

**Optum - Behavioral Network Services**

**SITTER SERVICE AGENCY AUDIT TOOL**

Facility Name:

Reviewer Name:

Date of Facility Review:

*Rating Scale: NA = Not Applicable Y = Yes N = No*

Y	N	NA
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**Safety and Security**

1	There is a policy addressing safety and security.			
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2	There is a policy and/or procedure for dealing with life threatening emergencies.			
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3	There is a policy addressing control of hazardous materials and wastes, including management of any spills of bodily fluids.			
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**Addressing Infectious Diseases**

4	There is a policy and procedure regarding infection control at the facility which includes written protocols for communication with local public health authorities.			
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5	There are written protocols for the treatment of patients with infectious diseases.			
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**Human Resources**

6	Personnel files include: resume, background checks, reference check, job description, license, and annual evaluations.			
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7	Job Descriptions list essential knowledge and skills consistent with the work to be completed.			
8	The facility has a written process in place regarding the pre-screening of direct care staff background prior to hiring.			
9	There is evidence of on-going assessment of staff competency through performance evaluations and training.			
10	There is a policy/written criteria addressing staff supervision.			
<b>Complaints</b>				
11	There is a protocol dealing with complaints			
12	The facility documents that patients/families are informed of methods of resolving complaints.			
<b>Description of Care</b>				
13	There is a policy/written criteria about expectations and limitations of services.			