



Connections for Community Care TIERED TECHNICAL ASSISTANCE PROGRAM

Introducing new branding for all NOSORH Technical Assistance (TA) Services. All TA will fall within the ***Connections for Community Care*** umbrella.

Why Connections for Community Care? We are all about outcome impact to help our rural communities become “more well”. Not only better health but comprehensively more well. That goal is accomplished in lots of different ways by lots of different people, groups, and organizations. Our part is connection. Connecting people to each other...connecting SORH to resources... we facilitate rural communities becoming more well through *Connections for Community Care*.

The fundamental focus of NOSORH work is to build capacity and provide support to SORH and their stakeholders. The Tiered Technical Assistance offering is designed to bridge, supplement, strengthen and grow existing SORH efforts, partnerships, and resources, at the request of the SORH. This service set is intended to provide capacity building and support while developing a longer-term strategy for SORH. The goal is to assist the SORH to develop needed capacity to provide quality TA services geared toward rural primary care providers where and when 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.

A set of innovative TA strategies and resources for SORH have been developed. Through engagement with rural primary care providers and communities, SORH will gain a better perspective and understanding while working toward 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 and is focused on limiting fragmentation, growing a national repository of TA resources and expertise for rural primary care services while not subjugating established relationships.

All TA 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 TA 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. 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 TA to rural communities and primary care providers. The goals and deliverables are accomplished using innovative and individualized service and TA strategies, resources, and tools.

Subjects to be addressed may include operational literacy (revenue cycle management, clinical documentation practices, scheduling/workflow, etc.), building TA skills, as well as technology/benchmarking tools. All areas/topics addressed will support and grow TA, reach and engagement strategies of SORH.

Background Facts:

- Rural Primary Care Providers – including, RHC, FQHC/CHC, FFS Clinics, etc. - are a priority focus of the rural health landscape and infrastructure for NOSORH
- Provider-based Rural Health Clinics are included as recipients of TA inSORH, SHIP and Flex grant guidance, providing a natural funding source for these services and resources
- Primary care services are becoming as important as hospital services in this 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 TA 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
- Data analysis and evaluation is rapidly becoming an important facet of SORH and their stakeholders' ability to enhance anecdotes and "tell their story" in a meaningful and effective way to potential collaborative partners, community members and funders

Program Options:

Level	Included Technical Assistance Services*
<p>Tier 1 Project focused</p> <p>Annual Fee \$5,000</p>	<ul style="list-style-type: none"> • Determination of SORH staff capacity and bandwidth using SORH Proficiencies Benchmarking assessment and SORH self-assessment using RHC – specific matrix, if appropriate • Development of SORH TA continuation strategy (SORH team member or outsourcing), if appropriate • Assessment of rural primary care provider needs/project readiness • Development and implementation of a TA plan/strategy for focused project/identified need(s) • Project-specific remote assistance with execution of TA plan/strategy while increasing SORH team capacity • Project-specific remote TA offered to rural primary care provider and/or project participants to supplement Local SORH efforts, as needed • TA offered is focused on a single issue such as adding a service line, recruitment, retention, or compliance issue (not an exhaustive list). • Remote TA up to 3 organizations (not to exceed 10 individual rural primary care providers) not participating in the Tier 1 Project
<p>Tier 2 Open ended – general needs</p> <p>Annual Fee \$7,500</p>	<p>All of Tier 1 PLUS –</p> <ul style="list-style-type: none"> • TA offered to supplement Local SORH efforts, as needed • Remote TA for up to 6 organizations (not to exceed 18 individual rural primary care providers) • TA may include workflow, revenue cycle – including coding, billing & documentation, quality metrics, process efficiencies, community development, leadership/management development, etc. • High level of rural primary care provider engagement with regular contact, as appropriate; enhance rural primary care provider collaboration efforts
<p>Tier 3 For SORH starting primary care engagement and TA. Project focused or more open ended for general needs.</p> <p>Annual Fee \$12,000</p>	<p>All of Tier 2 PLUS -</p> <ul style="list-style-type: none"> • 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 & documentation), quality metrics, process efficiencies, community development, establishing relationship(s) with rural primary care providers, leadership/management development, etc. • SORH desire to begin work with rural primary care providers or enhance rural primary care provider engagement • May have limited SORH staff time or new SORH staff • Weekly touch-point calls with SORH & TAD • Other individualized activities as deemed appropriate and necessary based on SORH goals and need

Additional Option:

\$1,500 – Basic Primary Care Data Add-on to selected *Tiered Technical Assistance* subscription. This service set will include determination of basic data opportunities related to rural primary care work and incorporating those opportunities to enhance TA work. This add-on will explore basic data management resource needs and next steps.

Expected Impact:

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

What participants & partners say

The “assistance was super helpful.”

"... they know you go above and beyond! Thanks so much!"

"It was a huge success and I hope we can explore other ventures together in the future. I have heard nothing but rave reviews..."

"I just want to send a huge shout out to all for the wonderful workshop yesterday. The feedback [we] are hearing is awesome." - Email from participating Chief Nursing Officer

Registration:

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

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