



ADMINISTRATIVE/FISCAL/CLINICAL/PHF POLICY AND PROCEDURES

COUNTY OF SANTA BARBARA
ALCOHOL, DRUG AND MENTAL HEALTH SERVICES

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| Section - QUALITY ASSURANCE | Effective: 8/1/2000 |
| Policy - #22 TEST CALLS TO 24/7 TOLL-FREE ACCESS LINE | Revised: 9/15/2004 |
| Director's Approval <u>See signature page</u> | Date _____ |
| Assistant Director's Approval _____ | Date _____ |
| Form Ref. - | Reviewed: 10/25/2007 |
| Author(s) - Rob Walton, RN, MPA, Quality Assurance/Access Manager | |

POLICY:

To monitor access to and availability of beneficiary information provided through the 24/7 Access toll-free, telephone line, Access phone line will receive test calls by quality improvement staff and volunteers of partner agencies during working hours and after hours in both English and Spanish.

Legal Citation:
CCR, Title 9, Chapter 11, Section 1810.440(b)(2)

PROCEDURE:

1. Quality Improvement staff will identify volunteers from partner agencies who will make test calls to the 24/7 Access line. Quality Improvement staff will also participate in making test calls when needed.
2. Test calls will be made using the established scenarios for routine calls.
3. Test calls will be recorded on the established test call form.
4. Results of test call data will be evaluated as part of the access to care and beneficiary satisfaction information through the Quality Improvement Program.

Assistance: Quality Assurance/Access Team Manager

Reference: Quality Improvement Representative

Replaces: N/A