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- MEDICAL
- BEHAVIORAL HEALTH
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FQHC  OACHC

Ohio Primary Care Workforce Initiative (OPCWI) User Manual

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OPCWI Mission

The mission of the Ohio Primary Care Workforce Initiative (OPCWI) is to teach, inspire and put to work our next generation of primary care providers by exposing students to rich clinical experiences in our network of modernized primary care settings.

OPCWI is part of the solution to increase recruitment and retention of primary care providers in areas affected by the vast maldistribution of clinical professionals. Training and education of all primary care team members must continue to move toward community settings, and in particular to Federally Qualified Health Centers (FQHCs), located in and serving underserved communities with few alternatives for primary and preventive care.

The goal of the program is to expose students to Patient Centered Medical Homes (PCMHs) in practice and provide a standardized, high-quality educational experience while accounting for the loss of productivity typically associated with precepting. Students must meet the 'Ohio Connection' requirement for clinical rotations to be eligible for OPCWI. The 'Ohio Connection' requires students to be enrolled in an Ohio school program, or Ohio must be their state of legal residence if enrolled in an out-of-state program. These structured clinical experiences in modern primary care FQHC sites are designed to lead to increased primary care capacity in some of the most depressed and underserved neighborhoods in Ohio.

Positive Student Impact

"This was a fantastic site and is what convinced me to go into Family Medicine as a lifelong career. I would love to work in an identical setting to this one it was so fabulous...it was the best rotation of third year and I tell everybody I talk to how great it is."

"The agency allowed me to experience a wide area of integrated healthcare while working with professionals from a variety of disciplines. I was able to apply theory with direct practice daily."

"I completed two clinical rotations here, both were great learning experiences. The staff was professional and provided thorough medical care and patient education. I was able to develop skills managing complex medical conditions. I also learned to work with various socioeconomic concerns that were sometimes barriers to care."

The Ohio Primary Care Workforce Initiative

The goal of the OPCWI is to expose health professional students to Patient Centered Medical Homes (PCMHs) in practice and provide a standardized, high-quality educational experience while providing support for the administrative costs and decrease in revenue typically associated with hosting and training students. To accomplish this, the OPCWI provides [training and technical support for preceptors](#) and compensates participating health centers, not preceptors, (an hourly rate per student) for the time their staff spend teaching students. Health centers may host students in the following disciplines: medicine (MD, DO), dentistry, advanced practice nursing, physician assisting, and behavioral health (LSW, LISW, LPC, LPCC, LCDCII, LCDCIII, LICDC, and LMFT). These structured clinical experiences are designed to increase primary care capacity in some of the most underserved neighborhoods in Ohio.

Community Health Centers (CHCs) are uniquely positioned to teach our next generation of primary care providers by exposing students to clinical experiences in our network of primary care settings. Located throughout the state, Ohio's Federally Qualified Health Centers (FQHCs) serve over 800,000 Ohioans each year. Participating health centers have, or commit to obtaining, national recognition as Patient Centered Medical Homes (PCMHs) so that students can experience an advanced primary care practice model. We also provide a unique opportunity for health professions students to experience **team-based care** in action!

Reimbursement Methodology

State funding provided to the Ohio Association of Community Health Centers (OACHC) supports the OPCWI. **Participating health centers are eligible to earn up to an annual cap of \$50,000 for precepting students.** Health centers must complete all required reporting information quarterly in order to receive payment. Health centers are also eligible to receive a share of any remaining (over-soft cap) earnings at year-end. The over-soft cap funds are distributed among health centers based on the following criteria: the percentage of total students precepted in all FQHCs with volume over the cap and the student evaluations of their FQHC experience (70% or more of participating students must complete an evaluation of their health center experience, with a composite score of 4 out of 5 or better).

Outcome Measures

The following outcome measures are evaluated through a combination of information provided by participating health centers and by tracking participating students through workforce-related databases (e.g., NPI, Medicaid claims)

Did/Does the precepted student:

- ✓ Stay in Ohio for residency training?
- ✓ Enter primary care practice? In Ohio?
- ✓ Practice in an FQHC? In Ohio?
- ✓ Accept patients who are insured by Medicaid or are uninsured?

