

# TACHC



The Heartbeat of Texas Community Health Centers

Weekly Wrap-up - August 9, 2013

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*Lone Star Community Health Center  
Conroe, TX*

### **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](#).

#### [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. TACHC Board of Directors Election:** It's time to submit nominees for the upcoming TACHC Board of Directors elections. On **Tuesday, October 8, 2013 at the TACHC 30th Annual Conference in Austin**, organizational members will elect new board members and officers of the board. Further information about the elections, officer responsibilities and the nomination form for the executive director and provider representative candidates by region may be viewed by clicking [HERE](#). Please remember the following:

- Only eligible Executive Directors/Chief Executive Officers from Full Organizational Members in Good Standing are allowed to nominate individuals for the board;
- You are *not* allowed to nominate yourself; and
- You *are* allowed to nominate eligible individuals from other regions.

Please nominate qualified candidates for a seat on the board by **September 13, 2013** and email them to [TaSheena Mitchell, TACHC Meeting Planner](#). All nominees will be sent a petition for candidacy and an information packet outlining requirements, roles and responsibilities associated with holding a seat on the board of directors of TACHC.

**2. HHSC Draft FQHC Affiliation Rules:** Draft rules on FQHC affiliation agreements were published last Friday for public comment. TACHC has been working with the Health and Human Services Commission for more than a year to ensure that these rules have a minimum impact on health centers, and TACHC believes that all of our concerns have been addressed in the final draft rules, which may be viewed [HERE](#). However, please review the draft rules and let TACHC know if you have any remaining concerns or comments. Public comments are due to the Commission by the end of August, so please send your comments or any questions to [Shelby Massey, MPAff, TACHC Policy and Research Coordinator](#) no later than **August 27<sup>th</sup>**.

**3. Governor Perry Signs National Health Center Week Texas Proclamation:** Just in time for National Health Center Week, **August 11-17, 2013**, Governor Perry signed a proclamation declaring the week Health Center Week in Texas. Click [HERE](#) to find a high resolution copy of the proclamation for you to display at your health center week events. Did you get local proclamations signed by your mayor, city council, or county judge? Please share them with TACHC by emailing an electronic copy of your proclamation to [Andrea Abel, TACHC Communications Director](#).

**4. 2012 US Economic Census Update:** The 2012 Economic Census, the U.S. Government's official five-year measure of American business and the economy, is currently underway. For those businesses that were mailed a form but have not yet responded to this mandatory survey, we urge you to do so as soon as possible to assist in economic data compilation to establish gross domestic product (GDP) and related economic analysis and avoid fines laid out in USC Title 13 Section 222 and Title 18 Section 3571. The original due date was February 12, 2013. Report online at: [econhelp.census.gov](http://econhelp.census.gov).

**5. 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 14<sup>th</sup>**. 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](#).

**6. 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!

## Clinical Affairs

**1. IHI Updated How-to Guides on Improving Transitions:** Last Friday, the Centers for Medicare & Medicaid Services released (roughly one-third of all US higher-than-expected rates of researcher and physician at the that reducing readmissions will take "creativity and innovation and, most importantly, reaching outside the hospital walls." To help facilities across the country address this crucial health care challenge, IHI has recently updated its four freely available How-to Guides on improving transitions in care. The guides focus on transitions from the hospital to [Community Settings](#), [Office Practices](#), [Skilled Nursing Facilities](#), and [Home Health Care](#). Updates include new case studies, new tools, and explanations of recent developments



such as the creation of new billing codes for transitional care management (TCM). Each of the guides was created and updated as part of the [STAAR \(State Action on Avoidable Rehospitalizations\) initiative](#) — a partnership of IHI and The Commonwealth Fund. For questions, contact [Verne LaGrega, TACHC Clinical Coordinator](#).

**2. DSHS News Release—DSHS Offers Hot Weather Precautions:** As summer temperatures soar, the Texas DSHS urges people to be aware of the signs of heat illness and to take precautions to protect themselves from heat exhaustion and heat stroke. The elderly, young children, people with chronic diseases and those without access to air conditioning are most at risk. For more details to share with your center’s staff, click [HERE](#). Plan for an emergency and know what to do — **acting quickly can save lives!**

**3. CMS ICD-10 Basics Webinar:** The Centers for Medicare and Medicaid Services will host a webinar on **Thursday, August 22, 12:30-2:00 PM CT** preparing medical coders, physicians, nurses, and other interested individuals for the rollout of ICD-10 a year from now. The webinar will address: benefits of ICD-10; comparisons to ICD-9; coding basics; resources for training and Q&A. To register for this event, click [HERE](#).

