



**Wisconsin Association of
Free & Charitable Clinics, Inc.**
4979 Hickory Ct
Elkhorn, WI 53121
(262) 949-2971
www.wafccclinics.org/standards

Standards Seal Application Process

The WAFCC Standards of Excellence are designed to describe and promote best practices which maximize access to health care services and improve the overall quality of care for the uninsured, underserved, economically and socially disadvantaged, marginalized, and vulnerable populations. In addition, the Standards define those factors, which facilitate organizational competence in Wisconsin's free and charitable clinics. Achieving the Standards will inspire FCCs to become successful partners with patients, families, and communities to better serve our neighbors in the greatest need of care.

1. Self-Assessment

Clinics can download the Standards of Excellence Self-Assessment tool **at** www.WAFCCclinics.org or request it by email. This self-assessment contains the criteria that WAFCC evaluator(s) use when they are reviewing clinic documentation and evidence for achieving the applicable Standards Seal.

Once a clinic downloads the Self-Assessment, clinics should identify areas of strength and areas for growth and improvement. The Self-Assessment is the heart of the Standards Seal application process. It is an in-depth self-evaluation, review, and analysis of the Standards of Excellence sections:

- Clinic Governance, Administration and Management (GAM),
- Optimizing the Patient Care Experience (OPC), and
- Fostering Community Relationships (CR).

As clinics complete the Self-Assessment, they are encouraged to place their "evidence" or direction on where/how to locate the "evidence" in a binder (printed or electronic). The WAFCC evaluator(s) will ask to review this during the Seal application process.

To help clinics with this process, WAFCC has a Standards Manager and Executive Director who provide and facilitate personal assistance during the entire process of self-assessment. They are available to answer questions, provide feedback and guidance, and connect clinics with resources. Additionally, WAFCC has an **FAQ** and a **Resource Library** that is organized by Standard with resources and clarifications.

2. Applications

Once the Standards Self-Assessment is complete, clinics should review the types of Seal they might be eligible for:

- **Gold- Distinguished Seal** – A clinic meets all "optimal" and "required" evidence.

- **Silver-Standard Seal** - A clinic meets all “required” evidence.
- **Bronze-Provisional Seal** – A clinic signs an agreement with WAFCC to achieve all “required” evidence via a Memorandum of Understanding (MOU) with a timeline and deliverables. The Standards Manager and Executive Director will work collaboratively with the clinic to develop a time frame and MOU, including important milestones such as the day-of site visits and identify support, technical assistance, and training.

The Seal application form can be found **at www.WAFCCclinics.org**. A clinic must attach the following to their Standards Seal application:

- Self-assessment tool summary - found **at www.WAFCCclinics.org**
- Clinic W-9 – fillable IRS form found **at www.WAFCCclinics.org**
- Clinic 990

To submit your application and required documents:

- Email completed application form and documentation to the Executive Director katherinegaulke@hotmail.com and Standards Manager anikarina22@gmail.com, or
- Mail to WAFCC, 4979 Hickory Ct, Elkhorn, WI 53121.

Should a clinic have any questions about the application process or Standards, they should not hesitate to contact WAFCC Executive Director at (262) 949-2971 or the Standards Manager at (608) 331-0237.

3. Document Selection & Standards Evidence

Clinics are strongly encouraged to place documentation or directions on where to locate the evidence for each Standard in a physical or electronic binder. Evidence of Standards should be easily accessible to WAFCC evaluator(s) during the site visit and application review process.

4. Site Visit

Once the Standards Seal application and documentation are submitted, WAFCC will contact the clinic within five (5) business days to schedule a site visit and self-assessment audit. On the mutually selected day and time, WAFCC evaluator(s) (*may be the Standards Manager, Executive Director, or a member of the Standards Committee*) will visit the clinic to review the documentation supporting the self-assessment “required” and “optimal” evidence.

The activities a clinic should expect during the site visit include reviewing documents, records, and supporting evidence. Clinics should have those involved with finding the evidence available to answer questions the WAFCC evaluator(s) may have. During this process, the evaluator(s) will determine the level of the implementation and compliance of each Standard. If a Standard is deemed not achieved, a plan of action, via an MOU will be created.

As previously stated, WAFCC strongly encourages clinics to create a physical or electronic binder with the documentation and/or directions on where documentation can be located.

5. Initial Seal Applied for Awarded

If the evidence meets all the Seal requirements, a seal will be awarded for one (1) year. The Gold and Silver Seals are awarded for one year, and all Standards are expected to be met for the award

period. The Bronze Seal is also awarded for one year, and all timelines and deliverables identified in the MOU are expected to be completed on time.

6. Annual Renewal of Seal Awarded

Clinics will be required to annually reaffirm that their clinic is still meeting the Standards of Excellence along with provide evidence for any new Standards. There will be a renewal application provided two (2) months prior to seal lapse. Clinics must attest that the previously demonstrated Standards are still achieved along with provide evidence for any new or revised Standards. In most cases, a site visit and audit will not be required.

7. Appeal Process

Should a clinic disagree with a WAFCC evaluator's Seal award determination, they can request a review by the WAFCC Standards Committee by contacting the Standards Committee Chair. The Standards Committee Chair will then organize a site visit by at least five (5) committee members who did not perform the initial evaluation. The Standards Committee will then vote on whether a Seal will be awarded.

Should a clinic then disagree with the Standards Committee's Seal award determination, they can request a review by the WAFCC Board of Directors by contacting the WAFCC Board Chair. The Board Chair will then organize a site visit by at least five (5) board members who did not perform the initial evaluation and were not a part of the Standards Committee review. The Board of Directors will then vote on whether a Seal will be awarded.

8. WAFCC Standards Assistance

The Wisconsin Association of Free & Charitable Clinics (WAFCC) provides a variety of support, in many formats, to assist clinics in applying for the Standards Seal. This assistance provides information on WAFCC's Standards, the Standards Seal Application process, training sessions, webinars, technical assistance, on-site visits, resource library, presentations, and more. Standards assistance is free of charge to WAFCC members and supporters; and can be requested at any time. Standards assistance for non-WAFCC members and supporters is \$500.00; which is due upon request for assistance.

Please contact the Standards Manager at (608) 331-0237 or WAFCC Executive Director at (262) 949-2971 for more information about Standards assistance.

Disclaimer: The Wisconsin Association of Free & Charitable Clinics and the WAFCC Standards Committee may rescind awarded seals at its sole discretion, with or without justification to the clinic, and irrespective of the requirements and responsibilities of the agreement