



Together, our
voices elevate° all.

Continuous Compliance

A Foundation of Value-Based Care

November 9, 2021

THE NACHC MISSION

America's Voice for Community Health Care

The National Association of Community Health Centers (NACHC) was founded in 1971 to promote efficient, high quality, comprehensive health care that is accessible, culturally and linguistically competent, community directed, and patient centered for all.





Packaging and implementing evidence-based transformational strategies for safety-net providers

Bringing science, knowledge, and innovation to practice



Cheryl Modica

*Director,
Quality Center*



Cassie Lindholm

*Deputy Director,
Quality Center*



Lizzie Utset

*Specialist,
Quality Center*

Quality Center (Host)

Layout

Participants

Search

Panelist: 1

Quality Center
Host

Attendee:

Camila Silva (NACHC)
Me

Quality Center

Host

Raise your hand
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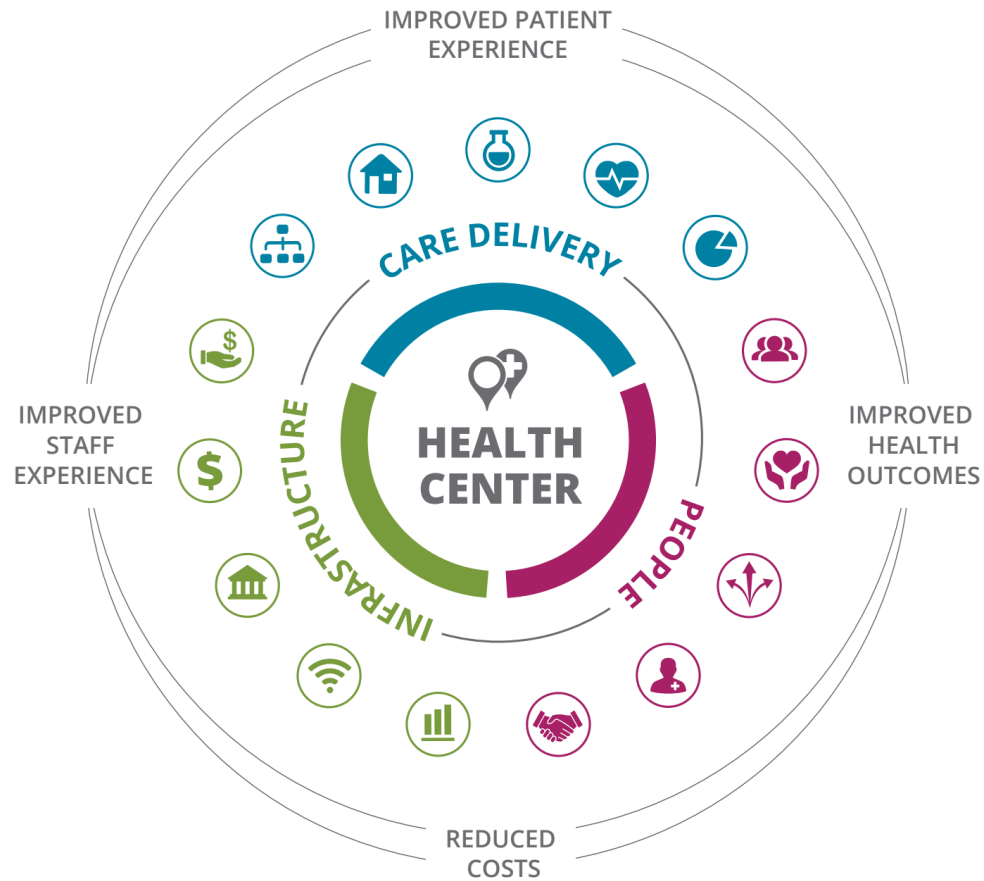
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Participants

