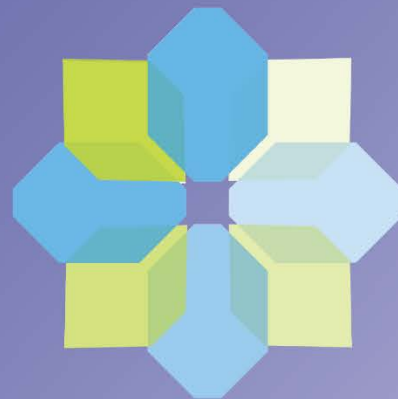




Recruiting and Opening New Sites

Cara McCarthy, Louisiana Department of Health
Kelly Keeter, Alaska Department of Health and
Social Services



2020 NFPRHA
NATIONAL CONFERENCE

Objectives

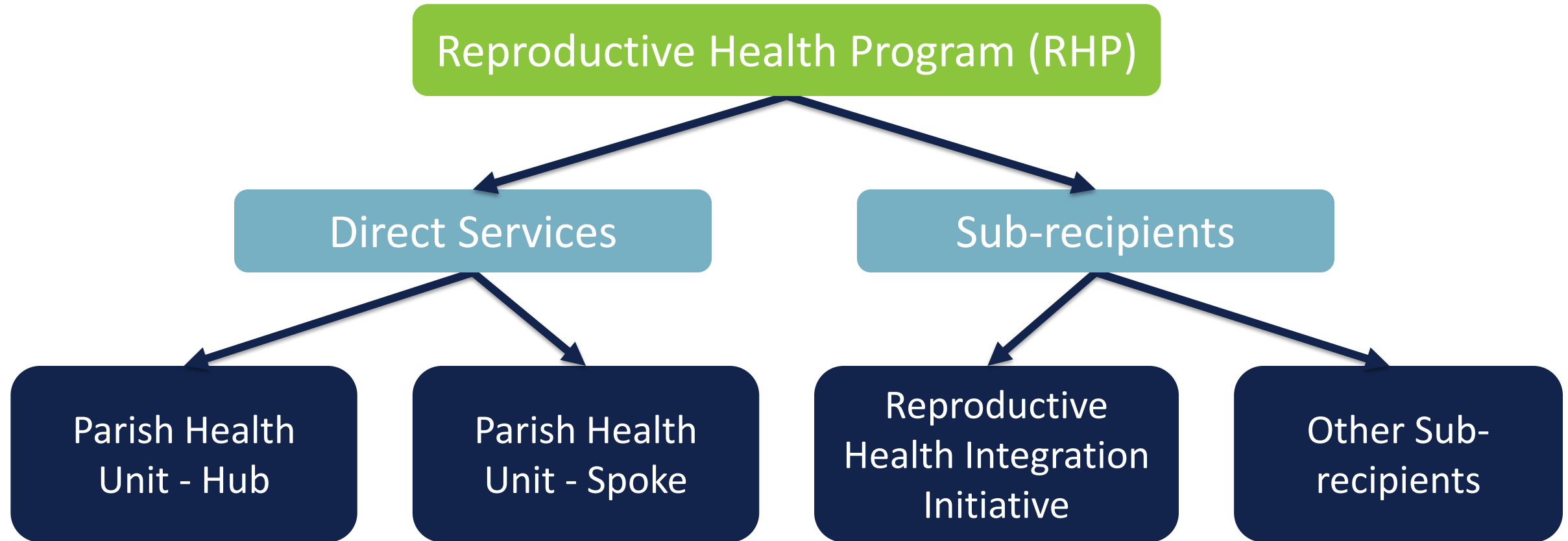
- Review key components and considerations in the recruitment and onboarding of new family planning health center sites.
- Discuss current approaches to recruiting and onboarding new sites in the field.
- Describe strategies and activities for providing tailored onboarding support to new sites that have not previously provided the full scope of family planning services.

