

Model Internal Quality Review Protocol

[ORGANIZATION] prides itself on high standards for all work and services it performs. When engaging in the provision of services, internal quality review ensures that all work, which is defined broadly to include all written work, is of the highest quality. Peer review by a colleague with the appropriate professional expertise and competence minimizes mistakes and inadvertent errors and ensures that substantive content is accurate and comprehensible.

Each program within [ORGANIZATION] that engages in the provision of services is responsible for creating its own peer review protocol, subject to review by the appropriate person within [ORGANIZATION].

Each protocol shall embody, at a minimum, the following principles:

- 1) A peer review process must exist for all written work.
- 2) The peer review process should include written guidelines for the peer reviewer to follow;
- 3) The peer review process should allow meaningful review of the work product;
- 4) Compliance with the peer review process should be documented in writing (by, for example, completing a checklist in the [ORGANIZATION]'s database, completing a written checklist, or creating other recorded verification);
- 5) The peer reviewer must be trained on the peer review process and have the appropriate level of expertise.