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** (4 documents)

Overviews Regarding
- FQHCs
- TACHC
- OC³
- This TACHC OC³ CPI Manual

**COMPLIANCE AND PERFORMANCE IMPROVEMENT** (40 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
- What are Policies
- Chart of CPI Program Structure
- Plan for CPI Program Implementation
- Chart of Center, Network, TACHC CPI Functions
- Data Elements to Review and Report
- 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
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

CPI Checklist for CPI Program

**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
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** (91 documents)
Overviews Regarding
CPI and Clinical Care
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
Interpreters
Referrals
Test Tracking and Follow-Up
Clinical Protocols
Medical History
Immunizations
Vaccines for Children
Triage
After-hours Call 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

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
Reporting Notifiable Conditions

Tools
Sample Patient and Center Rights and Responsibilities Form
Sample Patient Satisfaction Survey
Sample Patient Complaint Form
Behavioral Health Manual
Pain Management Tool
Sample Medical Interpreter Competency Checklist
Sample Referral Form
Sample Medical Interpreter Competency Checklist
Sample Medication Profile Form
Sample Medication Reconciliation Script Flowchart
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
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
CPI Checklist for Clinical Services

**HUMAN RESOURCES** (62 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
   - Standing Delegation Orders for APNs and PAs
   - 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
Regarding 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
Regarding 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
Policies and Procedures Regarding
Health Records
   Contents of a Medical Record
   Electronic Health Records Systems
   Meaningful Use of Electronic Health Records
   Fees for Release of Records
   Health Record Retention and Destruction
Identity Theft Prevention
Information Technology
   Acceptable Use of IT
   IT Account Management
   IT Incident Management
Special Access IT Accounts
Physical Access to IT
Passwords
Disaster Recovery

HIPAA Regarding Protected Health Information (PHI)
Privacy Officer
Security Officer
Notice of Privacy Practices
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

Tools

HIPAA Tools
Business Associate Agreement
Notice of Privacy Practices (NPP)
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 Access to PHI
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
 CPI Checklist for Information Management

APPENDICES (2 documents)
 Glossary of Abbreviations
 Glossary of Terms