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VA Office of Inspector General Enhances Healthcare Inspection Program
Comprehensive Healthcare Inspection Program Begins in April

WASHINGTON – The VA Office of Inspector General (OIG) announced that the new Comprehensive Healthcare Inspection Program (CHIP) is replacing the Combined Assessment Program (CAP) and Community Based Outpatient Clinic (CBOC) reviews.

The CHIP review replaces and builds on the success of OIG’s CAP and CBOC reviews. The goal of CHIP is to provide more effective and impactful reviews of the quality of care at Veterans Health Administration (VHA) facilities. The CHIP shares some of the same features of the CAP and CBOC reviews, but adds a new Leadership and Organizational Risk review category. This category evaluates VHA facility leadership performance and effectiveness as evidenced by organizational risks and provision of quality care that correlate with patient outcomes and experiences as well as employee engagement and satisfaction. Other new features of the CHIP reviews are OIG’s re-branding and reorganization of the program, limited notice of inspection to the VHA facility, and assessment of reasons for noncompliance.

“The Comprehensive Healthcare Inspection Program (CHIP) is an enhancement to our highly successful Combined Assessment Program and Community Based Outpatient Clinic reviews,” said Michael J. Missal, Inspector General, U.S. Department of Veterans Affairs, Office of Inspector General. “CHIP inspections will help OIG provide more impactful quality of care reviews by evaluating key aspects of VHA clinical care delivery in primary and specialty care in both inpatient and outpatient settings.”

In April 2017, OIG will begin conducting CHIP reviews, comprehensively covering a spectrum of key topics that affect healthcare processes and outcomes. The focused topics under each review category will change every year so that different aspects of quality of care are reviewed over time. VHA medical facilities, selected at random, can expect a CHIP review approximately every three years.

The CHIP review categories for the remainder of fiscal year 2017 include Leadership and Organizational Risks; Quality, Safety, and Value; Environment of Care; Medication Management; Coordination of Care; and the high-risk areas of Moderate Sedation and Community Nursing Home Oversight.

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