

SAMPLE: 20XX Compliance and Risk Management Activities Workplan

MEASURES		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	STAFF RESPONSIBLE/INVOLVED (Exempld only)
Performance Improvement														
Emergency Medicine Cart Inventory/Maintenance	Monthly	X	X	X	X	X	X	X	X	X	X	X	X	Lead MA and Site Managers
CQI Committee Meetings & update at Board meetings	Monthly	X	X	X	X	X	X	X	X	X	X	X	X	Director of CQI, Med Dir
Medical, Dental, BH Operational Policy Review	Annual				X									COO & Director of Operations, Dental Director, BH Director, Medical Director
Review Scope of Services & Form 5, review pt. origin map	Annual	X												CEO, CFO, COO
Health IT Policy Review (e.g. Data Collection, Confidentiality, Health Information Exchange; 3rd Party Data Access)	Annual				X									COO, IT Director
Employee Drug Testing and Onboarding (and ongoing upon hire)	Bi-Annual						X						X	HR-Payroll Administrator
Lab Equipment, CLIA	Annual	X												COO, Director of Operations, & Site Managers, Procurement
Vaccine Inventory Reconciliation	Monthly	X	X	X	X	X	X	X	X	X	X	X	X	Vaccine Lead, CFO, Med Dir
IT Committee Meeting & Update at Board meetings	Bimonthly		X		X		X		X		X		X	IT Director, COO
IT Equipment Check & Security Audit	Bi-Annual			X							X			IT Director
Patient Flow Analysis	Bi-Annual						X						X	COO, Director of Operations
Medical Chart Documentation Review	Quarterly			X			X			X			X	Med Director, Director of CQI, Dept Directors
Inventory/ Supplies Check	Bi-Annual						X						X	Site Managers, CFO, Med Director
Eligibility/Billing Chart Audit	Quarterly			X			X			X			X	Billing Director, COO
Staff Satisfaction Surveys	Annual						X							HR -Payroll Administrator
Staff: TB testing, Immunization Verification, Providers Physical Eval (& Upon Hire)	Annual						X							Med Director, Clinical Admin
OSHA/ Hazard Communication	Annual								X					HR -Payroll Administrator
Community Needs Assessment	Annual						X							COO
Customer Service Audit	Annual										X			COO
Hospital and Vendor Contracts	Annual		X											CEO, CFO, COO
Staff Performance Evaluations	Annual & 90 days eval on new staff												X	Managers and Supervisors; HR Payroll Administrator
Privacy Practice Audit	Annual												X	CFO, COO, Med Director, & IT Director
Patient Satisfaction Survey Review	Quarterly	X			X			X			X			COO & Director of Operations
FTCA Coverage Renewal	Annual				X									COO, Medical Director, Director of CQI
Risk Management														
Abnormal Labs Follow-Up Reviews and reconciliation of labs	Quarterly			X			X			X			X	Medical Director, Director of CQI, Dept. Directors
Infection Control Rounds	Monthly	X	X	X	X	X	X	X	X	X	X	X	X	Medical Director, Director of CQI, Dept. Directors
Incident/Event Reporting	Monthly	X	X	X	X	X	X	X	X	X	X	X	X	CMO, Director of CQI, CQI Committee
Patient Complaints	Monthly	X	X	X	X	X	X	X	X	X	X	X	X	Director of CQI, CQI Committee
Patient Comments and Feedback	Monthly	X	X	X	X	X	X	X	X	X	X	X	X	Director of CQI, CQI Committee
Credentials/License/Staff Contracts, Priviliging Audit	Annually	X												CEO, Med Director, HR Administrator
BOD RM Progress Reports	Quarterly	X			X			X			X			CEO, Med Director, COO, Directo of CQI
BOD Annual RM Evaluation and Review of Yearly High risk prone areas	Annual			X										CEO, Med Director, COO, Directo of CQI
Staff Training (Infect. Control, harrasment, HIPAA, emergency and disaster prepared, OB procedure, etc.)	Quarterly	X			X			X			X			CQI Manager, HR Administrator and Managers
Clinic Safety Rounds	Monthly	X	X	X	X	X	X	X	X	X	X	X	X	Procurement Coordinator & Site Managers
340B Audit medication and financial	Quarterly			X			X			X			X	CFO, Director of CQI, Clinical Admin
Child Abuse Reporting Training	Annual					X								Med Director

MEASURES		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	STAFF RESPONSIBLE/INVOLVED (Exempld only)
CPR & First Aid	Every 2 years				X									HR -Payroll Administrator
Continuity of Care (patient panels)	Annual					X								Director of Operations
Annual Facility Review/Fire Drill	Annual								X					Site Managers
Equipment Inspection/ Fire Extinguishers, sign permits	Annual											X		Procurement Coordinator & Site Managers
Facility Safety Inspection (external audit)	Annual						X							COO, Director of Operations & Procurement
Security System password, check roster, panic button check, alarm permit	Annual		X						X					Procurement Coordinator & Site Managers
IT user access internal audit	Quarterly			X			X			X			X	Director of CQI, Director of IT