

AbortionCare

RH Coordinator Competencies for AbortionCare Agencies

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

Agencies' RH Coordinators are responsible for:

- AbortionCare subject matter expertise
 - Certification requirements
 - Client eligibility and enrollment in RH Access Fund
 - Billing and data submission
- Acting as the primary contact with the Oregon RH Program
- AbortionCare management
 - Staff training
 - Workflows
 - Client materials
 - Billing
 - Compliance reviews
 - Staff accountability

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

If RH Program staff determine that the agency staff person assigned to the role of RH 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 Coordinator.

RH Program Coordinator Competencies for AbortionCare Agencies

(Resources are in the process of being updated to reflect name changes and updated requirements.)

A. AbortionCare Subject Matter Expert		
Understands and can explain the AbortionCare and its requirements		
Knowledge & Skills	Must	Available Resources
<u>Knowledge:</u> General overview of AbortionCare High-level overview of RHCare <u>Skills:</u> Critical thinking Communication	Be able to describe: 1. Requirements for operating AbortionCare 2. Services available under RHCare	Program Manual RH Program Orientation Video Slides
<u>Knowledge:</u> RH Access Fund Coverage Eligibility RH Access Fund Billing <u>Skills:</u> Communication Quality assurance / improvement	Be able to describe: 3. Eligibility criteria for AbortionCare 4. Process for enrollment into the RH Access Fund 5. What services may be billed to the RH Access Fund	RH Access Fund Client Enrollment Video Slides
<u>Knowledge:</u> Most current AbortionCare information <u>Skills:</u> Time management Project management / prioritization Communication	6. Read RH Program emails and newsletter 7. Participate in RH Program webinars 8. Attend required trainings 9. Regularly review RH Program webpages for changes and new resources	RH Program Clinic Resources webpages

RH Program Coordinator Competencies for AbortionCare Agencies

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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
<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@dhsosha.state.or.us
<u>Knowledge:</u> Share RH Program information with clinic staff <u>Skills:</u> Communication Quality assurance / improvement	6. Share RH Program trainings and resources with appropriate staff 7. Update agency/clinic staff with RH Program changes	Emails from RH Program staff RH Program Clinic Resources webpages

RH Program Coordinator Competencies for AbortionCare Agencies

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C. AbortionCare Management		
Understands and uses project management strategies to ensure AbortionCare 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 AbortionCare affects workflows Appropriate agency/clinic staff are involved in decision-making <u>Skills:</u> Delegation Problem Solving Critical Thinking Project management / prioritization Quality assurance / improvement Advocacy (for staff, clients, and AbortionCare)	Work with appropriate agency/clinic staff to: 1. Develop training plan for current and new staff on AbortionCare and its workflows 2. Ensure that: a. Workflows are developed and implemented to integrate AbortionCare processes into client enrollment, clinical services, and billing b. Client materials are accurate & culturally responsive c. A broad range of contraceptives are available on-site d. Clinics are prepared for scheduled audits e. Proper documents are provided to RH Program staff for reviews and audits	RH Program Trainings webpage
<u>Knowledge:</u> AbortionCare services <u>Skills:</u> Delegation Problem Solving Critical Thinking	Work with appropriate agency/clinic staff to: 3. Ensure there is a process whereby: a. Clinical staff understand the elements of a AbortionCare visit b. Clinical elements are documented in the EHR and chart notes to support reimbursement	Program Manual Chart Documentation Guidance

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C. AbortionCare Management		
Understands and uses project management strategies to ensure AbortionCare requirements are met.		
Knowledge & Skills	Must	Available Resources
	c. Clients who are not eligible for AbortionCare are given information about alternate payer sources (e.g. OHP, charity care)	
<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 AbortionCare requirements	

I, _____, understand and agree to perform the above RH Coordinator duties.
(RH Coordinator's name)

Signature: _____ Date: _____

I, _____, agree to support _____ in performing the RH Coordinator duties.
(Higher-ranking staff member's name) (RH Coordinator's name)

Signature: _____ Date: _____