

SBHC Operational Profile Training

November 2021



Agenda

- ✓ SBHC Site Coordinator role
- ✓ Why, When & Where
- ✓ Operational Profile structure
- ✓ Staff Who to include/Roles
- ✓ State Program Office (SPO) changes to Operational Profile
- ✓ Helpful Hints
- ✓ Audit Process
- ✓ Operational Profile User's Guide





SBHC Site Coordinator role & responsibilities

- Manage Operational Profile
 - Oct 1st deadline (12/1 this year)
 - Update as changes occur throughout the year
 - Identify staff for certification required SBHC roles
- Attend Coordinators Meetings
 - October, Winter, Spring
- Forward SPO email communications to SBHC staff as needed

- Communicate with partners
 - LPHA, outside MH Agencies,
 SBHC Staff, SPO, etc.
- Submit Encounter Data
 - Mid-year, year-end
- Submit Satisfaction Surveys
 - Mid-year, year-end
- Prepare for and participate in site visits





Why have an Operational Profile?

- Demonstrates sites are in compliance with the Standards for Certification, Version 4 such as:
 - Staffing roles & shifts, hours of operation, identify services offered on-site or by referral, waivers, Key Performance Measures & financial information
- Enables SPO to answer questions from legislators or partners regarding information such as:
 - PCPCH Status, number of centers with Youth Advisory
 Councils, number of centers with Oral Health Providers, etc.
- Provides a snapshot of the SBHC
 - Population served, staffing beyond certification requirements, specific services provided (contraception, etc.)





Why have an Operational Profile?

- Demonstrates and showcases all the great services provided above and beyond the certification requirements.
- Provides a comprehensive overview of what the SBHC does for the student population and community members:
 - Population served
 - Staffing beyond certification-required roles
 - Specific services provided on-site (developmental, behavioral, reproductive health, contraceptive services, etc.)





When to fill out and Update the Profile

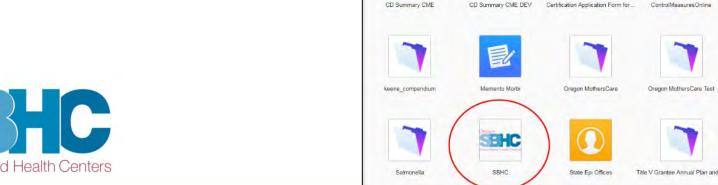
- <u>For new sites, after initial certification application</u> <u>approval</u>: By date provided by SPO after application has been approved.
- After certification October 1st Deadline (this year's deadline is 12/1/2021): Yearly renewal
- As changes occur throughout the year: Sites are required to keep their Operational Profile up to date
- Prior to a verification site visit





Where to get started

- Access the login page using Chrome or Internet Explorer: http://epiweb.oha.state.or.us/fmi/webd#
- Link is posted on SPO website (Certification Standards page, Data requirements page)
- Login information is issued by SPO
- SPO Email: sbhc.program@dhsoha.state.or.us



FileMaker WebDirect



Operational Profile structure

- You must review, update, confirm accuracy or create entries on the following tabs/pages in the database:
 - Details
 - County, Medical Sponsor, Mental Health and Dental Health agency contact
 - Operations
 - Staff
 - SBHC Shift Hours
 - Services
 - KPMs
 - Financial









Reminder

- SBHC details, operations, staff, shift hours and services information should be for the <u>current</u> year (July 1, 2021 to June 30, 2022).
- **KPM** and **Financial data** should be from the <u>previous</u> year (July 1, 2020 to June 30, 2021).





