BECOMING A HEALTH CENTER PROGRAM LOOK-ALIKE

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Module 4

MODULE 4: What to Expect After Submitting Your Application

Module 4 Notes

Lesson 1: What to Expect in the Review and Designation Process

Lesson 2: Understanding Operational Site Visits

Lesson 3: After Designation

Module 4 Activity: Prepare for Your OSV and Reflect on Next Steps

There are many steps in preparing for your Look-Alike initial designation Operational Site Visit (OSV). Use the following exercise to list where your health center compliance is demonstrated in your current board minutes and where there might be gaps. After you complete the exercise, reflect on areas that need improvement. Remember, having good board minutes is vital to your organization and to demonstrating your compliance!

Dates of Board Minutes or Resolutions that Confirm or Approved Items Below	
	Date of Board Minutes or Resolutions and PAGE #
Met Monthly With Quorum (quorum determined by health center)	
Approval, Selection Evaluation, Dismissal of CEO (Please circle one or all and document dates for all)	
Approval of applications related to the health center project. Please provide dates for the following: • Annual Budget • HRSA Look-Alike Application	
Approval of health center (Please provide dates for the following): • Sites • Hours of Operations • Form 5A, B, C (Services)	
Monitoring Financial Status of the Health Center: • Approval of Auditor • Reviewing Results of the Audit • If Audit finding, follow up action (corrective action plan) approval	
Strategic Plan/Long Range Planning (at least 1x every 3 years) Approval (to include financial management and capital expenditure needs)	
Evaluation of health center performance based on QI/QA and other info	
Achievement of Project Objectives	
Service Utilization Patterns	
Quality of Care	
Efficiency and effectiveness of the center	
Patient Satisfaction including any patient grievances	
Billing and collections • Including policy on waiving charges • Refusal to Pay Policy (IF APPLICABLE)	
Sliding fee discount program Approval Date and dates for the following:	

• Evaluation of each of the pay classes to ensure patients are accessing health center services • Data used once every three to evaluation effectiveness of the sliding fee scale • Implementation of follow up based on data	
Quality Improvement/Assurance Plan and Program	
1-2 examples of actions taken as a result of evaluations of policies or programs	
Financial Management and Accounting Systems Policies	
Personnel Policies	
Any Audit Findings? If yes, date board approved corrective action plan	
Needs Assessment-Service Area review process completed at least annually? Completed every 3 years	

For each item that is not clearly documented in recent board minutes or resolutions, why not? How can this be addressed? Some solutions might be:
- Update not-yet-approved board minutes that are unclear to reflect actions taken
- Address this in an upcoming board meeting and clearly document

Are there other observations you have about your board minutes or processes after this exercise, or ideas for improvement? Some examples might be:
- Board decisions and resolutions need to be documented more clearly in our minutes
- We need to add certain topics routinely to board meetings (e.g. annually or quarterly)
- We will need to complete a strategic plan or a needs assessment in a certain year

Module 4 Additional Readings/Resources

1. Application review part of guidance (pgs. 47-49)
   https://bphc.hrsa.gov/sites/default/files/bphc/programopportunities/lookalike/pdfs/LALidinstructions.pdf
2. Site Visit Protocol
3. Consolidated SVP Documents Checklist by Topic Area
4. Consolidated SVP Documents by Program Requirements
5. Health Center Operational Site Visit Video
6. Onsite Interviews and Interactions Resource
7. Change in Scope information
8. Health Center Program Site Visit Protocol: Sampling Review Resource Guide
9. Look-Alike Annual Certification information page
10. Look-Alike Annual Certification Instructions
11. Look-Alike Renewal of Designation Guidance