and/or is missing one or more of the required elements. This score also applies to records in which documentation does not support that the	85% of all applicable medical records reviewed contain the required documentation.

	participant has been seen recently, but it cannot be determined if they have been discharged or not. **N/A =** The participant remains enrolled.	
14. If the program utilizes an Electronic Medical Record (EHR) is a companion hard copy file maintained? *Accreditation Standard* **YES / NO / NA**	**Y =** For programs that utilize an EHR, a companion hard copy file is maintained, containing the following original, completed documents, signed by the participant: • *Informed Consent to Treatment;* • Any requests for or complete *Releases of Information* forms shared with other entities; • Any treatment plan or treatment plan update; **AND** • Any program agreements or patient/counselor behavioral contracts. **N =** The program does not maintain a companion hard copy file, the hard copy file is missing form(s), or forms in the hard copy file are incomplete. **N/A =** The program does not utilize an EHR to maintain the participant's record.	85% of all applicable medical records reviewed contain the required documentation.