

The Heartbeat of Texas Community Health Centers

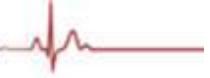
Weekly Wrap-up - August 2,
2013

In This Issue

Click on the blue header to go to the pertinent section of this email

- [TACHC FREE Application Assistance Training](#)....For more on this topic, see the Upcoming Events section
- [TACHC August CPI Webcast: Patient Satisfaction \(Part 1 of 2\)](#)....For more on this topic, see the Upcoming Events section
- [HHSC Community Partner Program Enrollment](#)....For more on this topic, see Item #1 in the Governance and Finance section
- [Health & Human Services Commission \(HHSC\) Advisory Committees - Opportunity to Serve](#)....For more on this topic, see Item #2 in the Governance and Finance section
- [TACHC Outreach & Enrollment \(O&E\) Trainings](#)....For more on this topic, see Item #3 in the Governance and Finance section
- [National Health Center Week in Texas](#)....For more on this topic, see Item #4 in the Governance and Finance section
- [TACHC's Recommended Response to FOIA Request](#)....For more on this topic, see Item #5 in the Governance and Finance section
- [TACHC Shared Medical Appointments](#)....For more on this topic, see Item #1 in the Clinical Affairs section
- [Revisions to Requirements for the Joint Commission's Ambulatory Care Standards](#)....For more on this topic, see Item #2 in the Clinical Affairs section
- [NACHC CHI Pre Conference Training Session "Building Health Center Capacity for Research and Quality Improvement"](#)....For more on this topic, see Item #3 in the Clinical Affairs section
- [Texas NHSC Retention Report](#)....For more on this topic, see Item #1 in the Recruitment & Retention section
- [TACHC Recruitment & Retention Survey Results Webinar- Listen Online](#)For more on this topic, see Item #2 in the Recruitment & Retention section
- [TACHC Upcoming Recruitment Activities](#)....For more on this topic, see Item #3 in the Recruitment & Retention section
- [Su Clinica Recognized as National Best Practice in Quality & Operations](#)....For more on this topic, see Item #1 in the Other News section
- [TACHCiversaries](#)....For more on this topic, see Item #2 in the Other News section
- [TACHC Member News](#)....For more on this topic, see Item #3 in the Other News section

Upcoming Events



[TACHC FREE Application Assistance Training](#)

August 16, 2013, Holiday Inn Express & Suites, 1921 S. 10th Street, McAllen, TX 78503

Please join us for a FREE application assistance training in on, presented by [insure.a.kid](#). Attendees will be provided with a basic overview of public assistance programs such as Medicaid, SNAP, and TANF and learn best practices for helping families apply and submit a complete application. Screen shots of the new online application will be shown to help health centers that have signed up to be a Community Partner better understand how to correctly fill out the application. For a more comprehensive overview of the new online application prior to the event, please review HHSC's training module T6 Completing the Online Application by clicking [HERE](#). For more information, contact [RexAnn Shotwell, TACHC Community Partner Program Project Manager](#) at TACHC or call 512-329-5959. To register for the this training, click [HERE](#).



*Lone Star Circle of Care
Georgetown, TX*

[TACHC August CPI Webcast: Patient Satisfaction \(Part 1 of 2\)](#)

August 16, 2013, 9am to 11am

TACHC has partnered with the Cultural Strategies to present the reasons for measuring patient satisfaction and best practices in conducting such an assessment on provider, center and statewide levels. The results of the recent statewide patient satisfaction survey will be presented, as well as a chance for those health centers not involved in the statewide survey to get their data included for benchmarking. This webcast will be Part 1 of a two part series regarding compliance and performance improvement toward patient satisfaction with health center services. For more information,

contact [Sonia Lara, TACHC Director of Outreach & Enrollment](#).

NOTE: Registration for all CPI Webcast Trainings is for two webcasts, Parts 1 and 2, at once. If you missed part 1 of the training, you will be able to access a recording of it via the [TACHC Community Health Learning Network \(CHLN\) website](#).

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



1. HHSC Community Partner Program Enrollment: Due to HRSA's announcement about the availability of Outreach & Enrollment funds for health centers to increase in-reach, as well as outreach activities, it is even more critical that your health center sign up for the [Community Partner Program](#). Both CMS and HHSC are advocating for online systems to facilitate enrollment in affordable insurance coverage either through the Marketplace and/or CHIP and Medicaid. This is also a prerequisite if you are a participating health center in TACHC's proposal for the CMS Federal Navigator grant. Open enrollment for the federal health exchanges begins **October 1st**; therefore, it is important to get your health center signed up for the Community Partner Program *now* to be onboard and ready to utilize both systems. To submit your request, simply fill out an [online interest form](#). If you have more than one site that you would like to sign up, please be aware that **a separate interest form will be needed for each site**. For more information about the Community Partner Program, contact [RexAnn Shotwell, TACHC Community Partner Program Project Manager](#).

