

DDCMHT Review Frequently Asked Questions

Q. How long will the reviews go?

A. Typically one full day

Q. What is the number of site visitors?

A. If it is a pilot DDCMHT review, there may be 3-4 as some reviewers are still finishing their training, and this could serve as their last “on-the-job” training piece. For subsequent routine DDCMHT reviews, typically 2.

Q. Do reviewers want to talk to staff and/or the team?

A. Yes – there are typically interviews with Administration, Team Leader, Prescriber, program staff, and consumer/family member.

Q. What would a rough site schedule look like for each review?

A. The pieces include the following, which can be scheduled flexibly to best fit the regular flow of activities at the site:

- Intro to site
- Observation of team meeting
- Observation of COD group
- Interview with Admin staff
- Interview with Team Leader (apart from team)
- Interview with clinical staff (apart from Team Leader)
- Interview with consumer and/or consumer family member
- Interview with Psychiatrist/Prescriber*
- Chart review
- Brief exit discussion

**can also be arranged to occur via telephone, on or after the review date.*

Q. Will the reviewers want to talk to Access or Finance?

A. Not necessarily, as long as other staff can accurately represent associated processes like how clients get identified as having co-occurring disorders, how screening/referral happens, inclusion and exclusion criteria, and how coding/billing processes either help or hinder COD service delivery. If Access or Finance staff want to be involved, it can work to include them in the intro or exit meetings.

Q. How many charts are they looking for?

A. A good representative sample of the total of COD consumers served. We usually ask for 20 and review 10 of those (which include a couple of closed cases, to be able to see how folks are stepped down/out to community/other resources).

Q. Would it be possible for other CMH staff to “shadow” the review to see what it is like so they may be able to prepare for their own review eventually?

A. Absolutely fine, for the majority of the activities. Inclusion in some may not be a good fit, such as observing group, and certain reviewer team discussions.