



## TIERED TECHNICAL ASSISTANCE PROGRAM

### ***Introduction:***

NOSORH has been working with a few State Offices of Rural Health to respond to their request for support to engage and provide technical assistance to primary care providers and has developed a set of innovative services/technical assistance strategies and resources to help SORH engage rural primary care providers to better understand and build an innovative rural health landscape and infrastructure.

The fundamental focus of the NOSORH work is to maximize the capacity of SORH. This TA offering is planned to bridge, supplement, strengthen and grow existing SORH efforts, partnerships and resources, at the request of the SORH. It is not meant to replace currently offered TA. This service set is designed to provide support while developing a long(er)-term strategy for SORH to ensure quality technical assistance services are available where needed. NOSORH's goal is not to compete with other TA providers but to provide support services for unmet need(s) to SORH and the communities they serve while strengthening the SORH TA infrastructure.

This TA offering has been developed in response to requests from a few State Offices of Rural Health. A set of innovative technical assistance strategies and resources for SORH have been developed to help SORH engage rural primary care providers and communities to better understand and build an innovative rural health landscape and infrastructure. The TA has been informed by the work of the leaders and partners of NOSORH's Primary Care Committee (formerly known as the Rural Health Clinic Committee) and is focused on limiting fragmentation, growing a national repository of technical assistance resources for rural primary care services while not subjugating established relationships.

All technical assistance services are provided and/or coordinated by Tammy Norville, NOSORH Technical Assistance Director. Tammy maintains Registered Medical Manager, Registered Medical Biller, Registered Medical Coder, Certified Professional Coder and Certified Professional Coder – Instructor certifications. Tammy served rural communities during her almost 15-year tenure at the North Carolina State Office of Rural Health. The cornerstone of her experience is operational efficiency in various healthcare settings allowing flexibility and innovative approaches to project management and challenge resolution.

### ***Purpose:***

SORH are invited to contract with NOSORH to develop, enhance and/or implement their technical assistance and/or engagement strategies in support of their rural primary care providers including but not limited to Rural Health Clinics, Federally Qualified Health Centers/Community Health Centers, Private Providers and other rural primary care providers.

Subjects to be addressed may include operational literacy, building technical assistance skills and technology/benchmarking tools to support and grow technical assistance, reach and engagement strategies of SORH.

This hands-on opportunity positions NOSORH to come alongside SORH to engage rural primary care providers and rural communities to better understand and build an innovative rural health landscape and infrastructure through providing direct technical assistance to rural communities and primary care

providers. The goals and deliverables are accomplished using innovative and individualized service and technical assistance strategies and resources.

**Background:**

- Rural Primary Care Providers – including, RHC, FQHC/CHC, FFS Clinics, etc. - are a priority focus area of the rural health landscape and infrastructure for NOSORH
- Provider-based Rural Health Clinics are included as recipients of technical assistance in SORH, SHIP and Flex grant guidance, providing a natural funding source for these services/resources
- Primary care services are becoming as important as hospital services in time of population health and health equity. Engaging this segment of the rural health landscape and infrastructure in innovative ways is a primary focus of the NOSORH Board
- CAH networks may include RHCs, FQHC/CHCs, or other rural primary care provider types – need for facilitation and establishment of strategic collaboration, participation in meetings, inclusion in action plans, shared data, etc.
- There is a broad range of technical assistance offerings across SORH in terms of understanding, engagement, provider types served (RHC, FQHC/CHC, private) and support strategies for rural primary care providers
- Outreach and development of a TA strategy may be challenging and take time however, with the current funding guidance, now is the time to develop and implement a strong strategy that may carry rural health providers into their next chapter

**Program Options:**

<i>Level</i>	<i>Annual Fee</i>	<i>Included Technical Assistance Services*</i>
<b>Tier 1</b> Project focused	\$5,000	<ul style="list-style-type: none"> <li>• Determination of SORH staff capacity and bandwidth using SORH Proficiencies Benchmarking assessment and SORH self-assessment using RHC – specific matrix, if appropriate</li> <li>• Development of SORH TA continuation strategy (SORH team member or outsourcing), if appropriate</li> <li>• Assessment of rural primary care provider needs/project readiness</li> <li>• Development and implementation of a technical assistance plan/strategy for focused project/identified need(s)</li> <li>• Remote assistance with execution of technical assistance plan/strategy while increasing SORH team capacity</li> <li>• Remote TA offered to rural primary care provider and/or project participants to supplement Local SORH efforts, as needed</li> <li>• TA offered is focused on a single issue: adding a service line, recruitment, retention or compliance issue.</li> </ul>

		<ul style="list-style-type: none"> <li>Remote TA up to 3 organizations (not to exceed 10 individual rural primary care providers)</li> </ul>
<b>Tier 2</b> Open ended – general needs	\$7,500	<ul style="list-style-type: none"> <li>All of Tier 1 PLUS:</li> <li>TA offered to supplement Local SORH efforts, as needed</li> <li>Remote TA up to 6 organizations (not to exceed 18 individual rural primary care Providers)</li> <li>TA may include workflow, revenue cycle – including coding, billing &amp; documentation, quality metrics, process efficiencies, community development, leadership/management development, etc.</li> <li>High level of rural primary care provider engagement with contact every other day or more often; enhance rural primary care provider collaboration efforts</li> </ul>
<b>Tier 3</b> For SORH starting primary care engagement and technical assistance. Project focused or more open ended for general needs.	\$12,000	<ul style="list-style-type: none"> <li>All of Tier 2 PLUS:</li> <li>Remote TA for up to 10 organizations (not to exceed 25 individual Rural Primary Care Providers) needing in-depth/hands-on assistance. TA may include workflow, revenue cycle – including coding, billing &amp; documentation, quality metrics, process efficiencies, community development, establishing relationship(s) with rural primary care providers, leadership/management development, etc.</li> <li>SORH desire to begin work with rural primary care providers or enhance rural primary care provider engagement</li> <li>May have limited SORH staff time or new SORH staff</li> </ul>

**\*Data Analytics Tool Available, if needed:**

The Practice Operations National Database (POND) is available as a separate subscription to enhance data analytics activities for rural providers. POND is a web-based data collection, reporting and benchmarking application tool for rural providers including Rural Health Clinics, community health centers, health system satellite practices, and independent physician or advanced level provider practices to collect financial, operational, productivity, and compensation factors in addition to five (5) rural relevant quality indicators. POND allows for SORH to query participating provider information which may be used to tell the rural story for grant seeking and other reporting requirements. Available for \$2,500 or \$3,500 annual fee (depending on number of Rural Health Clinics within the state).

Hands-on technical assistance to support POND onboarding and initial set-up provided by NOSORH staff to each SORH and participating provider site for up to 99 clinics in the state. \$3,500 for more than 100 clinics in the state. This technical assistance offering is separate from the Tiered TA Program and the scope of assistance provided is specific to the POND tool.

### ***Expected Impact:***

- Improve overall business literacy of participating rural primary care leaders, SORH team members and other participating stakeholders
- Increase technical assistance and community outreach capacity of SORH
- Evaluate sustainability potential of SORH technical assistance capacity through development of the technical assistance continuity plan
- Establish and/or strengthen relationships with rural primary care providers and rural communities

### ***Additional Information and Registration:***

***For questions, additional information, registration information or assistance, please contact:***

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