2. Health & Human Services Commission (HHSC) Advisory Committees - Opportunity to Serve: Senate Bill 7 and Senate Bill 58, passed by the 83rd Legislature, created several new state advisory committees, including the following:

- State Medicaid Managed Care Advisory Committee (information available [HERE](#))
- STAR+PLUS Quality Council (information available [HERE](#))
- Behavioral Health Integration Advisory Committee (information available [HERE](#))

HHSC is now accepting applications to serve on these committees, and TACHC encourages health center leadership staff to apply for any of the advisory committees, particularly the State Medicaid Managed Care Advisory Committee. Committees must consist of patients, providers, health plans and community stakeholders, and applications are due **August 14th**. This is a great opportunity for health centers to have a seat at the table during discussions to improve Medicaid managed care in Texas. If you have any questions, please contact [Shelby Massey, MPAff, TACHC Policy and Research Coordinator](#).

3. TACHC Outreach & Enrollment (O&E) Trainings: TACHC is developing a robust O&E training schedule and tool kit of turnkey messaging, Texas specific outreach materials and community presentations, that can be used by all Texas health center O&E staff. On **September 25-26, 2013**, TACHC will be

conducted a two day O&E orientation session called “Navigator and Certified Application Counselor Training” targeting health center outreach staff. More information can be found [HERE](#). The training has been scheduled for late September to give you adequate time to hire new O&E staff through the recent HRSA supplemental funding and/or the TACHC CMS Navigator grant funding, should that be approved mid-August. This will be a great session for your new staff to educate them on the following:

- What the Health Insurance Exchange Marketplace is and how this coverage interacts with Medicaid and CHIP
- How to support your patients in understanding and selecting various Qualified Health Plans and medical options
- Determining premium tax credits, cost sharing, income and family size for Marketplace and Medicaid eligibility
- An overview of the Qualified Health Plans in Texas (these are supposed to be announced in mid-September)
- Which on-line enrollment portal to use depending on insurance coverage type
- Overview of effective messaging, outreach materials and presentations for community outreach
- Data collection and overview of HRSA/CMS reporting requirements
- Professional networking opportunities to learn outreach best practices from their peers

This O&E training is specifically designed for outreach staff and will be very hands on and interactive to allow participants to actually practice making enrollment determinations using real-world scenarios common in a health center setting. TACHC has planned another session on the Health Insurance Exchange Marketplace that will be more appropriate for health center CEOs/CFOS/COOs/CMOs at the upcoming TACHC Annual Conference. To register for previously announced regional Medicaid Application Assistance trainings in August/September and this TACHC Navigator/CAC Training in September, please visit the [Events Page on the TACHC Website](#). As foundational elements for navigator work, be sure you are engaged with the state Community Partner Program through TACHC. We also recommend a series of online webinars on Marketplace coverage topics conducted by staff at the Center for Budget and Policy Priorities (CBPP) in Washington, DC found [HERE](#) and getting started in training your staff in the by applying [HERE](#) to be a CAC organization and sending staff to a CMS CAC 101 webinar on [August 5](#) or [August 7](#). Contact [Sonia Lara, TACHC Director of Outreach & Enrollment](#) or [RexAnn Shotwell, TACHC Community Partner Program Project Manager](#) for more information about these events.

4. National Health Center Week in Texas: National Health Center Week is **August 11-17**, but centers are holding events throughout August to coincide with Back to School. Click [HERE](#) for a list of all the National Health Center Week activities being held by our members. Let [Andrea Abel, TACHC Communications Director](#) know if you are planning any events in celebration of National Health Center Week. If you have an event, be sure to take pictures so we can post them on our website and on Facebook!

5. TACHC’s Recommended Response to FOIA Request: We’ve had a number of inquiries about how to respond to the FOIA request email dated July 29 from the HRSA FOIA Officer to all Center Executive Directors regarding three UDS tables. We recommend that you respond NO to the request by **August 5**, because your release of this information by sending any other reply would mean that you have waived the confidentiality protection of this information at HRSA for any requestor. You may also simply not respond to the email, and your answer will be deemed as NO; however, we recommend replying so you have a record of your "NO" answer. In each of the last five years, you received a similar FOIA request and we gave you the same recommendation. Feel free to contact [Cecile Carson](#) at TACHC with questions.



