|  |  |  |
| --- | --- | --- |
| Organization:  | Company ID:  | Application ID:  |
| Address:  |
| Services Reviewed: | Date of Survey | Surveyor: |



**SAMPLE**

Below is a sample on how to correctly fill out your POC.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| ONCE COMPLETED, PLEASE EMAIL THIS FORM TO THE ATTENTION OF YOUR ACCOUNT ADVISOR ACHC Internal Use Only

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Standard  | Plan of Correction(Specific action taken to bring standard into compliance) | Date of Compliance(Date correction to be completed) | Title(Individual responsible for correction) | Process to Prevent Recurrence(Describe monitoring of corrective actions to ensure they effectively prevent recurrence) | POC Compliant | Comments |
| DRX5-1A | Added a place to the intake formto document the emergencycontact name and number. Re-educated employees to obtainan emergency contact numberand diagnosis for all patients. | 18-Jan-15 | Office Manager | Audit a minimum of 10% of newpatient files on a quarterly basisto determine if a diagnosis andemergency contact number have been documented. | cid:image001.png@01D04CF7.A7B6C2F0 |  |
| DRX6-3A | Customer service manager hasstarted tracking the number ofcomplaints received each monthand will monitor them to see if aproblem develops. Results will bereported to the performanceimprovement committee on a quarterly basis. | 14-Jan-15 | Customer Service Manager | 100% of client/patientcomplaints will be tracked,investigated, andsummarized. A report will besubmitted quarterly to theperformance improvementcommittee for review andmonitoring of compliance with policies and procedures. |  |  |

 |

ONCE COMPLETED, PLEASE EMAIL THIS FORM TO THE ATTENTION OF YOUR ACCOUNT ADVISOR

Organization: Clearview Cancer Institute ACHC Internal Use Only

| Standard | Plan of Correction(Specific action taken to bring standard into compliance) | Date of Compliance (Date correction to be completed) | Title(Individual Responsiblefor Correction) | Process to Prevent Recurrence(Describe monitoring of corrective actions to ensure they effectively prevent recurrence) | POC Compliant | Comments |
| --- | --- | --- | --- | --- | --- | --- |
| DRX4-2A | Human Resource department will use training/orientation checklist effective 11/10/15. This checklist will include the necessity to conduct 2 reference checks on every employee hired in the pharmacy. | 11/10/15 | Human Resource (HR) Administrator | Checklist will be audited within 30 days of new employee’s hire date | Select One |  |
| DRX4-2H | Human Resource department will use training/orientation checklist effective 11/10/15. This checklist will include the necessity to conduct criminal background checks and OIG checks on every employee hired in the pharmacy. All current pharmacy employees will have a criminal background check and OIG check performed by HR. | 11/10/15 | HR Administrator | - Checklist will be audited within 30 days of new employee’s hire date- Current employees’ background checks will be obtained within 30 days of survey date | Select One |  |
| DRX4-8A | Add Patient Rights and Responsibilities as well as policy for Communication Barriers to the Annual Training for all employees to complete | 11/10/15 | HR Administrator | Compliance officer will audit a select number of employee files after annual training is conducted to ensure all required training has been completed and is documented.  | Select One |  |
| DRX2-2B | Patient Rights and Responsibilities will be updated to include:“Patient has the right to be informed of any financial benefits when referred to an organization.” This will be added immediately and placed in the patient information packet at next printing. | 11/10/15 | Compliance Officer and Quality Control Officer/Marketing | Updated version of patient rights and responsibilities will be saved and printed each time additional printings are necessary. | Select One |  |
| DRX4-9C | Meeting has been scheduled with management of after hours call supervisor. During this time, previously implemented policies and procedures related to hours availability will be reviewed and discussed. Additional education will take place as there has recently been a change in management for this department. | 11/10/15 | Pharmacy Manager | Pharmacy Manager will ensure compliance with policies and procedures through routine correspondence with management of call center. | Select One |  |
| DRX7-1A | TB Exposure Plan will be updated to include the prevalence rate of TB in Madison, Limestone, and Marshall counties of Alabama, as well as the prevalence rate among patients of the practice.  | 11/2/15 | Compliance and Quality Control Officer | Ensure prevalence rates are updated annually in the TB Exposure Plan at time of policy and procedure reviews.  | Select One |  |
| DRX7-9A | Each pharmacy staff member received additional education on the pharmaceutical storage policy and procedures. | 11/3/15 | Pharmacy Manager | Each employee has received education as well as a verbal warning that disciplinary action will occur if the policy and procedure is not followed. Pharmacy Manager will audit the pharmacy refrigerator periodically to ensure that it is being used solely for pharmaceutical storage. | Select One |  |
| DRX7-9B | This standard has been discussed with the courier service. Plans have been made to test temperatures of shipments twice a year – winter and summer – to ensure proper temperatures are being maintained throughout shipping process. | 11/10/15 | Pharmacy Manager | Policy and procedure has been written. Temperature logs with the data recorded by USB temperature monitoring device will be stored in Pharmacy Manager’s office. | Select One |  |
| DRX5-1B | Pharmacists have been educated to add initials next to the date of their clinical progress notes to capture which pharmacist is creating the note in TherigySTM. | 11/10/15 | Pharmacy Manager | Pharmacy Manager will audit charts in TherigySTM weekly to ensure proper documentation. | Select One |  |
| DRX5-1D | Pharmacists have been educated to add initials next to the date of their clinical progress notes to capture which pharmacist is creating the note in TherigySTM. | 11/10/15 | Pharmacy Manager | Pharmacy Manager will audit charts in TherigySTM weekly to ensure proper documentation. | Select One |  |
| DRX4-14B | Pharmacy Manager has now completed a competency evaluation and it is stored in his personnel file. He will now undergo this evaluation yearly at the time of his performance review. | 11/10/15 | Pharmacy Manager | Annual competency evaluations will occur at the time of performance review. | Select One |  |
|  |  |  |  |  | Select One |  |