



**MONTANA STATE PRISON  
HEALTH SERVICES OPERATIONAL PROCEDURE**

Procedure No.: MSP HS C-02.0	Subject: <b>CLINICAL PERFORMANCE ENHANCEMENT</b>
Reference: NCCHC Standard P-C-02, 2018	Page 1 of 2 and no attachments
Effective Date: November 1, 2010	Revised: December 30, 2021
Signature / Title: /s/ Cindy Hiner/ Medical Bureau Chief	
Signature / Title: /s/ Paul Rees/ Medical Director	

**I. PURPOSE**

To establish a process for evaluating the appropriateness of services delivered by all Qualified Health Care Professionals.

**II. DEFINITIONS**

**Clinical Performance Enhancement** – the process of conducting a review of a health professional’s work by another health professional of at least equal training in the same general discipline

**Direct patient care clinicians** – all licensed practitioners providing medical, dental, and mental health care including physicians, dentists, midlevel practitioners (e.g. nurse practitioners, physicians’ assistants), and *qualified mental health professionals*.

**Qualified Health Care Professional** – Physicians, physician assistants, nurses, nurse practitioners, dentists, and others who by virtue of their education credentials, and experience are permitted by law to evaluate and care for offenders, including contracted or fee-for-service professionals.

**Qualified Mental Health Professional** – psychiatrists, psychologists, psychiatric social workers, psychiatric nurses, licensed professional counselors and others who by virtue of their education, credentials, and experience are permitted by law to evaluate and care for mental health needs.

**Independent Review** – the assessment of a health care professional’s compliance with discipline specific and community standards. The review includes an analysis of trends in a practitioner’s clinical practice. This review may be conducted by someone who may or may not be directly employed by the institution, as long as the reviewing practitioner had not been previously involved in the care of the patient/s involved.

**Electronic Health Record (EHR)**- digital version of a patient’s medical chart. EHRs are real-time, patient-centered records that make information available instantly and securely to authorized users.

**III. PROCEDURE**

**A. General requirements`1`1**

1. All *Qualified Health Professionals* clinical work will be reviewed by another professional of at least equal training in the same general discipline.
  - a. all reviews will be confidential and shared only with the individual being reviewed, the MSP Clinical Services Manager or designee and the Medical Director.
  - b. at a minimum, clinical reviews will incorporate the following:
    - 1) the name of the individual being reviewed.
    - 2) the date of the review.
    - 3) the name and credentials of the person conducting the review.
    - 4) confirmation that the review was shared with the individual being reviewed; and

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- 5) a summary of the findings and corrective action, if any.
  - c. Appropriate follow-up (i.e. *independent review*) or corrective action will be implemented by the Clinical Services Manager as indicated.
2. A basic review will be completed, at least annually; from a selection of each direct patient care clinician's clinic encounters(see [Medical Chart Review Worksheet](#)). Electronic Health Records will be reviewed covering multiple areas, including:
    - a. Chronic care.
    - b. Urgent care.
    - c. Routine medical care.
    - d. Infirmatory care; and
    - e. Psychiatric care.
  3. Assessment will be based on community standard of care and will include:
    - a. completeness/relevancy of present and past history.
    - b. physical exam pertinence.
    - c. lab/diagnostics.
    - d. procedures.
    - e. mental status exam.
    - f. risk factors.
    - g. treatment plan; and
    - h. appropriateness of consults and charting legibility.
  4. Peer case reviews may be conducted on selected individual cases.
  5. Tracking will be captured in the EHR to include names of the Qualified Health/Mental Health Care Professional and the dates of their reviews and will be verified by the MSP Clinical Services Manager or designee.
  6. The professional practice review of RNs and LPNs (including Supervisory staff that provides clinical care) will focus on clinical skills with the purpose of enhancing competence and addressing areas in need of improvement:
    - a. this review will be designed and conducted through the Nurse Educator.
    - b. peer case reviews may be conducted on selected individual cases; and
    - c. tracking will be captured in the EHR. The names of the RN/LPN and will be verified by the Nurse Educator.
  6. An Independent Review will be implemented by the DON and/or RHA when serious concerns are noted regarding an individual provider's competence.

#### IV. CLOSING

Questions concerning this operational procedure will be directed to the MSP Clinical Services Manager.

#### V. ATTACHMENTS

None