

# TACHC



The Heartbeat of Texas Community Health Centers

Weekly Wrap-up - February  
15, 2013

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*Patient Exam at Centro San Vicente  
El Paso, TX*

## Upcoming Events

### [TACHC Health Information Technology Summit](#)

*February 18-19, 2013  
AT&T Executive Education and Conference  
Center, 1900 University Avenue, Austin,  
Texas 78705*

Your center has implemented its electronic health record, so now what? The 2013 HIT Summit will explore state, federal and third-party payor expectations and initiatives facing EHR utilization in the Community Health Center setting. Join us to hear speakers from the Office of the National Coordinator (ONC), Texas Health and Human Services Commission (HHSC), Health Resources and Services Administration (HRSA), the Joint Commission, National Committee for Quality Assurance (NCQA) and other experts as they discuss the future landscape of HIT. While you are here, don't forget to attend the statewide user-group breakfast on Tuesday morning to share EHR product-specific experiences with other CHC colleagues. To view the agenda and/or register for this event, click [HERE](#). If you have any questions, please contact [Todd Radloff](#), Director of Information Technology at TACHC.

Information regarding all upcoming events hosted by TACHC can be found [HERE](#).

## Governance and Finance

**1. Community Partner Program:** TACHC would like to encourage all health centers interested in joining the Community Partner Program to submit your interest forms today! The process currently takes about 4-6 weeks to become an official Community Partner and begin using YourTexasBenefits.com to submit online applications, therefore the sooner the better. To learn more about the Community Partner Program sign-up process or general program information, please contact a Regional Coordinator (see attached Community Program Partner contacts form).

**2. NACHC Policy & Issues Forum:** Earlier this week, an email about the NACHC P&I Forum was sent by Jana Blasi assigning lead centers for organizing Congressional visits during the Forum. NACHC

schedules this conference to bring all of our health center members together to brief you on the current national health care environment, key issues facing national policymakers and provide you with position papers to take to meetings with your federal elected officials. **Your staff are responsible for scheduling these meetings, in coordination with other health centers in your district, prior to coming to the conference.** The purpose of the meetings with Congressional members is to educate them about the good work of FQHCs in Texas, discuss issues that are impacting your communities and clients and to establish and/or enhance your relationship with your elected representatives at the federal level. **The dates for the 2013 NACHC Policy and Issues Forum are March 20-23, 2013 at the Marriott Wardman Park Hotel in Washington, DC.** You can find the conference agenda and register online at [www.nachc.com](http://www.nachc.com). **On Wednesday, March 20<sup>st</sup> in the evening from 6:00 PM to 7:00 PM, TACHC will convene a state delegation meeting for all of the Texas health center participants attending the NACHC P&I at the Marriott Wardman Park Hotel.** Jana will let you know as soon as we have been assigned a meeting room for the Texas Delegation Meeting. During this meeting, we will go over the NACHC policy papers, answer and questions you have and give you copies of NACHC policy papers and Texas specific handouts for your Congressional visits. If there is a Congressional member that does not have a health center representative attending the P&I, TACHC staff will schedule and cover the meeting with that center's Congressional member. Therefore, **it is critical that you let us know if you are coming (or sending other representatives from your center) to the NACHC P&I as soon as possible. TACHC will be responsible for scheduling the meetings with Senators Cruz and Cornyn.** As President of TACHC, Rachel Gonzales Hanson has decided that the members of the TACHC Executive Committee will represent the Texas health centers in the Senate meetings.



**1. TACHC Special Populations Survey:** Members, below is a link to a short 5-10 minute survey to identify Special Populations your health center may be currently serving or would like to serve in the future. TACHC would like to then assess training/technical assistance your health center may need to either better serve them or overcome barriers to expand your services. We have resources to conduct 2 trainings in March 2013 and the content of these trainings will be based primarily on the important feedback you can provide us through this short survey. Please have the appropriate staff **complete the survey by no later than COB today, Friday, February 15<sup>th</sup>**. Click [HERE](#) to take the survey. Please contact [Sonia Lara](#) at TACHC if you have any questions.

