

[View this email in your browser](#)

March 2nd, 2020

Our March Update includes information on:

1. 2020 San Francisco Reproductive Justice Summit: Black Women Know
2. Customer Service Training for Management and Office Staff
3. Facility Site Review Provider Pearls: Introducing New Online FSR Resources!

1. 2020 San Francisco Reproductive Justice Summit: Black Women Know

The [Reproductive Justice Summit](#) will bring together Black/African American community members and health care providers to challenge the prevalence of anti-black racism within the healthcare and safety-net system in San Francisco. The primary goals of the summit are to:

1. Address the inequities in reproductive health outcomes experienced by Black/African American people in San Francisco by destigmatizing STDs and promoting sexual agency;
2. Develop actionable recommendations to improve racial equity and cultural responsiveness in the provision of sexual health services at San Francisco safety-net clinics.

The summit will be held Friday, April 24th and Saturday, April 25th 2020 at the CCSF Southeast Community Facility.

For tickets and more information [click here](#).

2. Customer Service Training for Management and Office Staff

San Francisco Health Plan's goals include providing high quality care and exemplary service, and we want to help you be successful in meeting and exceeding patients' expectations. SFHP is hosting a trainer from Sullivan Luallin Group to provide two customer service workshops for front office and management staff working in SFHP's network:

- "Managing for Service Excellence" for managers and supervisors
 - Tuesday April 7, 2020 9 AM – 1 PM or
 - Tuesday June 9, 2020 9 AM – 1 PM
- "YOU Make the Difference!" for medical office staff
 - Tuesday April 7, 2020 2 PM – 4 PM or
 - Tuesday June 9, 2020 2 PM – 4 PM

While each is designed for a different audience – managers or office staff – they share a common objective of having participants learn simple service protocols to ensure consistent, outstanding service in every department and site.

Ready for your staff to join us? Have them sign up early! Find more information and registrations for these free workshops through the following [flyer](#).

3. Facility Site Review Provider Pearls: Introducing New Online FSR Resources!

The Facility Site Review (FSR) Team is proud to introduce you to the updated Facility Site Review (FSR) content on the San Francisco Health Plan (SFHP) website, www.sfhp.org. Facility Site Reviews are the application of prescribed standards by the California Department of Health Care Services (DHCS)/Medi-Cal Managed Care Division



(MMCD) for all primary care provider (PCP) sites. These standards have been undergoing revisions for the past year by DHCS. New FSR standards will take effect



on July 1, 2020. DHCS' publication of these standards is forthcoming and the SFHP website will have the new All Plan Letter and Standards on our site as soon as they are available. SFHP has been diligently working for several months to prepare every primary care provider site and provider for the changes. One of the most impactful ways to support

our providers and their staff is through online access of FSR information, which is available to you 24/7 and provides an array of documents from pre-survey checklists to operational best-practice examples that have all been created or updated with the new changes in mind.

Forms, checklists, example policies, example procedures, logs, new medication dosage chart, forms, references... plus a Blood Pressure Measurement Toolkit (in Other Resources)

The FSR Team hopes that you will take a moment to access the new content. We would like you to become familiar with the site content as all of the documents are aligned with key Site Review Survey and Medical Record Review criteria to assist you with compliance. These documents will benefit you both in preparing for site audits and to aid you in responding to any potential Corrective Action Plan (CAP) deficiencies found during an audit.





Click this [link](#) for a printable flyer to read and share about how to access the new FSR content from the SFHP website.

Facility Site Reviews

Facility Site Reviews of Primary Care Provider Sites

Thank you for participating in the SFHP Primary Care Provider Network and partnering with us to offer our members the high quality care they need.

[Watch Video - Facility Site Review Overview](#)

 <p>Facility Site Review Survey</p> <p>Download Checklist</p> <p>View Resources</p>	 <p>Medical Record Review Survey Library</p> <p>Download Checklist</p> <p>View Resources</p>	 <p>Physical Accessibility Review Survey</p> <p>Download Checklist</p> <p>View Resources</p>	 <p>Other Resources</p> <p>View Resources</p>
--	---	---	--

If you have any questions, recommendations, or requests regarding FSR resources, your FSR team is here to help. Please find contact information below.

“**Provider Pearls**” are monthly articles written to help you prepare for the California Department of Health Care Services (DHCS) FSR review processes.

member will respond and/or reach out to you to help you with your inquiry.

Please do not hesitate to contact Provider Relations at **1(415) 547-7818 ext. 7084**,
Provider.Relations@sfhp.org or Chief Medical Officer **Jim Glauber, MD, MPH**, at jglauber@sfhp.org.
*To access updates from previous months or subscribe to SFHP's Monthly Provider Update, please visit our
[Provider Update archive page](#).
Register for SFHP ProviderLink [here](#).

Copyright © 2019 San Francisco Health Plan, All rights reserved.

This email was sent to <<Email Address>>
[why did I get this?](#) [unsubscribe from this list](#) [update subscription preferences](#)
San Francisco Health Plan · P.O. Box 194247 · San Francisco, CA 94119 · USA

