

RH Coordinator Competencies at RHCare Clinics

RH Coordinators are required to ensure that the agency and each clinic listed on its MSA are operating RHCare in compliance with [RHCare 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 RHCare.

Agencies' RH Coordinators are responsible for:

- RHCare subject matter expertise
 - Certification Requirements
 - Client eligibility and enrollment in RH Access Fund
 - Billing and data submission
- Acting as the primary contact with Oregon RH Program staff
- RHCare management
 - Staff training
 - Workflows
 - Clinical Practice Standards and Mandatory Reporting Policy
 - 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 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.

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

A. RHCare Subject Matter Expert Understands and can explain RHCare and its requirements		
Knowledge & Skills	Must	Available Resources
<u>Knowledge:</u> General overview of RHCare <u>Skills:</u> Critical thinking Communication	Be able to describe: 1. Requirements for operating RHCare 2. Client eligibility criteria for RHCare 3. Difference between RHCare and RH Access Fund coverage 4. Services available under RHCare 5. What services/supplies must be provided to ALL clients seeking reproductive health services regardless of their payer source	RH Program Orientation Video Slides RHCare Services Video
<u>Knowledge:</u> RH Access Fund Coverage Eligibility RH Access Fund Billing <u>Skills:</u> Communication Quality assurance / improvement	Be able to describe: 6. Eligibility criteria for RH Access Fund coverage 7. Process for enrollment into RH Access Fund coverage 8. What services may be billed to the RH Access Fund	Program Manual RH Access Fund Client Enrollment Video Slides RH Access Fund CVR Video Slides
<u>Knowledge:</u> Most current RHCare information <u>Skills:</u> Time management	9. Read RH Program emails and newsletter 10. Participate in RH Program webinars 11. Attend required trainings 12. Regularly review RH Program webpages for changes and new resources	RH Clinic Resources webpages

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A. RHCare Subject Matter Expert		
Understands and can explain RHCare and its requirements		
Knowledge & Skills	Must	Available Resources
Project management / prioritization Communication		

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)) 6. Be available and participate in RH Program audits	rh.program@dhsosha.state.or.us

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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> 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 Clinic Resources webpages

C. RHCare Management		
Understands and uses project management strategies to ensure RHCare 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 RHCare affects workflows Appropriate agency/clinic staff are involved in decision-making <u>Skills:</u> Delegation Problem Solving Critical Thinking	Work with appropriate agency/clinic staff to: 1. Develop training plan for current and new staff on RHCare and its workflows 2. Ensure that: a. Workflows are developed and implemented to integrate RHCare processes into client enrollment, clinical services, and billing b. Visit data is submitted for all reproductive health visits regardless of the payer source for the visit	RH Program Trainings webpage Clinical Practice Standards & Mandatory Reporting Policy webpage

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C. RHCare Management		
Understands and uses project management strategies to ensure RHCare requirements are met.		
Knowledge & Skills	Must	Available Resources
Project management / prioritization Quality assurance / improvement Advocacy (for staff, clients, and RHCare)	c. Clinical Practice Standards and the Mandatory Reporting policy are followed and updated as appropriate d. Client materials are accurate & culturally responsive e. A broad range of contraceptives are available on-site f. Agency uses an I & E committee 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	
<u>Knowledge:</u> RHCare 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 RHCare 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. RHCare Management Understands and uses project management strategies to ensure RHCare requirements are met.		
Knowledge & Skills	Must	Available Resources
<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 RHCare 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: _____