CURIS Monthly Newsletter:
November/December Edition

HIGHLIGHT ARTICLE

Phase 2 of State and Regional (PCA) Cooperative Agreements Technical Assistance Application DUE

Due December 10, 2019: HRSA will award approximately $57.5 million to fund 52 PCAs. With these awards, PCAs will support health centers to provide comprehensive, high quality primary health care and improve the health of individuals and communities, through several goals.

To view: **CLICK HERE**

ARTICLES TO READ

- From Health Center Patient to Health Center Physician

- Lakeland Plan for $46M Behavioral Health Center

- Stanford Opioid Pain Studies

KNOW YOUR STATS and Question of the Month

Common Areas of Crossover
(and confusion...)

1. **Scheduling**
   ✓ Who should provide guidance around this?
2. **Phone Calls/Communication With Patients**
   ✓ Whose role is this and who can share what information?

Answer:
1. **Scheduling-** Scheduling, rescheduling, follow up appointments, adjusting provider schedules, moving appointment times, etc.
-Although back office can/should provide guidance around scheduling
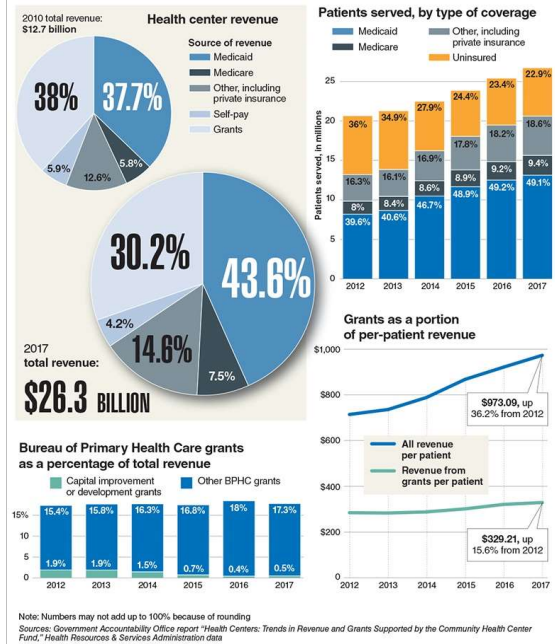
Charting the Growth of Community Health Centers

Community health centers' revenue and the number of patients they serve have been on the rise. While the percentage of grant funding that health centers receive from HHS' Bureau of Primary Health Care has remained relatively steady, overall reliance on grants fell almost 8 percentage points from 2010 to 2017.

Read More

*Image via website

and changes to schedules – it is most effective to have schedule management reside with front office team. (*unless otherwise defined by clear process – ie: recheck appts, nurse only visits, etc.)

2.Phone Calls/Communication With Patients- Receiving calls, obtaining relevant info from callers, routing calls to appropriate recipient, setting expectations, providing information consistent with scope of role
-It is critical that front office is equipped with decision tree/process map to guide when communication with patients extends beyond scope, how to ask relevant questions and gather appropriate information to facilitate appropriate and timely responses
-**ALL** clinical information (test results, diagnosis info, medication advice, triage, clinical advice, etc) should be provided by appropriate back office clinical support staff

December Awareness Calendar

- World AIDS Day (Dec. 1)
- National Handwashing Awareness Week (Dec. 1-7)

For a full listing CLICK HERE

CURIS Consulting Culture of Excellence FREE Webinars:

We have no further free webinars for the remainder of 2019. Keep an eye out for an announcement on our next webinar in January 2020.

Have a topic idea? Email your suggestion to:
info@curis-consulting.com

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E-Mail: info@curis-consulting.com
Website: www.curis-consulting.com

CURIS Consulting
P.O. Box 220 Loveland, OH