

DRAFT
FQHC SET-UP CHECKLIST

[GETTING STARTED	COMMENTS/FOLLOW-UP
	Review organizational chart	
	“Staffing up” strategy	
	Time-framed work plan	
	Cash flow budget projections	

[CONTRACTS AND LICENSES	COMMENTS/FOLLOW-UP
	Tax identification numbers (federal and state)	
	501(c)(3)	
	Medicare provider Number	
	Medicaid provider number	
	IPA memberships	
	Credentialing	
	Hospital privileges	
	Professional licenses	
	DEA number	
	Professional organization memberships (State PCA, medical society, state medical association, NACHC)	
	CLIA license (waiver, PPM)	
	Health plan contracts	
	Pharmacy contract (if no in-house pharmacy)	
	Mental Health contract (if no behavioral health workers on staff)	
	Dental contract (if no in-house dental clinic)	

[GOVERNANCE	COMMENTS/FOLLOW-UP
	Board representation matrix	
	Recruitment strategy and process	
	Board orientation process	
	Committees activated	
	Board training schedule	
	Policy approval process	
	Strategic and long term plan	

[FINANCE	COMMENTS/FOLLOW-UP
	Bank accounts	
	Grant draw down; quarterly reports (272)	
	Auditor secured	

[FINANCE	COMMENTS/FOLLOW-UP
	Billing system	
	Schedule of charges	
	Discount fee schedule	
	Policies and Procedures: (see <i>Policy, Procedures and Protocols for FQHCs</i> for more complete list)	
	General accounting procedures	
	General ledger	
	Cash and investments systems	
	Property management	
	Internal control protocols	
	Purchasing, payables and disbursements	
	Payroll	
	Monthly financial statements for the Board	
	All financial activities in line with Federal and state requirements, etc	

[ADMINISTRATION/MANAGEMENT	COMMENTS/FOLLOW-UP
	Apply for PPS rate	
	Review malpractice options	
	FTCA Deeming application and approval	
	Insurance:	
	General liability	
	Facility insurance (fire, flood, etc.)	
	Bonding insurance	
	D&O insurance	
	Review days/hours of operation	
	Personnel:	
	Employee Handbook (See <i>Policy, Procedures and Protocols for FQHCs</i> for more complete list)	
	Job descriptions	
	Compensation schedule/benefits package	
	Set up Personnel files	
	Evaluation process/forms	
	Meeting schedule	
	Workforce development plan	
	Marketing/PR:	
	Plan for getting the word out	
	Logo design	
	Business cards	
	Stationary	

[ADMINISTRATION/MANAGEMENT	COMMENTS/FOLLOW-UP
	Patient brochure	
	Signage	
	Policies & Procedures: (See <i>Policy, Procedures and Protocols for FQHCs</i> for more complete list)	
	QA/QI Plan	
	Human Resource (HR) policies	
	Risk Management Plan (adverse outcomes, incident reports, OSHA/Haz Mat policies and procedures, CLIA policies and procedures, internet access and use)	
	HIPAA implementation	
	Language and cultural competence strategy and training plan	
	Corporate compliance strategy	
	Operations manual (Statement of hours of operation, scope of services, patient flow/management procedures)	
	Patient rights and responsibilities	
	Patient satisfaction	
	Patient complaint/grievance procedure	

[CLINICAL	COMMENTS/FOLLOW-UP
	Recruitment strategy	
	Credentialing and privileging plan	
	Provider contracts	
	Recruitment and retention plan	
	Medical records:	
	Medical problem list	
	Medication list	
	Health monitoring sheets (all age groups)	
	History and physician	
	Method to ID allergies	
	Documentation of phone calls	
	Flow sheets (diabetes, etc.)	
	Medical record filing system	
	Scheduling procedures	
	After hours and weekend call	
	Triage system	
	Vaccines and other injectables	
	Refrigerator for injectables with thermometer, temperature monitoring log	
	Immunization records, VIS statement	

I	CLINICAL	COMMENTS/FOLLOW-UP
	Immunization recall	
	Allergy shots	
	Forms:	
	Patient registration and intake	
	Medical records release form	
	Informed consent	
	Parental permission to treat minors in absence of parent/legal guardian	
	Referral and follow-up	
	Prescription pads	
	Medical history form	
	Drug/medication sheet	
	Annual exam forms by age/life cycle	
	Encounter form with diagnosis codes and charges	
	Policies and Procedures: (see <i>Policies, Procedures and Policies for FQHCs</i> for more complete list)	
	QA/QI	
	Health plan benchmarks	
	Patient confidentiality	
	Principles of practice	
	Non-physician supervision protocols	
	Health maintenance protocols by age group	
	Continuing professional education policies	
	Patient flow	
	Medical protocols appropriate to the clinical practice	
	Drug seeking patients, pain management, narcotic Rx policy	
	Chaperone policy for male and female patient exams	
	Treatment of minors	
	Pregnancy tests including confidentiality and referrals	
	Injections, who gives, how long do patients wait, how recorded, etc.	
	Contracts in place for off site lab, Paps, and other pathology, x-ray, hospitalization, and specialty care	
	OSHA rules and regulation:	
	Training (initial and annual)	
	Eyewash stations	
	Personal protective equipment	
	Hepatitis B vaccination	
	MSDS book	
	Infection control (eating/drinking, etc.)	