Recruiting and Onboarding New Title X Sites: The Pre-implementation Period

Cara McCarthy, MPH

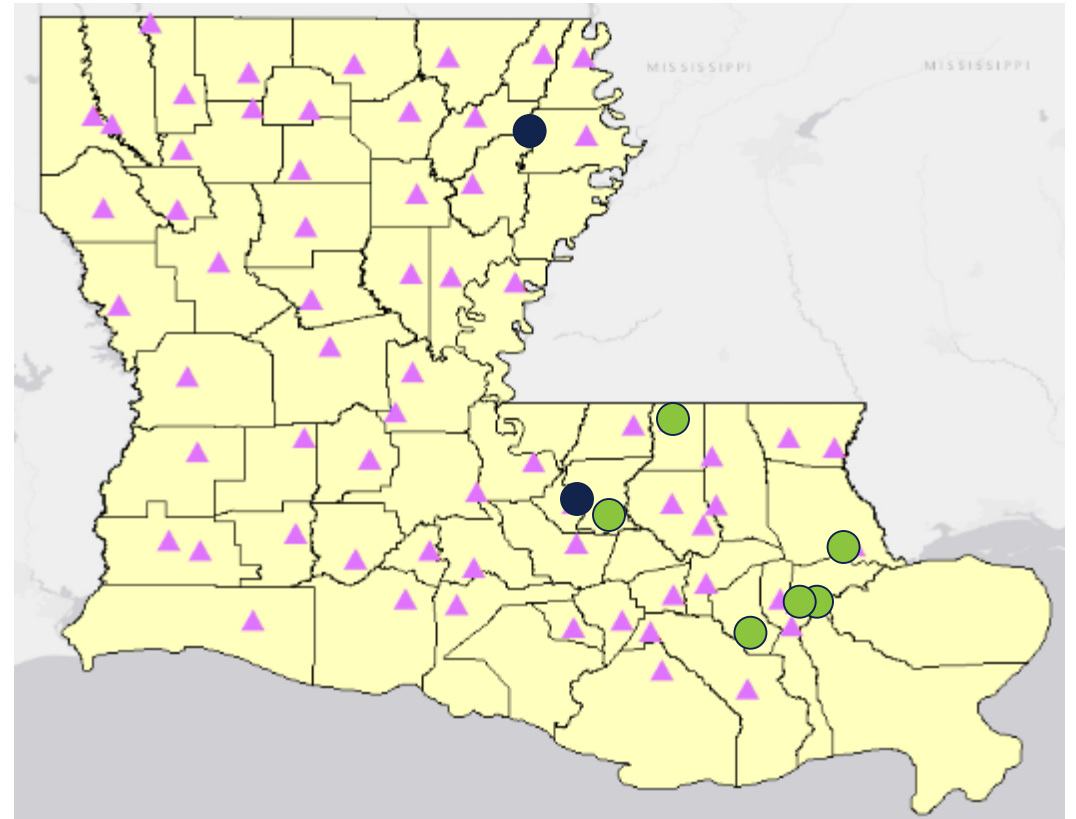
Reproductive Health Integration Program Monitor

Louisiana Title X Reproductive Health Network

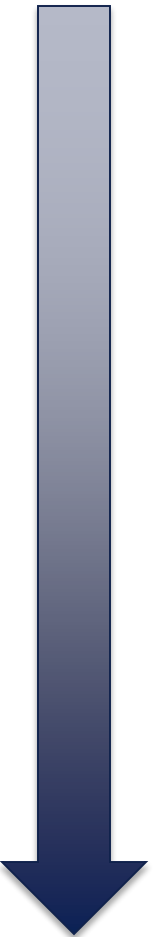


Current Title X Program

- 63 Direct Service Sites ▲
 - Reproductive health services provided through stand-alone Parish Health Units
- 6 Sub-Recipient Sites ●
 - Reproductive health services integrated into the primary care practice of five Federally Qualified Health Centers and the **Tulane Drop-In Center and Tulane Doctors Adolescent and Young Adult Health**



RHP History of Collaboration with Community Providers

- 
- Supply only contracts
 - Reproductive Health Quality Collaborative
 - Formed to establish relationships with CHCs and explore pathways to diversify Title X clinic network and primary care integration opportunities
 - Collaborative members included FQHCs, RHCs, Medicaid, and private providers
 - Activities included:
 - Mapping current networks
 - Assessing safety net need
 - Pilot with 2 FQHCs
 - TA and training
 - **Reproductive Health Integration Initiative**
 - Partnership with Louisiana Public Health Institute

Reproductive Health Integration Initiative (RHII)

Goal

- To reduce unintended pregnancy and improve health outcomes – reproductive health (RH) and overall – by increasing access to comprehensive, high-quality reproductive health services, provided as part of a client-centered care approach

