RHCare Agency Review – What to Expect

The Reproductive Health Program conducts RHCare agency reviews every three years to ensure high-quality reproductive health services are being provided and that clinical practices, policies, and processes are following RHCare Certification Requirements. Our intent is to both determine compliance with requirements and to provide technical assistance. In addition, it provides you with an opportunity to showcase your clinic(s) strengths and innovative/best practices.

The goals of the review are to:

- Learn more about your clinic(s).
- Assess compliance with federal and state regulations, and RHCare Certification Requirements.
- Identify areas where your clinic staff may need technical assistance or training.

General Expectations for the Review

- The agency will participate in the pre-onsite review steps including administering the client survey, submitting documents, and attending the virtual CVR data and workflow meeting.
- The agency's Reproductive Health Coordinator (RHC) is available onsite throughout the entire review. The RHC does not need to participate in the entire review but must be available to answer questions and provide information, as needed.
- The clinic will provide a workspace with an electrical outlet for a computer.

Clinical Sites Selected for Review

If your agency has more than one clinic participating in RHCare, you may identify up to two clinic sites for the Nurse Consultant to visit. The Nurse Consultant will work with the RHC to determine if this makes sense based on clinic schedules and distance between clinics. Please note that the clinic site(s) chosen for the onsite review will administer the client survey prior to the two-day site visit.

Review Methods

Most components of the review will occur at the clinic site, with the exception of the client survey, documentation review, and CVR Data and Workflows virtual meeting. The onsite portion of the review will occur over a two-day period. We will use multiple methods to gather information.

Prior to the Onsite Review

- **Assessment of client experience (Client survey)**: Prior to the onsite agency review, the clinic will administer a short two-page client survey to assess the client experience. The clinic will administer the survey for up to six weeks depending on the response rate during administration of the survey. More information about administering the client survey will be provided.

  - Expectations: At least six weeks prior to the onsite review, the clinic will receive client survey materials and instructions. The survey will be administered at the same clinical site(s) as the onsite review. Following the survey administration period, the clinic will mail the completed surveys to the RH Program.

- **Review of documents (Documentation)**: We will look over documents that address different requirements. For example, drug management policies, staff orientation plans, fee collection policies and procedures, etc.
  - Expectations: Documents should be submitted at least 2 weeks prior to the review via email. Use the *Documentation Request list* to prepare materials.

- **CVR Data and Billing Virtual Meeting:** A virtual meeting between the RH Program Data Team and data and billing staff from your agency will occur 1-3 weeks prior to the onsite review. We will discuss CVR data collection and billing workflows to better understand your challenges and identify areas for improvement. We will also discuss any data quality issues that we are noticing. We may ask you to share your screen with us to show us what the CVR data entry looks like in your system.

  - Expectations**:** Identify staff who are involved in CVR data collection, data entry, data submission to Ahlers, and/or reviewing the monthly Ahlers reports (billing register/remittance advice, CVR error reports, etc). This may include any OCHIN staff who are involved in these activities, if applicable. Work with the Data Team and Nurse Consultant to schedule the 1-hour meeting.

During the Onsite Review

- **Discussions/interviews with clinic staff (Discussion)**: We will interview several different staff regarding clinic practices. For example, we will interview the front desk supervisor to discuss how the sliding fee scale is determined and used. We will also interview the clinical services manager (or nurse manager) to discuss how clinic staff meet service provision requirements, such as incorporating client-centered counseling principles.
  - Expectations: If identified staff are only available on specific days or times, please let us know as soon as possible so that we can make accommodations in the review schedule. Otherwise, identified staff need to be available as we request to speak with them.

- **Clinic Walkthrough (Observation):** We will need access to each of the following areas: waiting room, medical record storage, client intake, interview and exit sites, exam rooms, laboratory, pharmacy/medication storage, and emergency kit location. We will observe workflows, processes, equipment/materials, and practices in each of these areas.

  - Expectations: The RHC should make staff aware prior to the review that we will be observing different parts of the clinic for significant periods of time (~10-15 min in each location).

- **Review of medical charts (Chart review)**: We will review 15 client medical charts to assess the scope and quality of RHCare services provided and appropriateness of billing. The chart selection criteria are included on the first tab of the *RHCare Chart Review Tool*.
  - Expectations: Prior to the review, please select 15 charts based on the chart selection criteria found in the *RHCare Chart Review Tool*. You will need to provide printed copies or electronic access to your EHR during the site review.

The review method(s) used for each RHCare Certification Requirement is listed in the RHCare Agency Review Tool. We recommend you look through this tool, as well as the other review materials, prior to the review to ensure you are prepared. All RHCare agency review materials can be found here.