**2. New TACHC OC3 Learning Year to Begin May 1<sup>st</sup>:** Do you want your center to transform into a patient-centered medical home? Do you want to improve the health outcomes of your patients? Are you interested in increasing your staff and provider productivity? Do you want to improve patient and staff satisfaction at your center? If you answered “yes” to any of these questions, then TACHC has an exciting learning opportunity for you and your health center. This unique learning opportunity will help you and your staff to transform your center and improve your operational and clinical efficiencies. **The 2013 – 2014 OC<sup>3</sup> Medical Home Transformation Learning Year will be starting May 1, 2013 and TACHC is now accepting applications from interested health centers. Please be aware that time and space is limited, so don't delay.** See the attached program synopsis for further details. If you are interested, please send an email to [Verne LaGrega, Clinical Care Coordinator](#) and complete the attached OC3 Application **by April 1, 2013.**

**3. DSHS 2013 Texas Cardiovascular Health Promotion Awards:** The Texas Council on Cardiovascular Disease and Stroke, in conjunction with the CVD & Stroke Program of the Texas Department of State Health Services, invites you to participate in the **2013 Texas Cardiovascular Health Promotion Awards**. This award is designed to recognize outstanding cardiovascular health promotion programs in Texas, especially those using evidence-based practices. These programs can address any of the major risk factors that contribute to cardiovascular disease and stroke. If you would like for your program to be considered for recognition as an outstanding cardiovascular health promotion initiative, please read through the attached application form and nomination criteria and submit your application by **Friday, March 15, 2013**. Questions? Please contact [Tom Stephan](#) with the CVD & Stroke Program, Chronic Disease Branch at the Texas Department of State Health Services (DSHS).

**4. HRSA FREE Webinar: “Using an EHR & Quality Data to Improve Hypertension”** On Friday, February 22, 2013 at 1pm CT, the Health Resources and Services Administration (HRSA) is sponsoring a free Health Information Technology and Quality Webinar entitled: “Using an EHR & Quality Data to Improve Hypertension”. This webinar will focus on how safety net providers can utilize health information technology (HIT) to improve health outcomes in patients with hypertension. Hypertension control is a core clinical quality measure in the Meaningful Use incentive program and also a priority within the National Quality Strategy, Healthy People 2020, and the U.S. Department of Health and Human Services’ “Million Hearts” campaign. To register for this event, click [HERE](#). Questions for presenters are welcome ahead of the event and may be emailed to [healthit@hrsa.gov](mailto:healthit@hrsa.gov). Previous HRSA Health IT and Quality Webinars may be accessed at the [HRSA Health IT and Quality Webinar website](#).



**1. GSK Flu Vaccine 2013/14:** TACHC has available a flu vaccine contract via GlaxoSmithKline for the 2013/14 flu season. An overview of the terms and pricing is attached for your reference. But, the short of the long is that the Fluarix and Flulaval flu vaccines are available at \$94.60 (tip-lok syringes) and \$75.90 (10x5 ml vials) respectively (even lower pricing than 2012/13!). Ordering is done via the GSK vaccine website at [www.gskvaccinesdirect.com](http://www.gskvaccinesdirect.com). The shipping and delivery details are outlined on the attached memo as well as pre-booking discounts and returns eligibility. If you have any questions, please contact [Lynn Ford, Purchasing Program Coordinator](#) at TACHC or your local GSK Vaccine Representative.

**2. TACHC ViP Program:** TACHC has a partnership with Community Health Ventures (CHV) for the ViP program to leverage the purchasing power of all health centers to bring them negotiated pricing on medical supplies and equipment, while supporting TACHC and NACHC. The TACHC/ViP program is managed through TACHC and CHV, the business development affiliate of NACHC. Currently the TACHC/ViP program has preferred vendor agreements with Henry Schein and Physicians Sales and Service (PSS). Both of these medical distributors provide high-quality name brand and private brand products delivered through world-class distribution. They represent the best-in-class, with a commitment to superior customer service that helps health centers fulfill their mission to create a health home and improve health-status outcomes for the underserved. Currently, over 600 centers are enrolled in the program nationally. ViP has saved health centers millions of dollars over the past few years, with average savings of 18%-38% on all health center purchases. ViP is free to join, enrollment is quick, and there’s NO obligation once your health center becomes a member. To learn more and experience the savings through ViP, see the TACHC Flyer and PSS Flyer attached and please contact [Lynn Ford, Purchasing Program Coordinator](#) at TACHC.

