

Manager 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 completed and approved in STARS? Does time in each category seem realistic?
 - Staff training. Are staff attending the webinars and completing 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 (log is complete and accurate based on physical inventory & no more than 1 can was issued at a time)
 - Hgb
 - Vehicle use (all fields completed)
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BI-MONTHLY

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

- Quarterly report completed and submitted (Jan, April, July, & Oct 20th)
 - Check on and remind staff if DEP courses have not been completed
 - 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
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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)
 - Annual review of group homes/institutions where clients reside
 - Review Appointment Book. Block out Holidays for the year
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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?