1. TACHC Shared Medical Appointments (SMA): TACHC has recently received a number of inquiries regarding the use of Shared Medical Appointments (SMA) as a way of delivering primary care. We have a nationally recognized consultant that would be able to address this topic and would like to gauge your center's interest in a webcast on the subject of SMAs. The webcast would be held October 15, 2013 from 12:00pm to 1:30pm (CT). **If you are interested** please send an email to [Verne LaGrega, TACHC Clinical Coordinator](#) along with a commitment to register for it in October. There will be a registration fee of \$150 to cover related costs **unless** your center has a team currently participating in the 2013 - 2014 OC3 Learning Year.

2. Revisions to Requirements for the Joint Commission's Ambulatory Care Standards: The Joint Commission recently approved several revisions to ambulatory care standards to ensure that these accreditation requirements remain relevant. These requirements, located in the "Human Resources" (HR), "Leadership" (LD), "Medication Management" (MM), "National Patient Safety Goals" (NPSG), and "Provision of Care, Treatment, and Services" chapters, were identified as not adding value, needing clarification, or containing language that may not be relevant to all ambulatory settings. For example, several ambulatory care requirements have been modified to reflect how the term *discharge* might apply to certain ambulatory settings (but not to others). The revised elements of performance (EPs) are **effective January 1, 2014**. For more information, click [HERE](#). These revisions will appear in the *2013 Update 2* to the *Comprehensive Accreditation Manual for Ambulatory Care* as well as the fall 2013 E-dition® update for ambulatory care organizations. For more information, contact [Joyce Webb, RN, BSN, MBA, CMPE, Project Director, Department of Standards and Survey Methods](#) / 630-792- 5277.

3. NACHC CHI Pre-Conference Training Session "Building Health Center Capacity for Research and Quality Improvement": On **Thursday, August 22nd from 8:00 am – 5:30 pm** (immediately before the CHI) at the Hyatt Regency Chicago, NACHC is hosting a day-long training to build the skills and infrastructure necessary to collect and use data from EHR to improve care and test interventions. Participants will learn from and network with health center leaders who have successfully built research activities into their programs on how to use your EHR to improve care. **Please note these trainings are not included in the CHI registration fees. You must register for the CHI if you are planning to attend.** For more information, agenda, and registration links, click [HERE](#) or contact [Michelle Jester, NACHC Research Project Specialist](#) / 202-331-4609.



1. Texas NHSC Retention Report: TACHC recently partnered with the Texas AHEC East Program Office, Texas AHECs (19), the West and South Texas AHEC Program Office's, ARRA-funded NHSC Loan Repayors and their clinical sites, ARRA-funded NHSC Scholars, and the Texas Primary Care Office in implementing the Retention and Evaluation Activities (REA) project. This project shone a national spotlight on Texas, highlighting our collective efforts to recruit and retain primary care providers in underserved Texas communities using the NHSC and AHEC help to build a strong and diverse primary care workforce. The [Texas NHSC Retention Report](#) summarizes project activities and data compiled during

the project.

2. TACHC Recruitment & Retention Survey Results Webinar - Listen Online: The TACHC Recruitment & Retention Survey Webinar held July 24, 2013 is now available online and may be accessed by clicking [HERE](#). If you joined the live webinar but have not shared your feedback, please complete the [evaluation form](#) and return it to [April Sartor, TACHC Recruitment Dept. Program Assistant](#) as soon as possible. Your feedback is *very* important to us and will be helpful as we go forward in planning future related events.

3. TACHC Upcoming Recruitment Activities: In our continuing mission to help promote member health center career opportunities, this month TACHC recruiting staff is exhibiting at the AAFP National Conference and is planning to speak to medical residents and dental students at various training programs throughout the state. **Does your center have openings for clinical providers or executive management that you would like us to help you recruit for?** Click [HERE](#) and complete the quick and easy online position profile. Contact [April Sartor, TACHC Recruitment Dept. Program Assistant](#) if you have questions or need assistance.

Other News

1. Su Clinica Familiar Recognized as National Best Practice in Quality & Operations: Su Clinica will be recognized for two national best practice projects at the NACHC Community Health Institute (CHI) annual conference in Chicago this **August 23 - 27, 2013**. The center was recognized in two categories: 1) Quality of Care and Quality Improvement for the project, “Cervical Cancer Prevention: Patient-Centered Scheduling to Improve Show Rates,” and 2) Workforce and Health Center Operations for the project, “Improve Quality by Proactively Seeking National Recognition as a Safe and Healthy Workplace.” Su Clinica will be attending and presenting posters at the national conference this month.

2. TACHCiversaries: Please join TACHC in celebrating sixteen years of working with and for community health centers for [Lynn Ford](#), Purchasing Program Coordinator, as well as six years for [Verne LaGrega](#), Clinical Coordinator!

3. 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), 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, and we will remove your name from our list as soon as possible.