

Quality Assurance Officer Checklist

Task	Signature	Date of completion
1. Conduct bi-monthly chart reviews		
2. Conduct utilization reviews on patients receiving more than 9 visits.		
3. Perform regular trainings on utilization management and improved outcomes.		
4. Investigate and report on all patient satisfaction incidents.		
5. Collect and report patient satisfaction surveys.		
6. Correct any quality issues discovered.		
7. Organize quality assurance documents.		
8. Follow up		