



2022 Menu of HRSA Compliance Readiness Coaching

A. Virtual HRSA Compliance/VOSV Readiness Assessment

Two days virtual.

Scope of work: Two (2) or three (3) VOSV Readiness Coaches are assigned to review gathered documents as per the HRSA Site Visit Protocol for compliance to all requirements and fully prepare staff and the Board for a HRSA Virtual Operational Site Visit (VOSV). A QFHC coach assigned as team lead is responsible for scheduling a pre-site visit call, providing guidance in identifying documents for review prior to the virtual visit, leading the visit process, and assuring a comprehensive gap report with recommendations is provided within 10 business days of the visit. All coaches are highly experienced in the HRSA VOSV process and knowledgeable in the operations of Federally Qualified Health Centers and Look-Alikes and perform HRSA VOSV's.

Health centers are provided sample documents as needed to assist in closing identified compliance gaps.

1.5 days virtual specific to one area of focus only.

Scope of Work: One (1) VOSV Readiness Coach is assigned to review gathered documents and interview staff to assess HRSA Compliance Manual readiness for governance/administrative, clinical services, or financial management. The coach will provide an agenda for the virtual visit, communicate needed documents for review and submit a comprehensive gap report with recommendations within 10 business days of the visit.

Health centers are provided sample documents as needed to assist in closing identified compliance gaps.

B. Assessment of Compliance Manual Requirements and Site Visit Protocol- Document Review Only

Scope of Work: Remote coaching availability of QFHC VOSV readiness coaches to review required HRSA Site Visit Protocol documents and provide recommendations for development/revision of policies or operating procedures to meet HRSA Compliance Manual requirements. The coaching can be customized to fit your needs such as providing a complete review of the governance/administrative, clinical services, and financial management or a selected focus.

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C. HRSA Compliance Manual and Site Visit Protocol- Web Series or Single Day Onsite Training

Scope of Work: Comprised of 4 webinars or 1-day onsite training.

Session One: Overview of Compliance and Manual and Site Visit Protocol, the site visit process, key consideration in preparing.

Session Two: Financial Management.

Session Three: Clinical Services, FTCA, and Performance Analysis.

Session Four: Governance.

Each area is reviewed in a 1 - 1.5 hour presentation including opportunities for questions and answers.

D. HRSA Ongoing Compliance Management - Total330

PolicyPLUS's Total330 Continuous Compliance Module can help you stay OSV ready all the time!

Total330™ provides:

- A web-based tool tracking compliance to HRSA's Compliance Manual and Site Visit Protocol.
- Ease in uploading required documents and evidence to each applicable SVP element,
- Emails reminder assignments for periodic review and updating to assure ongoing readiness.
- Gives you access to our expert coaches all of which perform OSVs and TAs for HRSA. Each health center is assigned 3 coaches, Admin-Governance, Clinical, and Financial Services.
- Coaches review documents for compliance, provide feedback, and assist in OSV final preparation steps.
- The "Consultant in Your Pocket" feature allows you to email a coach, any question, at any time, who will respond to you directly.
- Total330™ Clients work directly with our expert coaches, all of which perform OSV and TA visits at health centers. Our Expert Coaches are what sets us apart.

Go to Qfms.org for more information.

E. HRSA Compliance Resolution Opportunity (CRO) and Condition Correction - Advisory Support

Scope of Work: QFHC coaches work directly with health centers to review any grant condition(s) received as a result of VOSV findings during the CRO process and/or when conditions may be placed on a grant. This includes developing a corrective action plan, assessing needed changes in workflow processes to achieve compliance and making recommendations for change, and policy and procedure development or revisions.

Please contact QFHC for pricing and information on how to engage our expert coaches to help you achieve and sustain HRSA compliance. We always welcome and appreciate the opportunity to work with community health centers.