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TACHC OC³ Compliance and Performance Improvement Manual

Below are the more than 250 documents available for view and download, including template policies, tools such as a template health center/physician employment contract, overviews and checklists to assist health centers in creating and sustaining their compliance and performance improvement (CPI) programs.

INTRODUCTION (5 documents)

- Overviews Regarding
 - FQHCs
 - TACHC
 - OC³
 - This TACHC OC³ CPI Manual
 - Copyrights and Disclaimers

COMPLIANCE AND PERFORMANCE IMPROVEMENT (42 documents)

- Overviews Regarding
 - Compliance and Performance Improvement
 - Review Methods
- Policies and Procedures Regarding
 - Compliance and Performance Improvement Program
 - CPI Documentation and Confidentiality
 - Peer Review
 - Health Record Audits
 - FTCA and Risk Management
 - Incident Reporting
 - Sentinel Event and Intensive Investigation
 - Investigating Illegal Conduct
 - Responding to Malpractice Liability Claims
 - Non-Retaliation/Whistleblower Protection
 - Reporting Adverse Peer Review Action
 - Evaluation of CPI Program
- Tools
 - Data Elements to Review and Report
 - What are Policies
 - Chart of CPI Program Structure
 - Plan for CPI Program Implementation
 - Chart of Center, Network, TACHC CPI Functions
 - Annual CPI Review Plan Samples
 - CPI Committee Minutes
 - Incident Report Form
 - Investigation and Interview Forms
 - CPI Issue Tracking Form
 - Framework for Root Cause Analysis
 - Minimum Scope of RCA for Sentinel Events

Questions for RCA and Intensive Investigation\

Internal CPI Reporting Channels

CPI Progress Report to Board

Tools Regarding Peer Review

Professional Staff Bylaws

Designation of External Peer Reviewer

Adverse Peer Review Action Checklist

Peer Review Forms for:

General Medicine

Breast Cancer Screening

Podiatry

Obstetrics

Hypertensive Care

Diabetes Care

Dentistry

Peer Review Grading System

Health Center Gap Analysis

CPI Checklist for CPI Program

CPI Checklist for CPI Program

CPI Chapter zip file download?

BOARD OF DIRECTORS (16 documents)

Overview Regarding

CPI and the Board of Directors

Policies and Procedures Regarding

Center Mission, Vision and Values

Board Functions

Board Training and Communications

Conflicts of Interest and Nepotism

Tools

Center Mission, Vision and Values

Center Formation Language

Center Bylaws

Board Resolution Establishing CPI Program

Conflicts of Interest Disclosure Form

Board Roles and Responsibilities Form

Financial Review by Center Board of Directors

UDS Review by Center Board of Directors

Board Member Recruitment Grid

Board Annual Self-Assessment

CPI Checklist for the Board

EXECUTIVE MANAGEMENT (19 documents)

Overview Regarding

- CPI and Executive Management
- Patient-Centered Medical Home
- Policies and Procedures Regarding
 - Patient-Centered Medical Home
 - Community Assessment
 - Vendor Contracts
 - Advertising
 - Antitrust
 - Tax Exemption
 - Responding to Unannounced Government Investigation
 - Political Activity
 - Private Security
 - Prohibition of Weapons on Premises
 - Emergency Preparedness
- Tools
 - Vendor Evaluation Checklist
 - Managed Care Contracting Checklist
- Emergency Preparedness Roster
 - Bomb Threat Phone Report
 - General Referral Agreement
- CPI Checklist for Executive Matters

FINANCE (14 documents)

- Overview Regarding
 - CPI and Finance
- Policies and Procedures Regarding
 - Budgeting and Accounting
 - Grants Management
 - Sliding Fee Scale, Billing and Collection
 - Internal Controls
 - Procurement
 - Financial Audits
 - IRS Form 990
 - Insurance
 - Travel
 - Raffles
- Tool
 - Raffle Form
 - Sample Texas HUB Compliance Letter for Group Purchasing
- CPI Checklist for Finances

