

2025 Compliance, Quality, and Credentialing Series Draft Agenda

Health Center Quality 101

SESSION 1: Friday, August 1, 2025, 12:00 PM – 1:30 PM ET

Date/Time	Content
1200-1205	Introductions and Welcome
1205-1230	Quality Outcomes and the Health Center <ul style="list-style-type: none"> Improved population health outcomes Excellent patient experience Lowering of costs Excellent staff experience VBP Arrangements <ul style="list-style-type: none"> Brief overview of the levels of value-based arrangements health centers The specific role of quality improvement staff in VBP arrangements Importance of scale when negotiating contracts
1230-1245	Health Center Excellence Action Model (Overview)
1245-1330	Ensure Compliance (Policies, processes, & people) <ul style="list-style-type: none"> HRSA Compliance Manual-Ch 4: Required & Additional Health Services HRSA Compliance Manual-Ch 5: Clinical Staffing HRSA Compliance Manual-Ch 6: Accessible Locations & Hours of Operations HRSA Compliance Manual-Ch 7: Coverage for Medical Emergencies During & After Hours HRSA Compliance Manual-Ch 8: Continuity of Care HRSA Compliance Manual-Ch 10: QI/QA FTCA

SESSION 2: Friday, August 8, 2025, 12:00 PM – 1:30 PM ET

Date/Time	Content
1200-1330	Measure Outcomes <ul style="list-style-type: none"> Improved population health outcomes (UDS) <ul style="list-style-type: none"> Behavioral health Cancer screening Diabetes health Heart health HIV prevention and care Maternal and child Dental health Excellent patient experience (UDS, Pt Satisfaction Surveys) <ul style="list-style-type: none"> Total patients receiving selected services Total patients served CAHPS Scores Lowering of costs (UDS) <ul style="list-style-type: none"> Total accrued cost per patient Excellent staff experience (Staff Satisfaction Surveys) <ul style="list-style-type: none"> HRSA Health Center Workforce Well-Being Survey

SESSION 3: Friday, August 15, 2025, 12:00 PM – 1:30 PM ET

Date/Time	Content
1200-1230	Compare Outcomes (Quality Assurance) <ul style="list-style-type: none"> Compare to self over time Compare to state/national FQHCs (HRSA UDS) Compare to standards (HP 2030)
1230-1300	Measure the Gap (Quality Control) <ul style="list-style-type: none"> Establish Quality Control Trigger Points Determine the difference between QC Trigger Point and Outcome
1300-1330	Determine QI Focus <ul style="list-style-type: none"> Choose one metric from each of the 4 domains (Pop. Health, patient exp., financial, staff experience) to implement a QI focus for calendar year

SESSION 4: Friday, August 22, 2025, 12:00 PM – 1:30 PM ET

Date/Time	Content
1200-1245	Improve Outcomes (Quality Improvement) <ul style="list-style-type: none">• Plan<ul style="list-style-type: none">○ Establish aims○ Diagnostic phase<ul style="list-style-type: none">■ Root cause analysis■ FMEA■ Process mapping■ Appreciative inquiry■ Driver diagrams• Do<ul style="list-style-type: none">○ Problem-solving phase• Study<ul style="list-style-type: none">○ Evaluation phase• Act<ul style="list-style-type: none">○ Iteration phase
1245-1330	Group Work Conclusion and Wrap-Up

Credentialing Series**SESSION 5: Friday, September 5, 2025, 12:00 PM – 1:30 PM ET**

Time	Content
1200-1245	Credentialing and Privileging Policies <ul style="list-style-type: none">• HRSA Program Requirements• Break-out groups to review policies together
1245-1330	Credentialing & Privileging File Management <ul style="list-style-type: none">• Day-to-day management• Preparation for HRSA OSVs file review

SESSION 6: Friday, September 12, 2025, 12:00 PM – 1:30 PM ET

Time	Content
1200-1230	Peer Review Requirements <ul style="list-style-type: none">• HRSA Program Requirements
1230-1250	Peer Review Strategy <ul style="list-style-type: none">• Day-to-day management• Demonstration of HRSA Compliance for OSVs
1250-1330	Peer Review Work Groups <ul style="list-style-type: none">• Break-out groups to review policies and processes together