

## **Unit Order #19-0009 QUALITY ASSURANCE AUDITS & REVIEWS**

**Effective Date: September 6, 2019**

### **PURPOSE OF ORDER:**

The purpose of this order is to set forth policies and procedures that are necessary for the Bureau to operate efficiently and effectively. Following these standards is an essential component in upholding the values and mission of the Department and our Bureau.

### **SCOPE OF ORDER:**

This order applies to all staff psychologists at Psychological Services Bureau (PSB) personnel.

### **ORDER:**

PSB psychologists perform their duties under their active CA psychology license. However, client service documentation, including electronic healthcare records, are regularly audited and reviewed by managers and the Quality Assurance Committee for the purposes of quality control, risk management, and compliance with standard procedures. All staff shall cooperate and comply with the process and make changes requested by a manager and/or the QA committee.

If, at any time, an employee interferes or fails to comply with the quality assurance process or Unit Order #19-0009, progressive discipline will be applied.

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