

SBHC Operational Profile Training

Tuesday, August 28, 2018



Frequently Asked Questions

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

Answer: 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.

Why do we have to fill-out the confirmation area and check boxes every year?

Answer: The check boxes in the confirmation areas are a portion of the certification audit that happens every October 1st to ensure SBHCs are in compliance with the standards. The check box means you've reviewed the information on the tab and it is correct/up-to-date.

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 shift hour entries 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.

Shift Frequency is a new required data element whenever you add shift hours for staff who work on-site at an SBHC. Do we need to add Shift Frequency for staff who are currently in the Operational Profile?

Answer: No. All shift hour entries for staff currently in the Profile were given a default setting of Weekly. If staff no longer have regular weekly shift hours, you need to change the Shift Frequency to either Once a month, Twice a month or Three times a month.

Is it important that we note a 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.

We have more than one SBHC, does this make a difference when filling out a staff's 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 just 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 select the SBHC where the shift is being worked.

If a staff's shift hours are split between multiple sites, but not on a set weekly schedule, what would be the best way to represent that in the shift hours?

Answer: This is where you can use the Shift Frequency field to indicate if, for example, a staff works at one SBHC twice a month and a different SBHC only once a month. See the Operational Profile User's Guide or the Operational Profile Training presentation slides for additional information on Shift Frequency.

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.

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.

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

Answer: Yes, due to programming changes, you are unable to enter KPM results until Loretta will reviews and approves the documents. The button that allows you to create a new KPM entry is now Locked until your documents have been reviewed.

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

Answer: The **Financial tab** (found on the individual 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.

Do the YAC funds go into the SPO mental health funds category in the Annual Revenue Entry?

Answer: Yes, the YAC funds should be added to any Mental Health Expansion Grant dollars and entered into the "SPO/AMH (Mental Health) funds area in the Annual Revenue Entry.

If the school district is holding grant funding and we bill them from those grant dollars does the funding go under the school or grants?

Answer: The funding should go under whatever the original source of the funding is. So, for example, if the school district has a federal grant that the SBHC is using, that should go under federal dollars. If it is a private grant, it can go under grants