



# QUALITY-OF-CARE ASSESSMENT/ PRACTICE MONITORING

LifeGuard provides medical licensure boards and health care organizations with quality-of-care assessment services for physicians. The program uses several clinical, standard-of-care assessment tools to measure clinical competence including, but not limited to, decision-making skills and medical knowledge. The goal is to ensure the physician is practicing safely, attaining the highest standard of clinical excellence, and complying with state and federal regulatory requirements.

## PRACTICE MONITORING

Practice monitoring provides state medical boards with comprehensive, high-quality practice monitoring for physicians. The main areas of focus for our practice monitoring program include controlled substance and opioid prescribing and adherence to quality-of-care standards. Our highly qualified practice monitoring teams provide objective oversight and assessment of a physician's practice. Key components include: a comprehensive evaluation of current clinical and medical record documentation practices, detailed recommendations for improvements, and on-going monitoring to ensure successful implementation of recommended changes or adherence to quality-of-care standards.

Each member of the monitoring team is carefully selected to ensure alignment of their expertise with the needs of the physician being monitored including specialty type. LifeGuard continually seeks to add monitors to its teams. For more information about becoming a monitor, please contact the LifeGuard Program.

## WHAT TO EXPECT

For the quality-of-care assessment and in preparation for practice monitoring, our team of evaluators will request documentation and conduct on-site observations at the practice when appropriate. A LifeGuard team member will evaluate record-keeping processes, documentation, chart structure, filing and archiving processes. While on-site they will observe day-to-day practices, patient flow, clinical decision-making and medical procedures.

Assessments and plans for remediation will be completed with in-person reviews, followed by supportive clinical strategies, protocols and practices that can be integrated moving forward. Specific recommendations can include enhancement in medical record processes, participation in tailored medical education (CME) and mentoring.

LifeGuard offers comprehensive CME accredited courses for: medical records documentation, pharmacology, communication and controlled substance and opioid prescribing. Participation in these courses, or a similar program, may be part of a recommended remediation plan when applicable. All evaluations and monitoring plans are based on individualized circumstances and situations. Additional assessment tools are available based on the concerns identified by the referral source.

## WHO SHOULD CONSIDER LIFEGUARD'S QUALITY-OF-CARE ASSESSMENT AND/OR PRACTICE MONITORING PROGRAM

Physicians, health care organizations and state licensing boards who need to ensure that quality of care is meeting national guidelines should consider this program. These programs provide frameworks and guidance through which physicians can identify opportunities to enhance their clinical performance, improve patient safety and ensure compliance with quality-of-care standards and state/federal regulatory requirements.

## WHY CHOOSE LIFEGUARD

A nationally recognized program, LifeGuard has been a vanguard for addressing clinical competency assessment needs for physicians and other health care professionals. Conceptualized by doctors for doctors, LifeGuard provides comprehensive assessment services and recommendations for remediation tailored to the individual needs of physicians and other eligible health care professionals. Through carefully customized evaluation programs, we aim to facilitate higher performing physicians, promote patient safety, and enhance the quality of medical care provided to ensure complete clinical competence. LifeGuard is not associated with any health system and as a core tenant utilizes a team of independent evaluators who have an explicit goal to fairly evaluate the physician.



400 Winding Creek Blvd.  
Mechanicsburg, PA 17050-1885  
T (717) 909-2590  
F (855) 943-3361  
E [info@lifeguardprogram.com](mailto:info@lifeguardprogram.com)

[www.lifeguardprogram.com](http://www.lifeguardprogram.com)



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