

BRAZOS VALLEY COMMUNITY HEALTH CENTERS

Policies and Procedures

Policy Subject/Title: Issue Tracking
Applicability: All Brazos Valley Community Health Clinics
Purpose: To assist the Performance Improvement Committee in documenting its progress and planning strategy toward accomplishing some particular goal or resolving an issue. The tracking form will help team members focus on the task and help them focus their efforts in the most efficient and effective manner.

Procedure:

- 1) All CPI documents are designated as *Privileged and Confidential Professional Review Committee Records and Proceedings*.
 - A) All documents so designated will be secured in the CPI department and only released to individuals authorized to review them.
- 2) One (1) tracking form should be completed for each issue that the Compliance and Performance Improvement Committee (CPIC) is working on.
- 3) Completion of the form should follow the documentation guidelines listed below:
 - A) **Problem/Issue:** Note the date that the goal was set by or accepted by the CPI Committee. Describe the problem or issue briefly but clearly. Note the agreed upon "goal date" for resolving the problem or issue.
 - B) **Action Plan:** Briefly outline the plan of action, including the steps to be taken.
 - C) **Progress Notes:** Note the date each time a progress note is entered. Describe events relating to progress toward accomplishing the goal. Some of the progress notes may reflect a delay in progress, but should state alternative action plans when indicated.

- D) ***Resolution/Reconsideration:*** A problem or issue is considered resolved when the goal has been met to the satisfaction of the CPI Committee. In some instances, dealing with one issue or problem may open doors to additional issues, or the CPI Committee may decide to reconsider the original problem or issue. In such cases, a note should be made regarding reconsideration or redirection and a new tracking form should be initiated if appropriate.