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| **LEVEL ONE- FULL SERVICE** |
| **Initial Onsite Assessment Visit:** 2-3 days depending on number of facilities/mobile units – 2 people**Mock Survey:**2-3 days depending on number of facilities**Survey:**2-3 days depending on number of facilities and always onsite one full day prior to survey. |
| **Targeted Corporate Review (on site) – Darlene Norberg/Renee Wooten*** This includes review and discussion on the following topics:
	+ Mission & vision
	+ Program alignment & outcomes
	+ Fiscal practices
	+ Governance model
* 1.5 hour Change Management webinar
 |
| **Governance Survey and Board Training”– Beth & Craig Chase*** Meeting/Training or GoToMeeting
* Follow-Up
 |
| **Change Management Training****Darlene Norberg*** GoToMeeting/Presentation
* Follow-Up
 |
| **Website Audit****Embellish Marketing/Beth Chase*** Choose either Patient/Client or Donor Website
* Audit Report/Follow-Up
 |
| **Personnel Policy Manuals*** Personnel Policy Manual
* Employee Specific Policy Manual
* Volunteer Policy Manual
 |
| **HR Forms and Onboarding Check Lists****Job Descriptions****HR Training:*** Hiring Right
* Building Effective and Cohesive Teams
* Performance Appraisals and Evaluation Process
* Volunteer Engagement
* Companion Tools For Each
 |
| **Organization/Operations/Board Policy and Procedure Manual** |
| **Online Training Access:*** Emergency Preparedness
* Work Place Violence
* Ergonomics
* OSHA
* HIPAA
 |
| **Medical Policy Manual****11-13 Sections Depending on Services Provided** |
| **Medical Bylaws****Credentialing Policy and Procedures****Credential All Physicians/Nurse Practitioners/Physician Assistants/Certified Nurse Midwives****(Limit 5)** |
| **Peer Review Protocols and Forms** |
| **Board and Staff Meeting Minute Templates and Review** |
| **Necessary Standing Order Forms** |
| **Medical Record Form Assessment and New Forms if Applicable** |
| **Log Books:*** Clinical Records and Health Information
* Diagnostic Imaging
* Emergency Preparedness
* Equipment Maintenance
* Exposure Control
* Hazard Communication
* Infection Control
* Medical Laboratory
* Pharmaceutical Services
* Pregnancy Testing
* Rights of Patients
* STI Testing, if applicable
 |
| **Plans:*** Exposure Control Plan
* Risk Management Plan
 |
| **Quality Improvement:*** Quality Improvement Plan
* Patient Satisfaction Survey (PSS)
* PSS monthly data compilation and trending
* Training for QIP Plan/Process
* Benchmarking
* Studies/Activities
 |
| **HIPAA and/or State Privacy and Security Rules and Regulations*** Comprehensive HIPAA Manual
* All forms and tools
* State Specific Information
 |
| **Unlimited Email and Calls** |
| **Unlimited Forms Developed per Request** |
| **Resource Programs Policy and Procedures** |