



**EXAMINER TRAINING**  
Part 2: Independent Review  
Topic 3: Evaluating **Results** Items

**Step 2:  
Determine 4-  
6 Key Factors  
for an Item**


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**Step 2: Key Factors**



Select the Key Factors that are most important for  
this applicant in this item

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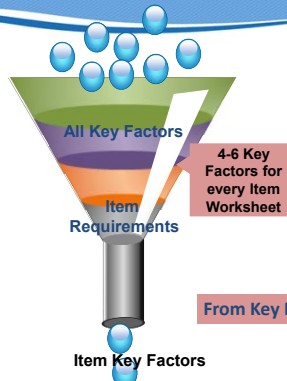
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**Item 7.4 Independent Review Worksheet : Key Factors**



- What 4-6 KFs do we most expect to be addressed by this Item?
- Which KFs do we need to keep in mind when we evaluate Item?

P.1a Organizational Environment  
P.1b Organizational Relationships  
P.2a Competitive Environment  
P.2b Strategic Context  
P.2c Performance Improvement System

From Key Factors Worksheet Handout

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### Item 7.4 Independent Review Worksheet – Key Factors

4-6 Key Factors are identified for every Item



- 1 Clinics/mobile service serve patients at churches, schools, community centers w/23 PCTs as essential HC delivery unit. Ambulatory medical (obstetric/gynecologic, family medicine, pediatric), dental services, routine laboratory, radiology, vision/hearing screening, pharmacy services, behavioral health/substance abuse screening. Enabling services: transportation, translation, case management, health education, home visits.
- 2 Core values: respect, trust, relationship, performance, accountability.
- 3 419 employees (12% part-time), 62% clinical staff (physicians, dentists, physician assistants, nurses, nurse practitioners, medical assistants, dental hygienists); 33% administrative, facility, support staff; 5% managers/senior leaders; no organized bargaining units. Staff represents ethnic diversity of communities served.
- 4 Regulatory and accreditation requirements: Multiple federal, state, local—including designation as FQHC, qualification for Section 330 grant funds and TJC, recognition as PCMH.
- 5 Voluntary 15-member Board of Directors, 6 standing committees: Quality, Ethics, Community, Partner Relations, Development, Audit. More than 51% of voting members are recipients of applicant's services; senior leaders are nonvoting board members.
- 6 Key stakeholders: Communities, physicians, staff, volunteers, payers, partners, suppliers, collaborators; information/training on current medical technology/procedures; knowledge, skills tools to do job; fair pay/benefits, recognition/opportunity to serve and develop job skills for staff/volunteers; opportunities for collaboration/innovation for partners, suppliers, collaborators.
- 7 ACA resulted in more stable finances. Increasing demands for care place stress on applicant.

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### Key Factors – Reminders



- Select from Key Factors Worksheet
- Base on Criteria Requirements
- All Key Factors do not have to be used in Items
- Some Key Factors may be used multiple times
- Can be changed at any time
- Ask yourself – will this Key Factor make a difference?

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### Assignment and Next Steps


Assignment:

Step 2: Choose 4 – 6 Key Factors for the assigned Item(s).

Next Module:



Step 3: Analyze the Application Item




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