[CLINICAL	COMMENTS/FOLLOW-UP
	Infection Control:	
	Infectious waste spills	
	PPE (appropriate use and cleaning)	
	Handwashing	
	Needle stick policy for staff and patients	
	HIV deemed consent	
	Storage of hazardous waste waiting for pickup	
	Equipment maintenance schedules- defibrillator, EKG, O ₂ , lab equipment, other	
	Lab proficiency testing	
	Staff training in codes and other emergencies, use of equipment, transferring patients via emergency transport	
	Clinical orientation	
	Supervision of mid-level providers (NP and PA)	
	Prescription refills for new and existing patients including documentation	
	Processing lab, x-ray, and other reports to include physician signing, filing, notifying patients of results	
	Managing sample medication including storage, dispensing, checking for outdated, etc.	
	Prescription pads, policies to prevent and track theft	
	TQM including chart audits	

[MIS	COMMENTS/FOLLOW-UP
	System assessment	
	Hardware	
	Software	
	Develop RFP/review bids/purchase	
	Installation/set-up plan and schedule	
	Initial training and testing	
	MIS maintenance contract	
	MIS coordinator designated	

[OPERATIONS	COMMENTS/FOLLOW-UP
	Training: All Staff	
	Confidentiality, “need to know”, discussions with patients on phone and in hallways, discussions between staff, employee non-disclosure statement	

I	OPERATIONS	COMMENTS/FOLLOW-UP
	General knowledge of sliding fee scale system	
	Fire drills or actual fires, how to use fire extinguishers	
	Patient and staff accidents and similar incidents, including workman's compensation reporting form	
	Untoward events such as fights in the lobby, inebriated patients, etc.	
	General knowledge of how charges, billing and payments are handled. Not a free clinic, everyone is expected to pay at least the nominal fee.	
	Appropriate levels of interface with Board of Directors	
	Patients with chest pain and other potential emergency situations	
	Codes	
	Phone calls, when to interrupt providers, when messages are to be taken, when to use intercom system, etc.	
	Patients with drug seeking behavior	
	Name tags	
	Front Desk Staff:	
	Answering phone, taking messages, etc.	
	Appointments including walk-ins, returns, physicals, urgent care, etc.	
	Patient registration at front desk	
	Medical Records Release forms	
	Updating address, phone number, etc. at every visit	
	Handling chart at front desk	
	Procedure to determine and document insurance status of patients on every visit	
	Procedure to determine if low income and/or uninsured patients are eligible for Medicaid, CHIP, etc. and referral for applications	
	Sliding fee scale policy and application	
	Fee schedule and explanation to patients	
	Encounter forms with diagnosis codes and charges	
	Checking patients out including collections (checks, cash, credit cards) and rescheduling appointments	
	Cash drawers for each person handling money and daily reconciliation	
	Billing Staff:	
	Looking up account information on patients and explaining payments and amounts due when patients call or come to the clinic	
	Medicaid, Medicare, and third party billing systems	

[OPERATIONS	COMMENTS/FOLLOW-UP
	Billing electronically	
	Posting payments	
	Monthly statements to patients	
	System to track insurance payments, self pay payments, take action such as refilling claims, contacting patients regarding past due accounts, evaluating AR and taking appropriate action, etc.	
	Managing patients with past due accounts	
	AR roll forward	
	System to address patient complaints	
	System to track and follow-up on referrals to specialists, outside lab, outside x-rays, hospital admissions, etc.	
	System to follow-up on broken appointments	
	Patient flow from arrival to departure including initial workup (infant head circumference, infant BP, mandatory vital signs, weight, BP, respirations, etc.)	
	Appointment system (including walk-ins, same day appointments, return appointments)	
	Interpreter services for foreign languages and hearing impaired patients	
	Signs in lobby that state the sliding fee scale is available and that services will not be denied because of income/insurance status, etc.	
	Floor plans posted throughout building	
	Nonsmoking policy and signs	
	Patients rights and responsibilities statement posted	
	Shredder for confidential patient and employee information	
	Fire extinguishers in place, checked monthly	
	Emergency lights in place, checked monthly	
	Housecleaning services	

[FACILITY	COMMENTS/FOLLOW-UP
	Facility lease	
	Remodel plans	
	Infrastructure:	
	Phone	
	Water	
	Electric	
	Waste Management	
	Reception Area:	

I	FACILITY	COMMENTS/FOLLOW-UP
	Furniture	
	Decorations/color scheme	
	Bathrooms:	
	ADA requirements	
	Patient and staff	
	Front office:	
	Patient check-in/check-out flow	
	Confidentiality	
	Furniture- desk, chairs	
	Equipment- copier, fax	
	Storage	
	Medical records area:	
	Chart racks/storage	
	Work area	
	Copier	
	Clinical area:	
	Physical design and layout for patient flow	
	Exam room furniture	
	Crash cart including defibrillator, drugs, O ₂ , IV, fluids/pole, staff designated to inventory and reorder supplies	
	Equipment and supplies in each exam room including otoscope/ophthalmoscope, gowns/sheets, pap supplies and equipment	
	Supply storage	
	Control substance storage	
	Pharmacy	
	Clinical staff area	
	Instruments for suturing, cyst removal, etc.	
	Hazardous waste disposal including containers in each exam room, lab, storage, etc.	
	Lab area:	
	Autoclave with tape, wrappers	
	Blood drawing chair	
	Lab refrigerator	
	Lab tests: HCT/HGB machine, PG test kits, instant strep tests, hemocult, blood sugar, etc.	
	Offices:	
	Furniture	
	Filing cabinets	
	Locking cabinets for personnel	
	Supplies	
	Staff break area/kitchen – space and supplies	
	Signs inside designating areas	

[FACILITY	COMMENTS/FOLLOW-UP
	Exterior sign with operation hours, after hours/emergency phone number	
	Alarm security system for building	