Webcast Instructions

- Technical Difficulties? Hang up the call with us, and call TACHC at 512-329-5959 to ask for technical assistance
- Web Etiquette
  - All participants will be muted during the presentation because webcast is recorded.
  - If you have a question or comment, please use the online Q&A Chat Feature. We will field questions as appropriate.
  - We may unmute lines for discussion; if so, **please do not place us on HOLD** or everyone on the webcast will hear your hold music!
- Thank you, we will begin soon!

The Heartbeat of | Texas Community Health Centers

TACHC OC^3 CPI Webcast:
Introduction to the OC^3 CPI Manual
for the Pennsylvania Association of Community Health
Centers and its member Health Centers
Part 1 of 2

Cecile Carson, Esq.
TACHC Associate General Counsel

April 19, 2016

Objectives for Webcast

- Introduce TACHC OC³ CPI Manual
  - Use
  - Structure
  - Content Examples
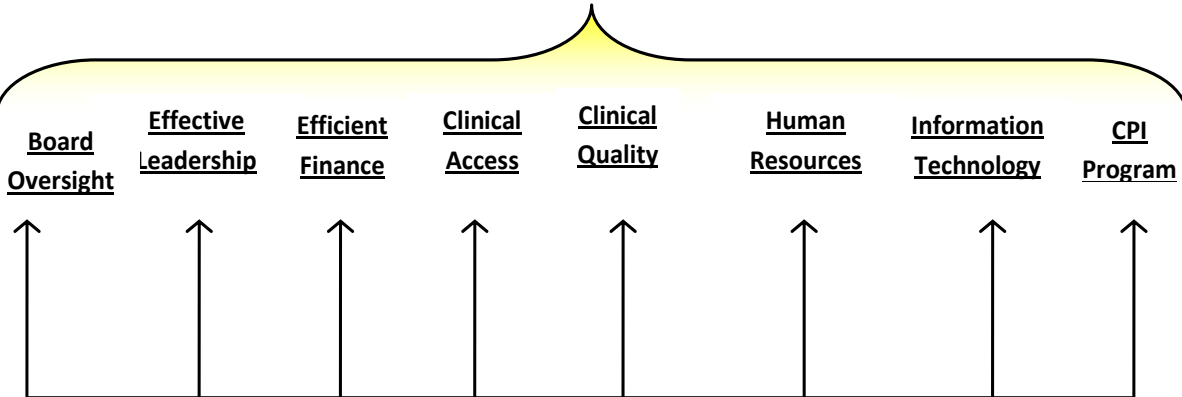 - Access
- Address Your Questions

About TACHC OC³CPI
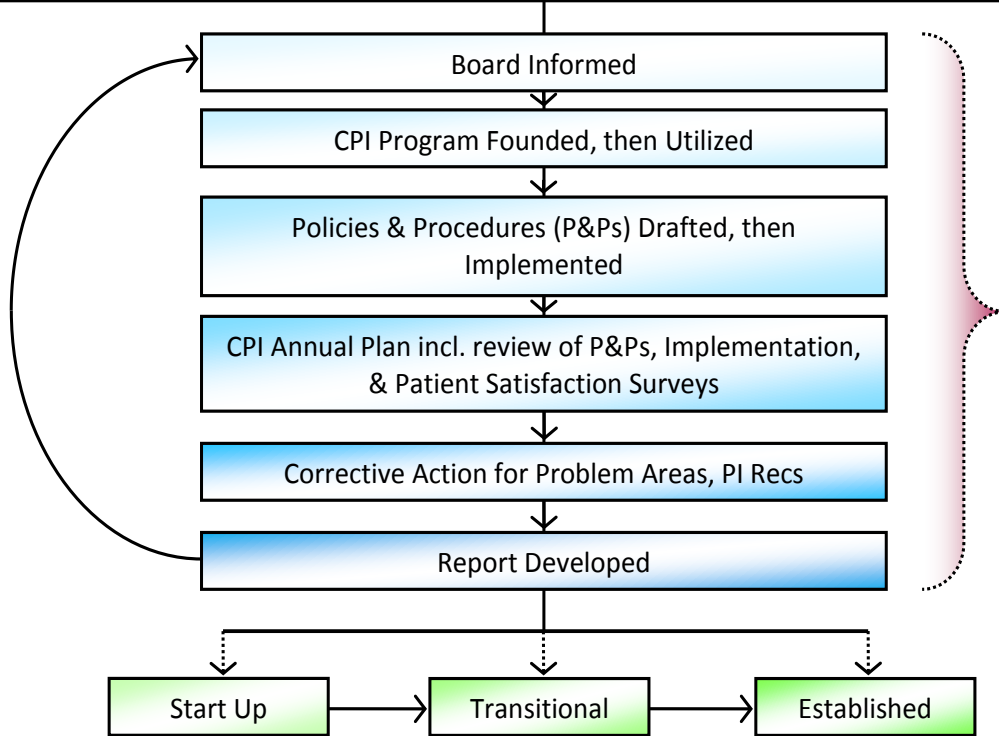
Optimizing Comprehensive Clinical Care