**3. OPA Recertification Deadline:** As of February 5<sup>th</sup>, the new recertification process for health centers with HRSA's Office of Pharmacy Affairs (OPA) to maintain eligibility for 340B pricing has begun. If you have not already done so, please verify that your center's information is current and accurate in the OPA database at [www.hrsa.gov/opa](http://www.hrsa.gov/opa). On the NACHC blog, there is an excellent overview/reminder of this new recertification process [HERE](#). Please pay particular attention to item #7: **According to OPA, FQHCs that do not recertify within the three week window will be deemed ineligible and dropped from the FQHC database. OPA is not likely to give individual extensions.** Attached is the OPA memo that [Lynn Ford](#) sent to the membership in September 2012 to prepare for the recertification process that is now upon us. Attached is also the [OPA Database Guide for Public Users-Recertification](#). This is a very detailed guide on the new OPA website (new as of October 2012) and database, and it may answer many of your questions about the information in the database.

**4. 340B Recertification Process Requirement:** As you are aware, the 340B recertification process is in full swing (as noted in Item #3 above). One item that you will need to supply during this process is the health center's 'site ID'. This number is different than the health center's 340B ID number. In case you forgot, your site ID number can be found in your EHB and it is 12 characters long. A site ID # for a **FQHC will look like: BPSH80XXXXXX** and a site ID # for a **FQHC look-alike will look like: BPSLALXXXXXX**. TACHC is being told that **this information must be included in the recertification** in order to properly finish the process. If you have any questions, please contact [Lynn Ford, Purchasing Program Coordinator](#) at TACHC.

**5. Flonase Class Action Settlement:** If your center purchased or administered Flonase and/or its generic equivalents, you may have already received notice of the Flonase Class Action Settlement. Please go to [www.FlonaseSettlement.com](http://www.FlonaseSettlement.com) to learn more about the class action settlement pending and complete a claim form. If you have questions, the toll free number for settlement information is 800-549-1836.

## **Recruitment and Retention**

**1. Congratulations to Gulf Coast Health Center!** Dr. Farron Hunt, a TACHC referral, recently accepted an offer from Gulf Coast Health Center for their Family Medicine position.

**2. TACHC Upcoming Recruitment Activities:** In the next two weeks, TACHC Recruitment Team will be marketing your center career opportunities at the **Texas Academy of Physician Assistants 38th Annual Spring Conference**, **CareerMD in Galveston**, **Texas Academy of Family Physicians Conference** and the **University of North Texas Health Science Center P.A. job fair**. Don't miss this opportunity to have your jobs featured and promoted at these upcoming recruitment events! If your center has an opening that you would like us to help you recruit for, please click [HERE](#) and complete the quick and easy online position profile. Have questions or need assistance? Contact [April Sartor](#) at TACHC.

**3. NHSC 2013 Loan Repayment Application is Now Open:** The National Health Service Corps (NHSC) Loan Repayment Program (LRP) offers primary care medical, dental, and mental and behavioral health providers the opportunity to have their student loans repaid while serving in communities with limited access to care. To help ensure that the communities with the greatest need are supported, qualified applicants working in Health Professional Shortage Areas (HPSAs) with the highest scores (as of January 1,

2013), will be given funding preference. With continued service, NHSC providers may be able to pay off *all* of their student loans! **The application cycle will be open through April 16, 2013.** For more information regarding eligibility and the application process, click [HERE](#). If you have questions about the FY 2013 Loan Repayment Application cycle you may also call the HRSA Customer Care Center at 1-800-221-9393 or e-mail [gethelp@hrsa.gov](mailto:gethelp@hrsa.gov).

### Other News



**1. TACHC 2013 Membership Directories Have Been Sent Out!** If you were not able to pick up directories for your center at TACHC P&I, they were mailed to you. If your center has not received 2 new directories please notify [Natalie Jernigan](#) at TACHC and we will get those sent to you as soon as possible.

