



Quality Assurance Questionnaire

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

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

1. General Information

- a. Email
- b. Organization Name
- c. Name & Title

2. Site Quality Assurance

- a. How many cases are reviewed internally by the site each month?
- b. How many cases are reviewed per worker?
- c. How do you decide which cases to select for review? (Please describe your process in detail)
- d. What is your process for collecting and tracking QA data on your internal QA tracker?
- e. How are QA findings used when they show an error trend?
- f. How are QA findings documents and shared with the staff person responsible for those findings?

3. HCPF Eligibility Quality Assurance

- a. Are you reviewing Tableau for accuracy data?
- b. How quickly must you return case file requests to HCPF when requested by HCPF EQA?
- c. How do you use case review findings and trends from the HCPF EQA?
- d. How do you leverage SDD training to address repeat QA findings (root causes, IAPs and CAPs, staff issues, etc)?
- e. Does HCPF have access to your internal electronic document management system?
 - i. Yes
 - ii. No

4. Supporting Documents

- a. Please upload the following documentation, if available:
 - i. Quality Assurance process for MA
 - ii. Case Review Log
 - iii. Trend Analysis