
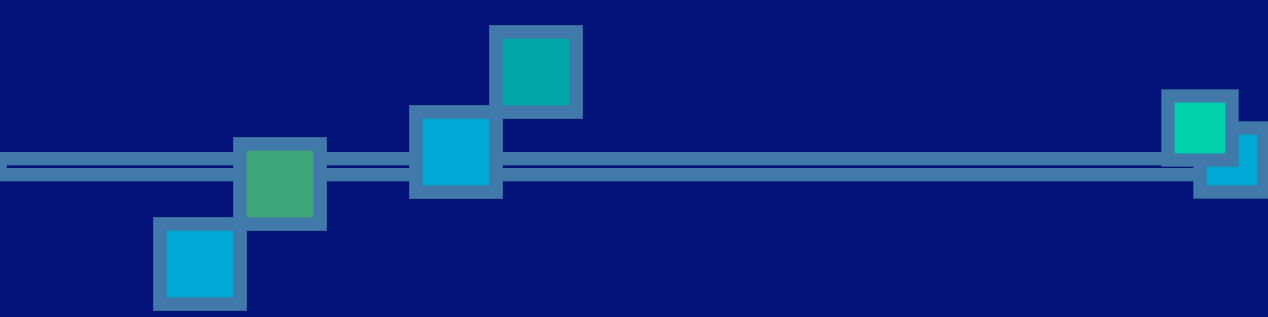




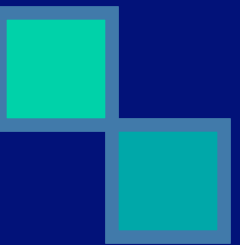
OPR – The Health Center  
Viewpoint



Pendleton Community Care  
Franklin, WV  
Michael Judy, CEO  
[michael.pcc@wvpcn.net](mailto:michael.pcc@wvpcn.net)



This is not




a



P C E R

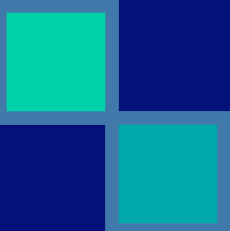



# Telephone Planning Sessions

- n Include your Chief Medical Officer and Chief Executive Officer
  - n Decide as soon as possible what you are going to measure
  - n Make time for the calls, your commitment will be rewarded with a productive visit
- 

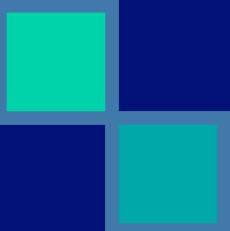



# Measures and Outcomes

- 
- n Grant Projections
  - n UDS Report Summary
  - n Health Care Plan
  - n Business Plan
- 

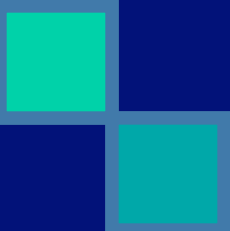



# On-site Visit

- 
- n This is not a PCER
  - n Presentation of the organization's history, programs and facilities
  - n Be prepared to present your:
    - n Community, patients, and staff
  - n Do not assume the reviewers know your situation
  - n Plan for staff availability (incl. providers)
  - n Use the staff and provider time to begin action plans
- 

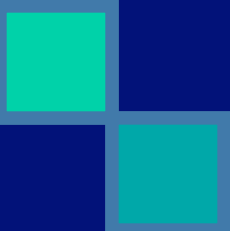


# Draft Report

- 
- n Report includes definition of each measure, assets to performance, barriers to performance, and suggested correcting actions
  - n Read it carefully
  - n Your feed back is requested and accepted
  - n Remember this is the basis for future reviews
- 



# Final Report

- 
- n Performance Improvement Actions for each measure including:
    - n Key action steps
    - n Target completion date
    - n Person responsible
    - n Budget/Resources required
- 