Director Checklists

Regular review of and follow-up on reports and documentation will help keep clinics on track. Blocking out time in your schedules once a week, month, quarter and year and using these checklists may be helpful.

WEEKLY/MONTHLY

- Separation of Duties. Were staff on the SOD weekly report alone in the clinic? Did you do post hoc reports (within 2 weeks of certification)? Did you call ITCA if alone in the clinic?
- Check lab for cleanliness (blood in the HemoCue, etc.)
- Caseload
  - Caseload Management Report and Mindy emails. Are you meeting the performance standards and caseload daily targets?
  - No Show Management. Are staff doing no show management daily?
  - No Show No Rescheduled Appointment. In the date section, must enter a 'to' date in the past to ensure no clients with future appointments will be on your list.
  - Enrolled Not Participating Prior to Month End. Can you schedule appointments for these people?
  - Certifications Ending Report. Do they have re-certification appointments scheduled?
  - Are staff following up and scheduling appointments? If unable to reschedule before the client benefit month's end, are they distance issuing a courtesy month of benefits?
- Review Appointment Book. Do you need to block out days and reschedule clients for trainings, meetings, planned closures or based on staff leave?
- Time study (if monthly) completed? Does time in each category seem realistic?
- Staff training. Are staff attending the webinars and doing the ITREC quizzes?
- Last monitoring report. What has been done to complete the CAPs?
- Card inventory. Have all boxes been accepted? Was the inventory completed and documented?
- Outreach. Have all outreach efforts been documented?
- Special Formula Authorization Forms. Do you have all signed forms on file?
- High Risk Report. Are high risk clients being referred to and seen/reviewed by the RD?
- STARS reports reviewed and followed up on as needed (caseload, BF reports, etc.)
- Budget/expenditures reviewed to plan spending
- Financial expenditure report/invoice submitted
- All transferred equipment has been accepted in inventory
- Check on and remind staff if competency modules have not been completed
- Breastpump issuance by Client Report. Were pumps issued appropriately? Are there any multi-users out and past due? Has there been follow-up on those pumps?
- Were all logs completed?
  - Emergency Formula (no more than 1 can issued)
  - Hgb
  - Vehicle use (all fields completed)

BI-MONTHLY

- ☐ Supply Orders. Do you need:
  - eWIC cards
  - Books or Hand-outs
  - Other

QUARTERLY

- ☐ Quarterly report completed and submitted (Jan, April, July, &Oct 20th)
- ☐ Check on and remind staff if DEP courses have not been completed
- ☐ Time Study (if quarterly) completed? Does time in each category seem realistic?
- ☐ Equipment inventory (including breastpumps) is updated and correct
- ☐ Processing standards. Are clients being seen within standards? If not, why?
- ☐ Client Activity Report. What is the average length of certs and NEs per staff. Follow-up if not reasonable (too short/too long).
- ☐ Appointment Reminders Sent. Do most clients receive appointment reminders? Can you improve your numbers?
- ☐ Look at Summary Evaluation Schedule. Are you up-to-date with evaluations, observations, and file reviews?
- ☐ Classes. How often are classes done? Can you offer more?
- ☐ Nutrition and BF goals and objectives are on track.
- ☐ Hours. How often were clinics open outside of normal business hours?
- ☐ Vendor site reviews completed

YEARLY

- ☐ COI for all staff completed and submitted to ITCA (Oct 31)
- ☐ Civil Rights Training completed by all staff
- ☐ Application complete and final version submitted (Aug 15)
- ☐ Self-Assessment completed (prior to TA visit or by June 30th)
- ☐ Physical inventory completed (Oct 31)
- ☐ Time study and Annual Expenditure Report submitted (Nov 30)
- ☐ Review Appointment Book. Block out Holidays for the year

MONITORING VISIT PREPARATION

- ☐ Scheduling. Set aside time for all staff to participate in Entrance and Exit interviews. Make sure clients are scheduled for observations.
- ☐ Reserve a private place for ITCA staff if possible
- ☐ Complete the clinic review form
- ☐ Address issues to avoid findings
  - Are all logs, reports, evaluations, and observations complete?
  - Do you need to clean the clinic, lab, and/or restrooms or hang "And Justice for All", Voting, or No smoking signs?
- ☐ Review previous monitoring reports. What can you do to avoid repeat findings?