

Quality Assurance Checklist

- 1. Outcomes trainings are scheduled and conducted.
- 2. Patient satisfaction trainings are scheduled and conducted.
- 3. Chart reviews are scheduled and conducted.
- 4. Patient satisfaction surveys are available and collected.
- 5. Patient satisfaction surveys are recorded and reported.
- 6. Complaints are investigated and reported.
- 7. Over utilization of patient treatments are investigated and resolved.
- 8. All quality “incidents” are investigated and reported.
- 9. 800 number for patient complaints is displayed and clearly visible.
- 10. Patient satisfaction surveys are displayed and visible.
- 11. Incident reports are completed and investigated.
- 12. All staff are aware of and are comfortable with the process for reporting violations of the facility’s quality assurance standards.

I understand that it is my responsibility to complete this checklist on every weekly inspection. Any violations found or problems detected are immediately reported to the quality assurance officer.

Signed _____ Date _____