FQHC Participation Requirements, Recommendations, and Benefits

To assure and maintain the high quality and consistency of the OPCWI program across the state, the following requirements apply for all FQHCs participating in the program.

Participation Requirements:

- ✓ Complete a subcontractor agreement between OACHC and the FQHC annually. This contract allows the FQHC to participate and provides additional guidance for participation in OPCWI.
- ✓ Obtain and/or maintain national recognition of the primary FQHC site as a PCMH or begin the application process for recognition within one year of precepting the first student and become recognized no later than two years from precepting the first student. If PCMH recognition expires, the FQHC has one year for renewal to obtain renewal.

Accepted Accreditation Standards:

- NCQA-National Committee for Quality Assurance
- TJC-The Joint Commission
- AAAHC-Accreditation Association for Ambulatory Health Care
- URAC-Utilization Review Accreditation Commission
- ✓ Designate an FQHC OPCWI Point of Contact (POC) who must participate in scheduled calls, and attend at least one in-person meeting annually.
- ✓ Precept one or more students from any of the following primary care disciplines: Medicine; Dentistry; Advanced Practice Nursing; Physician Assistant; and Behavioral Health (LSW, LISW, LPC, LPCC, LMFT, LCDC II, LCDC III, LICDC, and other).
- ✓ Assure participating students meet the 'Ohio Connection' requirement for clinical rotations to be eligible for OPCWI. The 'Ohio Connection' requires students to be enrolled in an Ohio school program, or Ohio must be their state of legal residence if enrolled in an out-of-state program.
- ✓ Submit required paperwork and reports to OACHC within the designated reporting period following the end of each quarter including: (See quarterly reporting details on pgs. 6 & 7)
 - Quarterly Student Clinical Rotations Report
 - Quarterly Student Demographic Report (100% submission required)
 - Final student evaluation of clinical rotation experience (Based on the student's experience in their FQHC rotation. FQHC must receive 4/5 or better and a minimum of 70% yearly response rate to be eligible for the over-soft cap earnings fund disbursement at the end of the year). Meeting these criteria's makes the FQHC eligible for the over-soft cap earnings disbursement at year-end. Each FQHC has the potential to reach the \$50,000 soft cap; once this has been achieved the FQHC's reported hours of precepting are recorded for their over-soft cap earnings.

Preceptor Recommendations

These recommendations are in place to increase professional development for the providers that are precepting students. By obtaining teaching, voluntary, or adjunct faculty appointments, preceptors are contributing to the teaching mission of the college or university. These appointments may include access to the school library and the wide array of learning and professional development opportunities given by the school with the potential for earning CME/CEU credits.

- ✓ Obtain teaching, voluntary or faculty appointments with affiliated schools, as applicable.
- ✓ Include preceptor's student teaching ability as part of annual clinician performance review by FQHC leadership.
- ✓ Encourage preceptors to participate in at least one professional development opportunity annually, with preference given to those that enhance teaching skills.

Preceptor Benefits - Preceptor Development Incentives

OACHC offers up to 60 stipends of \$250 per preceptor (paid to the FQHC) to attend professional development workshops and conferences related to teaching and/or precepting. These opportunities are in addition to the essential trainings and conferences offered by OACHC through OPCWI.

Criteria to receive stipends for the preceptor development incentive include the following:

- ✓ Clinicians must have precepted during the year prior to the stipend request.
- ✓ Preceptors must submit proof of payment and proof of attendance to OACHC's OPCWI Program Coordinator within 30 days after the event.
- ✓ Stipends awarded are dependent on allowable budget at the time of submission and appropriateness of activity as determined by OACHC.
- ✓ Stipends are paid once all required information has been submitted.

FQHC Student Orientation

The goal of FQHC student orientation is to create an environment that minimizes anxiety, promotes positive attitudes, and stimulates an excitement for learning. Reviewing the FQHC's requirements for clinical rotations, giving an overview of FQHCs and the people they serve, and explaining the requirements for participation in OPCWI will help assure a successful and meaningful clinical rotation.

On-boarding and Off-boarding students assure they receive the information needed to successfully begin and complete their clinical rotations.

