



**MARION COUNTY HEALTH DEPARTMENT COMMUNITY & PROVIDER SERVICES (CAPS)
VISUAL REVIEW TOOL**

Reviewer Last: _____ Agency Name: _____

Date of Review: _____

The visual audit is to identify areas in which a Provider might improve the quality of their services to their Members with cultural diverse populations.

PHYSICAL ENVIRONMENT, MATERIALS, AND RESOURCES

Using the table below, please mark the appropriate box for each item identified. Only one marked box per row is allowed. **NOTE:** If Review for Completeness is selected comments must be included.

	Meets Expectations	Review for Completeness	Absent
There are displays of pictures, posters, artwork, and other décor that reflect the different cultures and ethnic backgrounds of individuals and families served by the agency.			
Magazines, brochures, and other printed materials in the reception area are of interest to and reflect the different individuals and families served by the agency.			
There are displays or brochures of Consumer Care Partnerships, Project Able, or any peer-to-peer services.			
Printed information available is in the literacy level(s) of individuals and families served by the agency.			
Complaint forms are easily accessible and away from places that would discourage the use of them.			
Complaint forms are available in multiple languages.			
Complaint forms are in the average literacy level of the individuals receiving services.			
The overall atmosphere in the waiting area is clean, orderly, and trauma sensitive			
The waiting area caters to a wide variety of clients (i.e. children's toys).			

Reviewer comments:

Reviewer signature: _____ Date: _____