

TOP 10 BPHC PROGRAM EXPECTATIONS REQUIRED BY LAW/REGULATION (USING PCER TOOL) NOT IN COMPLIANCE*

	EXPECTATION	INDICATOR	PCER REVIEW QUESTION	FINDING	# (%) CHCs [93 total]
GOVERNANCE	I. THE CENTER HAS A GOVERNING BOARD WHICH ESTABLISHES POLICIES, CONTROLS MAJOR RESOURCE DECISIONS & SELECTS THE DIRECTOR.	A. The board fulfills its legislatively mandated functions or has an approved waiver exempting it from specific functions.	6. Does the board review the performance of the director on an annual basis?	No annual review of the CEO/Executive Director.	7 (8%)
GOVERNANCE	II. THERE IS SIGNIFICANT & SUBSTANTIVE INPUT INTO THE MISSION AND POLICIES OF THE CENTER FROM PEOPLE WHO USE THE CENTER SERVICES.	A. The board has a consumer majority or an approved waiver.	1. Are a majority of board members consumers/users of center services?	51% of board members are not current users/patients of the center.	15 (16%)
GOVERNANCE	II. THERE IS SIGNIFICANT & SUBSTANTIVE INPUT INTO THE MISSION AND POLICIES OF THE CENTER FROM PEOPLE WHO USE THE CENTER SERVICES.	B. The health center has defined mechanisms for ensuring input from special populations served by the health center.	1a. Is there at least one active representative on the board for each special population group for which the health center receives funding?	There is not at least one active representative from each user population for which the center is receiving funds (i.e. homeless, migrants, HSHC, HIV/AIDS).	9 (10%)
GOVERNANCE	II. THERE IS SIGNIFICANT & SUBSTANTIVE INPUT INTO THE MISSION AND POLICIES OF THE CENTER FROM PEOPLE WHO USE THE CENTER SERVICES.	C. The board, as a whole is reasonably representative of the people being served by the health center.	1. Do Board members reasonably reflect the health center user population in terms of race, ethnicity, and gender?	The board does not reasonably reflect the center user population (e.g. hispanics, native americans, chinese, geography, gender)	17 (18%)
GOVERNANCE	IV. THE BOARD STRUCTURE AND MEETING SCHEDULE ENABLES IT TO FULFILL ITS RESPONSIBILITIES.	B. Board meetings are regularly scheduled, and the schedule makes meetings accessible to the majority of board members.	2. Does the board meet monthly or has this requirement been waived?	The board does not meet monthly.	7 (8%)
CLINICAL MODULE	I. THE CENTER PROVIDES REQUIRED HEALTH CARE SERVICES. IN CASES WHERE A REQUIRED SERVICE IS NOT PROVIDED DIRECTLY, WRITTEN AGREEMENTS ARE ESTABLISHED SPECIFYING HOW THE SERVICES ARE PROVIDED.	B. The center provides a comprehensive array of preventive services including: prenatal & perinatal services; cancer & other disease screening; eye, ear & dental screening for children; family planning services; & preventive dental services.	5. Does the center provide regular cancer screening (including: written protocols; defined frequency; tracking & recall; abnormal follow-up; and evidence protocols are followed) for the following cancers: cervical, breast, prostate, colorectal, skin, oral?	Inadequate cancer screening is provided.	32 (34%) ----- 26 for oral, prostate, and skin; 6 for breast and cervical.
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CLINICAL MODULE	I. THE CENTER PROVIDES REQUIRED HEALTH CARE SERVICES. IN CASES WHERE A REQUIRED SERVICE IS NOT PROVIDED DIRECTLY, WRITTEN AGREEMENTS ARE ESTABLISHED SPECIFYING HOW THE SERVICES ARE PROVIDED.	C. The center has procedures in place to assure that emergency medical and dental needs are met in an expeditious and high quality manner.	10. Are procedures for accessing emergency services during and after-hours, and weekends clearly communicated to patients in written material?	No procedures in place to access emergency services after hours.	3 (3%)
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CLINICAL MODULE	II. THE CENTER PROVIDES SERVICES WHICH HELP ENSURE ACCESS TO BASIC HEALTH SERVICES & FACILITATES ACCESS TO COMPREHENSIVE HEALTH & SOCIAL SERVICES.	B. The center has developed in-house capability, or has made other formal arrangements to assure that patients have convenient access to needed diagnostic radiology and lab services, and the results of such studies are available in a timely fashion.	2. If x-rays are procured from sources offsite, is there a written contract or other agreement with a radiology group for radiology services?	No written contract or other agreement.	15 (16%)

* from JCAHO/BPHC unified surveys of Health Centers in 2002