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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** |