



Quality Division Use Only

Quality Tracking #:

Section:

Follow up Date:

Follow up Description:

This follow up is to ensure that CSU updated the Administrative Guidelines Manual and maintained the turnaround time program.

Has the solution been effective?

Please explain below:

In August 2023, The Administrative Guidelines document was issued with new Section 11 related to casefile tracking. The CSU Support Team also created a process mapping document to demonstrate the steps each person is responsible for from case file and case packet creation to storage in Case file room. In October 2023, the process was changed slightly to accommodate orphan case packets. In June 2024, the process was confirmed to be implemented with the CSU Technical Lead also tracking the Review Dashboard in PowerBI to identify any reports over critical age. This tracking ensures that case reports are released within the turnaround time.

Additional follow up needed?

Timeframe:

Technical Leader: Nicole Teele

Date: 06/27/2024

Section Manager: Carina Haynes

Date: 06/28/24

Division Director: Carina Haynes

Date: 06/28/24

Quality Director: Jackeline Moral

Date: 06/28/24