



Women's Wellness Connection

Clinical Chart Audit Process

PURPOSE

The purpose of the WWC clinical chart audit is to ensure compliance with Women's Wellness Connection (WWC) program clinical requirements, including adherence to clinical guidelines. Clinical chart audits serve as an opportunity to determine quality of clinical services provided, evaluate clinic workflows and protocols, and solicit valuable feedback. Chart audits also assist agencies in identifying areas for potential clinical quality improvement, developing a plan for making improvements and offering additional technical assistance in order to meet clinical requirements. Clinical chart audits are a common element of a quality assurance process.

PROCESS

WWC nurse consultant is conducting clinical chart audits on a third of all WWC Clinical Services and Care Coordination agencies during Fiscal Year 2017. These may be completed at the same time as the Data Chart Audit and Site Visits, but may not. Selected agencies will receive an email one month prior to the start of the audit. Agencies will be provided with WWC ID numbers for 5-10 selected charts and suggested dates for a conference call or onsite visit to discuss the results. Agencies will be asked to provide complete WWC medical charts for the selected charts. Charts will be reviewed using the Clinical Chart Audit Tool developed by WWC based on CDC's requirements. A rubric for this tool will be shared agency staff to assist in understanding the Clinical Chart Audit purpose. In compliance with HIPAA regulations, WWC staff will only review information that pertains to the WWC program. Required forms and pertinent health records, including electronic health records and any paper documentation should be faxed to 303-758-3268: Attn: WWC Nurse Consultant. Personally identifiable information does not need to be blacked out and the records should not be emailed.

Documents required to be faxed to WWC with each chart include the complete WWC medical record for all breast and cervical cancer services. This should include any relevant sections of the EHR and any pertinent notes or documentation included in the medical record.

Documents required to be faxed to WWC in addition to charts include:

- Breast and cervical cancer screening policies and workflows
- Patient navigation and case management policies
- Breast and cervical patient education handouts
- Breast cancer risk assessment tools

Results of the clinical chart audit may require a conference call or onsite visit. The conference call or visit may take approximately **one to three** hours to complete. During this call or visit, the agency will be asked to provide suggestions on how they plan to make clinical quality improvements. Following the audit, the WWC Nurse Consultant will complete a final report that will be shared with the agency. The report will include a summary of clinical chart audits findings, required and recommended clinical quality improvements, and other action items.

Agencies with required clinical quality improvements must respond in writing within one month following receipt of the final clinical chart audit report with a plan that includes a timeline for completing these improvements within two months. Follow-up conference calls may be scheduled as needed. Copies of these documents will be placed in the agency file.