

## Environment of Care

### Question

- 01 The facility location is easily identifiable from the street (may be scored NA in situations where prominent display of the identification of the facility is not appropriate)
- 02 The furnishings and décor are appropriately professional, and reasonably neat and clean.
- 03 The waiting room and patient care areas are of adequate size and reasonably comfortable.
- 04 There are no culturally insensitive or offensive materials posted.
- 05 There is evidence of compliance with fire safety procedures/regulations, including inspection by the fire department/marshall.
- 06 The exits are well marked and free of obstruction.
- 07 There are fire extinguishers in the facility or there is a fire suppression system.
- 08 The facility has parking for handicapped vehicles.
- 09 The facility has a ramp allowing entrance into the building.
- 10 The facility has wide doorways for wheelchair access.
- 11 The facility has handicap accessible restroom(s).
- 12 If the facility is not handicap accessible, does the program staff screen for handicap needs prior to the first session and refer patients out as needed?

## Patient Information

### Question

- 13 Patients Rights are posted and/or provided to clients.
- 14 Educational materials about specific MAT treatment and supportive counseling are readily available.
- 15 Information about recovery supports in community are readily available.
- 16 Information about grievance procedures is posted and/or provided to clients.
- 17 The provider has a procedure for conducting routine and random drug screenings.
- 18 Naloxone is available on-site (for use in emergency).
- 19 Medical Exam room is available and private.
- 20 Are medications and samples stored in a locked cabinet in a secure area? (MD and APRN's Only)

## Treatment Records

### Question

- 21 The agency has a process in place to ensure the availability of treatment records to the treating clinicians and the patient.
- 22 For Providers/Agencies with Electronic Health Records Only: The provider/agency has a process to maintain a "back-up" copy of all electronic health records.

## Complaints

### Question

- 23 There is a protocol dealing with complaints
- 24 The agency documents that consumers/families are informed of methods of resolving complaints.

## Human Resources

## Question

- 25 The provider has a written process in place to credential its practitioners.
- 26 The provider has a written process in place regarding the pre-screening of direct care staff background prior to hiring.
- 27 Personnel files include evidence of: resume or application, background checks, evidence of reference check, job description, appropriate licenses and waivers, and annual evaluations.
- 28 There is evidence of on-going assessment of staff competency through performance evaluations and training.
- 29 A sample of the practitioners' employee/credentialing files were reviewed and the files contained documentation of credentialing consistent with facility policy. All prescriber HR files were reviewed and appropriate waivers were confirmed.