



2019 Menu of HRSA Compliance Readiness Coaching

A. Onsite HRSA Compliance/OSV Readiness Assessment (1.75 days onsite)

Scope of work: Two (2) or three (3) OSV Readiness Coaches are assigned to review gathered documents as per the HRSA Site Visit Protocol for compliance to all requirements and fully prepare staff and the Board for a HRSA Operational Site Visit (OSV). A QFHC coach assigned as team lead is responsible for scheduling a pre-site visit call, providing guidance in identifying documents for review prior to and during the onsite, leading the onsite visit process, and assuring a comprehensive gap report with recommendations is provided within 10 business days of the onsite visit. All coaches are highly experienced in the HRSA OSV process and knowledgeable in the operations of Federally Qualified Health Centers and Look-Alikes and perform HRSA OSV's.

Health centers are given access to the OSVAssist online shared folder system for ease in transfer and organizing documents between QFHC and the health center. A resource library of sample policies, procedures, contracts, plus more are contained with the shared folder system for reference.

1.5 days onsite specific to one area of focus only.

Scope of Work: One (1) OSV Readiness Coach is assigned to review gathered documents and interview staff to assess HRSA Compliance Manual readiness for governance/administrative, clinical services, or financial management. The coach will provide an onsite agenda, communicate needed documents for review and submit a comprehensive gap report with recommendations within 10 business days of the site visit. Health centers are given access to the OSVAssist online shared folder system for ease in transfer and organizing documents between QFHC and the health center. A resource library of sample policies, procedures, contracts, plus more are contained with the shared folder system for reference.

B. Assessment of Compliance Manual Requirements and Site Visit Protocol- Document Review Only

Scope of Work: Remote coaching availability of QFHC OSV readiness coaches to review required HRSA Site Visit Protocol documents and provide recommendations for development/revision of policies or operating procedures to meet HRSA Compliance Manual requirements. The coaching can be customized to fit your needs such as providing a complete review of the governance/administrative, clinical services, and financial management or a selected focus.

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C. HRSA Compliance Manual and Site Visit Protocol- Web Series or Single Day Onsite Training

Scope of Work: Comprised of 4 webinars or 1 day onsite training. Session One: Overview of Compliance and Manual and Site Visit Protocol, the site visit process, key consideration in preparing. Session Two: Financial Management. Session Three: Clinical Services, FTCA, and Performance Analysis, Session Four: Governance. Each area is reviewed in a 1-1.5 hour presentation including opportunities for questions and answers.

D. HRSA Compliance Ongoing Project Management

Scope of Work: *An OSV Readiness site visit (see A above) is recommended prior to engaging coaches in ongoing project management (PM).* PM remote coaching services include a detailed project management work plan for documenting compliance status, gaps, actions needed, plus more for effective management of the preparation process. Access to an online shared folder system for transfer of documents for review, organizing, and storage for presentation during the HRSA OSV. Coaches schedule at least twice a month web meetings to review progress against the work plan. At least monthly a progress report summary document is provided and can be used to keep key management and the Board of Directors informed of compliance status. Coaches are available by email and/phone during the HRSA OSV to assist in managing the site visit process. The preferred time frame for effective compliance project management is at least six months prior to a scheduled HRSA OSV.

E. HRSA Condition Correction - Advisory Support

Scope of Work: QFHC coaches work directly with health centers to review any grant condition(s) received as a result of OSV findings. This includes developing a corrective action plan, assessing needed changes in workflow processes to achieve compliance and making recommendations for change, and policy and procedure development or revisions.

Please contact QFHC, Inc. for pricing and more information about how to engage our expert coaches in helping you achieve and sustain HRSA compliance. We always welcome and appreciate the opportunity to work with community health centers.