**2. TACHC Member News:** To learn what your fellow health centers are involved in or read news that may affect your health center, click [HERE](#) for news coverage. We also encourage you to post your news, questions and comments to each other on the TACHC members listserv ([members@tachc.org](mailto:members@tachc.org)), where only TACHC executives or their designees are recipients.



If you would like to be removed from this mailing, please send a message to [ccarson@tachc.org](mailto:ccarson@tachc.org), and we will remove your name from our list as soon as possible.

**Texas Association of Community Health Centers**  
**Optimized Comprehensive Clinical Care (OC<sup>3</sup>)**  
**2013-2014 Learning Year**  
**Application for Participation**

Please answer each question as thoroughly as possible. For questions about the application, please contact Verne LaGrega or Davelyn Eaves Hood, MD, MBA at TACHC at 512.329.5959.

**1. Health Center Information**

Health Center Name:

Name of Contact Person:

Contact Phone Number:

**2. Interest** - Please explain why your health center is interested in participating in the 2013-2014 OC<sup>3</sup> Learning Year: (PCMH technical assistance, desire to begin medical home transformation, want to improve access at our center, need help with improving operational efficiencies, etc.)

**3. Experience** – Please describe your organization’s experience with past change/transformation efforts?

**4. Barriers** – Does your center have any concerns or noted barriers to achieving change?

**5. Previous Learning Activity (Collaborative) Participation**

Has your health center participated in any previous learning activities or Collaboratives (e.g. Health Disparities Collaborative, Access Redesign Mini Collaborative, OC<sup>3</sup>)? If yes, please list and briefly describe the experience.

**6. Time Commitments**

Does your health center plan to participate in any other learning activities in the upcoming year or do you have any major system or practice changes planned (e.g. EHR implementation, facility move/remodel)? If yes, please list, describe and outline the time commitments of each.

**7. NCQA or TJC Recognition/Certification**

Has your center decided to seek NCQA Recognition for being a Patient-Centered Medical Home or the Joint Commission Primary Care Medical Home Certification?

If yes, please describe your timeline and planning process thus far.

Have you received the HRSA Patient Centered Medical Home Supplemental Funding or the CMS Advanced Primary Care Demonstration Project?

If yes, please describe your progress thus far.

**8. If we have any questions regarding this application, please identify a preferred time when we can call you to talk to you.**

**9. Information Systems and Technology Capacity**

Does your health center have an Electronic Health Record? Yes  No

If yes, please specify: \_\_\_\_\_

If no, what is your timeline? \_\_\_\_\_

Can your system produce customized reports? Yes  No

If your center has an EHR, are you willing to join TACHC's Health Center Controlled Network (HCCN) in order to participate in the Centralized Data Repository (CDR) and Health Information Exchange (HIE)? Yes  No  N/A

Does your health center report to a registry? Yes  No

What practice management software does your health center use?

Is there a computer available for daily team use in the clinical area? Yes  No

Are the computers for daily team use connected to a network? Yes  No

Do team members have access to the internet and individual email? Yes  No

Is there a computer dedicated to data collection and reporting? Yes  No

Is there a person/position dedicated to data collection and reporting? Yes  No

- 10. Data Collection** – NCQA and TJC recognition/certification requires monitoring and reporting on a number of different clinical and process indicators. Therefore, data reporting is not an optional part of the OC<sup>3</sup> Learning Year. Measures will be negotiated with each center depending on individual circumstances, but there will be a minimum set of requirements.

Please describe the process for data collection and reporting at your center and explain how the required measures will be incorporated into the center’s existing Performance Improvement Plan.

**11. Commitment and Signatures**

This application and our health center’s potential participation in the 2013 - 2014 OC<sup>3</sup> Learning Year have been discussed, reviewed, and approved by:

**Executive Director** (Print Name) \_\_\_\_\_ (Signature) \_\_\_\_\_

**Medical Director** (Print Name) \_\_\_\_\_ (Signature) \_\_\_\_\_

**OC3 Team Leader** (Print Name) \_\_\_\_\_ (Signature) \_\_\_\_\_

## Community Partner Program

**Thank you to all the lead health centers for your attendance at last week's Regional Coordinator Orientation.**

To all Members: TACHC would like to encourage all health centers interested in joining the Community Partner Program to submit your interest forms today! The process currently takes about 4-6 weeks to become an official Community Partner and begin using YourTexasBenefits.com to submit online applications, therefore the sooner the better.