On-boarding-Requirement

- ✓ Complete or confirm there is an affiliation agreement with the student's college or university.
- ✓ Review the mission of Ohio Primary Care Workforce Initiative. (See page 1)
- ✓ Provide FQHC overview. (Coming soon)
- ✓ Complete [Student Demographic Form](#). (See Student Resources- Appendix A)
- ✓ Explain the importance of completing the final [student evaluation of clinical experience](#) along with the FQHC's guidelines for completing clinical rotations. Please see under [OPCWI Tools & Resources](#), preceptor resources on the OACHC web page. (See Appendix A)
- ✓ Provide student objectives for the FQHC clinical rotation, for example:
 - Define ways in which your FQHC contributes to the health of the community
 - Define the roles of the providers working in the FQHC and benefit of patients
 - Discuss, in general terms, the services of FQHCs, state and local health departments such as: Family Planning, WIC, Early Interventions, Newborn Screening, and Oral Health promotion.
 - Formulate interprofessional approach to health care delivery, with consideration given to cultural factors and public health issues.
 - Describe services available to patients and families, and how to access services.
 - [Define Cultural Competence](#)
 - [Define Social Determinants of Health](#)
 - [Define National CLAS Standards](#)-National Culturally and Linguistically Appropriate Services Standards

Off-boarding-Requirement

- ✓ Complete final student evaluation of clinical rotation experience:
https://www.ohiochc.org/page/opcwi_survey
- ✓ Confirm completion of the student evaluations
 - All students receive a confirmation page and email of their completed student evaluation.

- Final student evaluation of rotation experience (**FQHC experience being scored, on average, 4/5 or better and a minimum 70% response rate for the year makes the FQHC eligible for the over-soft cap earnings fund disbursement at year end**). Meeting these criteria is required and makes the FQHC eligible for the over-soft cap earnings disbursement at year-end. Each FQHC has the potential to reach the \$50,000 soft cap; once this has been achieved the FQHC's reported hours of precepting are recorded for their year-end over-soft cap earnings.

FQHC Quarterly Reporting

In order to receive reimbursement for the students precepted, it is imperative to report data quarterly. The quarterly reporting details are outlined below. Following these requirements will help improve data for measuring outcomes for the future.

Please be aware:

- Quarterly reports will not be accepted if reports are incorrect.
- Reports submitted after the due date will not be accepted.
- Retroactive payments for student clinical rotation hours are not allowable.
- Please notify Marie Grady if your FQHC will not be submitting a report each quarter.

OPCWI Reimbursement Rates

Quarterly payments are calculated using the clinical rotation hours reported quarterly.

Type of Student	Rate
Medical 1 st year / Summer Externship	\$27/hr.
Medical 2nd year	\$27/hr.
Medical 3rd year	\$29/hr.
Medical 4 th year	\$29/hr.
Dental	\$22/hr.
Advanced Practice Nursing	\$22/hr.
Physician Assistant	\$22/hr.
Behavioral Health	\$15/hr.
LPC	
LPCC	
LSW	
LISW	
LMFT	
LCDC II	
LCDC III	
LICDC	
Other	

FQHC Quarterly Dates

- ✓ **Quarter 1: July 1 – September 30**
 - Reports are due on October 15
- ✓ **Quarter 2: October 1 – December 31**
 - Reports are due on January 15
- ✓ **Quarter 3: January 1 – March 31**
 - Reports are due on April 15
- ✓ **Quarter 4: April 1 – June 30**
 - Reports are due on July 15

FQHC Quarterly Report Submission

All reporting forms and spreadsheets can be found on the OACHC webpage under Operations: Workforce: OPCWI. <https://www.ohiochc.org/page/OPCWl> and in Appendix A, Point of Contact Resources

