



## "News You Use" – March 2014

Spring is Here!!!! We are now within 6-7 months of our CARF survey. While Universal adheres to CARF requirements on a daily basis, we must be able to demonstrate to the CARF survey team HOW we adhere to these requirements. In the January "News You Use," we focused on "Health and Safety." This month, we are going to focus on "Rights of Persons Served."

The description CARF uses for this section is **"CARF-accredited organizations protect and promote the rights of all persons served. This commitment guides the delivery of services and ongoing interactions with the persons served."**

From the onset of services, the rights of the persons served are communicated to the persons served:

- In a way that is understandable
- Annually for persons who are served in a program longer than one year

All persons served (and their guardians if applicable,) are given a copy of "Your Rights as a Person Served by UMHS" and the "Handbook for Persons Served and Their Families." This is read to or with the person served and the person served is given ample time for questions.

Universal is required to maintain policies regarding the rights of persons served in the following areas:

- Confidentiality of information
- Privacy
- Freedom from abuse
- Freedom from financial or other exploitation
- Retaliation
- Humiliation
- Neglect

Important items for you as an employee of UMHS to know:

- How do the persons we serve gain access to their records  
***Upon request, persons served may have access to confidential information contained in their record except for information that would be injurious to the person served's physical or mental well being as determined by the Medical Director or attending physician.***
- What is the formal complain policy  
**Any Universal employee may receive a complaint/grievance from a person served or their guardian/family. The person receiving the complaint will notify their supervisor. The Quality Improvement Dept. is also notified. All levels of supervision/management will be involved as needed. A response is initiated to all grievances immediately and every effort is made to reach a satisfactory solution to the person served within 10 working days of the initial grievance/complaint. An investigation into all complaints/grievances is conducted by the QI Dept. In the event that a satisfactory solution cannot be reached, the individual and legal guardian (as applicable) will be offered the opportunity to have a formal hearing by Universal's Human Rights Committee, at the next scheduled meeting.**

- How do you know that the information provided to the persons we serve is understandable to these persons?

**The Qualified Professionals review the "Handbook for Persons Served and Their Families" and "Your Rights as a Person Served by UMHS" with the persons served and their guardians (as applicable.) Persons are asked if they understand or have any questions. Questions are encouraged. Finally, the "Consent for Services" form acknowledges their receipt and understanding of the "Human Rights Information," "Orientation" and "A Handbook for Persons Served and Their Families."**

I do encourage each of you to review the policies located in the Human Rights section of the Universal Policy Manual. Doing so will ensure your ability to answer questions that may be posed to you by the persons we serve or their families.

Til next month,

Tracy Frye,  
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