SCARD Consulting Service Review Process
This process is both flexible and customizable based on the needs of the customer

1. Signed Letter of Agreement outlining scope of review/goals and expected outcomes
2. Survey Timeline and SCS Team Confirmed
3. Department Self-Assessment
   - Review of self-assessment materials by SCS Team
   - SCS Team conducts surveys of referring physicians/patients and other "customers" outside of department
   - On-site review, including meeting with persons who completed self-assessment.
4. Survey report completed by SCS Team
   - Follow-up conference call with survey results and remediation plans/tool kits/resources
   - Customer approval of outcomes measurement plan (for example, six month or one year follow-up)
5. Implementation of outcomes measurement plan
   - One-year or other determined interval assessment of changes made and outcomes
   - If goals are not met, follow-up report provided with additional resources/updated remediation plan