

SBHC Operational Profile Training

Thursday, August 3rd, 2017



Webinar Questions & Answers

Question 1. Once you have filled out the confirmation area on a tab, can you go back and edit it at a later time?

Answer: Yes, absolutely! We expect the Details, Operations, Staff, Shift Hours and Services tabs to be kept current throughout the year. When you make updates to information on a tab, please fill out the confirmation area again. That tells us the last date the information was accurate.

Exceptions: KPM and Financial entries can be edited through December 31st of the year they were created. Optional KPM entries can be edited up to 30 days after they were created. Waivers can be edited up to 30 days after they were created.

Question 2. Are we able to delete staff members? Or does the State Program Office (SPO) still do that for us?

Answer: From their individual staff record, you can delete staff shifts and remove staff from SBHC staff lists. You are not able to delete them from your system staff list. If a staff member no longer works for any SBHCs in your system, delete all of their shifts and remove them from all of your SBHC staff lists. Then send an email to SBHC.Program@dhsosha.state.or.us requesting the SPO to delete them from your system staff list. Be sure to include their first and last name as it is listed in the Operational Profile.

Question 3. Is it still important that we note shift ends at noon and starts again at 12:30 to show they are off for lunch?

Answer: No, if a staff member is working before and after their lunch at the same SBHC, please enter one shift for that day.

Exception: If a staff member works in the morning at an SBHC but travels to a different SBHC to work their afternoon shift, you need to create two shifts. One for their morning shift, and one for their afternoon shift at the other SBHC.

Question 4. We have more than one SBHC, does this make a difference when filling out shift hours?

Answer: No, you can create shifts for any of the SBHCs you have associated with a staff member. Each staff member should have one individual staff record that shows all the SBHCs they are associated with and all the shifts they work at each SBHC. When creating a shift, use the SBHC Name drop down menu to indicate the SBHC where the shift is being worked.

Question 5. If shift hours are split between multiple sites, but not on a set schedule, what would be the best way to represent that in the shift hours?

Answer: Shifts at any SBHC that do not occur at the same time each week should not be listed. Instead, write a description of the shift in the comments box on the Shift Hours tab of the Staff Detail (individual staff record). See the Operational Profile User's Guide or the Operational Profile Training presentation slides for examples.

For shifts that are split between multiple sites but happen at the same time each week, create one shift entry for each site. For example, if a Nurse works from 9am-11am at ABC SBHC and then travels to XYZ SBHC for their afternoon shift, create one shift for the morning at ABC SBHC and a second shift for their afternoon shift at XYZ SBHC. When creating a shift, use the SBHC Name drop down menu to indicate the SBHC where the shift is being worked.

Question 6. Is the Services tab just for specialty services?

Answer: No, the Services tab lists all of the services from the Comprehensive Pediatric Health Care Services (Section E, Table 2) section in the new SBHC Standards for Certification, Version 4, which SBHCs must offer either on-site or by referral. The Services tab is where you identify if the SBHC provides the listed services either on-site or by referral. The SBHC Standards for Certification, Version 4 can be found on the Certification Standards page of our website.

Question 7. On the Services tab, what if we offer the service(s) both on-site and by referral, depending on circumstances? Can you check both boxes?

Answer: No, you cannot check both boxes. If you offer the service on-site at any time, click on-site.

Question 8. After sending Loretta the Chart Audit Process Summary and Tracking Sheet, do you want us to wait for feedback or approval from her before we enter our data in the Operational Profile?

Answer: You can enter your data into the Operational Profile after emailing your Chart Audit Process Summary and Tracking Sheet to Loretta. You should **not** check the boxes indicating you sent those documents or click the KPM information complete button before you get her approval.

Question 9. What is the difference between the "Annual Revenue Detail" and the Financial tab?

Answer: The **Financial tab** (found on the SBHC Detail along with the Details, Operations, Staff, Shift Hours, Services, Cert Waiver and KPM tabs) shows a list of all the Annual Revenue entries submitted since the site was certified. For SBHCs that were certified before 2012, it will only show Annual Revenue entries starting in 2012 when the Operational Profile system was created. You are able to open current & prior entries and create new Annual Revenue entries from this tab.

The **Annual Revenue Detail "tabs"** contains the contents for a single Annual Revenue entry you have opened or created. This is where you will enter all your financial information for a given year.