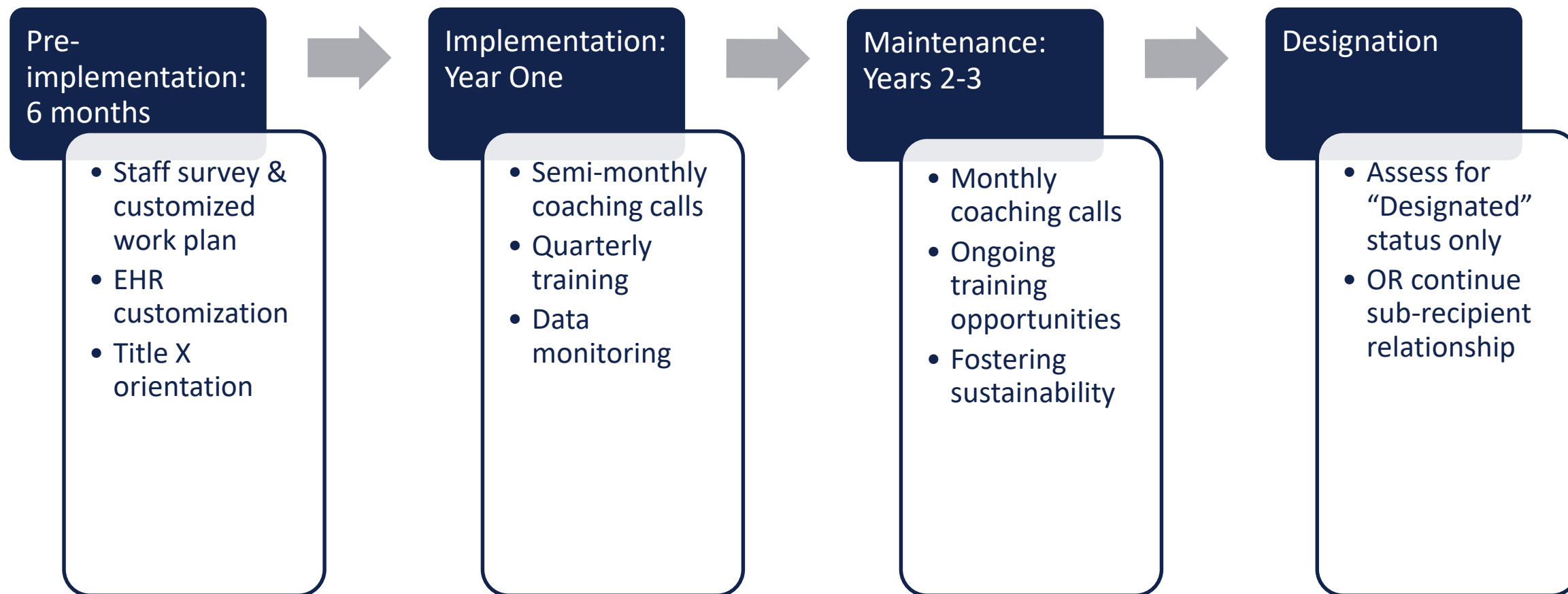
Model

- Integrate RH into primary care services by screening all clients of reproductive age (15-44) for need for RH services
- Address reproductive health needs during visit (internal referrals)

Method

- Provide tailored training and technical assistance to selected Community Health Centers sub-recipient sites

RHII Life Cycle



Solicitation of Offers

- Promotion
 - Parish Health Units
 - Primary Care Association
 - Office of Public Health network
 - Informational webinar
- Timeline
 - Open: August 1-September 30
 - Review and selection: October 1-31
 - Announcement to applicants: First week of November
- Selection process
 - Panel of BFH staff and TA partners
 - Priority given to areas with high need



The Reproductive Health Program (RHP), of the Louisiana Department of Health – Office of Public Health (LDH OPH), is issuing a solicitation of offers for health centers in Louisiana who are interested in participating in the Reproductive Health Integration Initiative (RHII) as Title X Family Planning program sub-recipients.

The goal of the Reproductive Health Integration Initiative (RHII) is to increase access to and utilization of reproductive health services by meeting patients' family planning and reproductive health needs using a proactive and comprehensive approach.

RHII sub-recipients receive financial resources, training, and technical assistance to help build their capacity to increase access to high quality, patient-centered reproductive health care services for low-income, under-insured and uninsured individuals.

