



## *Training Topics: Mix-and-Match Options*

### **SERIES ONE - COMPLIANCE WITH FQHC REQUIREMENTS**

#### *Understanding what is Required of all FQHCs*

##### **1. Health Center Program Oversight**

- How HRSA makes sure health centers stay in compliance with all requirements
- What happens if the health center is out of compliance

##### **2. Needs Assessment**

- Requirements for demonstrating the community's need for services
- Required annual service area review

##### **3. Sliding Fee Discount Program**

- Purpose of the sliding fee discount program
- Eligibility for the sliding fee discount program
- Structure of the sliding fee discount program

##### **4. Required and Additional Health Services**

- Defining the health center's scope of services
- Which services are required and which are optional
- How the health center determines what services to offer

##### **5. Accessible Locations and Hours of Operation**

- Requirements for site locations
- Requirements for hours of operation

##### **6. Clinical Staffing**

- How health centers determine the number and types of clinical staffing needed
- How clinical staff are credentialed, privileged, and evaluated to ensure they are qualified and competent

##### **7. Key Management Staff**

- What types of key management staff are required
- Direct hire vs. contractual
- Needed documentation

##### **8. Coverage for Medical Emergencies**

- Responding to medical emergencies while the health center is open
- After hours care

##### **9. Continuity of Care and Hospital Admitting**

- Relationships with local hospitals
- Hospital admitting privileges vs. using hospitalists

- Following up with patients using hospital services

#### **10. Quality Improvement/Assurance**

- Purpose of a QI/QA program
- Required components of a QI/QA program
- Board's role in QI/QA

#### **11. Contracts**

- When a health center must have a contract for services
- Required elements of a patient service contract
- Board's role in contracting for services
- Procurement procedures

#### **12. Conflict of Interest**

- Definition of conflict of interest
- Disclosing a conflict of interest
- Required response to any real or perceived conflict of interest

#### **13. Collaborative Relationships**

- Types of community providers and agencies health centers are required to collaborate with
- How health centers can document community collaborations

#### **14. Financial Management and Accounting Systems**

- Safeguarding health center assets
- Policies and procedures
- Documenting how federal grant dollars are being used

#### **15. Billing and Collections**

- Timely billing and collection of insurance payments, including Medicaid and Medicare
- Making reasonable efforts to collect self-pay fees from patients
- Policy for waiving fees

#### **16. Budget**

- Components of the annual health center program budget
- Process for developing, approving, and submitting the budget

#### **17. Program Monitoring and Data Reporting Systems**

- How the health center uses data to monitor its own performance
- Submitting performance data to HRSA

#### **18. Board Authority**

- Responsibilities of Board members
- Requirements for how the Board functions
- Policies and procedures
- Strategic planning

#### **19. Board Composition**

- Number and types of Board members required
- Restrictions on types of Board members
- Patient majority

## **SERIES TWO: BOARD EFFECTIVENESS**

### ***Maximizing the Effectiveness of Your Board of Directors***

#### **20. Mission**

- Defining and preserving the mission of the health center
- Reviewing and updating the mission

#### **21. Policies**

- Types of policies required
- Process for drafting, reviewing, updating, and approving policies

#### **22. Safeguarding Assets** *(note: Shoreline speaks in general terms about health center finance requirements, finance content experts can provide further detail.)*

- Health center finances
- Separation of duties
- Budget and audit

#### **23. Relationship between the Board and CEO/Executive Director**

- Selecting the CEO/Executive Director
- Evaluating the CEO/Executive Director
- Supporting the CEO/Executive Director

#### **24. Monitoring and Evaluating Performance**

- Monitoring and evaluating health center performance
- Monitoring and evaluating Board performance

#### **25. Board Composition**

- Board composition and size
- Eligibility and selection

#### **26. Board Membership**

- Recruiting new Board members
- Retaining Board members
- Term limits

#### **27. Board Member Roles**

- Members at large
- Board Officers
- Committees
- Job descriptions

#### **28. Board Meetings**

- Meeting requirements
- Meeting procedures
- Meeting follow-up

#### **29. Interaction with the community**

- Public relations
- Community fundraising
- Relationships with health center staff
- Relationships with the target population and patients