

RISK MANAGEMENT

- RM 1: Regulatory Compliance and Internal Controls
 - RM 1-1: Regulatory Compliance Management
 - RM 1-2: Maintaining Compliance

OPERATIONS AND INFRASTRUCTURE

- OPIN 1: Business Management
 - OPIN 1-1: Policy and Process Maintenance
 - OPIN 1-2: Delegation Management

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-EHO 1-3: Disclosure of Privacy Protections
- CPE-EHO 2: Communication and Language Services
 - CPE-EHO 2-1: Accommodation in Communications
 - CPE-EHO 2-2: Language Assistance

EXCELLENT HEALTH OUTCOMES

- EHO 1: Health Disparities Reduction (HDR) Program
 - EHO 1-1: HDR Program Description
 - EHO 1-2: Leadership Accountability and Engagement
 - EHO 1-3: Staff Education on health Disparities Reduction
 - EHO 1-4: Data Collection Plan
 - EHO 1-5: Strategic Relationship Management
- EHO 2: Health Disparities Reduction Initiative
 - EHO 2-1: Population Stratification
 - EHO 2-2: Population Needs and HDR Program Initiative
 - EHO 2-3: Implementation of HDR Program Initiative
 - EHO 2-4: Impact of HDR Program Initiative
 - EHO 2-5: Annual HDR Program Evaluation