

**DEPARTMENT OF HEALTH  
NURSING CARE QUALITY ASSURANCE COMMISSION**

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**WHPS Procedure Summary 13.01: Case Staffing**

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In order to ensure program quality and consistency, case staffing meetings will occur at least weekly.

**SUMMARY**

1. Case Staffing

- A. The Washington Health Professional Services (WHPS) Director assigns a case manager to all cases in development prior to offering a monitoring contract.
- B. Case staffing meetings will be held weekly and as necessary.
- C. Case Managers submit cases for review at each week's case staffing meeting. Cases for review include, but are not limited to: unauthorized substance use, material contract non-compliance (e.g., unapproved practice), contract amendments, etc.
- D. If unavailable, the case manager assigns a substitute to present or provide a written summary with contract recommendations.