Quality Assurance Questionnaire

This questionnaire has three sections and evaluates Site Quality Assurance (QA) processes, including case review findings, staff training, information sharing and accuracy, and procedural tools and forms.

Some questions have multiple parts, so please be sure to answer each part. Please be thorough and detailed in your responses.

* Indicates required question

1. Email *

    _____

2. Organization Name *

    _____

3. Your name and title: *

    _____
    _____
    _____
    _____

Site Quality Assurance

4. How many cases are reviewed internally by the site each month? *

    _____

5. How many cases are reviewed per worker? *

_____

6. How do you decide which cases to select for review? (Please describe your   *
process in detail)

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7. What is your process for collecting and tracking QA data on your internal QA   *
tracker?

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8. How are QA findings used when they show an error trend? *

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9.   How are QA findings documented and shared with the staff person responsible for   *
      those findings?

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_____

HCPF Eligibility Quality Assurance

10.   Are you reviewing Tableau for accuracy data?   *

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11.   How quickly must you return case file requests to HCPF when requested by HCPF   *
      EQA?

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12.   How do you use case review findings and trends from the HCPF EQA? *

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13.   How do you leverage SDD training to address repeat QA findings (root causes,   *
       IAPs and CAPs, staff issues, etc)?

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_____

14.   Does HCPF have access to your internal electronic document management   *
       system?

       Mark only one oval.

       ◯ Yes

       ◯ No

   Supporting Documents

15.   Please upload the following documentation, if available:
       Quality Assurance process for MA
       Case Review Log
       Trend Analysis

       Files submitted:

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