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**TACHC OC<sup>3</sup> 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** (4 documents)

Overviews Regarding

FQHCs

TACHC

OC<sup>3</sup>

This TACHC OC<sup>3</sup> CPI Manual

**COMPLIANCE AND PERFORMANCE IMPROVEMENT** (40 documents)

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CPI Checklist for CPI Program

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- Antitrust
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- Prohibition of Weapons on Premises
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- Sample Texas HUB Compliance Letter for Group Purchasing
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  - 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  
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Hepatitis B Vaccination  
OSHA Safer Sharps  
Sterilization of Instruments  
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## Drug-Free Workplace Reporting Notifiable Conditions

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- 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 Medication Profile Form
- Sample Medication Reconciliation Script Flowchart
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    - 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
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  - 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
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CPI Checklist for Clinical Services

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Job Applicant Rejection Letter

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Exit Interview Report

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Succession Plan for Executive Director

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Credentialing Operations Environment

Credentialing Process in Detail

Credentialing Documents Checklist

Credentialing Items per Position

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- 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