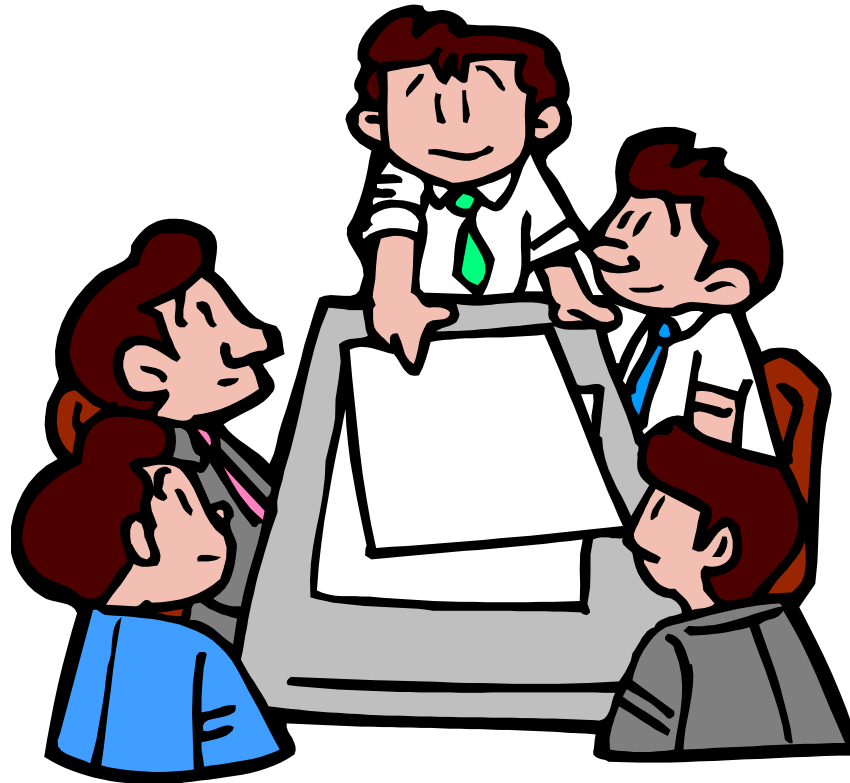


BPHC
Infectious Disease Bureau,
Education & Outreach
Site Visit



Why a Site Visit?



Provides an opportunity for you and your Program Coordinator to:

- **review your program and your progress outside of reports and data**
- **discuss successes and strategize ways to overcome challenges in meeting goals and objectives**
- **discuss emerging trends in the community and unmet need**
- **establish rapport**
- **allow staff who may not otherwise have the opportunity to ask questions of their coordinator**

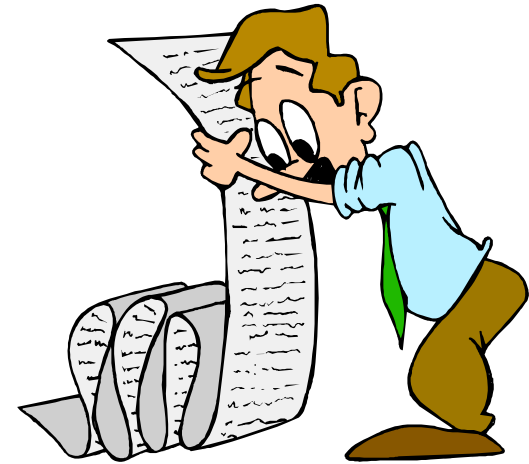
About a month in advance, I will send you an enthusiastic email asking for possible site visit dates that are convenient for you and your staff.

Can I help you?



Once a date for the site visit is agreed upon, your Program Coordinator will send you a confirmation letter with a copy of:

- **The Monitoring Tool**
- **Documentation Checklist**
- **Intervention Specific Standards checklist**



To prepare for the site visit, you should:

- **Review and complete the monitoring tool and send to your Program Coordinator via email at least one day in advance of the visit**
- **Set a full day aside for the site visit**
- **Ensure that all staff who are on this contract are present for the visit**
- **Reserve space (usually 1 conference room)**
- **Have all required program and client files ready and available for review**
- **Gather and have ready all required forms and documents from the BPHC checklist**

The Day of the Site Visit



Morning Meeting

Your Program Coordinator arrives in the morning and meets with your staff to discuss your programs and go through the MONITORING TOOL.



Either before or after the meeting, you may choose to give us a tour of your agency grounds and programs.



Your Program Coordinator will make sure that all files and back up documentation are in compliance and correspond with in house documentation and the Intervention Specific Standards.



Your Program Coordinator will review program and/or client files.



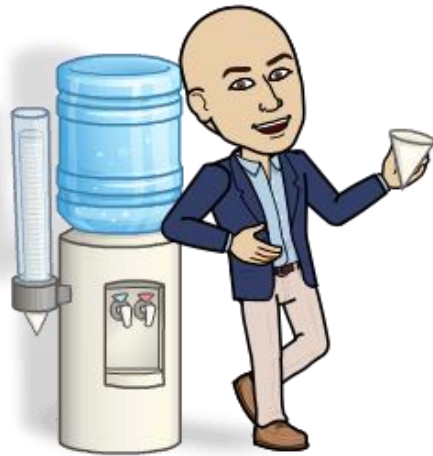
Frequent Challenges with File Review:

- No intervention overview
- Referrals not documented
- Evaluations/Pre-Post Tests not filed

If you are concerned about file review, you should contact your coordinator in advance of the visit to discuss the status of your files in order to address problems in advance.

Following the review of files, your Program Coordinator will debrief you informally on the day's findings.

**let's
DISCUSS**



MOVING PAST THE SITE VISIT

Take Care



LETTER OF FINDINGS

Within a month you will receive a letter of findings in the mail. Your agency may receive recommendations and/or CITATIONS from the findings of the site visit.



Citations



- **A citation means that the agency must report back w/ a PLAN OF CORRECTIVE ACTION within 30 days that outlines how the agency will address the citation.**
- **Once reviewed by the Director, the plan will either be approved as is or will require changes.**
- **Once approved, the agency must report on the progress in implementing the plan in each trimester report until the citation is officially lifted by the Education and Outreach Office.**

Recommendations

Your agency may receive a recommendation from the Commission, which outlines ways in which your agency can improve its services. These do not require a response.