Operational Profile database layout

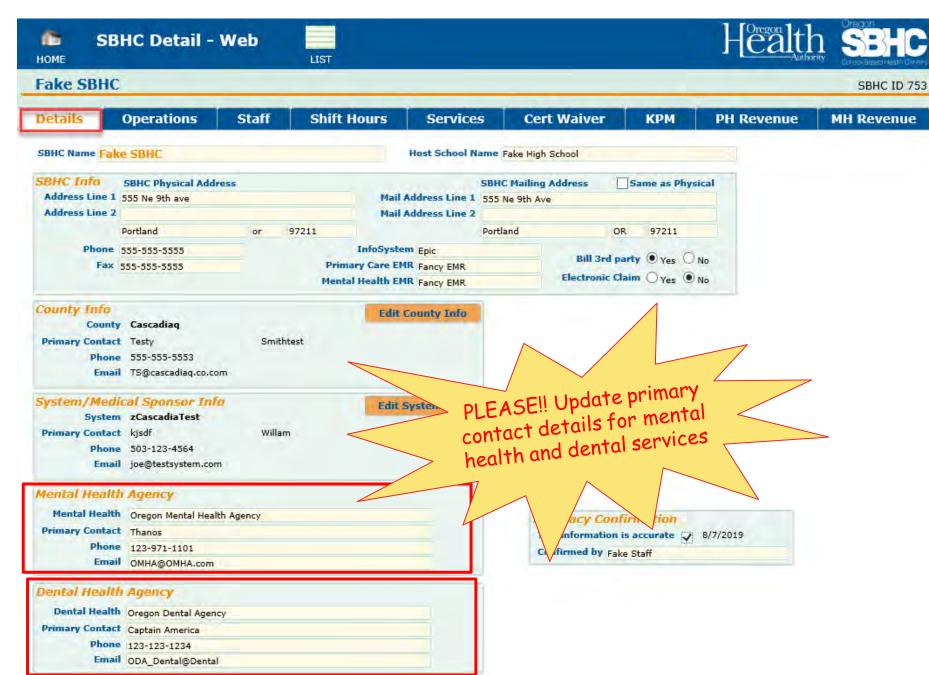
- The next several slides include screenshots from the database displaying information collected on each tab and a few helpful hints.
- This presentation is only a high-level overview.
- Review the Operational Profile User's Guide for detailed step-by-step instructions on how to update and create entries in each section of the database.
- The User's Guide is posted on the SPO website and is referenced on both the Certification and Data pages:

Link to User's Guide





Details 'tab'



Operations 'tab'



Annual update of the tab is required.
Pay special attention to population served, PCPCH status, presence of a Youth Advisory or School Health Advisory Council and its primary contact (an email list is created with this information).



	site? O Yes O No
PCPCH Status	● Yes ○ No
Tier	2
Date of Last Recognition	7/7/2021
Youth Advisory (Council
Youth Advisory (Do you have a Y Advisory Cou	outh
Do you have a Y	outh ncil?
Advisory Cou	outh ncil? 🗸

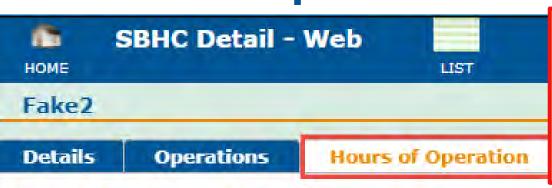
7/13/2021

Accuracy Confirmation

This information is accurate

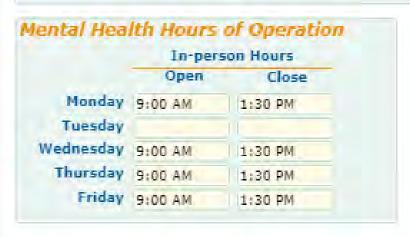
Confirmed by Test

Hours of Operation 'tab'



This tab is used to evaluate whether a site meets certification requirements for days of the week and total open hours. You should confer with an Outside MH Agency to ensure hours are properly documented.







Staff - Roles

- SBHCs are required to assign the following certificationrequired roles:
 - Immunization Coordinator
 - Laboratory Coordinator
 - Medical Director
 - Office/Health/Medical Assistant
 - Primary Care Provider

- Privacy Official
- Quality Assurance Coordinator
- SBHC Administrator
- SBHC Site Coordinator
- Health Department SBHC Primary Contact (only for sites whose contracts go through their Local Public Health Authority)
- Staff can hold multiple roles
- SBHC role descriptions can be found in the Standards for Certification, Version 4 on the Certification Standards page of our website (www.healthoregon.org/sbhc).





Entering staff in the Operational Profile

Staff who have on-site shifts at the SBHC <u>or</u> who fill any SBHC certification-required role must be entered into the database.

