BUILDING A NURSE-MANAGED CLINIC

Step 1
Perform a needs assessment:
- Determine the need for services in the community
- What additional health services are offered in this specific community?
- Is proposed clinical appropriate?
- Area of clinic location must be zoned for a health care facility, handicapped accessible

Knowing your population is critical for social marketing success

Step 2
Strategies for Sustainability:
- Entity under another corporation such as:
  - Academic Partnership with College of Nursing
  - Hospital
  - Community organization partnership
  - Independent nonprofit 501(c)(3)
  - Independent for profit
  - FQHC

Funding
- Federal, State and Local Grants
- State and Local Contracts
- Family Planning Contracts
- Fee for Service
- Third-Party Reimbursement
- Private Philanthropic and Corporate Sources

Step 3
Form Governing or Advisory Board or identify supportive advisors

Step 4
Create Vision and Mission Statement
Define Licensure, Accreditation and Status
Licensure:
- Obtain required licenses (requirements vary state-to-state)
- Copies of nurse practitioners (NPs) licenses and current certifications must be on file at the clinic
- Practice agreement with collaborating physician to outline what NPs may do (this is required by state legislation)
- Credentialing of providers essential to allow clinic to receive payment for services

Step 5
Policies and Procedures
A. Licensure- RN, APN
B. Certification: National Certification
C. Credentialing: BLS, DEA, Malpractice insurance
D. Accreditation:
- Will you seek accreditation? Although voluntary, consider that the health care industry and public view accredited facilities favorably. Nurse-led care, home health?
The Joint Commission ([www.jointcommission.org](http://www.jointcommission.org) for specific guidelines)

**HEDIS Insurance Reviews**

E. Evaluate and select an EHR: billing services included or contract internally or external

Scheduling

Patient registration

Referral tracking

F. Laboratory Services

G. Risk Management
   a. OSHA compliancy
   b. Outline procedures for incidents, accidents and grievances
   c. Liability Insurance Coverage (malpractice, negligence)
   d. General liability insurance needed for facility and directors
   e. Professional liability (malpractice) needed for health care providers

H. Establish Personnel Policies
   a. HR Internal review at annual review of provider

I. HIPAA
   a. [www.hhs.gov/ocr/privacy/hipaa/understanding.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding.html)
   b. Internet Security- secure messaging between patients and providers
   c. Clinic security for patient records

J. Information for patients

K. Performance Reports
   a. Quality Performance- Be prepared for external review by patient insurance companies
   b. FQHCs are obligated to report to the HRSA UDS: Uniform Data System

L. Facility Management
   a. Cleaning
   b. Service for equipment and computers
   c. IT

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**Step 6**

Review Mission, Vision, and Five-year plan

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