To learn more about the Community Partner Program sign-up process or general program information, please contact a Regional Coordinator.

**Bexar Region:** El Centro del Barrios dba CentroMed Regional Coordinator: *Vacant*

Contact: Ana Maria Garza [amgarza.cdb@tachc.org](mailto:amgarza.cdb@tachc.org)

**Dallas/Tarrant Region:** Los Barrios Unidos Regional Coordinators: Fernando Ruiz [fruiz@lbucc.org](mailto:fruiz@lbucc.org)

And Jacinta Hernandez [jhernandez@lbucc.org](mailto:jhernandez@lbucc.org)

**El Paso:** El Centro de Salud Familiar La Fe Regional Coordinator: *Vacant*

Contact: Robert Gonzalez [robert.gonzales@lafe-ep.org](mailto:robert.gonzales@lafe-ep.org)

**Harris:** Legacy Community Health Services Regional Coordinator: *Vacant*

Contact: Sarah Navarro [sfnavarro@legacycommunityhealth.org](mailto:sfnavarro@legacycommunityhealth.org)

**Hidalgo:** Su Clinica Familiar Regional Coordinator: Javier Araiza [jaraiza@suclinica.org](mailto:jaraiza@suclinica.org)

**Jefferson:** Gulf Coast Health Center Regional Coordinator: Susan Anaya [sanaya@gulfcoasthc.org](mailto:sanaya@gulfcoasthc.org)

**Lubbock:** Community Health Center of Lubbock Regional Coordinator: Alecia Claxton [aclaxton@chcl.tachc.org](mailto:aclaxton@chcl.tachc.org)

**Nueces:** Community Action Corporation of South Texas Regional Coordinator: Izzy Mandujano  
[isamari.mandujano@cacost.org](mailto:isamari.mandujano@cacost.org)

**Travis:** Regional Coordinator: Elizabeth Endres, Texas Association of Community Health Centers [eendres@tachc.org](mailto:eendres@tachc.org)

**MRSA Central:** Brazos Valley Community Action Agency Regional Coordinator: Cas Perez [cperez@healthpoint-tx.com](mailto:cperez@healthpoint-tx.com)

**MRSA Northeast:** Community Health Service Agency, Inc. Regional Coordinator: *Vacant*

Contact: Michelle Carter, CFO [mcarter.chsa@tachc.org](mailto:mcarter.chsa@tachc.org)

**MRSA West:** La Esperanza Health and Dental Centers Regional Coordinator: Alicia Henry  
[aliciahenry@esperanzahealth.org](mailto:aliciahenry@esperanzahealth.org)

## What OC<sup>3</sup> Can Do For You

The OC<sup>3</sup> program teaches health centers how to redesign their clinical office practices to significantly improve performance in order to meet today's urgent need for more accessible, higher-value health care especially for the most vulnerable populations. By increasing capacity to meet the demand for services, health centers will also see improved financial performance and optimal clinical care for patients. Together, the aims of the OC<sup>3</sup> program facilitate the changes necessary to true medical home transformation.

Participating teams will work together for the duration of the learning year to design, test, and deploy changes in clinic practice and practice management that are designed to fundamentally improve performance levels including: improved access; improved office flow and efficiency; increased patient, provider, and staff satisfaction; improved patient outcomes; and lower costs. Teams will also receive group and individualized technical assistance and training necessary to achieve PCMH recognition. Partial reimbursement of learning year expenses may be available.

**The 2013 – 2014 OC<sup>3</sup> Medical Home Transformation Learning Year will be starting May 1, 2013 and TACHC is now accepting applications from interested health centers. Please be aware that time and space is limited, so don't delay.**

If you are interested, please send an email to [Verne LaGrega, Clinical Care Coordinator](#) and submit the attached OC<sup>3</sup> Application **by April 1, 2013**.