



Healthcare Operations Checklist: Compliance & Efficiency

Patient Access & Scheduling

Ensuring efficient and compliant patient intake, scheduling, and registration processes.

Average Wait Time (Minutes)

Appointment Scheduling Method

- ☐ Online Portal
- ☐ Phone
- ☐ In-Person

Last Patient Satisfaction Survey Date

Summary of Recent Patient Access Issues

Patient Identification Verification Method

- ☐ Photo ID
- ☐ Date of Birth
- ☐ Insurance Card

No-Show Rate (%)

Enter a number...

Communication Methods Used for Appointment Reminders

- ☐ Text Message
- ☐ Email
- ☐ Phone Call

Patient Registration Form Version Number

Write something...

Clinical Workflow Optimization

Reviewing and streamlining clinical workflows to improve efficiency and patient care.

Average Patient Wait Time (Minutes)

Enter a number...

Standardized Order Sets Utilization?

- ☐ Fully Implemented
- ☐ Partially Implemented
- ☐ Not Implemented

Describe Current Patient Throughput Process

Write something...

Which Workflow Areas Have Been Optimized Recently?

- ☐ Medication Reconciliation
- ☐ Lab Ordering
- ☐ Referral Process
- ☐ Discharge Planning

Date of Last Workflow Review

Enter date...

EHR Integration Efficiency?

- ☐ Highly Efficient
- ☐ Moderately Efficient
- ☐ Inefficient

Document any identified bottlenecks or inefficiencies

Write something...

Regulatory Compliance (HIPAA, etc.)

Verifying adherence to relevant healthcare regulations and data privacy protocols.

HIPAA Security Rule Assessment Completion Date

- ☐ Completed within last year
- ☐ Completed within last 2 years
- ☐ Not Completed
- ☐ N/A

Business Associate Agreements (BAAs) in Place?

- ☐ Yes, all required BAAs are current
- ☐ Yes, some BAAs are current
- ☐ No
- ☐ Reviewing/Updating

Last HIPAA Privacy Rule Training Completion Date

Enter date...

Number of Reported HIPAA Breaches (Past Year)

Enter a number...

Summary of Recent Privacy & Security Audits (Findings & Actions)

Write something...

Patient Rights Training Completion Status

- ☐ Completed by all staff
- ☐ In Progress
- ☐ Not Started
- ☐ N/A

Copy of Most Recent HIPAA Risk Assessment

 Upload File

Revenue Cycle Management

Monitoring and optimizing billing, coding, and claims submission processes.

Clean Claim Rate (%)

Enter a number...

Days in Accounts Receivable (A/R)

Enter a number...

Coding Accuracy Review Frequency

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ Quarterly

Last Claims Submission Audit Date

Enter date...

Summary of Recent Denial Trends & Analysis

Write something...

Patient Billing Statements - Format Compliance

- ☐ Compliant
- ☐ Needs Review

Percentage of Claims Submitted Electronically

Enter a number...

Facility Management & Safety

Addressing safety, maintenance, and operational aspects of the healthcare facility.

Last Fire Safety Inspection Date

Enter date...

Fire Extinguisher Inspection Count

Enter a number...

Emergency Lighting Functionality

- ☐ Fully Functional
- ☐ Minor Issue
- ☐ Non-Functional

Observations Regarding Building Security

Write something...

Copy of Recent HVAC Maintenance Report

 Upload File

Number of Safety Hazards Identified

Enter a number...

Date of Last Chemical Inventory Audit

Enter date...

Supply Chain Management

Managing inventory, procurement, and distribution of medical supplies and equipment.

Inventory Levels of Critical Supplies (e.g., PPE)

Enter a number...

Last Supply Chain Audit Date

Enter date...

Supplier Performance Rating (High/Medium/Low)

- ☐ High
- ☐ Medium
- ☐ Low


Which departments are experiencing supply shortages?

- ☐ Emergency Department
- ☐ Operating Room
- ☐ Pharmacy
- ☐ Medical/Surgical Units

Notes on recent supply chain disruptions or issues

Write something...

Supplier Contracts (Most Recent)

 Upload File

Number of Suppliers Currently Used

Enter a number...

IT & Data Security

Checking the security and reliability of healthcare IT systems and data storage.

Last Firewall Rule Review Date

Enter a number...

Antivirus Software Last Updated

Enter date...

Encryption Status (Data at Rest)

- ☐ Fully Encrypted
- ☐ Partially Encrypted
- ☐ Not Encrypted

Security Awareness Training Topics Covered (Last 12 Months)

- ☐ Phishing Identification
- ☐ Password Security
- ☐ Data Breach Prevention
- ☐ Malware Protection
- ☐ HIPAA Compliance

Backup and Disaster Recovery Plan Document

 Upload File

Remote Access VPN Status

- ☐ Active & Secured
- ☐ Inactive
- ☐ Under Review

Number of Security Incidents Reported (Last Quarter)

Enter a number...

