

SECTION II B: **CREDENTIALING SYSTEM**

Answer YES or NO to the following questions by marking the appropriate box. NO answers require explanation on a separate sheet.

- Is professional educational background and postgraduate training verified?
- Is primary source verification of licensure, certification, and/or registration performed?
- Is board certification verified for physicians?
- Is a copy of current licensure, certification, and/or registration on file?
- Is a copy of hospital privileges on file, if applicable?
- Are professional references obtained and reviewed?
- Is a history of previous malpractice liability claims and adverse actions reviewed?
- Are health care practitioners required to submit a personal statement or other evidence of health fitness at the time of credentialing?
- Is the Health Center involved in peer review activities?
If yes, is it a formal process?
(Formal means written procedures on peer review activities are formally adopted by the governing body and provide for adequate notice and opportunity for a fair hearing on any adverse recommendations.)
- Is the National Practitioner Databank queried in credentialing your health care practitioners?

SECTION III - **RISK MANAGEMENT POLICIES/PROCEDURES**

Answer YES or NO to the following questions by marking the appropriate box. NO answers require explanation on a separate sheet.

- Are there policies/procedures on the appropriate supervision and back-up of clinical staff?
- Is a medical record maintained for every patient receiving care at the Health Center?
- Are there policies/procedures that address triage, walk-in patients, and telephone triage?
- Are there clinical protocols that define appropriate treatment and diagnostic procedures for selected medical conditions?
- Is there a tracking system for patients who require follow-up of specialty referrals, hospitalization, x-ray, and lab results?
- Are medical records periodically reviewed to determine quality, completeness, and legibility.
- Is there a written Quality Assurance Plan approved by the governing body? If yes, attach a copy of the most recent or annual Quality Assurance report to the Health Center administration or governing body. Are quality assurance findings used to modify policies/procedures in order to improve quality of care?