- Staff who work less often than weekly (i.e., monthly, bi-weekly)
- Staff whose hours are not used to meet certification requirements
- Additional roles are available for selection and those staff should be entered in the OP to reflect the SBHC's <u>staffing model</u>.
 - Alcohol and Drug counselor, Behavioral Health counselor/provider, Community health worker, Eligibility specialist, Health educator, MH counselor/therapist, Oral Health provider, Outreach worker, Psychiatrist, Psychologist, QMHA, Traditional health worker, YAC/SHAC Advisor/Coordinator





Individual Staff 'tab' - NEW *Languages spoken*

Shift H	ours		
First	Emily	Last	Testname
f statt member	e,test@fakesbhc.com		Staff Phone # 555-555-5552
Employer			Alt, Phone # 553-333-3333
(It malli)	ng address other than SBHC)		
Organization			
Address Line 1	Contact address street		
Address Line 2			
City	city	State state	Zip zip
Language(s)	Spoken other than Englis	h Other	Language(s), it not listed
Chinese			
Russian			
✓ Spanish			
Vietname	58		
- Figure 1			
2	case.		
Certification R			Credentials - Physical Health
	artment Administrator		□ DO
	partment SBHC Primary Co	intact	LPN
	ion Coordinator		☐ MA/CMA
☐ Laboratory			□ MD
Medical Dir	ector		□ ND:
✓ Nurse			□ NP
The second secon	th/Medical Assistant		□ PA
Oral Health	Provider		✓ RN
Primary Ca	re Provider		1
Privacy Off	icial		
Qualified M	lental Health Professional	- Licens	Credentials - Mental/Behavioral He
Qualified M	lental Health Professional	- W	CADC I/II/III
Quality Ass	surance Coordinator		□ LCSW
SBHC Adm	inistrator		LMFT
SBHC Coor	dinator		□ LPC
Other Roles			Credentials - Oral Health
Alcohol and	d Drug Counselor		Dos
	Health Counselor/Provide	r	☐ DMD
	Health Worker		□ EFDA
☐ Eligibility S			□ EFDH
☐ Health Edu			□ EPDH
	alth Counselor/Therapist		□ RDH
Outreach V			- 1.2.1
Psychiatris			
☐ Psychologis			Programme and the second secon
	lental Health Associate		Enter in Credential(s), it not listed a
Todamed Iv			Other credential
Traditional			
Traditional	Advisor/Coordinator		

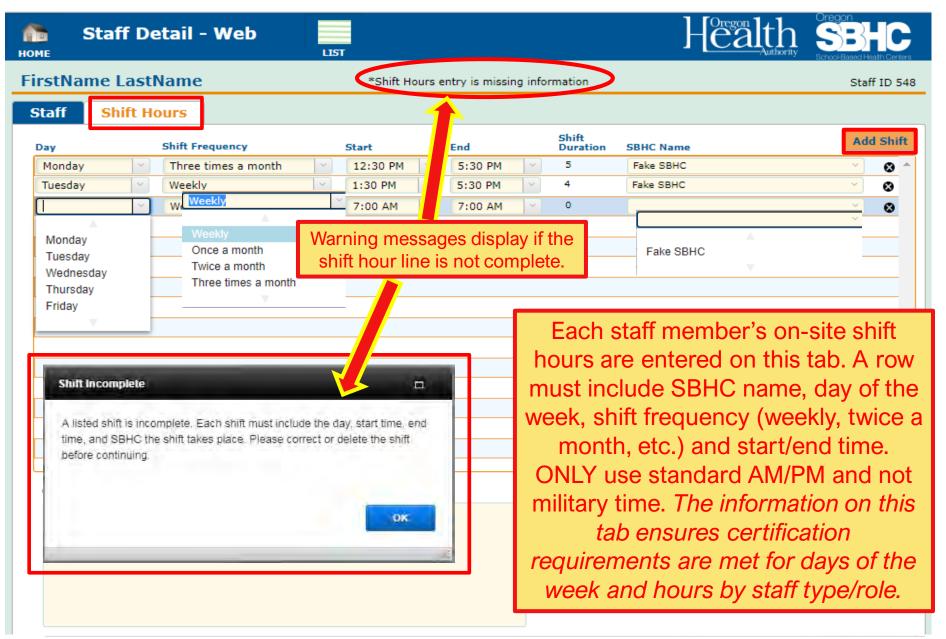
Other role



Staff ID: 361

This tab displays critical staff details including email, languages spoken, roles and credentials. When appropriate, you can associate staff with multiple SBHCs. *Please confer with your SBHC's mental health staff to ensure credentials are accurately documented.*The SPO expects this information will be reported for all SBHC staff.

