

SBHC Certification Webinar Transcript, August 26, 2014

Next Speaker: Okay. Thanks everyone for your patience. Before we actually officially get started, we're just gonna do an audio check, so there's a little button on the right hand side of your screen that should say raise your hand. So if you could raise your hand if you can hear me right now, that would be great. And if you are having any problems with hearing the audio, you can enter it into the question box. But it looks like we're seeing hands right now. Lots of hands. Great. All right. Thank you everyone for joining us for the School Based Health Center State Program Office "Certification and You" webinar. My name's Kate O'Donnell and I'm a Program Analyst with the State Program Office. I work primarily on planning school based health centers and I am also joined today by.

Next Speaker: This is Roslyn Liu. I'm the Team Lead for the School Based Health Center program here.

Next Speaker: And I'm Melanie Potter. I'm the School Based Health Center program Administrative Specialist.

Next Speaker: So, you may notice that we have not been joined by a Public Health Nurse today. That is because our program is currently in the process of hiring two Public Health Nurse positions. We're currently conducting interviews and are hoping to have at least one Public Health Nurse on staff in the next couple weeks. Some of you may have had the opportunity to work with Carol Opheikens. She was a Public Health Nurse with our program for a number of years. She actually created these slides for this presentation today. She has decided to return to direct critical practice, and she is currently working in Clatsop County, so she could not join us today. So we will be doing our best to share with you information about our certification process. The goal of this presentation... it was initially created with the planning sites in mind, so, it's particularly tailored to folks that are going through the certification process for the first time, and that this practice is very new to them. If you currently have a school based health center and you will be going through certification this upcoming biennium, the process will work a little bit differently and I'll call out for you areas the process will be different. But hopefully this will still be helpful for you if you have never been through certification before, or even if you have been through certification. Because we have a couple of new things for this cycle, so it should hopefully get everyone on the same page, and help you have a successful certification process. We're also asking that if you do have questions, to save them for the end. There'll be an opportunity for questions and answers you can type into the question box, but we're just trying to be mindful of time and get through all the material that we have prepared for you.

Okay. Let's get started. First of all, what is certification? So, initially when the first school based health centers, came into existence around the state, they were all, kind of looked a little different. They were created as part of a community process. There was nothing really holding them together statewide in terms of creating a consistent model. So in 2000 a group of folks came together to develop the first certification standards. Those folks included the Oregon School Based Health Alliance, the Conference of Local Health Officials and our State Program Office. And so these certification standards, the first certification standards, came into being

July 1, 2000. And so the goal of these initially, and I think it still holds true, they work to kind of create a standardized model throughout the State of Oregon and to help us think about what are some of the best practices in terms of clinical services being offered, in terms of what clinics look like, and how can we help roll that out across the state. Currently and originally, this practice is voluntary, so you know, there can be a center that exists around the state, somewhere in the state that does not meet our certification standards, and that's totally fine. You don't have to apply for certification, so it's totally voluntary. However, sites, only sites that meet these standards are eligible to receive dollars from our office. In 2014, the new things came into play here and our program was written into rules and now there are OARs, Oregon Administrative Rules, which actually outline the steps of certification process. So those are OARs 333-028-0200 through 333-028-0250 and you can look on the Secretary of State's website if you're really interested in seeing exactly what those rules are, and they're pretty clearly outlined.

Also, I'm hoping that you all have seen this document before. This is our new Standards for Certification that came out in 2014. Pretty much everything that you need to know about getting your school based health center up to certification standards are in here. These standards address facilities, operations and staffing, laboratory services, clinical services, data collection and reporting, quality assurance activities, and all the administrative procedures for certification.

But again, since I said that the certification is a voluntary process, why would you want to certify your SBHD? Part of the reason is that the model in Oregon is a nationally recognized model. Once you become certified, you're part of a statewide network of school based health centers. So there are currently 68 certified school based health centers in the State of Oregon. Also importantly, you're eligible then to receive state funding from our office, so that is partially the funding that comes through the funding formula. So the money that you get for just being a certified center, but then you also qualify for any additional dollars that come through our office. So many of you may have received mental health funding, some of you may have received innovation grant funds. And so only sites that are currently certified are eligible for those funding opportunities. Another benefit of certification is that you are eligible to receive technical assistance and training from our office and then you're part of a data collection and reporting network. Part of your certification requirements are to submit data to our office. We can provide that data back to you for quality assurance purposes.

