

Staff Volunteer Participation in Silent Monitoring (NICE QA)

Labor and Management agree to the following:

Volunteers will be requested from staff to do the QA on RAN calls monthly.

Qualifications for this task:

Must have been in Regional Advice for at least 1 (one) year

Must have NICE Scores of 90% and above

Volunteers will be trained in Silent Monitoring Quality Assurance.

Staff volunteers will be mutually selected by Labor and Management.

Volunteers will be backfilled for this work.

Work can be done as extra hours.

Volunteers will monitor calls through the NICE Silent Monitoring QA System Guidelines.

If a volunteer finds a staff member is having any issues, they will discuss the issue so the staff member will be aware of any deficits.

Calls and Silent Monitoring Scores will be discussed on a one-to-one basis between the volunteer and staff member per the Silent Monitoring Quality Assurance Guidelines.

Any violations of HIPPA, Kaiser Compliance regulations, member abuse, or unsafe work practice will be reported to a supervisor for immediate action.

This process will be in place for 6 months as a trial period and re-evaluated at that time and will only be renewed by mutual agreement..

For OFNHP

Date: 2/6/2013

For Management

Date: 1/18/13