Individual Shift Hours 'tab'



Main Staff 'tab'

This tab compiles information from all staff records associated with the SBHC. The information ensures certification requirements are met and identifies unassigned roles.

Confirmed by Test



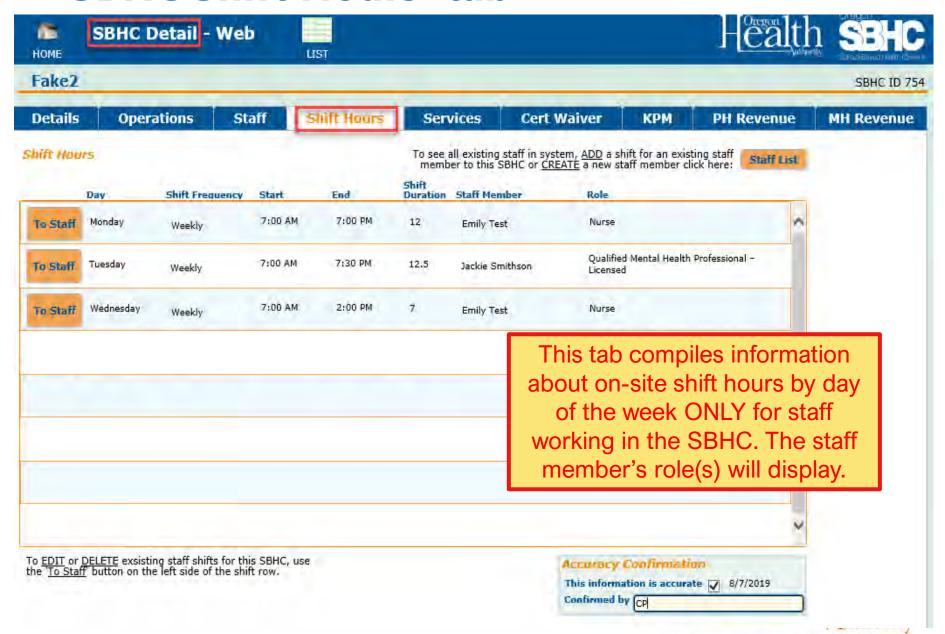
SBHC Detail - Web



Fake2 SBHC ID 754 **Hours of Operation** Shift Hours **Cert Waiver** Details Operations Staff Services PH Re **KPM** To see all existing staff in system, <u>ADD</u> an existing staff member to this SBHC or <u>CREATE</u> a new staff member click here: Staff Staff List Staff Name Roles Credentials To Staff First Last Health Department Administrator DMD To Staff Sam Samuals Samual Laboratory Coordinator, Medical Director, Primary Care Provider PA To Staff Emily Test RN Nurse Office/Health/Medical Assistant To Staff Jackie Smithson To Staff Privacy Official, Quality Assurance Coordinator, SBHC Administrator, SBHC Coordinator Polly Pop To Staff Bob Salomon Qualified Mental Health Professional - Licensed LCSW This area will display any Certification Role(s) that are not assigned to SBHC staff members. Only SBHCs whose contracts go through their local Public Health Department must Missing Health Department SBHC Primary Contact Missing Immunization Coordinator Accuracy Confirmation identify a "Health Department Administrator" This information is accurate 7/13/2021 and a "Health Department SBHC Primary

Contact"