CLINICAL CARE (100 documents)

- Overviews Regarding
 - CPI and Clinical Care

340B

Policies and Procedures Regarding

Access to Care

Planned Care

Patients that Fail to Keep Appointments

Provider Panel Assignment

Patient and Center Rights and Responsibilities

Patient Satisfaction

Patient Complaints

General Consent to Treatment

Informed Consent

Refusal to Consent

Patient Termination

Appeal of Termination Status

Advance Directives

Pain Management

Safe Prescribing of Opioids for Chronic Pain

Interpretation and Translation

Referrals

Test Tracking and Follow-Up

Clinical Protocols

Medical History

Immunizations

Vaccines for Children

Triage

After-hours Coverage

Patient Education and Self Management

Outreach, Eligibility, and Enrollment

Management of Patients on Anticoagulation Medications

Medication Reconciliation

Universal Protocol

Behavioral Health Services

Abuse Reporting

Department of State Health Services Contracts

Environment of Care

Infection Control

Reporting Notifiable Conditions

OSHA

OSHA Regulated Waste

Exposure Risk Determination

Hepatitis B Vaccination

OSHA Safer Sharps

Sterilization of Instruments

Refrigerator Monitoring

Indoor Air Quality

- Tuberculosis
- Control of Hazardous Energy
- Radiation Safety
- Fire Prevention and Response
- Electrical Safety
- Preventing Falls
- Workplace Violence Prevention
- Drug-Free Workplace
- 340B Contract Pharmacies
- 340B Covered Entity Registration
- 340B Preventing Duplicate Discounts
- 340B Patient Eligibility
- 340B Self-Audit
- 340B Sample Schedule of Review

Tools

- Sample Patient Satisfaction Survey
- Steps to Hospital Collaboration
- Sample Referral Form
- High Risk Patient Identification Visual
- Sample Patient and Center Rights and Responsibilities Form
- Behavioral Health Manual
- Pain Management Tool
- Sample Medical Interpreter Competency Checklist
- Sample Medication Profile Form
- Sample Prescription Authority Agreement

Tools Regarding Consents

- Sample General Consent Form
- Sample Parental Consent on Behalf of Minor
- Sample Consent by a Minor Form
- Parental Consent for Family Planning Services Chart
- Sample Refusal to Consent Form
- Sample Acting Against Medical Advice Form
- Sample Medication Reconciliation Script Flowchart

Tools Regarding Patient Termination

- Non-immediate Termination Procedure Flowchart
- Immediate Termination Procedure Flowchart
- Sample Notice of Non-immediate Termination
- Sample Second Notice of Non-immediate Termination
- Sample Notice of Immediate Termination
- Sample Notice to Non-patient
- Sample Appeal of Subcommittee Report
- Sample Notice of Zero Tolerance

Tools Regarding OSHA

- OSHA Manual Form
- Hazard Assessment Tool
- PPE Hazard Assessment Tool

- OSHA Hazard Communications Plan
- Exposure Risk Determination Form
- OSHA Exposure Control Plan
- Exposure Control Training Guidelines and Test
- OSHA Checklist Exposure and Hazard Control
- Hepatitis B Immunization Record
- Hepatitis B Declination Form
- Employee TB Testing Form
- TB Control Plans
- Respiratory Protection Attestation
- Monthly Fire Extinguisher Checks
- OSHA Tasks List
- Sample OSHA Employee Training and Tests
- Preparing for an OSHA Inspection
- CPI Checklist for Clinical Services

HUMAN RESOURCES (61 documents)