- ✓ **Quarterly Student Clinical Rotations Report**: Information to report:
 - Date submitted
 - FQHC name
 - Site name
 - Student last name-capitalize first letter of last name (example: Smith)
 - Student first name-capitalize first letter of first name (example: John)
 - Student email
 - Student type-Med 1, Med 2, Med 3, Med 4, Dental, APRN, PA, or Behavioral Health (LPC, LPCC, LSW, LISW, LMFT, LCDC II, LCDC III, LICDC, other)
 - Clinical Rotation Type (Family Medicine, Pediatrics, Internal Medicine, OB/GYN, Psychiatry, Dental, Midwifery, and Behavioral Health)
 - Student School
 - Online Student-Yes/No
 - Rotation dates-Use the slash (/) punctuation mark when entering dates and enter the date as one digit month, one digit day and two digit year (example: 0/0/00)
 - Total clinical hours
 - Payment-this is calculated automatically once student type and hours are submitted
 - Preceptor last name- capitalize first letter of last name (example: Smith)
 - Preceptor first name- capitalize first letter of first name (example: John)
 - Preceptor Suffix/Credentials-MD, DO, DDS, CNP, PA, LISW, etc.
 - Preceptor email-encouraged for Teaching Physician and other educational resources, there is no penalty if the preceptor does not want to share
 - Submit Quarterly Student Clinical Rotations Reporting spreadsheet to Marie Grady at mgrady@ohiochc.org

Only submit students that have completed their clinical rotation during that quarter, unless the student is doing multiple rotations in different areas and then report the students once they are complete with their clinical rotation.

✓ Quarterly Student Demographic Report (100% submission required)

Student Demographic Form (All reporting forms and spreadsheets can be found on the OACHC webpage under Operations: Workforce: OPCWI. <https://www.ohiochc.org/page/OPCWI> and Appendix A) Transfer student demographic form information to the Student Demographic Report.

- Date submitted
- Student last name-capitalize first letter of last name (example: Smith)
- Student first name- capitalize first letter of first name (example: John)
- Student nickname
- FQHC name
- Site name
- Clinical Rotation Type (Family Medicine, Pediatrics, Internal Medicine, OB/GYN, Psychiatry, Dental, Midwifery, Behavioral Health and Dental)
- Clinical hours precepted
- School
- School State
- Discipline or Program
- State of Legal Residence (permanent address)
- Birthdate
- Age
- Gender
- Student's personal email
- Phone
- Select-Ethnic Category
- Select-Racial Category
- Birth place/City & State
- In which type of community did you grow up?
- Submit Quarterly Student Demographic Spreadsheet to Marie Grady at mgrady@ohiochc.org

Appendix A

Student Resources

- ✓ Student Demographic Form
https://cdn.ymaws.com/www.ohiochc.org/resource/resmgr/opcwi/Student_Demographic_Form.pdf
- ✓ OACHC
<https://www.ohiochc.org/page/OPCWI>
- ✓ Final Student Evaluation Clinical Rotation Experience Link
https://www.ohiochc.org/page/opcwi_survey

Preceptor Resources

- ✓ **OACHC Preceptor Development webinars and trainings** can be found on the OACHC webpage:
<https://www.ohiochc.org/page/OPCWI4>
- ✓ **LEAP Program-Primary Care Team Guide**
The Improving Primary Care Assessment is intended to help sites measure how well their primary care teams are functioning and to point toward improvements covered by the topics on this website. The Improving Primary Care Assessment can also help sites track progress toward practice transformation when it is completed at regular intervals.
<http://www.improvingprimarycare.org/assessment/full>
- ✓ **Teaching Physician**
TeachingPhysician.org is a comprehensive web-based resource. It provides point-of-need instruction for preceptors in the form of videos, tips, answers to frequently asked questions, and links to in-depth information on precepting topics. Please see under [OPCWI Tools & Resources](#), student resources on the OACHC web page.
- ✓ **STAR2 Center Burnout Assessment Tool**
This Burnout Self-Assessment Tool has been designed to assist your health center in identifying topics for further exploration. The tool includes 7 questions to gauge the need for intervention to prevent burnout at your organization. It should take approximately 5-10 minutes to complete. The Burnout Self-Assessment Tool's primary purpose is to help you identify strategies that may improve your success with provider retention. Using your responses, the Tool will provide brief recommendations on those topics you might want to pursue.
<https://chcworkforce.org/star2-center-burnout-assessment-tool>

