APPENDIX ZL

ACT Readiness and Follow-Up Visit Protocol

<u>Before the Readiness Visit</u>

1. Programs should submit an application for Prior Approval Review

2. A letter should be sent by to the executive director and/or team leader of the ACT program announcing the forthcoming readiness visit. This letter should cover the following:
   - Purpose of the visit
   - Date, time and expected duration
   - Number of visitors
   - Program staff that should be available
   - Need for a private work area
   - Need to notify recipients in advance of the visit so that surveyors can talk with recipients who would like to participate in the survey
   - Documentation to be reviewed
   - Documentation to be prepared by program for site visit

3. **For follow-up visits**, the letter should request that all charts be available for inspection when the site visitors arrive. In addition, the letter should request the following documentation be prepared by the program in advance of the site visit:
   - Personnel documentation
   - List of clinical and administrative employees that have left the team in the last two years
   - Staffing vacancies
   - Staffing hires
   - Scheduling documentation
   - All intakes by date of admission
   - List of consumers with identified substance use disorders
   - Attendance sheets for any groups
   - Summary of recipient outcomes
   - Statistics on discharged recipients for last year
   - Minutes from organizational meetings
   - Protocol for staff safety in the field
   - Curricula from trainings provided in-service or externally
   - List of the last 7 consumers that have been hospitalized

4. Visit should be schedule at least one month prior to the expiration of the initial operating license to prevent any possible lapse in the program' certificate

5. Review staff conducting the visit should review the program's Prior Approval Review application

6. Visits should be scheduled when consumers and staff are most available for interviewing

<u>During the Readiness/ Follow-Up Visit</u>

1. Review staff should arrive at the program fully prepared, on time, and with proper identification

2. If a team is used, one reviewer should be designated as team leader and be the spokesperson.

3. The review should begin with a statement of the purpose of the review and a description of how the day will be structured, including the timing and approximate duration of staff and recipient interviews and other activities. It is likely that the first activity will be the observation of the morning team meeting.

4. The following activities, with estimates for their duration, must be completed during the visit:
   - Observation of team morning meeting
   - Interview with team leader
   - Interview with staff member
   - Interview with substance abuse specialist
   - Interview with employment specialist
   - Interview with consumer
   - Review of charts, contact log and completion of worksheets
   - Review of program policies
   - Review of minutes from governing body and incident review
   - Inspection of program site, scheduling tools and safety protocol
   - Scoring of New Mexico ACT Readiness Tool