Staff Training & Competency

Validating staff training records and adherence to competency standards.

Employee ID

Enter a number...

Job Title

- ☐ Physician
- ☐ Nurse
- ☐ Medical Assistant
- ☐ Administrator
- ☐ Other

Date of Last Training

Enter date...


Training Program

- ☐ HIPAA Compliance
- ☐ Infection Control
- ☐ Patient Safety
- ☐ Emergency Procedures
- ☐ Cultural Sensitivity

Training Hours Completed

Enter a number...

Upload Training Certificate (Optional)

 Upload File

Training Assessment Score

- ☐ Pass
- ☐ Needs Improvement
- ☐ Fail

Notes / Comments (Trainer)

Write something...

Risk Management & Incident Reporting

Reviewing procedures for identifying, assessing, and mitigating risks and reporting incidents.

Date of Incident/Near Miss

Enter date...

Detailed Description of Incident/Near Miss

Write something...

Incident Type

- ☐ Patient Safety
- ☐ Security Breach
- ☐ Equipment Failure
- ☐ Workplace Injury
- ☐ Operational Error
- ☐ Other

Number of Patients Affected (if applicable)

Enter a number...

Contributing Factors

- ☐ Human Error
- ☐ Equipment Failure
- ☐ Process Deficiencies
- ☐ Communication Breakdown
- ☐ Environmental Hazard

Corrective Actions Taken

Write something...

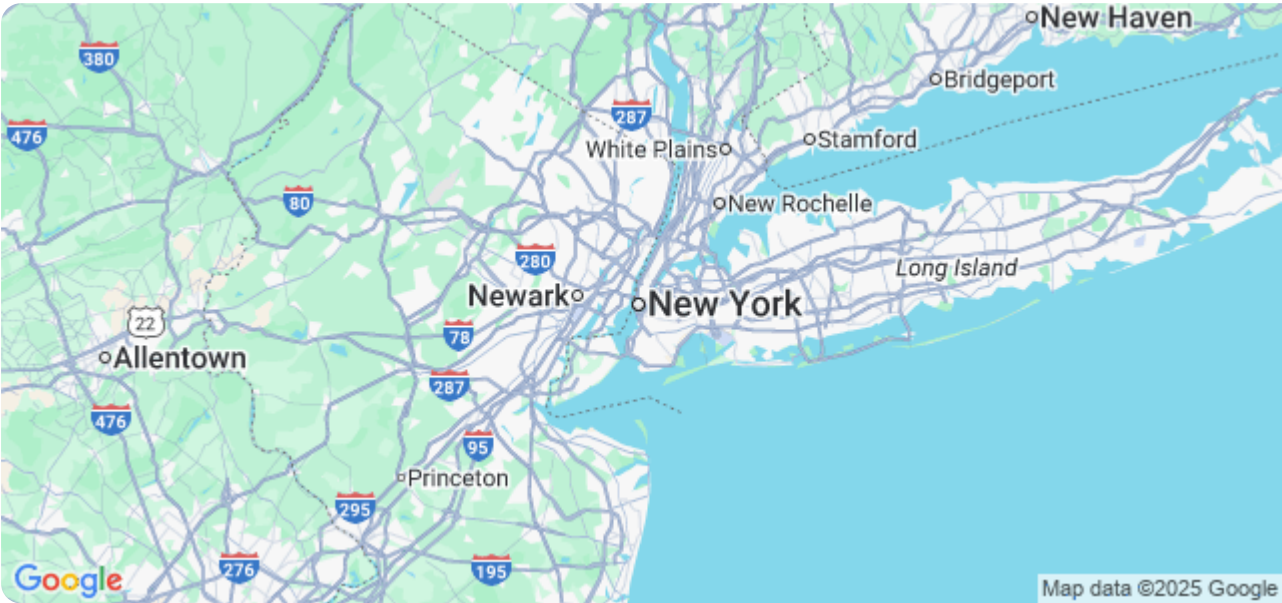
Date Corrective Actions Implemented

Enter date...

Signature of Reporting Individual

Location of Incident

 Set My Current Location



Quality Assurance & Performance Improvement

Monitoring quality metrics, conducting audits, and implementing improvement initiatives.

Patient Satisfaction Score (Overall)

Enter a number...

Readmission Rate (30-day)

Enter a number...

Average Wait Time (Appointment)

Enter a number...

Audit Type Conducted (e.g., Clinical, Billing, Compliance)

- ☐ Clinical
- ☐ Billing
- ☐ Compliance
- ☐ Operational

Date of Last Quality Audit

Enter date...

Summary of Audit Findings

Write something...

Areas for Improvement Identified

- ☐ Communication
- ☐ Efficiency
- ☐ Safety
- ☐ Patient Experience
- ☐ Staff Training

Corrective Action Plan Details

Write something...

Target Completion Date for Corrective Actions

Enter date...