



### **CORE Standards, Version 3.0**

#### **Organizational Structure**

- CORE 1 - Organizational Structure
- CORE 2 - Organization Documents

#### **Policies and Procedures**

- CORE 3 - Policy and Procedure Maintenance, Review and Approval

#### **Regulatory Compliance**

- CORE 4 - Regulatory Compliance

#### **Inter-Departmental Coordination**

- CORE 5 - Inter-Departmental Coordination

#### **Oversight of Delegated Functions**

- CORE 6 - Delegation Review Criteria
- CORE 7 - Delegation Review
- CORE 8 - Delegation Contracts
- CORE 9 - Delegation Oversight

#### **Marketing and Sales Communications**

- CORE 10 - Review of Marketing and Sales Materials

#### **Business Relationships**

- CORE 11 - Written Business Agreements
- CORE 12 - Client Satisfaction

#### **Information Management**

- CORE 13 - Information Management
- CORE 14 - Business Continuity
- CORE 15 - Information Confidentiality and Security
- CORE 16 - Confidentiality of Individually-Identifiable Health Information

#### **Quality Management**

- CORE 17 - Quality Management Program
- CORE 18 - Quality Management Program Resources
- CORE 19 - Quality Management Program Requirements
- CORE 20 - Quality Management Committee
- CORE 21 - Quality Management Documentation
- CORE 22 - Quality Improvement Projects
- CORE 23 - Quality Improvement Project Requirements
- CORE 24 - Quality Improvement Projects: Consumer Organizations

#### **Staff Qualifications**

- CORE 25 - Job Descriptions
- CORE 26 - Staff Qualifications

#### **Staff Management**

- CORE 27 - Staff Training Program
- CORE 28 - Staff Operational Tools and Support
- CORE 29 - Staff Assessment Program

#### **Clinical Staff Credentialing and Oversight Role**

- CORE 30 - Clinical Staff Credentialing
- CORE 31 - Senior Clinical Staff Requirements
- CORE 32 - Senior Clinical Staff Responsibilities
- CORE 33 - Financial Incentive Policy
- CORE 34 - Access to Services
- CORE 35 - Consumer Complaint Process

#### **Health Care System Coordination**

- CORE 36 - Coordination with External Entities

#### **Consumer Protection and Empowerment**

- CORE 37 - Consumer Rights and Responsibilities
- CORE 38 - Consumer Safety Mechanism
- CORE 39 - Consumer Satisfaction
- CORE 40 - Health Literacy