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OC³ CPI Manual

The Optimizing Comprehensive Clinical Care (OC³;) Compliance and Performance Improvement (CPI) Manual assists community health center representatives to exceed minimum requirements to create a safe and therapeutic environment in which to serve patients. It includes chapters focused on the CPI Program, the Board of Directors, the Executive, the Finance Department, the Clinical Department, Human Resources, and Information Management. Its more than 250 documents cover a number of CPI topics. Included are overviews of laws, regulations and resources relevant to community health centers. Also included are template policies and procedures for centers to adapt and adopt. The manual offers center oriented tools such as template organizational bylaws and professional staff bylaws, a template patient rights and responsibilities form, a template notice of privacy practices, a template business associate agreement, template treatment consent forms, template credentialing letters, template peer review materials, a template employee handbook, a data reporting list, and a record retention chart. Finally, there are compliance checklists for the center CPI officer to use in reviewing each center department.

The manual should give a community health center a solid foundation for achieving compliance with legal requirements, meeting accreditation standards such as those from the Joint Commission and the National Committee on Quality Assurance Patient-Centered Medical Home Recognition Program, and implementing best practices in the field.

If you purchase(d) this manual in 2013, you retain access to it online through 2013, at which time you may subscribe for continued access to the manual and updates through 2014. The 2014 annual subscription price is \$400 for non-members, \$300 for members of TACHC and \$250 for members of the TACHC Purchasing Group. If you purchased the manual in 2011 or a following year, but have not kept up your subscription, please contact TaSheena Mitchell at TACHC to pay missed subscriptions and the current year subscription.

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The manual primarily addresses relevant federal and Texas state laws and regulations. Most references in the manual to state law refer to Texas law. Therefore, health centers in states or territories other than Texas will need to check applicable state laws and regulations. Further, all centers need to check their local laws and regulations, which in some localities may be stricter, more detailed and/or more comprehensive than the applicable federal and/or state law.

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