

1.12 PROGRAM REVIEWS

Policy: The WMHS will conduct formal program reviews of all sub-recipients. These reviews will serve a four-fold purpose:

1. To enable WMHS staff to learn more about local programs;
2. To assess compliance with federal regulations, Title X Program Requirements and QFP;
3. To monitor the accuracy of CVR entries through chart reviews; and
4. To identify areas in which programs may need technical assistance or training.

Sub-recipient clinics will have a program review conducted at least every three years. Reviews may be more frequent as determined by selective criteria or upon request from a sub-recipient.

Procedure:

Each fiscal year, the WMHS will determine the sub-recipients that are to have program reviews. Program review tools will be sent to the sub-recipient prior to the review.

Scheduling

Two months before the program review, the sub-recipient Director will be contacted by the WMHS to coordinate the review activities for the program review. The visit will be scheduled on a mutually agreed upon date.

Notification of Program Review and Request for Materials

Four to six weeks before the program review, the WMHS Supervisor will send a letter explaining the purpose of the review and the schedule.

The letter will include:

1. Program review tools and chart review forms. These tools and forms will be used by WMHS for the review.
2. Self-Assessment Program Review Tool: Pre-Visit. This includes materials which are requested to be sent to WMHS prior to the program review.
3. Program review materials are required to be available on site at the Title X program.

Chart Numbers

Approximately 1 week prior to the program review, WMHS will send chart numbers to the sub-recipient Director. These chart numbers are selected from reports obtained from the MT Family Planning Data System and identify clients who have received various services and contraceptive methods within a six month period. These charts must be available at the sub-recipient site for review.

Completion of the Program Review

Summary/exit interview

WMHS will summarize and present their findings at an exit interview to the Title X clinic director, staff and others as deemed appropriate (clinic staff, Board members, etc.).

Follow-up written report

A written report (hard copy and electronic versions) summarizing the program review findings with follow-up recommendations will be sent to sub-recipient within 45 days of the program review visit. The program will be requested to submit a corrective action plan (CAP) to address the program review findings within one month.

Follow-up of corrective action plan

WMHS will respond to the sub-recipient's CAP within one month of receiving the plan. WMHS will send a hard copy and an electronic copy of the follow-up.

Follow-up of corrective action plan response

The sub-recipient will be requested to reply to the response to the CAP as necessary.

Evaluation

WMHS will issue an evaluation to each clinic staff during a program review. The evaluation will provide constructive feedback to WMHS regarding the program review process, the program reviewers, and will solicit ideas to improve the overall program review process.