

Rural Health Clinic INSTITUTE



Approximately 4,000 clinics are certified by the Centers for Medicare & Medicaid Services (CMS) as Certified Rural Health Clinics (RHCs) across the US. RHCs serve as an important component of the health care infrastructure by providing comprehensive primary care services at the local community level. In today's complex environment, State Offices of Rural Health (SORH) have the opportunity to play an increasing role in supporting RHCs through communication, education, technical assistance, and advocacy.

NOSORH developed the RHC Institute to help SORH build their capacity to provide technical assistance to RHCs. A panel of SORH leaders, experts and a variety of guest speakers will lead an optional in-person learning session and webinars on a wide range of pertinent topics and best practices. Join us for this unique opportunity to enhance your ability to provide technical assistance to RHCs in your state.

About the RHC Institute

Who should attend the Institute? The RHC Institute is designed for State Offices of Rural Health (SORH) staff interested in providing technical assistance to RHCs.

What will participants learn? SORHs will learn about the needs and challenges of RHCs, such as regulatory compliance, billing and collections, technology implementation, the impact of value-based care and how to support RHC innovations. Participants will be provided with resources, guidance, and best practices for organizing their efforts to provide effective technical assistance and serve as valuable resources for RHCs.

When does the Institute begin? The RHC Institute begins with an optional in-person, pre-conference session on March 18, from 5:30 pm - 7:30 pm, in San Antonio before the start of the [National Association of Rural Health Clinics \(NARHC\) Spring Institute](#). Session participants will be guided through the NARHC conference agenda and will learn how SORHs can engage with NARHC and other associations dedicated to assisting RHCs. The NARHC conference and pre-conference meeting are great opportunities for participants to learn more about RHCs; however, participation is not required.

When do the Webinars begin? Following the NARHC Conference, a 9-part webinar series will begin on Tuesday, April 3, 2018. All webinars will take place on Tuesdays from 1:00 pm to 2:30 pm ET.



National Organization of
State Offices of Rural Health

Rural Health Clinic INSTITUTE



Advisory Committee



Crystal Barter
*Director of Performance
Improvement*
Michigan Center for
Rural Health



Tammy Norville
*Rural Health Operations
Specialist*
North Carolina Office
of Rural Health



Shannon Chambers
Director of Provider Solutions
South Carolina Office
of Rural Health



Kate Hill
*Vice President of
Clinical Services*
The Compliance Team



Tracie Ingram
Rural Health Officer
Louisiana Bureau of
Primary Care and
Rural Health



Lou Ann Wilroy
*Vice President of Outreach
& Network Development*
Centura Health



Kylie Nissen
Senior Project Coordinator
North Dakota Center for
Rural Health



Kassie Clarke
Technical Assistance Director
National Organization of
State Offices of Rural Health

Additional Speakers

Mike Shimmens, *Executive Director*, 3RNet

Stacie Rothwell, *Program Manager for Rural Health Outcomes*, Oregon Office of Rural Health

Scott Ekblad, *Director*, Oregon Office of Rural Health

Nathan Baugh, *Associate*, National Association of Rural Health Clinics

Wakina Scott, *Policy Coordinator*, Federal Office of Rural Health Policy

Michelle Mills, *CEO*, Colorado Rural Health Center

Teryl Eisinger, *Executive Director*, National Organization of State Offices of Rural Health

Rural Health Clinic INSTITUTE

Curriculum Outline

In-Person Learning Session: 5:30 pm – 7:30 pm

Sunday, March 18, 2018

RHC Institute “Kick-Off” Session (Optional)

The RHC Institute begins with an in-person pre-conference session in San Antonio before the start of the National Association of Rural Health Clinics (NARHC) Spring Institute, which takes place March 19–21. Session participants will be guided through the NARHC conference agenda and will learn how SORHs can engage with NARHC and other associations dedicated to assisting RHCs. The NARHC conference and pre-conference meeting are great opportunities for participants to learn more about RHCs; however, participation is not required.

Webinar Series: Tuesdays 1:00 – 2:30 pm ET

April 3, 2018

Prevalent RHC Needs: Understanding the challenges and barriers faced by RHCs

SPEAKERS: Lou Ann Wilroy, Crystal Barter, Kylie Nissen

The first webinar of the RHC Institute will focus on the needs, barriers, and challenges of RHCs. This session will provide an overview of existing needs assessment data, information on the impact of the changing marketplace, and new payment methodologies. We will offer guidance to assist SORHs in learning about the specific needs of RHCs in their states.

April 17, 2018

Starting the conversation for RHCs

SPEAKERS: Tammy Norville, Shannon Chambers, Tracie Ingram

Rural communities are challenged with determining the appropriate delivery models to meet the needs of the community, improve population health, and ensure long-term sustainability. Participants will discuss how to help communities decide if RHC is the right fit for the local primary care clinic and learn how to assist with conducting financial feasibility studies. In addition, this session will cover an overview of the process of transitioning from RHC to FQHC and freestanding RHC to provider-based. This webinar will give SORHs suggestions for providing basic support to RHCs, direct technical assistance, such as conferences, webinars, and information dissemination (social media and newsletters).