RHII Application - Due September 20, 11:59pm

RHII Informational Webinar



Pre-implementation Period

Pre-implementation Overview

- Develop a plan/timeline for streamlined communication
- Assess current Title X related services provided on site
- Establish Change Team at site to facilitate the pre-implementation and implementation process
- Visit site to meet staff and discuss shared expectations
- Develop work plan
- Initiate work plan through coaching calls and training activities

Pre-implementation Plan

Timeline	Topic/Content	Related Documents – Found in LMS	Sub-Recipient To Do
November	Welcome to RHII <ul style="list-style-type: none"> Intro to Learning Management System (LMS) 	<ul style="list-style-type: none"> RHII Implementation Guide (RIG) Deliverables calendar 	<input type="checkbox"/> Review LMS documents
December	<u>Assessments/Surveys</u> <ul style="list-style-type: none"> Purpose of assessments 	<ul style="list-style-type: none"> Site assessment Staff survey (link) 	<input type="checkbox"/> Complete site assessment <input type="checkbox"/> Complete staff survey
January	Site Visit Prep <ul style="list-style-type: none"> Purpose of site visit Selection of <u>Change Team</u> 	<ul style="list-style-type: none"> RHII Pre-implementation Site Visit Plan 	<input type="checkbox"/> Select Change Team
February	<u>Site Visit</u> <ul style="list-style-type: none"> Clinical services checklist EHR customization 	<ul style="list-style-type: none"> <u>Manual review checklists</u> EHR customization guidance Points of contact 	<input type="checkbox"/> Establish EHR customization plan <input type="checkbox"/> Schedule <u>coaching calls</u>
March	Contract Compliance Part 1 <ul style="list-style-type: none"> Title X compliant billing policies Confidentiality 	<ul style="list-style-type: none"> Administrative calendar OPA directory form Sample sliding fee scale policy 	<input type="checkbox"/> Return OPA directory form
April	Contract Compliance Part 2	<ul style="list-style-type: none"> Quality assurance calendar 	<input type="checkbox"/> Return staff roster update
May	Contract Compliance Part 3 <ul style="list-style-type: none"> LMS Registration and use Contract invoicing 	<ul style="list-style-type: none"> LMS Instructions Invoice Template and Instructions 	<input type="checkbox"/> Title X Orientation by July 31 <input type="checkbox"/> Run data collection test reports <input type="checkbox"/> Manual review checklist due
June	Preparing for Implementation	<ul style="list-style-type: none"> Training call schedule 	<input type="checkbox"/> TBD – Based on needs

Assessments/Surveys

- Site Assessment
 - Services and supplies currently provided
 - Capacity of CHC facility to provide RH services
 - Staffing structure
- Staff Survey
 - Services provided by staff roles/credentials
 - Interest in training on RH services
 - Attitudes about providing RH services

Reproductive Health Integration Initiative (RHII)
Pre-Service Clinical Assessment



Name of Site:	
Main Contact:	
Date of Assessment:	
Assessment Participants:	
Name:	Title:
Name:	Title:
Name:	Title:

I. Title X Services Checklist: Please select all the services you currently offer at your health center.

History	Reproductive life plan	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Referral: _____
	Medical History	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Referral: _____
	Current pregnancy status	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Referral: _____
	Sexual health assessment	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Referral: _____
	Intimate partner violence (IPV)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Referral: _____
	Alcohol & other drug use	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Referral: _____
	Tobacco use	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Referral: _____
	Immunizations	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Referral: _____
	Depression	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Referral: _____
	Folic Acid	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Referral: _____
Physical Examination	Height, weight, & BMI	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Referral: _____
	Blood pressure	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Referral: _____
	Clinical breast exam	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Referral: _____
	Pelvic Exam	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Referral: _____
	Genital Exam	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Referral: _____
	Signs of androgen excess	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Referral: _____
Laboratory Testing & Screening	Thyroid exam	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Referral: _____
	Pregnancy test	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Referral: _____
	Chlamydia	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Referral: _____
	Gonorrhea	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Referral: _____
	Syphilis	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Referral: _____
	HIV/AIDS	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Referral: _____
	Diabetes	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Referral: _____
	Cervical cytology	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Referral: _____
	Mammography	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Referral: _____
	Pap Smear	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Referral: _____
Colposcopy	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Referral: _____	

Change Team

- Change Team
 - Implements reproductive health service delivery protocols and quality improvement activities
 - Disseminates information to health center staff to enable site-wide adoption of reproductive health best practices
 - Members include: Project lead, Clinical Champion, Nurse/Care Manager/MA, HIT Super User, and Quality Improvement Staff
 - LPHI and RHP support the change team by establishing a Reproductive Health Integration Work Plan and through practice coaching, training, and technical assistance

