



# High Desert Health System POLICY AND PROCEDURE

POLICY NUMBER: 309  
VERSION: 2

## **SUBJECT: FACILITY SITE REVIEWS**

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**PURPOSE:** To define High Desert Health System's policy and procedure for Facility Site Reviews (FSRs) of primary care (including prenatal care) providers' offices.

**POLICY:** Initial and repeat FSRs for providers are performed through the Facility Site Review (FSR) process. All FSRs are performed by the health plan.

For HDHS sites, FSRs fulfill the requirement of initial and repeat credentialing site visits.

### **PROCEDURE:**

1. When a new provider is added to an established HDHS site, which has already been approved through the FSR process, an FSR is not required. FSRs are conducted for established HDHS sites by health plans on a scheduled basis.
2. When a new HDHS site is added, an initial FSR will be requested through DHS Managed Care Services (MCS). DMH MCS will then arrange for the FSR to be done by a health plan. Members will not be assigned to a new HDHS site until an initial FSR has been completed and the site is approved.
3. All initial FSRs will include a review of the following elements:
  - Physical accessibility and appearance
  - Handicapped accessibility
  - Adequacy of waiting room space
  - Adequacy of examination room space
  - Waiting room lighting
  - Posting of office hours
  - Appointments for prenatal services
  - Provision of initial office visits within four weeks
  - Availability of urgent care within 48 hours
  - 24-hour emergency coverage
  - Medical records security, confidentiality, availability, legibility of file markers, and documentation practices
4. Evidence of FSR assessment will be included in applicable credentials files.
5. Evidence of medical record review will be included in all credentials files within two years of appointment.
6. Final scores from all initial and repeat FSRs will be reviewed by the Credentialing & Privileging Committee (C&PC).

7. HDHS will take the appropriate action to correct any scores which do not meet defined threshold levels, as identified through initial or repeat FSRs. All corrections to identified areas will require approval by the reviewing agency and will be monitored by the C&PC and reviewed at least every six months until the threshold is met. A site visit will be conducted within 60 calendar days of determining that the complaint threshold was met.
  
8. All sites are monitored to detect deficiencies that may occur after the initial site visit. Monitoring methods include reviews of member complaints, member satisfaction, and member waiting time. Data from these activities is reviewed by the C&PC every six (6) months. Complaints will be forwarded to the health plan.

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