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| **LEVEL TWO – SELF SERVICE** |
| **Self-Assessment**:  Completed using YSN assessment tools provided. Sent to YSN for review and Action Plan  **2-3 GoToMeetings:**  Review assessment action plan and on-going process.  Assist with implementation  **Mock Survey:**  Determined by Organization when they feel they have implemented everything. |
| **Targeted Corporate Review**  **NOT INCLUDED** |
| **Governance Survey and Board Training**  **NOT INCLUDED** |
| **Change Management Training**  **Darlene Norberg**   * GoToMeeting/Presentation * Follow-Up |
| **Website Audit**  **Embellish Marketing/Beth Chase**  **NOT INCLUDED** |
| **Personnel Policy Manuals – State Specific**   * Personnel Policy Manual * Employee Specific Policy Manual * Volunteer Policy Manual |
| **HR Forms and Onboarding Check Lists**  **Job Descriptions** |
| **Organization/Operations/Board Policy and Procedure Manual** |
| **Online Training Access:**   * Emergency Preparedness * Work Place Violence * Ergonomics * OSHA * HIPAA |
| **Medical Policy Manual – Assistance with Implementation**  **11-13 Sections Depending on Services Provided**  **(Organization Customizes)** |
| **Medical Bylaws**  **Credentialing Policy and Procedures**  **Credential All Physicians/Nurse Practitioners/Physician Assistants/Certified Nurse Midwives**  **(Limit 3)** |
| **Peer Review Protocols and Forms** |
| **Board and Staff Meeting Minute Templates and Review** |
| **Necessary Standing Order Forms** |
| **Medical Record Forms 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) * Excel Spreadsheet to compile data and trend – done by organization * Training for QIP Plan/Process |
| **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**  **NOT INCLUDED** |