



**TAHP Delegation Oversight Audit of Verisys | Improvement Actions**

**Final Report July 22, 2022**

**Audit Time frame:** January 1, 2021 - December 31, 2021

**Audit Dates:** June 6, 2022 – June 10, 2022

**Audit Score:**

<b>2021 PSV Files (Points Earned/Points Possible)</b>	<b>Percentage Score</b>
Practitioner Initial (626/630)	99.4%
Facility Initial (507/510)	99.4%
Practitioner Recred (511/516)	99.0%
Facility Recred (467/483)	96.7%
<b>TOTAL (2111/2139)</b>	<b>98.7%</b>

**Improvement Actions:**

The file errors identified through the audit process indicated opportunities in the Training Program and Trial/Ramp Program that all new-hires participate in at Verisys to become certified to work independently.

The below items were outlined as corrective actions and completed as indicated below.

<b>Item</b>	<b>Description</b>	<b>Responsible Party</b>	<b>Date Completed</b>
Training Program Content Review	Modifications to the training content in order to improve the learning process.	Carla Rowe	July 8, 2022
Quality Feedback Loop	Changes to the feedback process for new hires; to improve understanding of errors to prevent repeating	Jeanette Rodeghiero	July 20, 2022
New Hire Ramp	New hires do not complete work without an additional quality review during the defined trial (ramp) period; each individual is required to hit specific performance metrics before exiting the trial program; this trial time frame (ramp) and metrics requirements will be assessed, and necessary adjustments made.	Jeanette Rodeghiero	July 20, 2022