**4. Texas/Oklahoma Aids Education & Training Center Offers FREE HIV/AIDS Clinical Consultation & Technical Assistance:** The Texas/Oklahoma Aids Education & Training Center has been offering clinical consultation and technical assistance services to the region of for the last 14 years! These services are available to anyone within TX & OK. Clinical consultations have three intended results: to improve clinical problem solving, to change the behavior of the provider in order for him/her to make better or more appropriate clinical decisions and to impart the most up to date knowledge regarding specific HIV patient care. Topics include but are not limited to viral load and CD4count, diagnostic techniques, opportunistic infection prophylaxis and management, management of pregnant women with HIV infection, resistance testing, drug interactions and toxicity, antiretroviral treatment options, and management of occupational exposure. In Texas they are offered by Parkland Health & Hospital System (HIV Services) in Dallas, TX as well as many of our partners in education. Parkland provides HIV care to over 4,500 HIV positive clients per year; staffed by faculty from the University of Texas Southwestern Medical Center in Dallas. Experts from Infectious Disease, Internal Medicine, and Primary Care among others are available to provide the latest HIV treatment guidance. For more information, click [HERE](#).

**5. HRSA Grant Programs for Increasing Solid Organ Donation– A Webinar for Newcomers:** A webinar will be presented on Tuesday, August 13 at 2:00 p.m. EDT to help people with little or no knowledge of organ donation learn about this field and HRSA’s grant programs to increase solid organ donation. The webinar will begin with a broad overview of the field, including organizations and critical issues, and continue with a brief discussion of HRSA’s two 2014 grant programs: “*Social and Behavioral Interventions to Increase Solid Organ Donation*” and “*Public Education Efforts to Increase Solid Organ Donation*.” The Funding Opportunity Announcement for the former grant program is now available on Grants.Gov; the latter will be posted prior to this webinar. Newcomers to the field and those who have not previously submitted an application to this grant program are encouraged to participate.

- Webinar link: <https://hrsa.connectsolutions.com/divisiontransplantation>
- Call-in Number: (888) 603-9213
- Participant Passcode: 3570479

**6. 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.

**1. Affordable Care Act or Marketplace Questions?** Holding a Community Health Fair or Back to School Event this month? Are patients asking questions about the Marketplace and the Affordable Care Act? Here is a handout to capture patients who would like more information. When more information is available, you can help them navigate the Marketplace and other available programs. Place the handouts in giveaway backpacks or grab bags. Click [HERE](#) to download the MP templates in either Word or Publisher. Contact [Andrea Abel, TACHC Communications Director](#) for more information.

**2. Certified Application Counselors:** All HRSA O&E staff are required to be trained and certified as Certified Application Counselors. The CMS training sessions on what you need to know to become a Certified Application Counselor (CAC) organization have reached capacity and some health centers will not be able to participate in the training. However, please move forward on signing up your health center as a CAC organization [HERE](#). Your health center will be immediately notified when the CAC training for your O&E staff is available, which is expected to be ready this month. It is required that HRSA O&E staff complete the training and certification prior to attending TACHC's orientation being held in Austin on September 25-26, 2013. To register for the orientation, click [HERE](#). Please have the appropriate staff also plan on attending the following Technical Assistance call hosted by the US Department of Health & Human Services, Health Resources and Services Administration:

- **HRSA Health Center O/E Technical Assistance Call— Tuesday, August 13, 2013, 1:00 pm – 3:00 pm, CT.** Learn more about expectations for health center outreach and enrollment (O/E) assistance workers, and updates about supplemental funding activities. To access the call on the date of the session, click [HERE](#) (login as “Guest”) and dial into the conference audio line: 1-888-843-9977; passcode: 8945040.

**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 conducting 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

## Group Purchasing



**American Solutions for Business (ASB) Promotional Items:** As you know, TACHC has an agreement with ASB which provides a deep discount on many promotional items you can use at your health centers. ASB has developed this program with special pricing for TACHC members: **20% off ALL prices**. ASB's monthly specials are available [HERE](#) and their quarterly specials are available [HERE](#). Also, visit the [TACHC e-store link](#) to browse ASB products. The site is set up to request information only. When selecting an item you will be prompted to send an email. An ASB representative will contact you directly with personal service and suggestions. If you have any questions, you can contact [Joe McCarthy](#) / (757) 303-5657.

## Recruitment and Retention



**1. TACHC Staff Recruiting at HealthMATCH 2013:** The West Texas Area Health Education Center (AHEC) Program, Panhandle AHEC and New Mexico Health Resources Inc. are pleased to sponsor HealthMATCH 2013, providing rural communities, medical residents, 3rd year medical students and physician assistant students from Texas Tech University Health Sciences Centers, and nurse practitioner students from West Texas A&M University a forum to interact and discuss practice opportunities. **Although TACHC recruitment staff will be exhibiting at this event, Centers in the Panhandle region are highly encouraged to attend.** The event will be held **Tuesday, September 10, 2013 from 5:00 p.m. – 9:00 pm** at the Hilton Garden Inn in Amarillo, Texas. For more information and/or to download a registration form, click [HERE](#). Registration closes on **September 6<sup>th</sup>**. If you have any questions, please contact [Stephanie Montano, Community Based Education Coordinator with the Panhandle AHEC](#) / 806-651-3482.

**2. 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.

**3. 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.

## Other News



**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.



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