

Effective Date:  
Revised Date:  
Review Date:

# North Sound Mental Health Administration

Section 3000 – Fiscal: Contractor Incident

Authorizing Source:  
Cancels:  
See Also:  
Responsible Staff: Fiscal Officer

Approved by: Board of Directors  
Motion #: 98-072

Date: 11-19-98

## **POLICY #3037.00**

### **SUBJECT: CONTRACTOR INCIDENT REPORT**

#### **POLICY**

This shall set forth guidelines for reporting incidents and complaints about providers/contractors by the NSRSN employees.

#### **Use**

The use of the NSRSN Contractor Incident Report form is to maximize efficiency of NSRSN business and it to be used as a tool for monitoring contract compliance.

#### **Responsibility**

It is the responsibility of every NSRSN staff to immediately complete the Contractor Incident Report whenever they hear of or witness concerns regarding providers.

#### **PROCEDURE**

The following procedures are to be followed for reporting such incidents/complaints:

1. NSRSN staff will complete the attached form recording all pertinent information and attaching relevant documents.
2. Completed form with all documentation will be given to NSRSN Office Manager.
3. Office Manager will collect all reports and bring to weekly Management Team meetings.
4. Management Team will review documentation and an assignment to a specific manager will be made.
5. Specified manager will conduct further investigations as necessary, review data, and make a recommendation to Management Team, who will make the ultimate recommendation for resolution.
6. Recommendation will be carried out by appropriate staff.
7. Once resolved, documentation will be filed in the provider's/contractor's file.

#### **ATTACHMENTS**

3037.01 – Contract Incident Report Form