

HEALTHWEST

Procedure

No. 10-015

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Approved by:

Subject: Follow-up of Group Home
Maintenance Issues

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Rich Francisco
Executive Director

I. PURPOSE

To ensure that maintenance issues in Group Homes are followed up and completed in a timely fashion.

II. APPLICATION

HealthWest Property Specialist, Provider Network Specialist, and County-leased Group Homes.

III. PROCEDURE

- A. The Property Specialist identifying maintenance issues in a HealthWest contracted Group Home will bring those issues to the Home Manager's attention and document the conversation with an e-mail to the HealthWest Provider Network Specialist, identifying the date of the conversation, the home, the Home Manager, and the maintenance issues discussed.
1. If the issue is resolved within thirty (30) days, the Property Specialist will document the successful resolution with an e-mail to the HealthWest Provider Network Specialist verifying the issue has been resolved.
 2. If the issue has not been resolved within thirty (30) days, the Property Specialist will send an e-mail to the Provider Network Specialist notifying him/her that the issue has not been resolved.

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- B. Upon receipt of an e-mail that a maintenance issue within a CMH contracted Group Home has not been resolved within thirty (30) days, the CMH Provider Network Specialist will contact the Provider in writing identifying:
 - 1. The maintenance issue;
 - 2. The date it was originally reported to the Home Manager; and
 - 3. The actions taken to resolve the issue.
- C. The Provider Network Specialist will request a plan of correction from the Provider within fourteen (14) days that identifies how the maintenance issue will be resolved and provides a target date within thirty (30) days for the resolution of the problem.
- D. If the plan of correction is insufficient, the Provider Network Specialist will send it back to the Provider, identifying the insufficiency in the proposed plan and asking for a revised plan before approval can be granted.
- E. Once the plan of correction is approved, a site verification of the actions taken to resolve the maintenance issue will be completed by the HealthWest Provider Network Specialist or Property Specialist and documented with a note in the Provider's file.
- F. If the identified issue cannot be resolved through these procedures, resolution of the issue will be pursued following the process identified in the Provider's contract.

JF/hb