Health Care Management Certification v4.0

urac®

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 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)

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 2: Consumer Safeguards and Communication
    CPE 2-1: Consumer Diversity, Equity and Inclusion
    CPE 2-2: Consumer Safety Protocols
    CPE 2-3: Consumer Complaint Process
    CPE 2-4: Health Literacy Promotion
    CPE 2-5: Consumer Marketing and Communication
        Safeguards