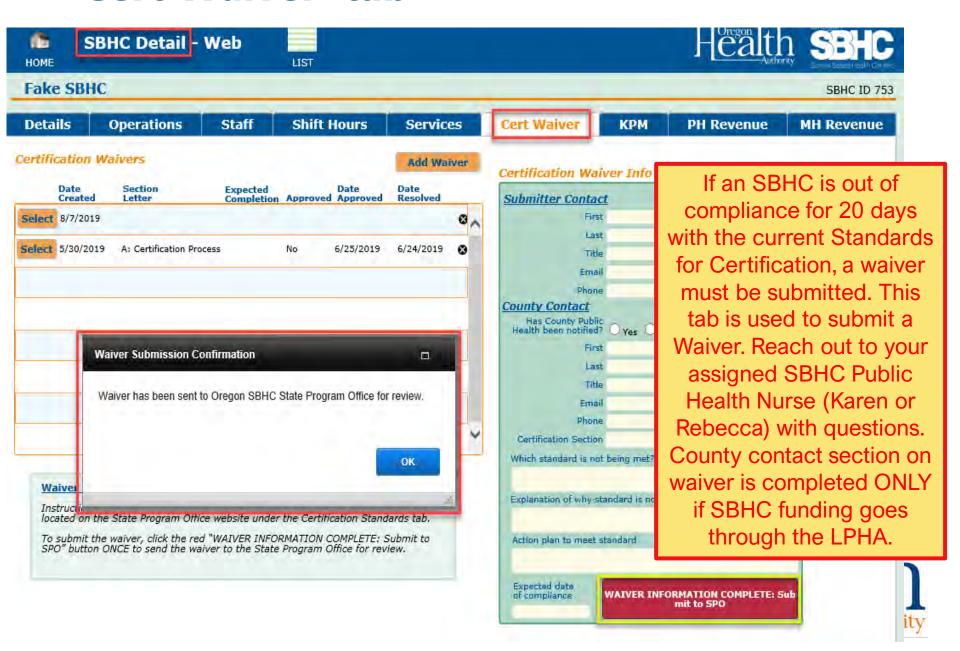
SBHC Shift Hours 'tab'



Services 'tab'

SBHC Detail · We	e b			Health SBH
ake2				School-Based Health Ce
etails Operations S	taff Shift Ho	urs Servi	ces Cert W	aiver KPM PH Revenue MH Revenue
Comprehensive Pediatric Health SPO wants to know about the following s referral. Please collaborate with SBHC providers (ervices and whether the			This tab collects information
Hearing Chysical Health Services		0	On-site OBy referral	about some of the SBHC services and whether they're
Medical specialty services Developmental/Behavioral Serv	ires	0,	On-site O By referral	provided on-site or by
Alcohol and other drug assessment	ices	0.	On-site O By referral	referral. We encourage you to
Family counseling and treatment			On-site O By referral	0.00
Group counseling and treatment			On-site O By referral	collaborate with physical,
Individual counseling and treatment				
			On-site O By referral	mental and oral health
Prescriptions for mental health condition			On-site O By referral	mental and oral neath
Social Services assessment and referra		0	On-site O By referral	providers to ensure accuracy.
ral Health Services				provider to extend discountry.
Comprehensive oral health evaluation a	nd treatment	0	On-site O By referral	
Fluoride varnish application		0	On-site OBy referral	Accuracy Confirmation This information is accurate Confirmed by
HIV treatment		0.	On-site O By referral	
Prenatal care			On-site O By referral	
	Dispense on-site	Prescription to pharmacy	Refer to other clinic or provider	
Birth control pills	0	0	0	
Cervical Barriers	Ŏ	Ŏ	Ŏ	
Emergency Contraception	Ö	Ŏ	Ŏ	
Implant	Ŏ	Ö	O	
Injectable	0	0	0	
IUD/IUS	0	Ö	Ö	
Patch	0	0	0	
Ring	0	0	0	

Cert Waiver 'tab'



Helpful Hints

- The OP User's Guide can be found on the Certification Standards page as well as the Data Requirements page of our website at: www.healthoregon.org/sbhc
- ONLY use Chrome, Safari, Edge or Internet Explorer (11 or higher).
 - Firefox and older versions of Internet Explorer will not work reliably.
- Do not use your internet browser 'back' button. Use the buttons in the Operational Profile.
- Any change is <u>automatically</u> saved.
- Check all the accuracy confirmation boxes.

Accuracy Confirmation			
This information is accurate			
Confirmed by			

• Staff information (roles, credentials, shift hours, languages spoken) should be double-checked for accuracy





Key Performance Measures (KPMs)

- SBHCs are committed to high-quality, age appropriate, accessible health care for school-age children.
- Each SBHC conducts an annual chart audit to assess their progress in meeting the measures. Results of audit entered in the Operational Profile every year.
- Due to COVID-19, the statewide KPM benchmarks for 2020-21 and 2021-22 have been removed.

