



CHCANYS DEFINING NEW DIRECTIONS
Community Health Care Association of New York State

FQHC Program Performance: Areas for Track Improvement and Lessons Learned



Slide 1

SR1

Not sure about the title, is this what we have in the program?

Suzanne Rossel, 10/14/2014



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Agenda:

- Outline Objectives
- Provide a HRSA's Operational Site Visit (OSV) Overview
- Discuss Program Requirements by Review Area
- Identify Best Practices for OSV Preparation, Site Visit, and Post-Visit
- Questions & Answers (Q&A)



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Objectives:

- Identify areas of vulnerability relative to HRSA's defined requirements
- Highlight strategies for improvement



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HRSA's Operational Site Visit Overview:

- Purpose
- Site Visit Frequency and Timing
- Site Visit Format & Outcomes



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HRSA's Operational Site Visit Overview:

- The Consultant Team Members will be Assigned to review:
 - Governance and Administration
 - Clinical
 - Finance



Potential Outcomes of OSV:

- Site Visit report will identify compliance with 19 program requirements
- If Compliance Issues are identified:
 - Conditions are placed on the grantee's award, and identify:
 - The nature of the non compliant finding
 - The required corrective action(s)
 - The time allowed for completing the corrective actions.

Panelists (in Alphabetical order):

Fernando Carnavali, MD, CMO, ACCESS Community Health Center

Daniel Dey, CEO, Northern Oswego County Health Services, Inc., (NOCHSI)

Lori Gravelle, Vice President of Risk Management and Compliance, Hudson Headwaters Health Network



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Governance and Administration:

- Needs Assessment
- Key Management Staff
- **Contractual/Affiliation Agreements**
- Collaborative Relationships
- **Board Authority**
- **Board Composition**
- Conflict of Interest Policy



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Clinical:

- **Required and Additional Services**
- Staffing Requirement
- Accessible Hours of Operation/Locations
- After Hours Coverage
- Hospital Admitting Privileges and Continuum of Care
- **Quality Improvement/Assurance Plan**
- *Scope of Project*



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Finance:

- **Sliding Fee Discounts**
- Financial Management and Control Policies
- Billing and Collections
- **Budget**
- **Program Data Reporting Systems**
- *Scope of Project*



What can you expect?

- Pre-site Visit
 - Review Team assigned
 - Health Center contacted
 - Convene initiating conference call
 - Refine agenda
 - Initial document/data requests



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What can you expect?

- On-site
 - Entrance interview
 - Team visits one or more sites
 - Conducts reviews documents and interviews staff and Board members
 - Exit interview



What can you expect?

- Post-site Visit
 - Review Team drafts the report
 - Project Officer reviews and finalizes the report
 - HRSA issues new Notice of Award (NoA) with conditions, as applicable
 - Health Center responds to non-compliance findings based on identified timelines.



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- Post-site Visit
 - Review Team drafts the report
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Resources:

- CHCANYS staff, Rebecca Gaige at rgaige@chcanys.org
- HRSA/BPHC website:
<http://bphc.hrsa.gov/about/requirements/index.html>