- Total system of care
  - Commitment to high quality, accessible, and efficient healthcare services
- Culture of continuous improvement using a Compliance and Performance Improvement (CPI) program as an oversight mechanism for all center operations
  - Manual includes more than 250 documents available for view and download, including template policies and tools, plus overviews and checklists to assist health centers in creating and sustaining their CPI programs.

Center OC³CPI Structure
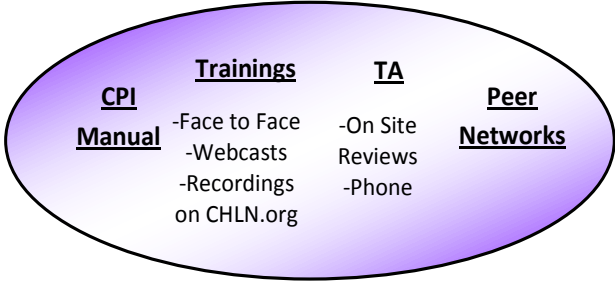
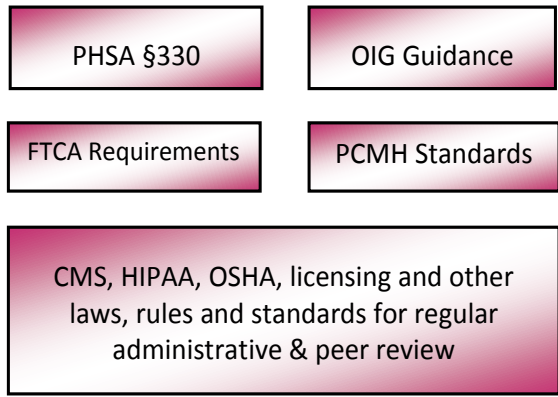Optimizing Comprehensive Clinical Care (OC³) Areas

Board Oversight | **Effective Leadership** | **Efficient Finance** | **Clinical Access** | **Clinical Quality** | **Human Resources** | **Information Technology** | **CPI Program**

Center Review Structure

- Board Informed
- CPI Program Founded, then Utilized
- Policies & Procedures (P&Ps) Drafted, then Implemented
- CPI Annual Plan incl. review of P&Ps, Implementation, & Patient Satisfaction Surveys
- Corrective Action for Problem Areas, PI Recs
- Report Developed

Start Up → Transitional → Established

(As compliance is established along with center, center can focus more on PI)

PCA Structure Supporting Center CPI

CPI Manual | **Trainings**
-Face to Face
-Webcasts
-Recordings on CHLN.org | **TA**
-On Site Reviews
-Phone | **Peer Networks**

