## **CPSM Quality Improvement Program** Chart Review (Off-Site or On-Site) Physician Questionnaire Physician Receive letter from CPSM Select clients that meet criteria Receive Complete **Notify Team** indicating a chart review outlined in the letter from CPSM questionnaire questionnaire and Manager from CSPM will be conducted send to TM/CAD and CPSM return to CPSM Team Manager/Community Area Director Return completed User Audit Review form to ESS Notify Digital Health if access can Run the CPSM Quality Send report to be reinstated; forward summary Maintain list(s) of clients Improvement Program Review auditor's access Did a breach the requesting of action taken to Program Practice Information report for auditing purposes for appropriateness occur? physician Specialist for awareness on the report server Notify CPSM, Digital Health and Program Specialist; file occurrence within RL6 Complete chart CPSM Auditor review upon receipt of login credentials and clients for review Services, Digital Health Activate CPSM auditor's Deactivate CPSM Suspend CPSM auditor's Reinstate auditor's access account and provide auditor's account at Send CPSM auditor's as per CPSM schedule activity log to TM/CAD credentials to CPSM to 8:00 AM on the day access for upcoming audits/ relay to CPSM Auditor following the audit Provide credentials Send letter to Investigate/follow-up with Send audit schedule to to CPSM Auditor on Send questionnaire physician(s) selected auditor; send summary of Digital Health day of scheduled to physician for chart review audits action taken to TM/CAD audit (no earlier)