So this, in a nutshell, is our certification process and you can find this graphic on our website. It illustrates some of the key steps of being certified by our office. So first is the actual application for certification. The second is a site visit or a verification review. The third is addressing any action items that may have come up during the verification review visit, and then the fourth step is actually being certified and then applying for recertification and future biennia. And again, just want to direct you to our website, which has all the information that you will need to be certified.

Let me show you what that looks like here. So this is our front page. A quick link is www.healthoregon.org/SBHC. You can see on the side here, SBHC, our certification standards, and this is your page for finding all things related to school based health center certification. So there's a link to the OARs on the Secretary of State webpage, there's our certification standards, there's the certification process diagram. There is also the initial application for certification for first time sites, and then there's also a really handy flow chart that kind of helps you again walk

through how to prepare for certification. All the materials that I'm going to reference in this certification webinar today are found on this webpage. So, it's a great thing to bookmark and visit frequently if you have questions about certification.

Okay. So, we're gonna walk through the steps that you can look forward to going through when you, um, begin the certification process. The first one is to fill out an initial certification application. So again, as I mentioned at the beginning, this webinar was originally intended for those in the planning for new school based health centers. So, this application is only for sites that do not currently have a school based health center. So if you are currently a certified site, you do not have to fill out this certification application. This is only for planning sites. As far as when you should fill this out, and I've talked to some planning sites about this already, you don't need to fill this out tomorrow.

We'll go to the link and you can kind of see what's contained in the application. Some of these things, you know, you will not have the answers to until you are actually ready to open or you are open or you've been open for a little while, so that's kind of the reason for that. I think in this most recent round of applications, folks waited like two months after they had kind of opened and gotten up and running before they actually applied for certification. So it's up to you. Submitting the application just kind of triggers the process of actually doing a verification review and submitting materials and things like that. So this is the actual application. You can see at the top, there's the definition again of certification. As far as who completes this application... as you know, because if you've ever received funding from our office, our contracts are with local public health departments, and so we do, we expect that the local public health authority is supporting your application for certification and is plugged into the process and is aware that certification is happening, a school based health center is opening in your county, and some of the documents that you submit to our office as part of the certification process will indicate that. So if your local public health department hasn't been directly involved in the planning process and cannot answer the level of detailed questions that are on the planning application, a medical sponsor can submit this application, can fill out this application. However, again, we do just want to see an indication that the local public health authority is aware that this application is being submitted. This again is partially because they'll be receiving the funds for the SBHC and they're ultimately responsible for program outcomes associated with the SBHC. So, if you can scroll down a little bit and see... we just ask for some basic contact information for your medical sponsor and the local public health department. And the boxes that are in the application are mostly attestation that things have been completed and that you are up to certification standards. This application's kind of handy because each section is defined. If you hover over the question, you can see a reference to where this is in the certification standards. There are definitions of what exactly we're looking for. What Melanie is hovering over right now are the supporting documents that our office will need to receive from you once you have applied for certification. And so again, this is why folks usually wait a little bit after they've opened to apply, because we're looking for a floor plan, an organizational chart and a MOU or IGA with your medical sponsor and local public health authority or school, a copy of your current CLIA license, and then we also need a data sample from your client visits. And we can talk a little bit more about what that looks like as you get closer to that. And again, just further down, more attestations that you have policies and procedures in place. We are asking for contact information for the different roles in your school based health center. So your medical director, the administrator,

your school based health center coordinator...and these roles are defined in the certification standards. Sometimes in smaller systems, they are actually the same person. We just need to know who is responsible for those different pieces for your school based health center. We also ask for information around operations and staffing, so your hours that you're planning to be open and who is staffing your center. There's a very handy example there for the types of hours that we're looking for. Again, more attestations around your, lab stuff, the services that are provided, data, so just mostly a lot of boxes being checked and contact information being confirmed, and then if something is not quite up to standards, we just are looking for an explanation. So then, once you have everything filled out, it should take probably about 10 to 15 minutes to get everything checked off and filled out and then you can submit to our office. And so once that is submitted, our office has 30 days to review what you submit. So this is actually considered your application for certification. We will need to see your supporting documents within one week of submitting the application.