CPI Officer oversees compliance, risk management, safety, privacy/security, and performance improvement based on:

| PHSA §330 | OIG Guidance |

| FTCA Requirements | PCMH Standards |

CMS, HIPAA, OSHA, licensing and other laws, rules and standards for regular administrative & peer review

TACHC OC³ CPI Manual

Intended for Use by:

- Compliance & Performance Improvement Personnel:
  - Board
  - CPI Committee
  - Executive
  - CPI Officer
  - CPI Staff
- All Staff

TACHC OC³ CPI Manual

Structure

- Online – TACHC.org
- Sections
  - Introduction
  - Compliance & Performance Improvement
  - Board of Directors
  - Executive Management
  - Finance Department
  - Clinical Care
  - Human Resources
  - Information Management
  - Glossaries
- **Subsections:** Overviews, P&Ps, Tools, CPI Checklists

TACHC OC³ CPI Manual

- Finance
  - Overview of Center Finance
  - P&Ps regarding
    - Budgeting and Accounting
    - Internal Controls
    - Grants Management
    - Billing and Collection (Sliding Fee, 3rd Party)
    - Procurement
    - Insurance
    - Travel
    - Financial Audits
    - IRS 990
    - Raffles
  - Tools
    - Raffle Form
  - CPI Checklist for Finances

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  - Content Examples
  - Access
- Address Your Questions

TACHC OC³ CPI Manual

CONTENT

TACHC OC³ CPI Manual

Access

- Use/reset login at TACHC.org that you received from PACHC
- Click on Products and the Manual link for access
- Review TACHC copyrights and disclaimers in Introduction
- Click into Manual
- Update subscription annually for $400 to continue access on January 1 to:
  - Online Manual
  - Regular updates to Manual
  - Discount to the Manual webcasts

TACHC OC³ CPI Manual

Access

- Browse
  - All by chapter
  - Items labeled "New"
- Search within Manual
  - For topic
  - For specific regulation or oversight entity
- Download documents of interest
  - Read – Adapt- Save - Adopt

TACHC OC³ CPI Manual

- Related Resources
  - Monthly Trainings
    - Normally $425 for nonmember, $300 if you own the manual for 4 hours of training
    - Third Friday (sometimes varies)
    - 9am-11am CST (so 10-12 EST)
    - Two Parts, 1st for presentation with homework assigned, 2nd to discuss peer responses to homework and resources to address gaps revealed
  - Manual Owners Listserv
    - You are already on there: Manuals@tachc.org to read our updates and fellow health center notes and questions but also POST manual-related questions to your peers!

TACHC OC³ CPI Manual

- Sample Monthly Training Topics:
  - Improving Performance, Ensuring FTCA Coverage Mar-Apr 2015
  - The Supercircular and FQHCs May-Jun 2015
  - Serving Veterans at FQHCs Jul-Aug 2015
  - Health Center Compensation and Benefits Sept-Oct 2015
  - OSHA Training for Health Centers Nov-Dec 2015
  - The Importance of Self-Care in Providing Care Mar-Apr 2016

TACHC OC³ CPI Manual

- Sample Listserv Postings:
  - From TACHC, noting an upcoming update and the reason for it
  - From Centers, asking how people have set up the manual on a shared drive or implemented a certain portion of the policies

Objectives for Webcast

- Introduce TACHC OC³ CPI Manual
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  - Content Examples
  - Access
- Address Your Questions

Next…?

- Evaluation:
  - Please complete the 5 question evaluation of today's presentation to ensure we best address your needs on Part 2 by close of business TOMORROW, Weds., April 20.
  - PACHC will share the link immediately after this webcast along with your login
- These slides and the link to a recording of this webcast will be sent to you in a few days by PACHC
- **Part 2:**
  - **Thursday, May 12 from 11am to 12:30pm Eastern Time**

Final Questions, Comments?

For more information:

Visit www.TACHC.org

Contact us at (512) 329-5959

TACHC 33 years and counting!