
Rural Health Clinics and Federally Qualified Health Centers Basic Training Online Course Syllabus

Mission Statement

The mission of the Department of Health and Human Services (HHS) is to protect the health of all Americans and provide essential human services, especially for those who are least able to help themselves.

1.1 Background

Rural Health Clinics (RHC) and Federally Qualified Health Centers (FQHC) are required to comply with the Federal requirements set forth in the Medicare Conditions for Certification/Conditions for Coverage (CfCs) in order to receive Medicare and/or Medicaid payment. The goal of an RHC survey or FQHC complaint survey is to determine whether the RHC or FQHC complies with its applicable CfCs at 42 CFR 491, Subpart A.

1.2 Course Goal

The goal of the Rural Health Clinics and Federally Qualified Health Centers Basic Training Online Course is to provide surveyors with the basic knowledge and skills needed to survey RHCs or FQHCs in accordance with Federal regulations.

1.3 Course Description

The Rural Health Clinics and Federally Qualified Health Centers Basic Training Online Course provides training to assist surveyors in identifying and interpreting the RHC and/or FQHC CfCs. You will utilize the electronic Code of Federal Regulations (e-CFR), Title 42 Part 491 as well as the official interpretation of these regulations and the associated survey procedures outlined in the State Operations Manual (SOM), Appendix G.

1.4 Audience

The Rural Health Clinics and Federally Qualified Health Centers Basic Training Online Course is required for all State Survey Agency (SA) and Regional Office (RO) surveyors and reviewers who will conduct or review RHC or FQHC surveys.

This course is for:

- New RHC and FQHC surveyors required to take this course prior to participating in RHC or FQHC surveys as a team member
- All existing RHC or FQHC surveyors and reviewers required to successfully complete this course within one year of the Survey and Certification Group's (SCG) release of the admin memo
- Non-survey professionals and other SA or RO support staff responsible for ensuring compliance with regulations

After reviewing the Rural Health Clinics and Federally Qualified Health Centers Basic Training Online Course and successfully passing the Post-Test, new surveyors must accompany an experienced preceptor to observe and participate in surveys before surveying independently. Thereafter, we highly recommend all surveyors review the course content on a periodic basis or as directed by their SA to refresh their knowledge.

1.5 Course Objectives

The objectives for this course are to:

- Define RHC, locate statutory provisions and regulatory requirements, and identify the basic program requirements for Medicare approval.
- Identify the procedures used to plan and conduct an RHC survey.
- Identify the CfCs that RHCs must meet to qualify for reimbursement under Medicare and their associated survey procedures.
- Recall the origin, purpose, and Medicare definition of the FQHC program, identify FQHC program requirements and enrollment processes, and identify the procedures used to conduct an FQHC complaint investigation.
- Identify the basic requirements of the RHC survey and certification process, identify the extent and severity of an RHC's noncompliance with the CfCs, and recall the components of an acceptable Plan of Correction (POC).

1.6 Module and Lesson Outline

Rural Health Clinics and Federally Qualified Health Centers Basic Training Online Course has five learning modules. The course includes the following modules and lessons:

Module 1: Overview of Rural Health Clinics

- Lesson 1: What is a Rural Health Clinic?
- Lesson 2: How to Locate Statutory Provisions and Regulatory Requirements
- Lesson 3: Rural Health Clinic Medicare Enrollment

Module 2: Rural Health Clinic Survey Process

- Lesson 1: Off-Site Preparation
- Lesson 2: Entrance Activities
- Lesson 3: Information Gathering and Investigation
- Lesson 4: Preliminary Decision-Making and Analysis of Findings
- Lesson 5: Exit Conference
- Lesson 6: Post-Survey Activities

Module 3: Conditions for Certification

- Lesson 1: Terms and Certification Procedures
- Lesson 2: Compliance with Federal, State, and Local Laws
- Lesson 3: Location of Clinic
- Lesson 4: Physical Plant and Environment
- Lesson 5: Organizational Structure

- Lesson 6: Staffing and Staff Responsibilities
- Lesson 7: Provision of Services
- Lesson 8: Patient Health Records
- Lesson 9: Program Evaluation

Module 4: Overview of Federally Qualified Health Centers

- Lesson 1: What is a Federally Qualified Health Center?
- Lesson 2: Federally Qualified Health Center Medicare Enrollment Process
- Lesson 3: Federally Qualified Health Center Complaint Investigations

Module 5: Decision-Making and Analysis of Findings

- Lesson 1: Survey and Certification Overview
- Lesson 2: Survey Determination and Documentation

1.7 Course Design

The Rural Health Clinics and Federally Qualified Health Centers Basic Training Online Course provides surveyors with the basic knowledge and skills needed to investigate and review compliance with Medicare regulations and policy. The online course consists of the following required components:

- Pre-Test
- Learning modules with lessons, topics, and knowledge check questions
- Post-Test*
- Course Evaluation

**To complete this course, learners must complete each of these required components and pass the Post-Test with a minimum score of 80 percent. Learners have three attempts to pass the Post-Test.*

1.8 Online Course Progression

Each module in the Rural Health Clinics and Federally Qualified Health Centers Basic Training Online Course contains two or more lessons. From the Surveyor Training Website (STW), learners will select *Rural Health Clinics and Federally Qualified Health Centers Basic Training Online Course* from My Courses and then select *Launch the Course* from the information screen to begin. Learners will then select the appropriate module. Each module is listed as a separate menu item within the course.