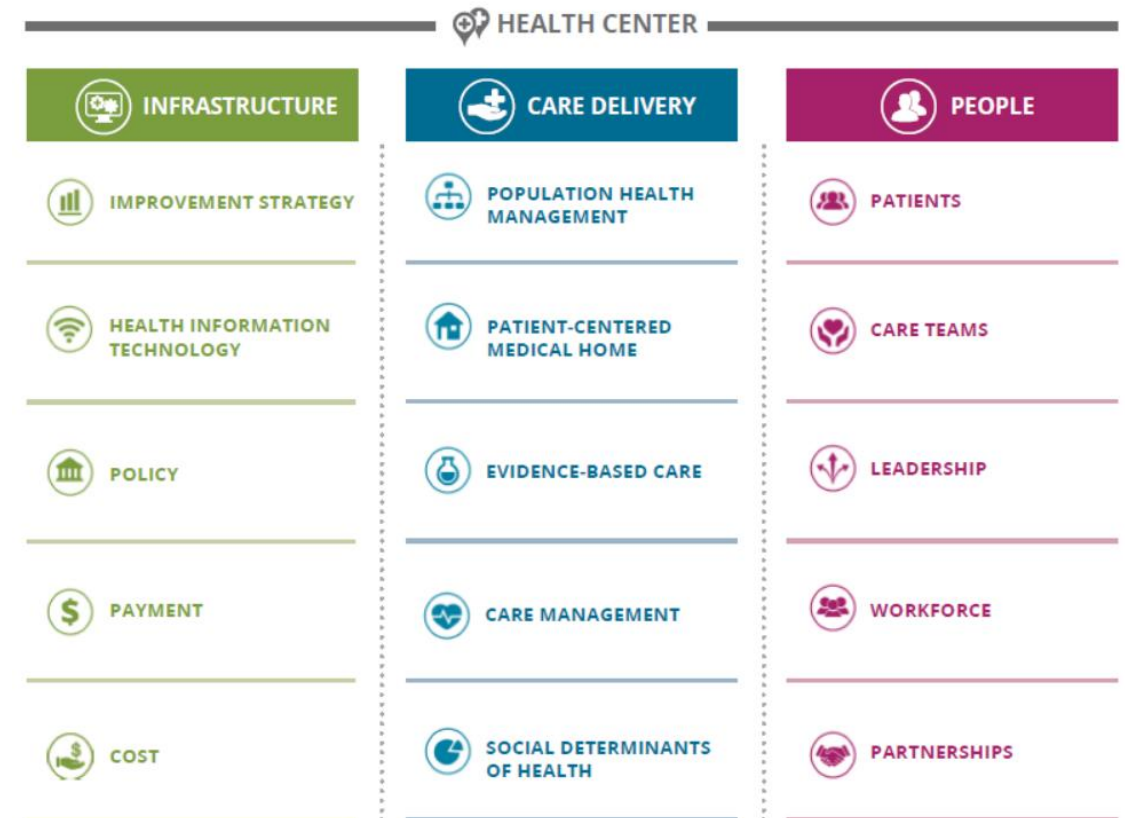
Chat

Chat: When using the chat, please
send the message to "Everyone"

Value Transformation Framework



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Today's Objectives:



- Explore continuous compliance as a foundational element of value-based care
- Dive deeper into Form 5A and Clinical Quality (Ch.10, 21), Referrals (Ch. 4, 9, 10), Staff Credentialing and Privileging (Ch. 5), and more.

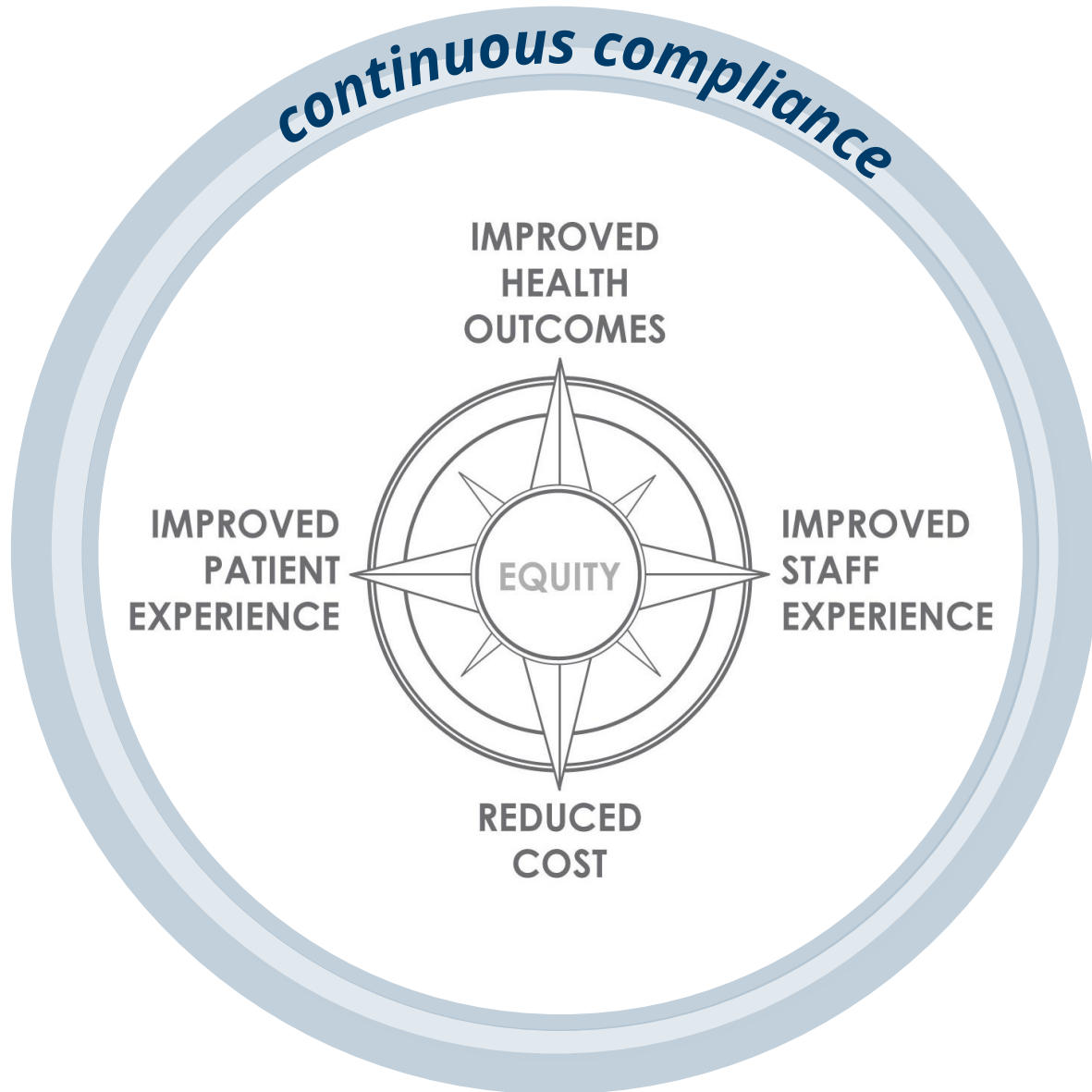


An organizing approach in a changing world...



LEADING CHANGE

Quintuple Aim



VALUE

Continuous Compliance

Kyle Vath

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November 9, 2021

www.reglantern.com



Discussion

Continuous Compliance through the Lens of HRSA's OSV Tool: Form 5A



HRSA
Health Center Program

Form 5A: Services Provided

OMB No. 0915-0285, Expiration Date: 1/31/2020

DEPARTMENT OF HEALTH AND HUMAN SERVICES Health Resources and Services Administration		FOR HRSA USE ONLY	
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Find Form 5A on HRSA's website [here](#).

Form 5A

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DEPARTMENT OF HEALTH AND HUMAN SERVICES
Health Resources and Services Administration

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DEPARTMENT OF HEALTH AND HUMAN SERVICES
Health Resources and Services Administration


FORM 5A: SERVICES PROVIDED (ADDITIONAL SERVICES)

Service Delivery Methods

HRSA's Form 5A is the #1 most-common finding in Operational Site Visits

- Varying levels of understanding
- Ambiguity in guidance
- Complex
- Requirements pull for 4 chapters of the Compliance Manual
- Various HRSA definition documents
- After-thought, siloed thinking

Form 5A

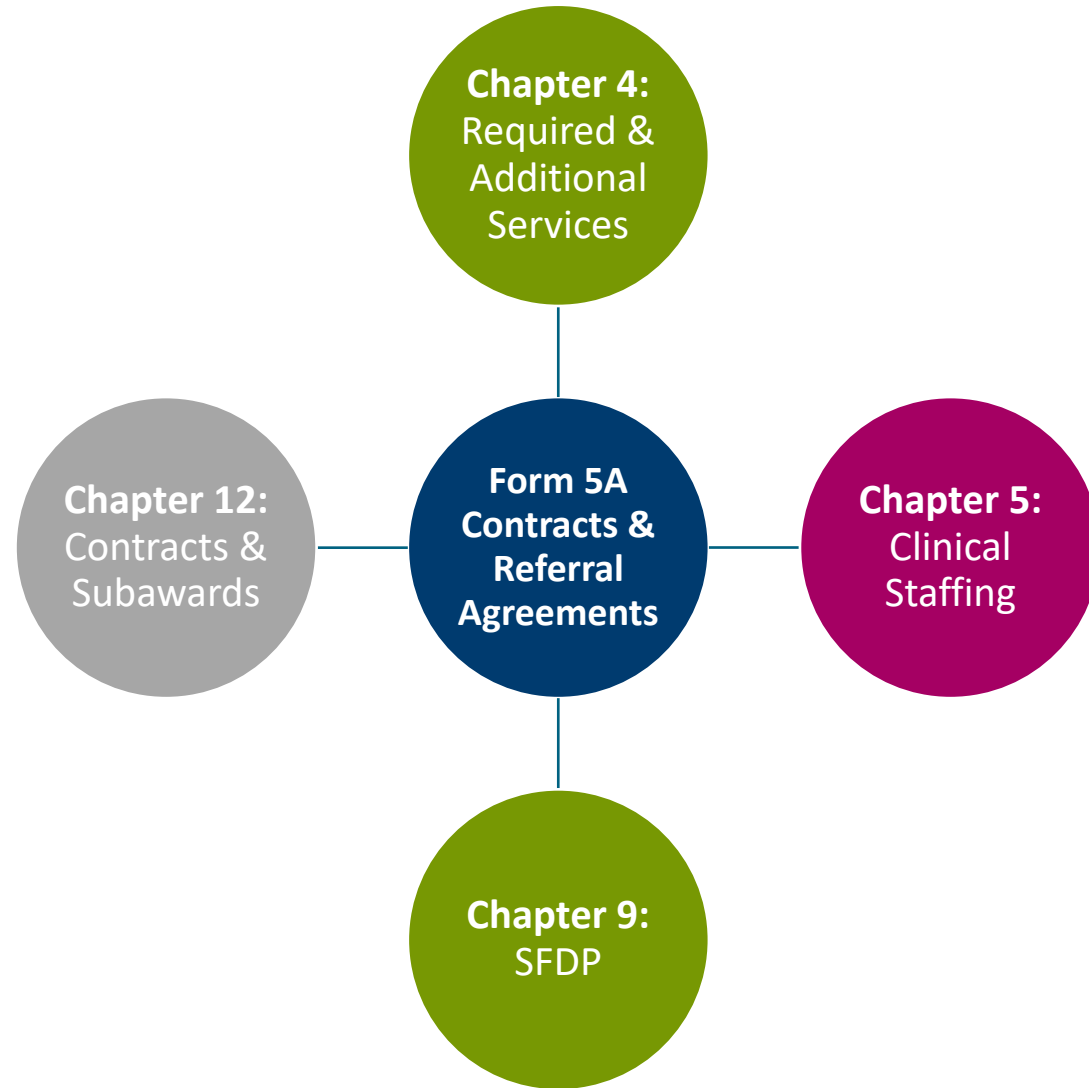


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INFRASTRUCTURE



The components that build the **foundation for delivering** reliable, high-quality health care.




Infrastructure

Scope of Project: Services Provided and Providers/Service Delivery Methods (Ch 4)

- Required/Additional/Specialty Services
- Directly/Formal Written Contract or Agreement/Formal Referral Agreement

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Form 5A: Services Provided

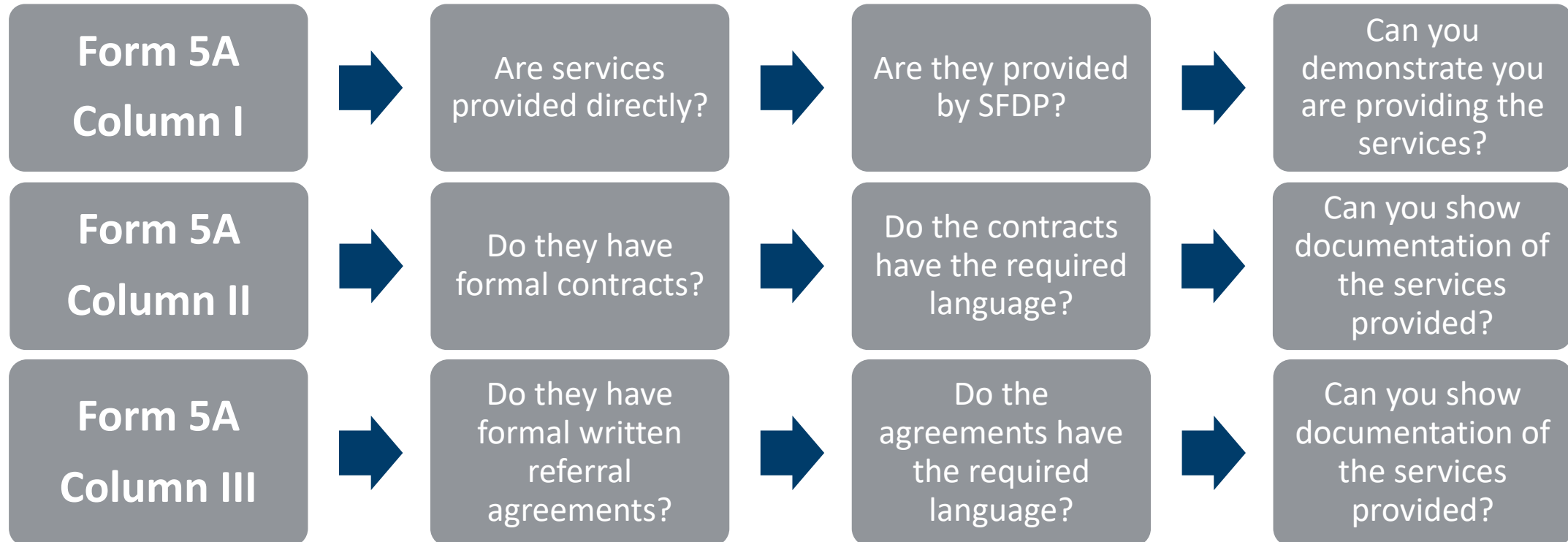
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Infrastructure

Required and Additional Services (Ch 4)

- Providing and documenting services within Scope of Project






Infrastructure

Contracting with referral partners (Ch 4)

- Health centers are not required to provide all services themselves
- Relationships take time and systems

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Infrastructure

Improving continuity and referral processes (Ch 8)

- The populations we serve are at highest risk of “falling through the cracks”
- Medical records, registries, forms, communication avenues

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Infrastructure

Improving quality outcomes and lowering safety risk (Ch 10, 21)

- Contracted or referral agencies should provide the same standard of quality care you are held to
- The "chain of care" is only as strong as its weakest link

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Infrastructure

Ensuring Health IT to track and manage referral relationships (Ch 10)

- More tools are needed with greater complexity of care system

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Infrastructure

Developing referral and payment policies and processes (Ch 9)

- Sliding fee scale
- Access to affordable care

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CARE DELIVERY



The processes and proven approaches used to **provide care and services** to individuals and target populations.




Care Delivery

Referral Tracking and Follow-Up (Ch 4)

- Care should be tracked from beginning to end
- The loop should be closed by the primary care provider (CHC)

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Care Delivery

Electronic Record Documentation of Referrals and Direct-Care (Ch 10)

- Documentation is just as important as the care itself

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Care Delivery

Population health management/Care coordination and care management (Ch 4, 8)

- CHCs are required to provide case management services
- CHCs are required to assess their QI/QA quarterly

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Care Delivery

Ensuring services are available regardless of their social determinants of health (Ch 4)

- CHCs are required to lower the barriers to care (language, limited English proficiency, culturally-appropriate care)

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PEOPLE



The individuals **who receive, provide, and lead care** at the health center and partner organizations to support the goals of high-value care.



People

Patient satisfaction (Ch 10)

- CHCs must have a policy for measuring patient satisfaction at least annually
- CHCs must report patient satisfaction results to the board at least annually
- CHCs need to be able to describe how these results aid in their decision making
- CHCs must maintain a 51% patient board
- Contracts need to include language on how you are going to monitor those outside experience

HRSA
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People

Staff credentialing and privileging (Ch 5)

- Any contract or referral organization must present assurances they are credentialing and privileging their staff

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People

Partnerships with contracted or referral partners (Ch 4)

- The CHC must be able to work together with partners to holistically care for each patient

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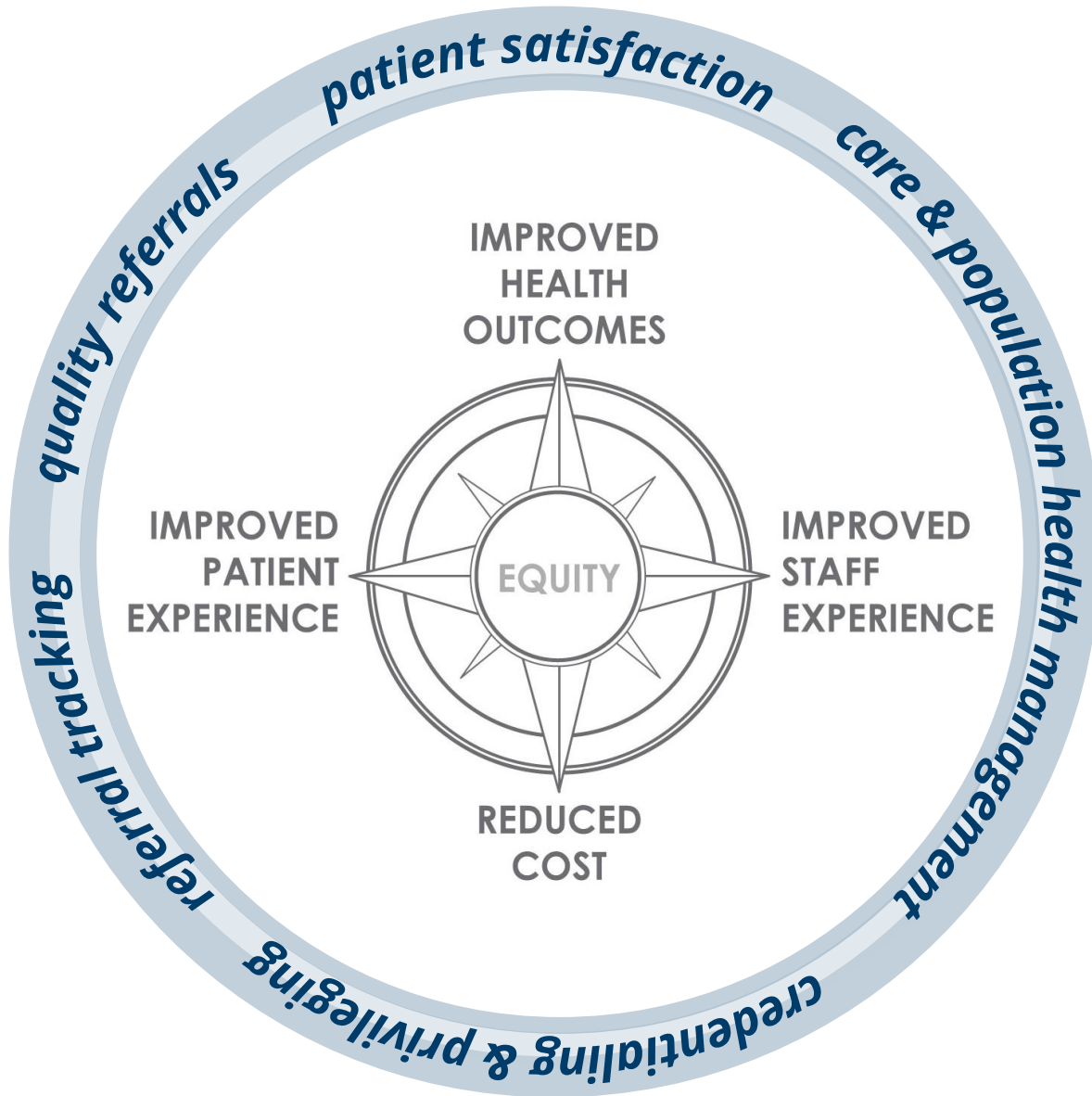
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Quintuple Aim



HRSA's Form 5A is where you document that you are providing all the required services and that your partners are held to the same standards of excellence!



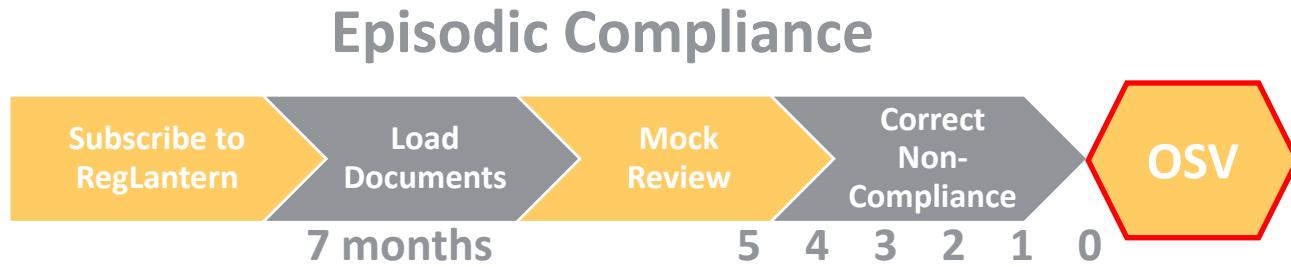
VALUE

The Cost of Episodic Compliance

- Non-compliance
- Culture of chaos, stress, turnover
- Financial cost

Details	Cost
Last-Minute Mock Site Visit	\$15,000-\$30,000
Re-Training Staff on Compliance Changes	\$3,000-\$5,000
Labor Hours of Organizational Efforts (4 FTEs x 40hrs x 12 weeks x \$30/hr)	\$57,600
Labor Hours of Findings Corrections (4 FTEs x 40hrs x 4 weeks x \$30/hr)	\$19,200
TOTAL	\$94,800 - \$111,800

Continuous Compliance



Roadmap to Continuous Compliance

Where are you on RegLantern's
Health Center Road Map to Continuous HRSA Compliance?

Domains of HRSA's Advancing Health Center Excellence Framework	Number of Months Out From Anticipated HRSA OSV																														Date of Next OSV:							
	36	35	34	33	32	31	30	29	28	27	26	25	24	23	22	21	20	19	18	17	16	15	14	13	12	11	10	9	8	7		6	5	4	3	2	1	
Quality, Patient Care, & Safety					5.f	7.a	7.b	7.c	7.d	8.a	8.b	8.c	10.a	10.b	10.c	10.d	10.e	10.f	21.e	21.f																		
Patient Experience					10.a		19.c		7.c		10.a		19.c		7.c																							
Population Health & SDOH						3.a		3.b		14.a		14.b																										
Access & Affordability					4.a	4.b	4.c	6.a		6.b		6.c	9.a	9.b	9.c	9.d	9.e	9.f	9.g	9.h	9.i	9.j	9.k	9.l														
Workforce					5.a		5.b		5.c		5.d		5.e																									
Financial Sustainability						12.a		12.b	12.c	12.d	12.e	12.f	12.g	12.h	12.i	12.j	15.a	15.b	15.c	15.d	15.e	16	17	18														
Governance & Management					19.a	19.b	19.c	19.d	19.e		11.a	11.c	11.d	11.e	13.a	13.b	13.c	13.d	20.a	20.b	20.c	20.d	20.f															
RegLantern can help... ...wherever you are!	Correction of Findings				Continuous HRSA Compliance																		Mock Review			Fine-Tuning & Corrections												
	Need a little extra help fixing findings after your OSV? Our HRSA-compliance experts are here to help!				Our web-based tools are designed to keep you continually compliant all the time, avoiding last-minute "cramming-for-the-test" right before your OSV. Schedule a demo with us today and we will provide a free Form 5A Review and recommendations as a "thank you" for your time!																		Ask about our high-quality, affordable mock compliance reviews!			Need a little extra help? Our HRSA-compliance experts are here to help!												

Numbers and letters (12.b, etc.) correspond with chapters and elements in HRSA's Compliance Manual, August 20, 2018.

Red Elements: Clinical Compliance Chapters / Blue Elements: Governance/Admin. Compliance Chapters / Green Elements: Fiscal Compliance Chapters



1-833-REGLANTERN or RegLantern.com

Elevate 2022 Participants: Free Trial Opportunity

- Free 6-month trial
- Free unlimited access to recorded trainings
- Free Form 5A evaluation
- Free unlimited access to web-based platform



Interested?

Register for Elevate 2022

to receive RegLantern
trial invite:

bit.ly/Elevate_2022

Health Center Perspective



Stacey Curry

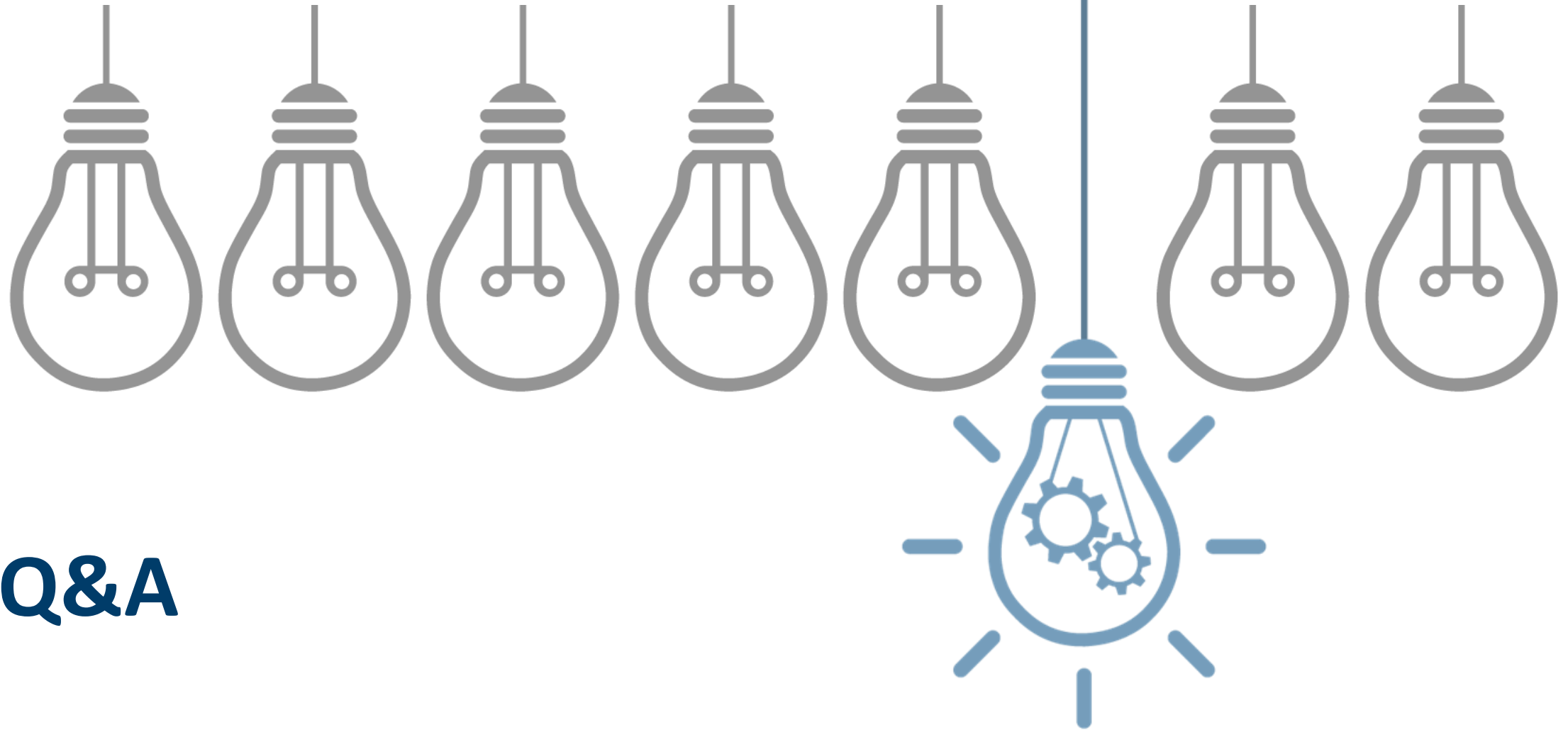
Director of Clinical Quality Management
scurry@coastalfamilyhealth.org



Meagan Parker

Corporate Compliance Administrator
mparker@coastalfamilyhealth.org





Q&A

Our 2022 Journey

Accelerate progress toward value

Elevate 2022

FOCUS AREAS



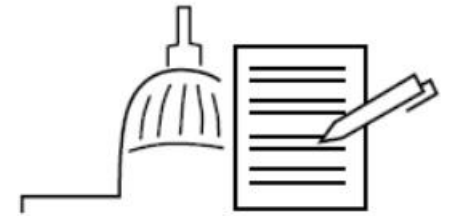
**Value-Based
Payment Models**



**Evidence-Based
Health Center
Systems**



**Community
Partnerships and
Co-Design**



**Catalyzing
Policy Changes**

*Leveraging
reimbursement
opportunities*

*Applying
evidence-based
interventions
within the walls*

*Partnerships and
co-design outside
the four walls*

*Growing
Resilient
Communities*

GET STARTED TODAY!



1

REGISTER

Sign up today using this link:
bit.ly/Elevate_2022

OR, use your
phone to scan
the QR code:



2

ASSESS

<https://reglantern.com/vtf>

Organizations with 3+ VTF
Assessments by November 19
eligible for one of 25
scholarships to attend the 2021
IHI National Forum!



CALL FOR APPLICATIONS

2022-2023 QI Advisory Board Members:

Applications are now being accepted for members to serve on NACHC's QI Advisory Board for the term of Jan 1, 2022 - Dec 31, 2023



Deadline: December 10, 2021

<https://bit.ly/2022QIAdvisoryBoard>



UPCOMING EVENTS

New webinars coming soon...

November 2021

SUN	MON	TUE	WED	THU	FRI	SAT
	1 	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19 	20
21	22	23	24	25	26	27
28	29	30				

December 2021

SUN	MON	TUE	WED	THU	FRI	SAT
			1	2	3	4
5	6	7	8	9	10 	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31 	

 **Nov. 1** Elevate 2022 registration is open!

Nov. 9 Monthly Forum

 **Nov. 19** Register by this date to be entered into a drawing for a scholarship to attend IHI's National Forum!

 **Dec. 10** Applications due to NACHC's QI Advisory Board

Dec. 14 Monthly Forum

 **Dec. 31** Elevate 2021 year end – REGISTER for 2022 by the end of December to stay involved!

Scan QR code to register for Elevate 2022





A bi-monthly mixed methods learning series focused on cardiovascular disease prevention and management topics. CME credits available.



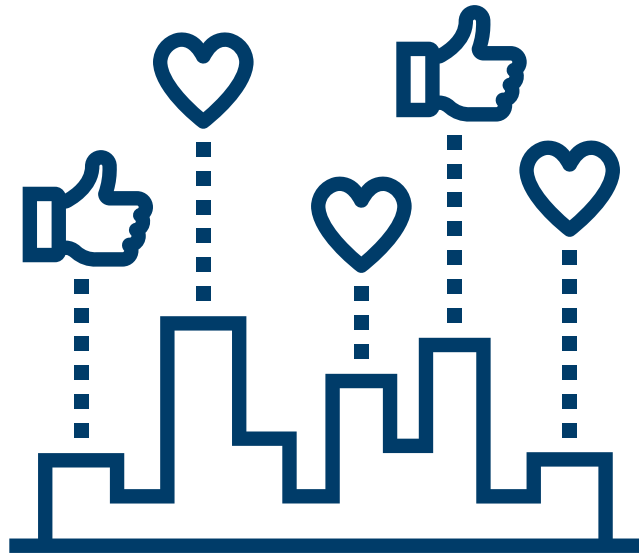
SESSION 2 | 11/17/2021 | 3:00 - 4:00pm ET
Intensifying Treatment to Achieve Blood Pressure Control

SESSION 3 | 1/19/2022 | 3:00 - 4:00pm ET
Ensuring Health Equity in Preventing Cardiovascular Disease

More sessions to come! Details coming soon.

**REGISTER
TODAY!**

<https://bit.ly/MillionHeartsRegister>



Provide Us Feedback

FEEDBACK

Don't forget! Let us know what you thought about today's session.

FOR MORE INFORMATION CONTACT:

qualitycenter@nachc.org

Cheryl Modica
Director, Quality Center
National Association of Community
Health Centers
cmodica@nachc.org
301.310.2250

Next Monthly Forum Call:

December 14th, 2021
1 -2 pm ET



elevate°

**Together, our
voices elevate° all.**

The Quality Center Team

Cheryl Modica, Cassie Lindholm, & Lizzie Utset

qualitycenter@nachc.org