

The Right Door for Hope, Recovery and Wellness

Chapter Title Human Resources	Chapter # HR		Subject # 524.1
Subject Title Supervision - Clinical	Adopted 4/15/15	Last Revised 10/8/24	Reviewed 04/10/17; 11/15/19; 8/12/2020; 11/22/21; 12/2/22; 11/16/23; 4/16/24; 10/8/24

PROCEDURE

Application

This procedure shall apply to all clinical/direct service employees and interns of The Right Door for Hope, Recovery and Wellness.

1. Supervision Notes

- 1.1. Supervisors are expected to keep supervision notes for each formal supervision meeting in the designated format.
- 1.2. Supervisors must keep notes on clinical supervision discussions and clinical consultation as qualified by their state licensure or certification and according to their experience.

1.3. Supervision notes address:

- 1.3.1. Clinical Documentation Issues, including quality and completion review, timeliness and a review of model fidelity in relationship with a provided evidence-based practice.
- 1.3.2. Clinical Record Audit review.
- 1.3.3. Policy/procedure review as needed and in relation to the Board of Directors review of policies and as changes in agency procedure occur.
- 1.3.4. Performance issues/Feedback to enhance professional skills.
- 1.3.5. Clinical Outcomes Review

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1.3.5.1. Accuracy of assessment and/or referral skills.

1.3.5.2. Appropriateness of treatment or service intervention selected relative to the specific needs of each person served.

1.3.5.3. Treatment effectiveness as reflected by the person served meeting their goals.

1.3.5.4. Risk factors for suicide and other dangerous behaviors.

1.3.6. Productivity

1.3.7. Staff Development Plan Reviews

1.4. Annually, supervision notes should reflect:

1.4.1. A review of the staff development plan,

1.4.2. The Right Door for Hope, Recovery and Wellness Code of Ethics,

1.4.3. And an evaluation.

1.4.4. Supervision issues of ethics, legal aspects of clinical practice, professional standards/ethics (including boundaries) should be documented.

1.4.5. Cultural competency issues should be documented.

2. The Right Door for Hope, Recovery and Wellness will provide supervision to all individuals providing direct service.

2.1. Supervision may occur through the supervisor's participation in assessment meetings, treatment/service planning meetings, organizational

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staff meetings, side-by-side sessions with the person served, or one-to-one meetings between the supervisor and individual providing direct services.

2.2. Supervision for direct service staff shall occur a minimum of three times per month unless an exception is approved by the CEO.

3. Providing Feedback

The Right Door is an agency focused on quality improvement and staff are a vital part of improving agency practices, procedures and the environment. Staff are encouraged to provide their supervisor and/or the Director of Quality Improvement and Compliance constructive feedback. This feedback will be acted on when possible and feasible and will at the very least be acknowledged and appreciated.

3.1 Staff can utilize the anonymous feedback form located on the agency website.

3.2 Staff can utilize the QI Feedback form on the Intranet

4. Productivity

4.1. New staff will have 90 days to build a case load prior to having productivity standards applied to their evaluation.

4.2. Supervisors will monitor, provide feedback and implement quality improvement plans to assist staff in meeting productivity.

4.3. The CEO will have the final say in changes to productivity standards and will review any requests for modifications to productivity standards.

4.4. Productivity is a part of the annual staff evaluation process.

References:

CARF Standards: Programs/Service Structure

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Kerry Possehn, CEO	Date		