

An HSA Microlearning Session Summary *in partnership with Oregon Office of Rural Health.*

Program Evaluation

LOOKING BEYOND THE REQUIREMENT

OUR GOAL:
Help RHCs use the program evaluation to look at the clinic as a whole, identify opportunities for improvement, and turn findings into meaningful action.

1 KNOW THE REQUIREMENTS

- Complete the program evaluation at least biennially.
- Review utilization of services, medical records, and health care policies.
- Determine if services are appropriate, policies are followed, and changes are needed.
- Take corrective action when necessary.

2 REVIEW THE WHOLE PROGRAM

- Review patient volume, services, and clinic data.
- Include a representative sample of active and closed medical records. (Closed records may include patients who are deceased, inactive or transferred out.)
- Consider patient safety, performance improvement, staffing, operations, and other clinic findings.
- Review policies for accuracy and alignment with current practice.

3 TURN FINDINGS INTO ACTION

- Identify trends, concerns, and opportunities.
- Discuss what the findings mean for the clinic.
- Determine whether policy, education, performance improvement, or operational changes are needed.
- Assign responsibility and document next steps.

4 CAUTIONS

- Check your policy. If it requires a stricter timeline, follow that standard or update the policy.
- Do not exceed two years between evaluations. Going beyond the required timeframe can result in a condition-level deficiency.
- If overdue, complete the evaluation as soon as possible.
- Don't wait until day of survey day to discover the gap.

KEY TAKEAWAYS

- ✓ Know when your evaluation is due.
- ✓ Evaluate the whole program.
- ✓ Include both active and closed records.
- ✓ Use findings to drive decisions and action.
- ✓ Document the story: What you reviewed → What you found → What you decided → What you did.

The program evaluation is more than a requirement—it is an opportunity to evaluate the RHC as a whole and identify what needs to happen next.

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