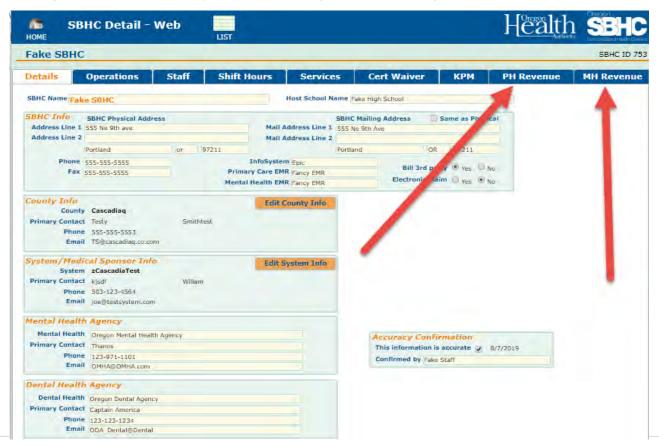
There is a separate presentation focusing only on KPMs and the annual chart audit requirements.





Financial Revenue Tabs

- Primary care and dental services (PH Revenue tab)
- Mental health services (MH Revenue tab)
- Separate login for an outside Mental Health agency to submit their Financial entry (send an Email to SPO for login)
- Entry is for the *previous year* (July 1, 2020 June 30, 2021)



PH Revenue Tab



PH Revenue Detail 'tabs'

ном	Physical Health R - Web	evenue Detail The re	e purpose of this report is to identify all sources of operating revenue Oregon State-Funded SBHCs receive every year. Control Cont	sters
	SBHC Name Fake SBHC Fiscal Year 7/1/2020 to 6/	30/2021 ×	First Name First Test Phone 5035555555 C Det iii Last Name Last Test Title SBHC Fiscal Officer	
P	Public Funds/Grants/	tions Fees/Billi	Other and Total Email fiscal@sbhc.com	
	Select Fiscal Yea	ar and provide	revenue received for each category entire fiscal year (July 1 - June 30).	
	Contact Info	onsor Funds	Revenue Source Breakdown: Grants Add Grant	
	(This does NOT include l	billing revenue)	Grantor Name Grant Name Amount	
	<u>Federal Funds</u> Description of Federal Funds	\$2.00 Stuff	Add grants, fundraising	
	State Funds SPO Base Funding	tc0 970 00	and in-kind donations.	
	SPO/AMH (Mental Health) Funds	\$69,879.00	One time gray	
	Other State Funds Description of Other State Funds	\$8,000.00 more stuff		
	County Funds	\$465.00	Revenue Source Breakdown: V Fundraising and in-kind donations Add Event	
	<u>City Funds</u>	\$654,987.00	Event Name Revenue	
	School District Funds	\$45,646.00		
_	Medical Sponsor Funds	\$98,777.00		
Pu	ublic/medical sponsor funds TOTAL	\$877,756.00		

Donations TOTAL

PH Revenue Detail 'tabs'

Physical Health Revenue Detail The purpose of this report is to identify all sources of operating revenue Oregon State-Funded SBHCs receive every year. - Web

Other and Total



SBHC Name Fake SBH	C
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Public Funds/Grants/Donations

Fiscal Year 7/1/2020 to 6/30/2021

First Name First Test Last Name Last Test

Phone 5035555555

Back to SBH C Detail

Fees/Billing

Title SBHC Fiscal Officer

Email fiscal@sbhc.com

Please enter total revenue received for each category below for the entire fiscal year (July 1 - June 30).

Revenue Source Breakdow	n: Patient Fees
Registration fees	\$80,000.00
Co-pays/deductibles	
Sliding scale fees from uninsured	
Other patient fees	
Description of other patient fees	
Patient fees TOTAL	\$80,000.00

Billing revenue should be adjusted charges e.g., total charges minus any adjustments; if this is not possible, then enter payments,

Payor Type	Physical / dental health revenue	Does billing revenue includ PMPM or Incentive Payments?
OHP (DMAP - FFS)	\$8,000.00	● Yes ○ No
OHP (CCOs)		O Yes O No
C-Care (Family Planning)		O Yes O No
Private Insurance		O Yes O No
other third party payor(s)		O Yes O No
Physic	cal Health TOTAL	\$8,000.00
	ng GRAND TOTAL	

This section is for viewing historic entry only. The MH Billing Revenue has been moved to a separate tab on the SBHC Detail page.

