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EXPERT RURAL HEALTH CONSULTANTS

RHC Program Evaluation

An HSA Microlearning Session



In Partnership with the Oregon Office of Rural Health

OREGON OFFICE of RURAL HEALTH

Learning Objectives

- Understand what to review, who should participate, and how to turn the evaluation into meaningful action.



What Is the Program Evaluation?

A review of the RHC's overall program to determine:

- Are services meeting the needs of the patient population?
- Are clinic operations supporting safe, effective care?
- Are policies current and being followed?
- What do medical record reviews tell us?
- What is working well?
- What needs attention or improvement?



The goal: Evaluate the program as a whole—not just complete another compliance task.

RULE: 491.11 Program Evaluation

- The clinic or center carries out, or arranges for, a biennial evaluation of its total program.
- The evaluation includes review of:
  - The utilization of clinic or center services
  - A representative sample of both active and closed clinical records
  - The clinic's or center's health care policies
- The purpose of the evaluation is to determine whether:
  - The utilization of services was appropriate
  - The established policies were followed
  - Any changes are needed
- The clinic or center staff considers the findings and takes corrective action if necessary.

Start With the Timeline

Before you begin:

- Review your clinic's Program Evaluation policy
- Identify the date of the last completed evaluation
- Determine when the next evaluation is due
- Gather documentation for the entire evaluation period
- If the clinic is overdue, complete the evaluation as soon as possible

Don't wait until day of survey to discover a gap.

Gather the Data

Build a picture of the patients you serve and the services you provide.

Required/Core Data

- Evaluation date range
- Total visit volume
- Number of unique patients

Additional Data to Consider

- Top diagnosis codes
- Patient demographics
- Payer mix
- In-house laboratory services
- Radiology services
- Referral patterns



Tip: Don't just collect the numbers. Look for trends, changes, and opportunities.

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Review the Medical Records

What did your chart audit tell you?

Document:

- Number of records reviewed
- Areas included in the audit
- Results and identified concerns
- Trends or recurring findings
- Opportunities for improvement
- Inclusion of a closed medical record

Connect the findings to action.
If a concern is identified, determine what needs to happen next.

Review the Entire Program

Bring the pieces together.
Consider:

- Patient safety concerns
- Patient satisfaction results
- Performance improvement activities
- Physical plant compliance
- Collaborative reviews
- Mock survey findings
- Staffing and clinic operations
- Hours of operation
- Coordination and availability of services
- Evidence that clinic policies are being followed

Ask: *Does our current program reflect how our clinic actually operates?*

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Don't Forget the Policy Review

Review policies for:

- Changes in clinic operations
- New or discontinued services
- Changes in protocols
- Outdated information
- Areas identified through audits or evaluation
- Evidence that policies are being followed

Document the review and approval.

Don't Forget the Policy Review

Required Participants:

- Medical Director
- Advanced Practice Provider
- Non-staff member



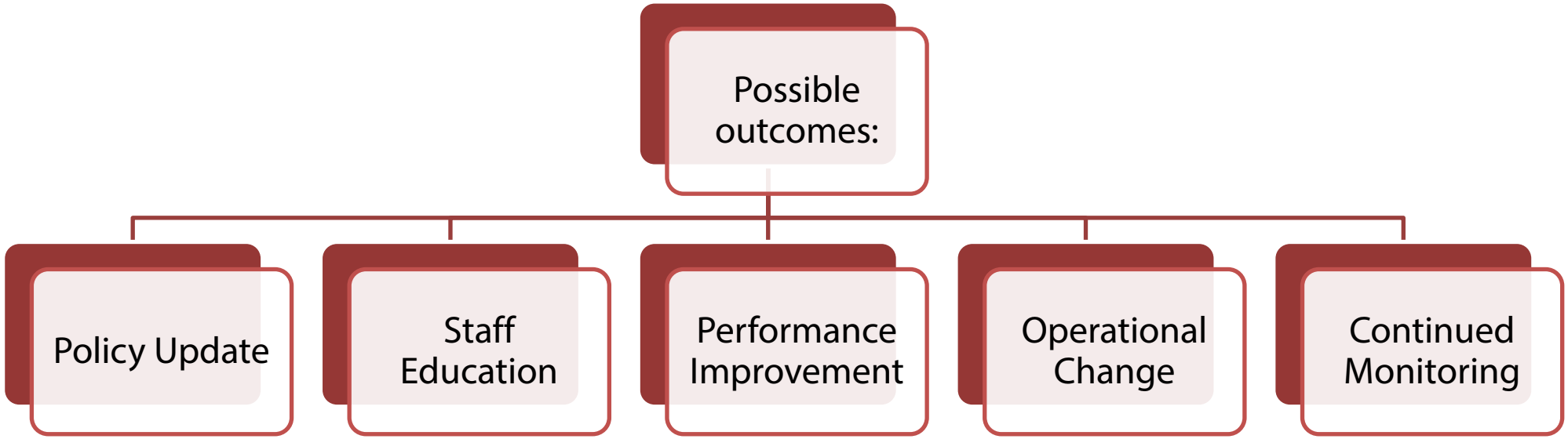
Turn the Evaluation Into Action

DATA → DISCUSSION → DECISION → ACTION

For every significant finding, ask:

- What did we learn?
- Does anything need to change?
- Who is responsible?
- What is the next step?

Turn the Evaluation Into Action



Document the Evaluation

Your final documentation should tell the story.

Include:

- Evaluation period
- Date and time of the meeting
- Participants/attendance
- Data reviewed
- Medical record review results
- Performance improvement discussion
- Policy review
- Operational findings
- Recommendations and changes
- Future goals/next steps
- Next evaluation date
- Required approvals/signatures
- Supporting attachments

Survey Ready?

A surveyor should be able to see:

What you reviewed → What you found → What you decided → What you did

Thank You

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