So what happens on our end is our team reviews the application is we make sure it's complete, we look for any kind of red flags that come up. And actually once your application is submitted, our office has 30 days to look at it and approve it. You are technically considered certified once that has been submitted and approved by our office. So, you know, once our team looks through your application and agrees to approve it, you'll receive an official approval letter and email notification within those 30 days, and then the official notification will outline the next steps in this certification process.

So one of those next steps is to complete the operational profile. Some of you who already have an existing SBHC will be very familiar with the FileMaker system. This is something that our office uses to keep track of our centers since there are 68 now. It's helpful for us to know who's staffing the centers, are you open in the summer, what are your hours, who the medical sponsor is. And so once you've been approved we'll send you a username and password for the system and we'll also send you a manual, which Melanie is in the process of updating. We do ask that you have your operational profile up to date and completed at least one month prior to our site visit. If you are unfamiliar with the FileMaker system and want to learn about all the things that it can do, Melanie is providing a webinar, FileMaker 101, on September 11th at 10:00 a.m. which should be very useful for folks to learn more. I think Melanie sent out an email about the webinar?

Next Speaker: Yes, I did. If anybody didn't get it, or wants the registration information, you can just send me an email or email sbhc.program@state.or.us.

Next Speaker: Great. So, again, why we ask you to complete this operational profile a month prior to our visit is just so that our Public Health Nurse who is doing the verifications visit has all the information that she or he needs to know what your operations are and what, what your address is and all kinds of pretty basic information about your site before they actually come out.

The next step, and this is also available on our web site and this is not at all required, but it's more of a recommendation to help you prepare for certification. This is especially helpful if you've never been through this process before. Carol Opheikens actually developed this based upon what she would review when she performed a certification visit at a site. She would go

through, she'd actually have this checklist with her and this is exactly what she was looking for during her verification visit. I think as she got more well-versed at the certification process, she's kind of had it in her head, but it's helpful I think to have this to reference and kind of do your own walkthrough of your clinic and see, you know, do we have the signage? Is the policy or procedure in place? And if not, you have time to remedy that before our office actually comes out to do the verification visit. We will also include this resource as part of your email with next steps, but if you do wanna look at it beforehand, it is available on our website. Again, not a requirement, just helpful for you.

So then the next step is to schedule a site visit with our office. Some of you, if you are an existing SBHC, you may have had a site visit scheduled with our office. Because we are currently in the process of hiring a new Public Health Nurse, we're asking folks just to kind of hold tight on those times if they've been assigned and then we will touch base with you this fall to talk about when your site visit will be scheduled and when the Public Health Nurses will be coming to do your verification review. If you are a planning site, we are pretty much operating under the assumption that your verification review will be in Spring 2015. We won't need to actually schedule those visits until like winter or spring. I think Carol had originally had time blocked out on her calendar for most of the spring to do those visits if need be, so it's something we'll definitely be touching base on. So, the purpose of these verification reviews are just basically for us to see what's written in your paper application, how that actually looks in person. It's also for us to establish a relationship with each site and kind of get to know the folks who are delivering services. It's great for us because we are in Portland and we don't get to see a lot of the sites. So it's nice for us to go out in the communities and meet you all and see what your clinics look like. So just some things for you to know about what actually happens during the verification review. We ask each site to schedule two comprehensive physical exams, or well visits. The Public Health Nurse will follow a client entering into the clinic, checking in, and then going into the exam room and will observe a visit. The purpose of this is not at all to provide feedback on your physician or RN's interaction with clients. It's more to observe how the clinic's flow works and, you know, especially for a new site that's often something that's being worked out still, so it's a technical assistance opportunity to provide feedback on. You know, when a client comes in, confidentiality could be better preserved if, you know, this were tweaked a little bit. And so it's just to see how certification standards are being implemented and practiced. Another piece that the public health nurse will do will be to look at your certification binder - so in the standards for certification, again, those listed out the policies and procedures that are required to be present in your certification binder. Our office will provide you with an actual binder with tabs in it that you can fill out. So the Public Health Nurse will actually look at the binder and make sure that all the policies and procedures are up to date, that they're signed by your medical director. And again, part of being onsite is to see if your policies and procedures line up with what's actually happening onsite and making sure that that's consistent. The Public Health Nurse will also look at your facility and make sure that there's proper signage, that minor rights and responsibilities are posted somewhere and those things that are, again, outlined in your certification standards. And then there's also a piece of just doing interviews with staff. And from the verifications visits that I participated in have been very informal. It's mostly, again, just kind of an opportunity for us to get to know you a little bit better and just talking to you about your clinic and providing any feedback that will be helpful for you.