- Overview Regarding
 - CPI and Human Resources
- Policies and Procedures Regarding
 - Code of Conduct
 - Employment Compliance
 - Provider Contracts
 - Job Descriptions
 - Background Checks
 - Credentialing
 - Competency Assessment
 - Engagement of Volunteers
 - Employees in Military Service
 - Staff Training
 - Employee Education about False Claims
 - Smoking
 - Violations of Center Policy
 - Provider Termination
 - Exit Interview
- Tools
 - Employee Handbook
 - Code of Conduct
 - Authorization for Background Check
 - Physician Employment Agreement
 - Confidentiality Statement
 - Code of Conduct Compliance Test
 - Red Flags Regarding Job Applicants
 - Job Applicant Rejection Letter
 - Exit Interview Checklist

Exit Interview Form
Exit Interview Report
Succession Plan Questionnaire
Succession Plan for Executive Director

Credentialing

Credentialing Operations Environment
Credentialing Process in Detail
Credentialing Documents Checklist
Credentialing Items per Position
Request for Privileges
How to Verify Application Materials
Forms for Requesting Verifications
Guide to Telephone Reference Checks
Notice of Receipt of Application/Info Needed Letter
Notice of Application Status Letter
Notice of Action on Privileges Letter
Competency Assessment Material
Recredentialing Letter to Staff
Recredentialing Process in Detail
Recredentialing Summary Report
Report on Verification of Credentials
Post Credentialing Checklist
Report on NonLIP Application
Report on Privileges

Job Descriptions

Executive Director
Finance Director
Medical Director
Information Systems Director
CPI Officer
Director of Nursing
Credentialing Coordinator
Staff Physician
Staff Dentist
Staff Nurse (RN)
Staff Nurse (LVN)
Physician Assistant

CPI Checklist for Human Resources

INFORMATION MANAGEMENT (64 documents)

Overview Regarding
CPI and Information Management
HIPAA and Related Standards

- Policies and Procedures Regarding Health Records
 - Contents of a Medical Record
 - Electronic Health Records Systems
 - Fees for Release of Records
 - Health Record Retention and Destruction
- Policies and Procedures Regarding Identity Theft Prevention
 - Identity Theft Prevention
- Policies and Procedures Regarding Information Technology
 - Information Technology
 - Acceptable Use of IT
 - IT Account Management
 - IT Incident Management
 - Special Access IT Accounts
 - Physical Access to IT
 - Passwords
 - Disaster Recovery
- Policies and Procedures Regarding Protected Health Information (PHI)
 - Privacy Officer
 - Security Officer
 - Notice of Privacy Practices Policy
 - Business Associates and Information Privacy
 - Data Security
 - General Use and Disclosure of PHI
 - De-identification of PHI
 - Patient Complaints Regarding PHI
 - Accounting of Disclosures of PHI
 - Data Breach Notification
 - Patient Right to Access Health Record
 - Patient Requests to Amend PHI
 - Requesting Additional Privacy for PHI
 - Record Release without Authorization
 - Use of Genetic Information
- HIPAA Tools
 - Business Associate Agreement
 - Notice of Privacy Practices (NPP) Form
 - NPP Psychiatry Addendum
 - Patient Acknowledgment of NPP
 - Patient Acknowledgment of NPP Psychiatry Addendum
 - Health Privacy Complaint Form
 - Authorization to Release Information Form
 - List of Who May Sign Releases for PHI
 - Consent to Photograph
 - Revocation of Authority to Release Information
 - Accounting for Disclosures of Individual PHI
 - Centerwide Log of Health Information Disclosures

- Request for Amendment to PHI
- Request for Confidential Communication of PHI
- Notice of Amendment to PHI
- Denial of Amendment to PHI
- Special Protections for Certain Information
- Response to Subpoenas
- HIPAA Training Material
- Log of HIPAA Training
- Change in Privacy Officer Form
- Change in Security Officer Form
- Health Record Tools
 - Health Records Department Manual
 - Electronic Health Records Contracting Checklist
 - Record Retention Table
 - Record Destruction Log
 - Evaluation and Management Guidelines
 - Health Record Do's and Don'ts
 - Health Record Correspondence Form
 - Health Record Transmittal Affidavit
- Forms Organization and Review

APPENDICES (2 documents)

Glossary of Abbreviations

Glossary of Terms

