

DRAFT: CWS Case Reviews – CMS Use and Sensitive Case Protocol

OVERVIEW

Case reviewers and QA will regularly access CMS as part of completing case reviews. They will only be viewing information and will not change or add anything to the CMS file.

Reviewers will access cases by using the search function.

SENSITIVE CASES

When the State sends the quarterly list of cases for review, the QI manager will review and identify any cases that may be “sensitive” in CMS.

If there are any sensitive cases:

1. QI Manager will contact the FCS Assistant Director and provide the client ID/child’s name.
2. FCS Assistant Director will determine why the case is marked as sensitive.
3. If the case is sensitive due to another county’s conflict (ie: it is not a Santa Cruz case), the case may be reviewed by one of the case reviewers.
4. If the case is sensitive due to a local/internal issue, the FCS Assistant Director will determine whether it is still appropriate for one of the case reviewers to review the case or if we need to contact a neighboring county to conduct the review.
5. If it is appropriate to have a Santa Cruz reviewer review the case, and
 - a. the case is open, the reviewer will be assigned as a secondary to the case to ensure proper access to case information
 - b. the case is closed, the reviewer will be granted “sensitive case” permissions in CMS for the duration of the case review

Confidentiality and Business Need

As per County Policy on Confidentiality, case review staff will only access information in CMS as it pertains to their cases reviews and job duties. If granted sensitive case permission, case review staff will only access information pertaining to the case they are reviewing. It is understood that using CMS for any other purpose other than work assignments is a violation of county policy.

“Any employee who breaches the confidentiality of a case may be subject to disciplinary action, termination, criminal fines, or imprisonment.”

<http://intranet.hra.co.santa-cruz.ca.us/Portals/0/Personnel/eeom/HSD-Confidentiality-Policy.pdf>