SCHEDULE

3/18/2018:

RHC Institute Kick-Off at NARHC Spring Institute (Optional)

WEBINARS

Tuesdays 1:00 – 2:30 pm ET

4/3/2018:

Webinar #1

Prevalent RHC Needs: Understanding the challenges and barriers faced by RHCs

4/17/2018:

Webinar #2

Starting the conversation for RHCs

5/1/2018:

Webinar #3

Providing Technical Assistance to RHCs Part 1

5/15/2018:

Webinar #4

Providing Technical Assistance to RHCs Part 2

5/29/2018:

Webinar #5

RHC Conditions of Participation

6/12/2018:

Webinar #6

RHC Compliance

6/26/2018:

Webinar #7

Collaboration and Partnerships

7/12/2018:

Webinar #8

Understanding RHC Advocacy and Policy Efforts

7/24/2018:

Webinar #9

Moving Forward: Creating a lasting working relationship with your RHCs

CONTINUED

CONTINUED

Webinar Series:

Tuesdays 1:00 – 2:30 pm ET



May 1, 2018

Providing Technical Assistance to RHCs Part 1

**SPEAKERS: Tracie Ingram, Tammy Norville,
Mike Shimmens**

During this two-part series, participants will learn about options for providing high-level technical assistance to RHCs and hear about best practices from SORHs with experience in these areas. Examples include board governance, leadership training, revenue cycle management (coding/billing/reimbursement), cost reporting, and provider and staff recruitment.

May 15, 2018

Providing Technical Assistance to RHCs Part 2

**SPEAKERS: Shannon Chambers, Stacie Rothwell,
Crystal Barter**

Part 2 will highlight additional technical assistance offerings such as Patient Centered Medical Home (PCMH) recognition, quality and operational improvements, technology or telehealth implementation, and integrating oral and behavioral health.

May 29, 2018

RHC Conditions of Participation

SPEAKER: Kate Hill

Participants will review the CMS regulations for RHCs (42 CFR 491.1-491.12) and learn about the requirements for RHC organizational structure, physical plant/safety, and staffing. This session will include basic training on how to use these regulations as benchmarks for day-to-day performance.

June 12, 2018

RHC Compliance

SPEAKER: Kate Hill

SORHs will learn to use the CMS regulations, state operations manual, and surveyor guidelines as valuable reference materials to provide support and assistance to RHCs. In addition, participants

will understand how RHCs apply these documents in the clinic setting to remain in compliance at all times.

June 26, 2018

Collaboration and Partnerships

SPEAKERS: Kassie Clarke, Scott Ekblad

Participants will be provided with guidance on the organizations and experts to connect with to effectively support RHCs. Innovative partnerships built through collaboration at the state and national levels are key to strengthening RHCs. Information will be provided regarding state RHC associations and others such as the State Rural Health Associations, Primary Care Offices, and Primary Care Associations.

July 12, 2018

Understanding RHC Advocacy and Policy Efforts

**SPEAKERS: Nathan Baugh, Wakina Scott,
Michelle Mills, Teryl Eisinger**

The National Association of Rural Health Clinics, Federal Office of Rural Health Policy, and National Rural Health Association will inform participants about current legislative and policy issues at the national level, and provide an overview of opportunities for SORHs to become involved in advocacy efforts.

July 24, 2018

Moving Forward: Creating a lasting working relationship with your RHCs

SPEAKER: Lou Ann Wilroy

In this final webinar session, participants will learn how to put all the information together to develop a comprehensive strategy to most effectively and efficiently work with RHCs in their own states.

Rural Health Clinic INSTITUTE



Registration

Registration for the RHC Institute ends on March 16. Class size will be limited to offer one-on-one assistance to build effective technical assistance programs for RHCs in your state. Register today to take advantage of this one-of-a-kind training.

To register, go to www.regonline.com/RHCI2018

For more information contact Kassie Clarke (888) 391-7258 ext. 105 or at kassiec@nosorh.org

Technology and System Requirements

All learning sessions will be conducted using an online Learning Management System (LMS) called EduBrite. Participants will use EduBrite to access handouts, presentation materials, submit assignments, access live and recorded sessions, and communicate with the course instructor. Recordings of the presentations will be available for playback within 48 hours of the event through the EduBrite system. Participants will be sent an email invitation and user manual to access EduBrite one week prior to the start of the course.

Participants are required to:

- read the “EduBrite User Manual”,
- participate in an introductory webinar on how to use EduBrite or listen to the recorded session prior to the start of the session,
- and login to EduBrite prior to the first session.

Failure to comply may result in access restriction. Only those registered for the RHC Institute will be provided a personal EduBrite login and are permitted to join the webinars and view class materials.

Certificate of Completion

Participants will be required to take a brief quiz after each webinar session, as well as a comprehensive final evaluation including identification of goals for future work with RHCs. A Certificate of Completion will be awarded to participants at the conclusion of the RHC Institute after attending and completing the quiz for 75% of the webinars.