

RH Program Coordinator Competencies

RH Program Coordinators are required to ensure that the agency and each clinic listed on its MSA are operating the RH Program in compliance with RH Program requirements. Because it is such an important role, it is highly recommended that the RH Program Coordinator be in a position of oversight and have authority over all the clinics participating in the RH Program.

Agencies' RH Program Coordinators are responsible for:

- RH Program subject matter expertise
 - Administrative requirements
 - Clinical requirements
 - Client eligibility and enrollment in coverage
 - Billing and data submission
- Acting as the primary contact with the Oregon RH Program
- RH Program management
 - Staff training
 - Workflows
 - Protocols / policies (full RH Program clinics only)
 - Client materials
 - NVRA reporting
 - Billing and data reporting
 - Compliance reviews
 - Staff accountability

The following tables identify the knowledge and skills required for performing the duties of a RH Program Coordinator as well as available resources.

If RH Program staff determine that the agency staff person assigned to the role of RH Program Coordinator is not meeting the requirements, RH Program staff will request that the role be re-assigned.

Note: Agencies determine the appropriate competencies for each staff person they hire. The knowledge and skills listed below are only what are necessary to perform the tasks specific to a RH Program Coordinator.

RH Program Coordinator Competencies

A. RH Program Subject Matter Expert		
Understands and can explain the RH Program and its requirements		
Knowledge & Skills	Must	Available Resources
<p><u>Knowledge:</u> General overview of RH Program</p> <p><u>Skills:</u> Critical thinking Communication</p>	<p>Be able to describe:</p> <ol style="list-style-type: none"> 1. Administrative and clinical requirements of operating the RH program 2. Client eligibility criteria for RH Program 3. Difference between RH Program and RH Program coverage 4. Services available under RH Program 5. What services/supplies must be provided to ALL clients seeking reproductive health services regardless of their payer source 	<p>RH Program Orientation Video Slides</p> <p>RH Program Services Video</p>
<p><u>Knowledge:</u> RH Program Coverage Eligibility RH Program Billing</p> <p><u>Skills:</u> Communication Quality assurance / improvement</p>	<p>Be able to describe:</p> <ol style="list-style-type: none"> 6. Eligibility criteria for RH Program coverage 7. Process for enrollment into RH Program coverage 8. What services may be billed to the RH Program 	<p>Program Manual</p> <p>RH Program Enrollment Form Video Slides</p> <p>RH Program Eligibility Database Slides</p> <p>RH Program CVR Video Slides</p>
<p><u>Knowledge:</u> Most current RH Program information</p>	<ol style="list-style-type: none"> 9. Read RH Program emails and newsletter 10. Participate in RH Program webinars 	<p>RH Program Provider Resources webpages</p>

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A. RH Program Subject Matter Expert		
Understands and can explain the RH Program and its requirements		
Knowledge & Skills	Must	Available Resources
<u>Skills:</u> Time management Project management / prioritization Communication	11. Attend required trainings 12. Regularly review RH Program webpages for changes and new resources	

B. RH Program Liaison		
Communicates information from the RH Program to clinic staff, and vis versa.		
Knowledge & Skills	Must	Available Resources
<u>Knowledge:</u> How and when to request or share information with state RH Program staff <u>Skills:</u> Communication Project management / prioritization Responsiveness	1. Respond to RH Program staff communications within requested timeframe 2. Communicate questions to RH Program staff 3. Request TA/support from RH Program staff when needed 4. Update RH Program staff with clinic changes when they occur: (i.e. closures- permanent or temporary, address/phone number changes, changes in services) 5. Update RH Program staff with critical staff changes when they occur (i.e. billing supervisor, administrator, clinic manager(s))	RH Program Contact Us webpage

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B. RH Program Liaison		
Communicates information from the RH Program to clinic staff, and vis versa.		
Knowledge & Skills	Must	Available Resources
	6. Be available and participate in RH Program audits	
<u>Knowledge:</u> Share RH Program information with clinic staff <u>Skills:</u> Communication Quality assurance / improvement	7. Share RH Program trainings and resources with appropriate staff 8. Update agency/clinic staff with RH Program changes	Emails from RH Program staff RH Program Provider Resources webpages

C. RH Program Management		
Understands and uses project management strategies to ensure RH Program requirements are met.		
Knowledge & Skills	Must	Available Resources
<u>Knowledge:</u> Clinic workflows, from front desk to clinical services provision/education to billing/data submission How RH Program affects workflows Appropriate agency/clinic staff are involved in decision-making <u>Skills:</u> Delegation Problem Solving	Work with appropriate agency/clinic staff to: 1. Develop training plan for current and new staff on RH Program and its workflows 2. Ensure that: a. Workflows are developed and implemented to integrate RH Program processes into client enrollment, clinical services, and billing	RH Program Trainings webpage

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C. RH Program Management		
Understands and uses project management strategies to ensure RH Program requirements are met.		
Knowledge & Skills	Must	Available Resources
<p>Critical Thinking</p> <p>Project management / prioritization</p> <p>Quality assurance / improvement</p> <p>Advocacy (for staff, clients, and RH Program)</p>	<ul style="list-style-type: none"> b. Visit data is submitted for all reproductive health visits regardless of the payer source for the visit c. Clinical protocols and administrative policies are followed and updated as appropriate (full RH Program clinics only) d. Client materials are accurate & culturally responsive e. A broad range of contraceptives are available on-site f. Agency uses an I & E committee (full RH Program clinics only) g. NVRA reporting requirements are met h. Proper documents are provided to RH Program staff for reviews and audits i. Clinics are prepared for scheduled visits / reviews j. Agency recertifies with the RH Program as required (full RH Program clinics only) 	
<p><u>Knowledge:</u></p> <p>RH Program services</p> <p><u>Skills:</u></p>	<p>Work with appropriate agency/clinic staff to:</p> <p>3. Ensure there is a process whereby:</p> <ul style="list-style-type: none"> a. Clinical staff understand the elements if a RH visit 	<p>Program Manual</p> <p>RH Program Services</p> <p>Video</p>

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C. RH Program Management Understands and uses project management strategies to ensure RH Program requirements are met.		
Knowledge & Skills	Must	Available Resources
Delegation Problem Solving Critical Thinking	b. Clinical elements are documented in the EHR and chart notes to support reimbursement	Chart Documentation Guidance
<u>Knowledge:</u> Internal staff accountability processes <u>Skills:</u> Delegation Problem Solving Critical Thinking	Work with appropriate agency/clinic staff to: 4. Ensure staff are held accountable for meeting RH Program requirements	