Payor Type	Mental health billing revenue	Does mentar health billing revenue include PMPM or Incentive Payments?
OHP (DMAP - FFS)		O Yes O No

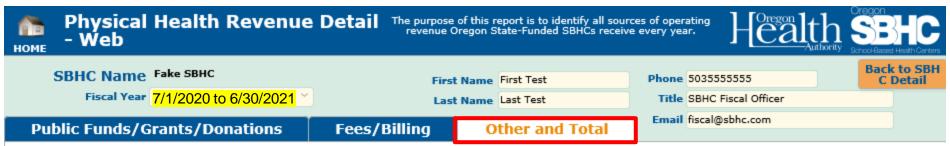
Mental Health revenue is entered on a separate tab

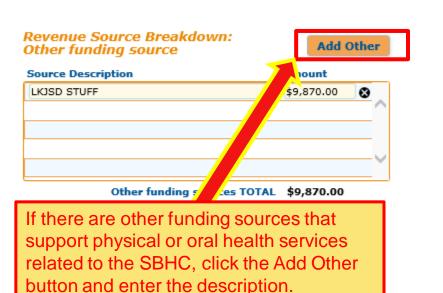
Mental Health TOTAL

<< Previous

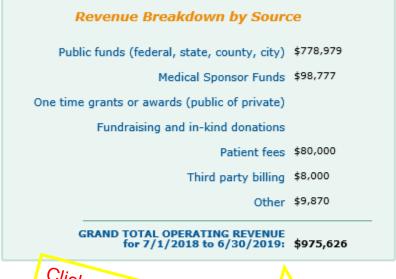
Next Page >>

PH Revenue Detail 'tabs'





Please provide any explanations/feedback



Click this button when you've finished your submission. We until then.

FINANCIAL INFO RMATION COMP LETE: Submit to SPO



MH Revenue Tab

 Separate Account Login and Password for an <u>outside</u> Mental Health agency to enter SBHC-related revenue and funding into the OP database.

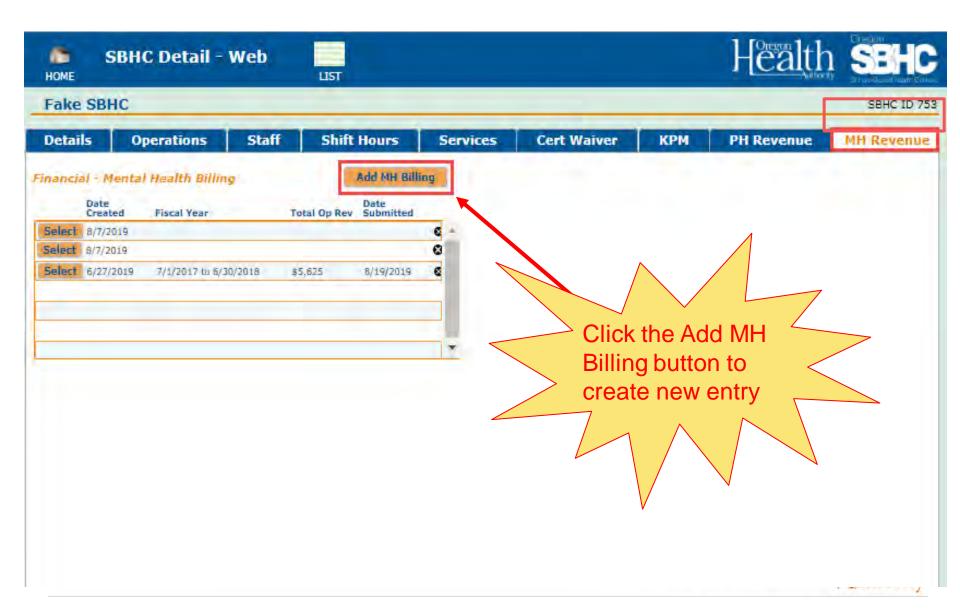
Email request for Login and Password: <u>SBHC.PROGRAM@DHSOHA.STATE.OR.US</u>. Please provide the name of your agency and SBHC(s) in the email request.

- Medical sponsors providing direct MH services will use their <u>existing</u> OP Login and Password.
- The medical sponsor will not have viewing access to the revenue entry when the outside Mental Health agency uses their own OP Login.