Point of Contact Resources

- ✓ **Quarterly Student Clinical Rotations Report**
<https://www.ohiohc.org/page/OPCW16>
- ✓ **Student Demographic Form**
https://cdn.ymaws.com/www.ohiohc.org/resource/resmgr/opcwi/Student_Demographic_Form.pdf
- ✓ **Quarterly Student Demographic Report**
<https://www.ohiohc.org/page/OPCW16>
- ✓ **Community Health Center, Inc.-Clinical Workforce Development Education and Training the Next Generation-Healthcare Students Playbook**
https://www.weitzmaninstitute.org/sites/default/files/Template%20Guide%20Healthcare%20Students%20Playbook_updated%2020181219.pdf
- ✓ **Example of student applications to request clinical rotations: My Community Health Center Student Application**
<https://mycomhc.org/media/forms/Student%20Experience%20Application.pdf>
- ✓ **Examples of student orientation and checklist for clinical rotations- Onboarding and Off boarding information**
 - [Crossroad Health Center-Student Checklist](#)
 - [NEON-Northeast Ohio Neighborhood Health Services](#)
 - [Third Street Family Health Services Clinical Rotation Requirements](#)
- ✓ **Slack**

Slack is the collaboration hub that brings the right people, information, and tools together to get work done. Teamwork in Slack happens in channels; a single place for messaging, tools and files — helping everyone save time and collaborate together. OACHC has created an OPCWI channel for the point of contacts to network and share regarding important clinical rotations details, challenges, and successes of precepting students.

https://join.slack.com/t/oachc-opcwi/shared_invite/enQtNDgzNDMyNDM1NDQwLWMzYWY5ZDVjZDY5MjEzZjQ4MmI1MTcwNTA5YTNmYzJlMmI0NzU2MDZiYzY5NGJiZjYwZGY0NTViYjkxMWVlMmE

FQHC Resources

- ✓ **Health Center Resource Clearing House**

HRSA's Bureau of Primary Health Care (BPHC) has charged the National Association of Community Health Centers (NACHC) with establishing a National Resource Center (NRC) and creating an online resource repository to meet the information needs of professionals for the purpose of building stronger and healthier communities. The Health Center Resource Clearinghouse addresses the demands placed on a busy public health workforce by providing resources and tools to acquire and use targeted information on a daily basis.

<https://www.healthcenterinfo.org/about/>

- ✓ **Example of Emersion, Fellowship, and Volunteer Programs in and outside of Ohio:**

- Family Health Centers of San Diego-Nurse Practitioner and Physician Assistant Immersion Program

https://www.fhcsd.org/np_pa_program/

Appendix B

Ohio Professional Associations and Organizations

- ✓ Area Health Education Centers (AHEC)
<https://nationalahec.org/>
- ✓ Better Health Partnership
<http://www.betterhealthpartnership.org/>
- ✓ The Health Collaborative of Cincinnati
<https://healthcollab.org/>
- ✓ Healthcare Collaborative of Greater Columbus
<http://www.hcgc.org/>
- ✓ Ohio American Academy of Pediatrics (OAAP)
<http://ohioaap.org/>
- ✓ Ohio Association of Family Physicians (OAFP)
<https://www.ohioafp.org/>
- ✓ Ohio Association of Advanced Practice Nurses (OAAPN)
<https://oaapn.org/swc/>
- ✓ Ohio Association of Physician Assistants (OAPA)
http://www.ohiopa.com/aws/OAPA/pt/sp/home_page
- ✓ Ohio Counseling Association (OCA)
<https://www.ohiocounseling.org/aocc-2018/>
- ✓ Ohio Dental Association (ODA)
<https://www.oda.org/>
- ✓ Ohio Osteopathic Association (OOA)
http://www.ooanet.org/aws/OOSA/pt/sp/home_page
- ✓ Ohio-The American Colleges of Obstetricians and Gynecologists (ACOG)
<https://www.acog.org/About-ACOG/ACOG-Sections/Ohio-Section>
- ✓ The Ohio Council of Behavioral Health and Family Services Providers
<https://www.theohiocouncil.org/staff>

Appendix C

National Professional Associations and Organizations

- ✓ 3RNet
We are a nonprofit organization focused on people and communities.
Our members connect health professionals searching for jobs in rural or underserved areas with health care facilities.
<https://www.3rnet.org/about>
- ✓ Association of Clinicians Underserved (ACU)
<http://clinicians.org/>
- ✓ National Association of Community Health Centers (NACHC)
<http://www.nachc.org/>
- ✓ National Center for Interprofessional Practice and Education
<https://nexusipe.org/>