



NCFH
National Center for Farmworker Health, Inc.

Increasing Access to Quality Healthcare for Agricultural Workers

A TRAIN THE TRAINER PROGRAM TO IMPROVE AG WORKER PATIENT INTAKE, RECOGNITION & REPORTING

There is a growing concern that the increases in services to agricultural workers has not kept the pace with the increases in federal funding. This discrepancy could hold enormous ramifications for health center funding in the immediate future. The patient registration and intake process has been identified as one critical area where immediate improvements can be attained.

The National Center for Farmworker Health (NCFH) is collaborating with PCAs and Health Center Controlled Networks throughout the country to provide interested healthcenters, PCAs and Health Center Controlled Networks with essential information to make systems changes and accurately identify agricultural workers through the patient registration process. NCFH offers this crucial help through its Agricultural Workers Curriculum Licensure Program.

Following the program's introduction to the leadership team, health centers will be offered the opportunity to participate in NCFH's two-year program license designed to aid in the improvement of organizational systems and the implementation of changes related to intake, recognition and reporting. Through this opportunity, NCFH will grant participating C/MHCs the ability to use the training materials and receive on-going implementation support for a full two years.

These include a comprehensive Train the Trainer curriculum, educational tools, sample policies and procedures, audio video presentations and technical assistance in setting base lines and monitoring increases in reported utilization.

Purchase of this license entitles participants to a one-day, hands-on regional training designed to serve as many health center staff



as accommodations will allow. This in-person training creates the opportunity for groups to come together in a unified effort to improve ag worker access to care. It allows them share unique ideas and best practices in an hands-on, face-to-face environment that ultimately adds to overall understanding of the challenges and fosters innovative solutions.

The on-site training component strives to achieve four main objectives:

- Equip organizational leaders with all the tools necessary to provide on-going training and retraining of staff, standardize intake procedures across all sites, and increase their ability to accurately report the number of Ag Workers and dependent in annual UDS reports
- Increase knowledge and ability to identify and document all Ag Workers and their family members in the registration process
- Develop appropriate strategies to elicit information in a culturally and linguistically appropriate manner
- Increase each participant's ability to review and update patient registration and outreach procedures

NCFH staff will then provide ongoing support for each PCA and its members through program implementation, data analysis and reporting, and on-going training for the two-year program.





Before Starting the Program

The first step in this initiative begins with a complimentary webinar for selected health center leadership such as: CEOs and COOs, program operations staff, data personnel, as well as training and quality assurance staff. This event serves as an overview of the national systems, policy issues and problem areas health centers experience. It also outlines the Train the Trainer Licensure Program.

What's Included in the Licensure Agreement

1. 1-day interactive regional training provided in conjunction with the PCA/Network, (organizing partner and host); designed for a cross section of staff members responsible for: supervising or conducting patient intake and health center registration; ongoing staff development and training programs; policy review and revision; special populations services; customer service/assurance, etc.

Training package will include the following:

- Package of Train the Trainer materials for each participant
- Annotated PPT Presentation and Trainer's Guide
- Tools to develop staff motivational understanding of the unique circumstances facing ag workers
- Group review of individual FQHCs front office policy and procedure documents
- Overview of sample policies, procedures, registration forms

2. Population Demographics. Each participating health center will receive a Population Estimation Report of the estimated number of ag workers on a county basis for individual health center service areas.

3. Follow-Up Group Webinar with all participating organizations and members, to trouble shoot, problem solve any challenges encountered, share successful strategies following regional training

4. On-Going TA Calls between NCFH and health center LICENSEES to troubleshoot during implementation

5. Quarterly Calls with Licensee, NCFH and Organizing Partner to share implementation strategies and best practices and trouble shoot challenges or barriers to effective patient registration

6. Rights to Use and Reproduce the Training Materials on an Unlimited Basis, for internal organization's use only for a 2-year period

7. Periodic Program Updates and Improvements as they occur over the period of the License

8. Opportunity for Renewal After the Two Years at a reduced rate

Rights & Responsibilities of Parties

Organizing Partner/Host Licensee Will:

Promote and Host all events and activities associated with licensure agreement(s)

Host and participate in webinar

Coordinate logistics for regional training

- Secure venue
- Refreshments
- AV equipment and supplies

Secure participation of a minimum of 5 health centers.

Serve as liaison between NCFH and Licensees to trouble shoot and provide on-going TA.

NCFH Will:

- Execute license with each participating Health Center.
- Facilitate dialogue in introductory and follow-up webinars.
- Provide expert consultant to lead on-site regional training and all follow-up activities.
- Work closely with the LICENSEE to provide guidance to health centers on an-going basis.
- Provide licensees with periodic updates and improvements over the period of the License, as they occur.
- Re-issue licenses at the end of the initial licensure period

Health Center Fees

- Licenses issued by NCFH in accordance with the following schedule:

MINIMUM 5 LICENSES	\$4,000 per license
6-10 LICENSES	\$3,500 per license
11+ LICENSES	\$3,000 per license

- FQHCs, not yet funded as a migrant health center, may opt in to the webinar (at no cost) and participate in the regional training at a per person registration rate of \$400.00.

- Coordinating PCA/Network LICENSEE receives complimentary master license for retraining purposes.