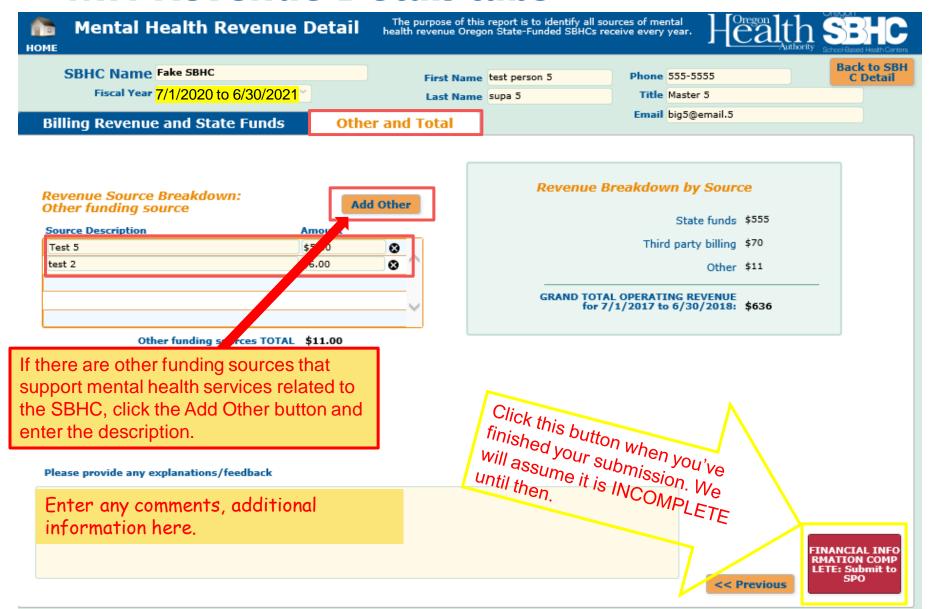
MH Revenue Tab



MH Revenue Detail tabs

Mental Health Revenue Det	The purpose of this r health revenue Oregor	eport is to ider State-Funded	otify all sources of menta SBHCs receive every ye	Hea	Ith SBHC
SBHC Name Fake SBHC	First Name	test person 5	Phone 55	55-5555	Back to SBH C Detail
Fiscal Year 7/1/2020 to 6/30/2021	Last Name	Service Control	Title Ma	aster 5	
Billing Revenue and Sta : Funds	Other and Total		Email big	g5@email.5	
Select Fiscal Ye provide Contact In State Funds	formation.	scal year (Ju	for each category ly 1 - June 30). Breakdown: Thi	ird Party	
SPO Mental Health Funding \$555	Payor Type	Mental health billing revenue	Does mental health billing revenue include PMPM or Incentive Payments?		
	OHP (DMAP - FFS)	\$55,00	● Yes ○ No		
	OHP (CCOs)	\$5.00	● Yes ○ No		
	Private Insurance	\$5.00	● Yes ○ No		
Billing revenue should be	Other third party payor(s)	\$5.00	● Yes ○ No		
adjusted charges - e.g., total charges minus any adjustments; if this is not possible, then enter payments.	Mental Health TOTAL	\$70.00			Next Page >>

MH Revenue Detail tabs



Helpful Hints (again!)

- ONLY use Chrome, Safari, Edge or Internet Explorer (11 or higher).
 - Firefox and older versions of Internet Explorer will not work reliably.
- Do not use your internet browser 'back' button. Use the buttons in the Operational Profile.
- Any change is <u>automatically</u> saved.
- Check all the accuracy confirmation boxes.



- Staff information (roles, credentials, shift hours, off site addresses) should be double-checked for accuracy
- Send Loretta the KPM audit process document before performing the chart audit.





Operational Profile User's Guide

- Step-by-step instructions for making changes in the Operational Profile
- The OP User's Guide can be found on the Certification Standards page as well as the Data Requirements page of our website at: www.healthoregon.org/sbhc





SPO Operational Profile Audit Process

• The profile audit begins after the October 1st deadline (this year's deadline is 12/1/2021)

What we will review:

- All the required areas are complete and confirmed
 - » Details, Operations, Hours of Operation, Staff, Shift Hours, Services, KPM & Financial information
- SBHC has met minimum operating hours
- SBHC has met minimum staffing requirements
- SBHC has met minimum KPM requirements
- Financial entry is complete
- Sites will be notified if they are out of compliance





Contact Information

School-Based Health Center Program

Oregon Public Health Division

800 NE Oregon St., Ste. 805

Portland, OR 97232

P: 971-673-0249

F: 971-673-0250

sbhc.program@dhsoha.state.or.us

www.healthoregon.org/sbhc