Learners should complete the modules in the order they appear. After selecting a module, learners will progress through each lesson within the module as designated on the Module Menu frame.

Upon completion of each module, learners may exit and select the next module from the STW website.

1.9 Pre-Test

Your first task in the online course is to complete the Pre-Test:

- Do not study for the Pre-Test.
- You do not need to achieve a passing score on the Pre-Test. We expect that Pre-Test scores will be low. The Pre-Test serves to measure your baseline knowledge.
- We will compare a learner's Pre-Test and Post-Test scores to help us gauge the effectiveness of the course.

1.10 Post-Test

Please note the following details about the Post-Test:

- The Post-Test is an open book exam.
- If you exit the exam to look up a resource or to review the learning module again, the STW will exit you from the exam and count as one attempt.
- You have three attempts to pass the Post-Test.
- If you do not pass the exam with a minimum score of 80 percent on the first try, you may choose from the following options:
 - Take a break.
 - Review the lessons, knowledge check questions, and resource materials again.
 - Engage in additional self-study as needed.
 - Talk with your Training Coordinator or supervisor to arrange time to review the material.
 - Retake the exam when you are ready, up to two additional times during the month enrolled.
- If you do not successfully pass the Post-Test within three attempts, you may enroll in another course and repeat the entire course.

For technical support, please contact the CMS Training Support Help Desk.

1.11 Estimated Contact Time (To Complete the Online Course)

Estimated contact time (often referred to as “seat time”) refers to the amount of time the average learner would require to view all of the course content and participate in the online activities. Because learners can review the material in this online course at their own pace, the time to complete it will vary for each learner. On average, it should take approximately 25 hours to complete this course.

1.12 Learner Participation

In addition to reviewing the self-paced course content displayed on the STW, you will demonstrate a level of participation by responding to knowledge check questions and accessing additional information through hyperlinks.

1.13 Knowledge Checks

The knowledge check questions are a type of interaction presented throughout each lesson. The questions help assess your learning to determine comprehension of learning objectives. After submitting your response, the knowledge check slide will provide immediate feedback.

For correct responses, you will be told that your response is correct and given the reason why. For incorrect responses, you will be told that your response is incorrect and given the correct response and a reason why.

1.14 Keeping Track of Course Completion and Bookmarking

Learners may exit a module at any time. However, the system will not save your place within the course. When returning to the module, learners need to resume where they left off.

In addition, STW provides a printable Bookmarking Tool to track your progress throughout the course.

1.15 Media and the Course

This course uses a number of media resources including web pages and PDF documents. The minimum computer requirements section of this syllabus (section 1.17) identifies Adobe Acrobat as required software for this course. Having this program is the first step to access the media in this course.

1.16 Recommended Minimum Configuration Requirements

The following computer configuration is required for access to the online classroom via the STW learning environment. If your computer does not have the proper hardware, the course may run slowly or may not run at all. Prior to running the course on your computer, compare your current system configuration with the system requirements below:

Hardware Minimum Requirements:

- 1.2 GHz CPU or greater with minimum of 2 GB RAM
- Network adapter: Wired for network connectivity; wireless network cards must support WPA-2 level encryption
- DSL or cable broadband Internet (Dial up not compatible)
- 3G and 4G connections are not recommended when taking tests
- CD/DVD drive and speakers may be required; refer to course requirements

Operating Systems Requirements:

- Windows 7 (32-bit or 64-bit)
- MAC OSX 10.7 or later
- Android 4.2.2 (or later)

Browser Requirements:

The following tables highlight the platform and browser configurations tested for using the following support terms:

- **Supported:** Supported by the vendor and STW.
- **Unsupported:** Unsupported by the vendor or not supported by STW.

Microsoft Windows Operating Systems

	Internet Explorer 11	Google Chrome (34 or later)
Windows 7 (32-bit)	Supported	Supported
Windows 7 (64-bit)	Supported	Supported
Windows 8 (32-bit)	Supported	Supported
Windows 8 (64-bit)	Supported	Supported

Apple Mac Operating Systems

	Safari 7.0.3	Safari 8	Google Chrome (34 or later)
Mac OSX 10.7	Unsupported by Apple	Unsupported by Apple	Supported
Mac OSX 10.8	Unsupported by Apple	Unsupported by Apple	Supported
Mac OSX 10.9	Supported	Unsupported by Apple	Supported
Mac OSX 10.10	Unsupported by Apple	Supported	Supported

Plug-ins:

Acrobat Reader is required for PDF files.

Computer Monitor Screen Resolution:

This course is best viewed with a screen resolution of 1024x576. For help changing your monitor's resolution, contact the Help Desk.

1.17 Copyright Warning

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1.19 Content Disclaimer

Due to the Office of General Counsel's (OGC) review of comprehensive revisions to Appendix G and updates to the ASPEN Regulation Set, some content delivered in this course is subject to change. In the case of updated course material, CMS will issue an admin memo directing your next course of action. This may include mandatory participation in amended courseware. Thank you in advance for your understanding.

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