

Overview of the OCK Audit Tool

The Audit tool sections and element will include:

- Program Design will look at:
 - Staffing plan or organizational charts
 - EHR use
 - Case load of staff (specifically care coordinators)
- Core Services will look at:
 - Documentation and support that each service is being provided as defined by the OCK Program manual
- Staffing structure and skills will look at:
 - Plan for filling new and open positions and a plan to cover the duties of those open positions.
- Training will look at:
 - List of requirement staff trainings and tracking those trainings. These trainings include ACEs and Trauma informed care, and tobacco cessation methods
 - Participation in the Learning Collaborative
- Outreach, Coordination and Collaboration will look at:
 - Collaboration with the MCOs for Technical Assistance and issues identified.
 - Collaboration with community providers, especially those providers involved in the care of your members
- Member outcomes, training and engagement will look at:
 - Timely completing and updating the HAP (at least every quarter and as needed with any changes in care)
 - Establishing member centered goals that are SMART (Specific, measurable, achievable, repeatable, and trackable)
 - Outreaching efforts to potential member as well as to engage current members in participation of the program
- Critical incidents and member grievances will look at:
 - Reporting incidents to the AIR (Adverse Incident Reporting) system
 - Documenting member grievances appropriately as well as communicating to your members their grievance rights and the process.