Pre-implementation Site Visit

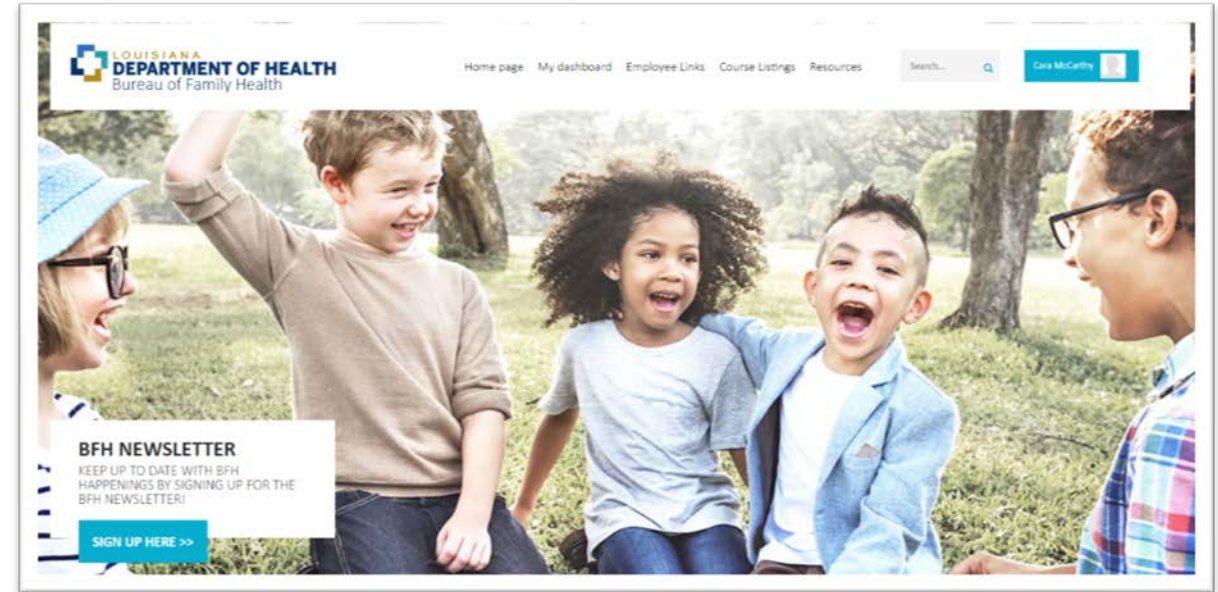
Meet with...	To discuss...
All staff	<ul style="list-style-type: none">• The goal of RH integration• Assessment/survey results
Change Team	<ul style="list-style-type: none">• Project charter• Pre-implementation timeline Feb-June
Clinical staff	<ul style="list-style-type: none">• Title X services list and workflows
HIT super-user	<ul style="list-style-type: none">• EHR customization• RHII/Title X reporting activities
Quality Improvement staff	<ul style="list-style-type: none">• Quarterly reports and QI projects
Admin staff	<ul style="list-style-type: none">• Title X compliance• RHII contract and invoicing

Coaching Calls

- Coaching Calls
 - Semi-monthly calls with the RHII program team
 - Calls focus on technical assistance such as:
 - Clinic workflow
 - EHR optimization
 - Quality improvement
 - Other topics as identified
 - Practice coaches also available for ad hoc consultation

Training Activities

- Title X Orientation
 - Completed online through LMS
- RHII Training Introduction
 - Based on needs of clinic
 - At minimum will include:
 - Family Planning 101 → all RHII staff
 - EHR documentation of FP services → providers
- Quarterly Training Calls
 - In first year will cover all Title X services
 - Based on QFP



Communication Channels

- Coaching calls
- Quarterly training calls
- RHII-mails
 - Links to resources
 - Upcoming events
 - CHC Spotlights
- Learning Management System
- Website: healthychoicesla.org



Ways to Make it Work for YOU!

- Assessments: Use online data capture tools to automate and streamline your data collection
- Change Team: If you are unable to convene a full team, at least identify two Change Champions – Admin and Clinical
- Training: Develop a curated list of online trainings that meet the needs of your sub-recipients
- Communication: Utilize free online shared drives and email marketing platforms
- Peer-learning: Use the wealth of experience you have in your network to troubleshoot and share successes



Questions?

Thank You!

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THANK YOU



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