So on our end, it's our responsibility to notify you within 30 days of the site visit. Usually it's a lot longer than that. I think in the past Carol has given folks pretty long lag time for scheduling site visits, and I think once we have some nurses on staff, we'll try to continue that. Another piece of that will be to conduct an exit interview with the staff just to bring everyone together at the end. You can feel free to include whomever you would like during that exit interview. It can be your medical director, your staff, it could be the county if the county is a partner in your SBHC. And it's just an opportunity to debrief with you, to let you know, you know, these are some of the things that I noticed, you may see this in your verification review report. Just to give you a heads up of what to look for. And then two weeks after your actual certification review visit, our office will provide you a report to summarize the findings and give you a list of any action items that may come up.

Which leads me to the last piece, which is action items. And so this is a really snazzy new report that Melanie helped create. It's very colorful. It pretty clearly identifies, these are the different sections of certification. Yes, everything looks great or there are some issues that might need to be addressed, and there are specific... at the bottom there, it says, you know, this is where we could, we would like to see this adjusted. And then there will be, and the report will also include a timeframe for making these changes. So that can look kind of different. So, let's say there's a verification review visit and there are syringes on the counter or something. That would be something that we would want to see corrected immediately. So there are some things that could be a safety concern that we would want to see corrected very quickly. Other things, there is a 30-day window for making adjustments. So like updating signage or getting a certain signature on an MOU. And other things we realize that can take a lot longer, so, like updating your policies and procedures, giving your stakeholders time to review those, can be a little bit more time consuming, so you have 90 days to make those correction. And those, again, will be outlined in your certification visit report.

Carol also provided this list of things that she will frequently see during her site visits, so just as a heads up for you to kind of check and double check and make sure that you have these loose ends tied up. This list is also available on our web site in a PDF form. So just some things to think about, where your signage is, do you have all your policies and procedures that are required in the standards, are they signed, who should be signing them... So those kinds of things that you can look at before we come out for the visit.

Probably the most important thing that Carol wanted us to emphasize is to not panic. We try to be a friendly agency when we come out for the certification visits. I think one of the things that we really stress is that we want our centers to be successful and the goal of these certification standards are to help you have a successful, sustainable clinic. And so, it is really our goal to make sure our centers are up to standards, but then also provide support where necessary to help you meet those certification standards. One goal of the certification visit is to really strategize how we can help you meet these standards and answer any questions that you have. I think the new Public Health Nurses will depend on their style for some of these things and the process may change in the future based on their interactions with the field. But I think in the past they've been really informal and we've all kind of taken it, as I said, as an opportunity to get to know folks. So it's really all about you and, and what you want to get out of your visit.

So then after you've had your site visit, again you do receive that report within two weeks and have time to complete any action items. Carol wanted us to highlight that once you have made it through that process you get an official plaque that you get to display prominently in your center. You get a little sticker each biennium to indicate that you're certified for that biennium. And it's pretty cool actually to go to some of the older sites. They have multiple plaques at this point, which is all the different years that they've been certified. So you can kind of keep collecting them on your plaques, which is exciting. And then once the verification visit has gone through, on our end, we initiate disbursing funding to your center. For the planning states, starting July 1, 2015, once you've successfully gone through the certification process, you'll be entered into our funding formula.

And then, again, once you have been certified, you've gotten your plaque, you're getting funding from our office, there are some required activities that all certified sites must continue in order to maintain their certification. So, again, I referenced our operational profile FileMaker system. We do require that you keep that up to date. Again, it really helps us know what our centers are looking like in terms of staffing, hours, and things like that. You are required to update it every year by October 1st?

Next Speaker: Yep.

Next Speaker: October 1st. But we do ask that you actually make those updates any time staffing changes or something changes at your center. We also require that you submit specific data to our office, and those data requirements are outlined in the standards for certification. If for some reason your clinic does come out of compliance with our standards, so let's say a provider unexpectedly leaves midway through the school year, we ask that you participate in our waiver process so that involves submitting a certification waiver through FileMaker and indicating which section of the certification standards you are no longer in compliance with, what the reason for that is, and your kind of plan for bringing your SBHC back into compliance. That again is another opportunity for our office to talk with you about how can we help you get your center up to certification standards, maybe provide some assistance on what your plan looks like for getting back up to certification.

