OneCare Kansas Audit Tool Overview

This document provides OneCare Kansas Partners (OCKPs) a brief overview of key sections and elements within the OneCare Kansas (OCK) Audit Tool. For further details, please refer to the audit tool available on the **OCK website**.

Section 1: Policies and Procedures

This section assesses whether OCKP has written policies/procedures covering:

- Holistic/integrated care.
- Usage of Electronic Health Records (EHR) system.
- Quality metrics for program tracking.
- Regular OCKP team meetings.
- Staffing new/open positions and duty coverage.
- Staff performance evaluations.
- Communication with Managed Care Organizations (MCO).
- Health Action Plans (HAP) updates.
- Measurement of member satisfaction and program improvement.

Section 2: Implementation of Policies, Procedures and Systems

This section evaluates whether OCKP has evidence of implementing policies/procedures and systems for:

- Current lists of staff participating in OCK service delivery.
- Tracking program management and evaluation metrics.
- Recurring OCKP team meetings.
- Training documentation for staff.
- Participation in Learning Collaboratives.
- Collaborative efforts with community providers.
- Measurement of member satisfaction and utilization of results.
- Tracking and addressing member complaints.

Section 3: Delivery of OneCare Services

This section assesses whether OCKP has clear documentation in member records demonstrating service delivery, including:

- Providing necessary services to meet member needs and goals.
- Completing assessments for HAP development/revision and records with shared plans.

Section 4: Health Action Plan (HAP)

This section evaluates evidence of HAP development and quarterly updates, including:

- Timely updates based on members' progress.
- SMART goals (Specific, Measurable, Achievable, Relevant, Time-bound), with short-term goals supporting long-term objectives when applicable.
- Member participation in goal development and revision.