



# Department of Health

**ANDREW M. CUOMO**  
Governor

**HOWARD A. ZUCKER, M.D., J.D.**  
Commissioner

**SALLY DRESLIN, M.S., R.N.**  
Executive Deputy Commissioner

January 9, 2017

Dear School-Based Health Center Program Director:

The New York State Department of Health (NYSDOH) has contracted with Island Peer Review Organization (IPRO) to conduct on-site program review visits of School-Based Health Centers (SBHCs). Specifically, the process is as follows:

- program reviews will be conducted at least once every three years; more frequent reviews may be conducted if issues are identified that warrant shorter review periods;
- the criteria for monitoring reflects the requirements as specified in the *Principles and Guidelines for School Based Health Centers in New York State*;
- IPRO staff will contact you at least four (4) weeks prior to the proposed visit date to schedule and arrange the logistical aspects of the visit;
- the number of SBHC clinic sites that will receive on-site program review visits will generally be determined as delineated below, but may be altered if issues are identified that warrant a different number of sites to be reviewed:

<u># of clinic sites operated by a facility</u>	<u># of clinic sites reviewed by IPRO</u>
1 to 3 sites	1 site
4 to 9 sites	2 sites
10 to 15 sites	3 sites
16 or more sites	4 sites

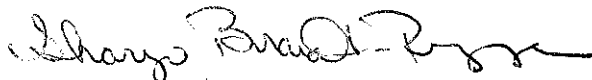
- through a combination of observation, staff interviews and documentation review, IPRO staff will assess the SBHC provider's performance in achieving core program performance indicators (see attachment);
- IPRO staff will NOT conduct an exit conference as part of the on-site review process;
- IPRO will issue a report that summarizes the program review including findings which may require the submission of a Corrective Action Plan (CAP) within forty-five (45) days of the receipt of the report;
- NYSDOH Central and Regional Office staff will review the IPRO reports including findings before they are issued to you. We will review the reports to determine if the findings indicate non-compliance with program requirements;
- NYSDOH Central and Regional Office staff remains available to provide technical assistance specific to your CAP (if required) and for other SBHC-related needs.

IPRO reviews of SBHCs are scheduled to start in late January 2017. The review schedule is based on the date of your previous review; the longer the time since your last program review, the sooner a review visit will be scheduled.

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If you have any questions about the program review process, please contact Denise Hernas at (518) 474-1961. Thank you.

Sincerely,



Sharyn Brandt-Ruzza  
School-Based Health Clinic Unit Manager  
Bureau of Child Health

Attachment

cc: NYSDOH Regional Office Staff  
S. Slade  
K. Connelly