Location, date, and time
CAH site visit prep form

We use this form to prepare for the site visit. Prior to the visit, we identify all services and activities the CAH is accessing (not limited to Flex). For example, we would include any NHSC clinicians receiving loan repayment under the recruitment and retention resource section of this document or SHIP in the QI/finance sections.

We use this as a basis for our discussion during the visit and it's not something we provide to CAH staff. During our discussion with them, we make notes about their successes, on-going needs for follow-up, and provide information and resources, as applicable. We provide brochures, materials, and information related to upcoming events and opportunities during our visit.

Prior to departing, we ask for a facility tour and seek feedback about how we can be a better resource to their facility. Finally, upon our return to the office, we promptly send them a thank you and follow-up on any questions or needed information that we identified during our visit.

What's working, challenges or issues, needed information, or resources:

1. **Quality improvement/patient safety**:

Successes/what's working:

Challenges/issues/unmet needs:

Resources:
- Identify QI programs, services, and activities the CAH is accessing (SHIP, Flex subcontractual agreements, etc.).
- Inquire about progress on projects underway; take copies of applications for projects not yet expensed (e.g., SHIP and subcontract applications), as needed.
- Offer thank you and seek informal feedback for events/workshops in which they've participated, including those provided under contract with hospital association or networks.
- Provide information about upcoming events and opportunities related to QI.

  (Capture the above information for finance/operations, EMS, EHR, recruitment/retention, and document them under #2-5 below.)

2. Financial and operational performance:

Successes/what's working:

Challenges/issues/unmet needs:

Resources:

3. Health system development/community engagement/EMS

Successes/what's working:

Challenges/issues/unmet needs:

Resources:

4. Electronic Health Record

Successes/what's working:

Challenges/issues/unmet needs:

Resources:

5. Recruitment and retention

Successes/what's working:

Challenges/issues/unmet needs:

Resources: