

## Federally Qualified Health Center (FQHC) Services

Relias offers online learning, staff compliance training, and continuing education for acute and community health organizations.

Relias Training Crosswalks are based on published accreditation standards. They are designed to assist organizations in the selection of courses from the Relias libraries to ensure and demonstrate staff competence according to the training standards. In some cases, it may be useful for customer organizations to develop training specific to the organization's individual needs.

General staff compliance trainings should be selected to ensure the organization meets OSHA and other regulatory requirements. Staff training is only one element of a successful survey and the crosswalks are not meant to take the place of a careful review and evaluation of your program to the accreditation standards.

The courses listed in the crosswalk are a representative sample of courses available in Relias libraries. It may not be necessary to choose all courses listed for a specific training standard; it is recommended that courses are chosen that closely align with the mission and services offered and the specific needs of the persons served.

Disclaimer: The following constitutes Relias, LLC's recommendation of course work for each listed Crosswalk Measure. Relias does not make any guarantee that such course(s) will be accepted by the accrediting body(ies).

Reference:

<https://bphc.hrsa.gov/programrequirements/compliancemanual/introduction.html>

### Orientation - Health Center Program Eligibility - As Applicable

Health Center Program Compliance Manual - Ch. 1

**Health centers (including look-alikes) are subject to the distinct statutory, regulatory, and policy requirements of other Federal programs that they may be eligible for and participate in as a result of the Health Center Program award or designation (if eligible and enrolled) such as:**

#### 340B Drug Pricing Program

Module Code	Module Name	Hours
REL-CHC-0-DPB	340B Drug Pricing Program	0.50

### Orientation - RHC/FQHC Required Health Services

Health Center Program Compliance Manual - Ch. 4; Medicare Benefit Policy Manual Ch. 13, Sects. 50.1, 50.2

**The health center must provide the required primary health services listed in section 330(b)(1) of the PHS (Public Health Service) Act, such as basic health services, emergency medical services, and pharmaceutical services.**

**The health center must utilize staff that are qualified by training and experience to carry out the activities of the center.**

**Suggested courses address examples of those services; other courses may be found in select Relias Libraries.**

### Basic health services; emergency medical services

Module Code	Module Name	Hours
REL-PAC-0-ASPCE	Antibiotic Stewardship Programs: Core Elements	1.00
REL-BHC-0-ATOUD	Assessing and Treating Opioid Use Disorder	1.25
REL-CHC-0-CPSDTS	Chest Pain: Symptoms, Diagnosis, and Treatments	1.50
REL-ACCRED1	Choose Appropriate Courses from Relias Learning Libraries	0.00
REL-CHC-0-CRIPDT	Common Respiratory Infections: Pathophysiology, Diagnosis, and Treatment	1.50
CPR/BLS/FIRST AID	CPR/BLS/First Aid Certification (Available For Purchase)	0.00
REL-CHC-0-DAAP	Diagnostics and Assessment: Abdominal Pathophysiology	1.50
REL-ALL-0-FVAC	Flu Vaccines	0.50
REL-CHC-0-FCCH	Foundations of Care Coordination in Healthcare	1.00
REL-CHC-0-GSIAPC	Guidelines for Screenings and Immunizations in Adult Preventive Care	1.25
REL-PAC-0-DES	HIV/AIDS - Diagnosis and Early Stages	1.00
REL-ALL-0-HIVBEB	HIV: Beyond the Basics	1.00
REL-BHC-0-IND	Impact of Nutrition on Diabetes	1.00
REL-BHC-0-AMDCBOA	Managing Major Neurocognitive Disorder in Older Adults	1.50
REL-CHC-0-PATAUD	Medical Approaches to Identifying and Treating Alcohol Use Disorder	1.25
REL-ALL-0-MDRO-V2	Multi-drug Resistant Organisms (MDROs)	0.50
REL-CHC-0-RRME	Reducing the Risk of Medication Errors for Nurses	1.00
REL-BHC-0-SBISUI	Screening and Brief Interventions for Substance Use Issues	1.50

### Dental services

Module Code	Module Name	Hours
REL-ACCRED1	Choose Appropriate Courses from Relias Learning Libraries	0.00
REL-BHC-0-IDOHBH	Impact of Dental and Oral Health in Behavioral Health for Paraprofessionals	0.75

### Orientation - RHC/FQHC Additional Health Services

Health Center Program Compliance Manual - Ch. 4

**The health center must utilize staff that are qualified by training and experience to carry out the**

activities of the center.

The health center may provide additional health services that are appropriate to meet the health needs of the population served by the health center involved, including:

**Behavioral and mental health**

Module Code	Module Name	Hours
REL-BHC-0-OBHIOAP	Overview of Behavioral Health Issues in Older Adults for Paraprofessionals	1.00
REL-BHC-0-OBHST	Overview of Behavioral Health Screening Tools	1.25
REL-BHC-0-OSSOPDP	Schizophrenia Spectrum and Other Psychotic Disorders for Paraprofessionals	1.00
REL-BHC-0-BDDAP	SMI: Bipolar and Depressive Disorders in Adults for Paraprofessionals	1.00

**Substance use disorder services**

Module Code	Module Name	Hours
REL-BHC-0-AOSUD	An Overview of Substance Use Disorders	1.00
REL-BHC-0-ATOUD	Assessing and Treating Opioid Use Disorder	1.25
REL-ACCRED1	Choose Appropriate Courses from Relias Learning Libraries	0.00
REL-BHC-0-SASUDOA	Screening and Assessing for Substance Use Disorders in Older Adults	1.25
REL-BHC-0-SBISUI	Screening and Brief Interventions for Substance Use Issues	1.50

**Orientation - Cultural Competence**

Health Center Program Compliance Manual - Ch. 4

The health center must make arrangements and/or provide training that enables its staff to deliver services in a manner that is culturally sensitive and bridges linguistic and cultural differences.

**Cultural awareness/competency**

Module Code	Module Name	Hours
REL-ACU-0-MYMMC	Cultural Differences Impact Interpersonal Communication	1.00
REL-BHC-0-DEIAIMC	DEI: An Introduction to Multicultural Care	1.00
REL-BHC-0-DEIAIMC	DEI: An Introduction to Multicultural Care	1.00
REL-BHC-0-UMCBP	Understanding and Minimizing Cultural Bias for Paraprofessionals	1.00

## Orientation - Clinical Staffing

Health Center Program Compliance Manual - Ch. 5; Medicare Benefit Policy Manual Ch. 13, Sect. 30.3

**The health center must utilize staff that are qualified by training and experience to carry out the activities of the center.**

**FQHCs must have a core staff of appropriately trained primary care practitioners and meet other clinical requirements**

Module Code	Module Name	Hours
REL-ACCRED1	Choose Appropriate Courses from Relias Learning Libraries	0.00
ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00

**All clinical staff members who are health center employees, individual contractors, or volunteers, must have current documentation of basic life support training**

Module Code	Module Name	Hours
CPR/BLS/FIRST AID	CPR/BLS/First Aid Certification (Available For Purchase)	0.00

## Orientation - Coverage for Medical Emergencies During and After Hours

Health Center Program Compliance Manual - Ch. 7; Medicare Benefit Policy Manual Ch. 13, Sect. 50.3

**The health center must have provisions for promptly responding to patient medical emergencies during and after the health center's regularly scheduled hours.**

**The health center has at least one staff member trained and certified in basic life support present at each HRSA-approved service site**

Module Code	Module Name	Hours
CPR/BLS/FIRST AID	CPR/BLS/First Aid Certification (Available For Purchase)	0.00
REL-PAC-0-FAS1	First Aid: Section 1	1.00
REL-PAC-0-FAS2	First Aid: Section 2	1.00

**After their operating hours, FQHCs must provide telephone access to an individual who has the qualifications and training to exercise professional judgment in assessing a patient's need for emergency medical care**

Module Code	Module Name	Hours
REL-BHC-0-CMBP	Crisis Management Basics for Paraprofessionals	1.00

ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00
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## Orientation - Board Authority

Health Center Program Compliance Manual - Ch. 19

**The health center must establish a governing board that has specific responsibility for oversight of the Health Center.**

### Board governance

Module Code	Module Name	Hours
REL-HHS-0-CH3	FQHC Board Governance	1.00

## Annual In-Service - Federal Tort Claims Act (FTCA) Deeming Requirements

Health Center Program Compliance Manual - Ch. 21

**The health center has a health care risk management training plan for all staff members and documentation showing that such trainings have been completed by the appropriate staff, including all clinical staff, at least annually.**

### Training addresses identified areas/activities of highest clinical risk for the health center

Module Code	Module Name	Hours
REL-CHC-0-RRME	Reducing the Risk of Medication Errors for Nurses	1.00

### Non-clinical trainings appropriate for health center staff (including HIPAA medical record confidentiality requirements)

Module Code	Module Name	Hours
REL-BHC-0-AHIPAABH	Application of HIPAA in Behavioral Health	1.75
REL-ACCRED1	Choose Appropriate Courses from Relias Learning Libraries	0.00
REL-BHC-0-CISUDT	Confidentiality in Substance Use Disorder Treatment	1.00
REL-ALL-0-HCSDSL	Hazardous Chemicals: SDS and Labels	0.50
REL-ALL-0-HBAS	HIPAA: Basics	0.50
REL-ALL-0-HPRR	HIPAA: Privacy Rule	0.25
REL-ALL-0-MSTF	Minimizing Trips, Slips, and Falls	0.25
REL-ALL-0-UBBPATH	Understanding Bloodborne Pathogens	0.75
REL-ALL-0-UWRKVLN	Understanding Workplace Violence	0.50