And then finally another required activity again, and this is for all the folks who have existing SBHCs, is participating in the recertification process every biennium. And so what that looks like is because we have so many SBHCs, it's actually pretty difficult for us to get to every single one every two years. So we do a representative sample of SBHCs within each system, and that's defined by medical sponsors. So for example let's say your county has one SBHC. Because there's one, your one county or your one medical sponsor will get a certification visit from our office every two years. But let's say you have five centers, or six centers. We will do three one biennium, and then three the other biennium. And then that's based on the assumption that if your medical sponsor is overseeing multiple SBHCs in your system, that the centers look fairly similar across your system, and that this representative sample will serve as the certification verification of all of the SBHCs in your system. So it's one of those things that it's kind of nuanced and I think after you've gone through it a couple of times it becomes pretty straightforward.

But we are here to answer your questions if you have any. So as I've mentioned, we currently do not have any Public Health Nurses on staff. That is hopefully going to change shortly, but if you do have questions in the meantime about when your visit will be scheduled, how you can up to certification standards, please feel free to reach out to our team, Rosalyn and Melanie, or myself, or you can send an email to our general SBHC.program@state.or.us and everyone from our team will get your message and so we can figure out an answer to your question. Or you can call our office and we will direct your call to the right person.

So I know that was a lot of information really fast. And we still have quite a bit of time, about 20 minutes left for the hour we had set aside. So we don't have audio for everyone, but we do have the question box, so if you have questions about anything that I just discussed, please feel free to enter that question into the question box and I think between Rosalyn, Melanie and myself, we should hopefully be able to get an answer to you.

Question. Yeah, so we are recording this webinar, and it will be posted on our web site within the next couple of weeks. And that was the question.

Question. So the standards for certification are available on our web site. It's www.healthoregon.org/sbhc and there's a certification tab on the side.

So there's a question about, um, Pap smear requirements and about the timing for, let's see, the timing for when Pap smears are required, and it's over 21. Um, I think so is the question then why we require Pap smears onsite? Yes.

Next Speaker: Pap smears are required.

Next Speaker: The question is why they're required.

Next Speaker: Oh.

Next Speaker: So, the way the standards are written is that you have to have the ability to provide the Pap smear onsite. So it's not that, the standards don't outline exactly who and when you would provide them as opposed to having the ability to do it onsite. And so there's obviously no Public Health Nurse in the room, but the recommendation from the committee and from our Public Health Nurse was to have that service still be available onsite, so for STD testing or treatment, that if you are in a middle school or a high school, that you are required to have that service onsite, but we don't define necessarily when you would be doing that service.

So there's a question about the supporting documents for planning sites for the certification application. Can you pull that up?

Next Speaker: Yeah.

Next Speaker: Thanks. So they can be submitted in PDF form or Word documents, whatever you have. And I think there's an email address for you to email those in if you have them electronically. It's our sbhc.program@state.or.us.

Next Speaker: The next question is will our sites that will have new medical sponsors this year need to be visited, and I believe the answer is yes.

Next Speaker: Yeah, so, this is Rosalyn. So, the process in the past is that if you have a SBHC that has a new medical sponsor, we try to do our best and have in the past to have a site visit to that SBHC in that year, so the upcoming school year, you would not need to submit a new application, that initial application that was web based. You do need to fill in all the information that would go into the operational profile because we are assuming that staff will change, contact information will change, so again, what we would like to see is that you update the operational profile and then work with our office to schedule that site visit within the school year of opening.

Next Speaker: There's also a question about certification binders and that it had been a goal to have them online and but we don't have certification binders online. I don't know if, Maxine, if you're referring to the operational profile or not, but the certification binders that we send out to you, all different tabs for you to fill in your policies and procedures are meant to be onsite and that's something that is reviewed when we send someone out for a site visit. That, hopefully that answers your question. Please let us know if it doesn't.

Next Speaker: So, and then for the question again, Sharon, we can get back to you with an answer for that.

Next Speaker: Are there any other questions? So if there's nothing else, again, this webinar has been recorded and we will post it on our web site. Please feel free to share this with anyone that you're working with as part of the certification process, your medical sponsor or school or anyone that you think could use a review of what certification looks like. And feel free to email us if you have any questions and we are really looking forward to working with you on this certification process this year.

Next Speaker: Okay, thank you.

Next Speaker: Thanks everybody.

Next Speaker: Thank you.