Fishbone Diagram – California Children’s Services (CCS) Annual Medical Review (AMR) Process

AMR Process

People
- Providers/Dr. Wood
- PHN's/CSS's
- MTU
- Staffing
- Clients/Families
- CSU Interns
- Social Workers/CSD

Materials
- "At a Glance"
- Medical Records Request Form
- Transition Planning Guide
- Medical Records
- AMR
- CSS Template
- Income/Residence Documentation
- $$

Physical
- Fax Server
- Storage
- Computers / IT Systems

Environment

Methods
- FIN/RES
- Medical Record Request
- EMR's
- Issue Authorizations
- Determine Eligibility
- Calls to Family
- Close Cases
- At a Glance
- Summaries, Case Notes,
  Transitional Planning