

## RISK MANAGEMENT

- RM 1: Regulatory Compliance and Internal Controls
  - RM 1-1: Regulatory Compliance Management
  - RM 1-2: Maintaining Compliance
- RM 2: Information Systems
  - RM 2-1: Information Systems Management
  - RM 2-2: Systems Risk Assessment
- RM 3: Business Continuity
  - RM 3-1: Business Continuity Plan

## OPERATIONS AND INFRASTRUCTURE

- OPIN 1: Business Management
  - OPIN 1-1: Policy and Process Maintenance
  - OPIN 1-2: Delegation Management
- OPIN 2: Staff Management
  - OPIN 2-1: Clinical Staff Credentialing
  - OPIN 2-2: Employment Screening
  - OPIN 2-3: Staff Learning and Development Programs
  - OPIN 2-4: Code of Ethical Conduct
  - OPIN 2-5: Employee Diversity, Equity and Inclusion
- OPIN 3: Clinical Leadership
  - OPIN 3-1: Clinical Staff Leadership

## PERFORMANCE MONITORING AND IMPROVEMENT

- PMI 1: Quality Management Scope
  - PMI 1-1: Quality Structure
- PMI 2: Quality Data Collection and Evaluation
  - PMI 2-1: Data Collection and Evaluation

## CONSUMER PROTECTION AND EMPOWERMENT

- CPE 1: Protection of Consumer Information
  - CPE 1-1: Privacy and Security of Consumer Information
  - CPE 1-2: Internal Safeguards

- CPE-CIN 2: Consumer Communication
  - CPE-CIN 2-1: Consumer Diversity, Equity and Inclusion
  - CPE-CIN 2-2: Consumer Complaint Process
  - CPE-CIN 2-3: Health Literacy Promotion
  - CPE-CIN 2-4: Consumer Marketing and Communication Safeguards

## CLINICALLY INTEGRATED NETWORK

- CIN 1: Clinically Integrated Network Program
  - CIN 1-1: Program Philosophy, Mission and Goals
  - CIN 1-2: CIN Program Features
  - CIN 1-3: CIN Program Scope
  - CIN 1-4: CIN Program Structure
  - CIN 1-5: CIN Program Metrics
- CIN 2: Information Technology
  - CIN 2-1: Information Technology Support for Integration
- CIN 3: CIN Provider Commitment
  - CIN 3-1: CIN Provider Engagement
  - CIN 3-2: CIN Provider Accountability
  - CIN 3-3: CIN Provider Dispute Resolution Mechanism
  - CIN 3-4: CIN Financial Incentive Program
- CIN 4: Clinical Integration
  - CIN 4-1: Clinical Practice Guidelines and Protocols
  - CIN 4-2: Comprehensive Plan for Coordination of Care
  - CIN 4-3: Key Interventions for Coordination of Care
  - CIN 4-4: Comprehensive Plan for Transitions of Care
  - CIN 4-5: Key Interventions for Transitions of Care
  - CIN 4-6: Comprehensive Plan for Target Population Health Management
  - CIN 4-7: Key Interventions for Target Population Health Management
- CIN 5: CIN Program Evaluation
  - CIN 5-1: Annual CIN Program Evaluation Scope
  - CIN 5-2: Annual CIN Program Evaluation Outcomes