	Topic	Question	Answer
1	ICD-10 and ICD-11	Can we still use our SHIP grant monies to pay for our ICD-10 software/vendor platform expenses?	Yes - this is an allowable expense as long as some training and/or preparedness has occurred around ICD-11 during this grant period as well. Participation in the ICD-11 webinar at 10 am on May 21 will meet this requirement. Registration Link: https://registration.kha-net.org/.
2	Cybersecurity	Can we use SHIP funds for a company to come in and do risk assessments on devices/systems in our facility. She said she was at a GPHA meeting recently where this was discussed.	Yes - allowable IF that company provides training and education to remediate the findings. SHIP supports HIT hardware/software and training, therefore, it would be beneficial to include risk assessments and/or trainings associated with cybersecurity.
3	Swing Bed	Can we do patient experience for a swing bed quality measure - pay for the surveys/tablets/web access - with SHIP grant funds without participating in the Healthworks Swing Bed Pt Exp project?	We are asking the Federal Office for additional clarification - no determination currently
4	Cybersecurity	Can we pay the subscription for KnowBe4 which is the product we use for cybersecurity training and risk assessments with the SHIP grant?	Yes - this is an allowable expense if the outcomes of the risk assessment are used and directly mitigated with the trainings. SHIP supports HIT hardware/software and training, therefore, it would be beneficial to include risk assessments and/or trainings associated with cybersecurity.
5	Quality Reporting Software	Can we use SHIP funds to purchase Sentri7 Quality Reporting software?	Yes - this is an allowable expense
6	Clinic Quality Measures Software	Can SHIP grant funds be used for quality measure software for the clinic?	Not allowable. SHIP grant funds should be around training for clinic quality improvement. Funds do not support software or actual measure input/analysis for the clinic.

	Topic	Question	Answer
7	e-learning platforms for training	Can we use SHIP grant funds for Care Learning or Health Stream employee training for safety, quality, risk, emergency preparedness?	Subscriptions to ongoing or on-demand training (at-will training) are unallowable expenses. Subscriptions that "happen to include" a SHIP-approved expenditure should be avoided.
8	HCAHPS	How do we use grant funds for HCAHPS?	In order for SHIP grant funds to be used, the dates of service have to fall within the SHIP grant period, not the billed date. Also, only HCAHPS can be used for this grant - no emergency department or clinic surveys can be paid.
9	Pharmacy Services	Can we pay for the services of the pharmacist/telepharmacy contract with grant funds?	The cost of personnel, medications, medication delivery, refilling pre-packaged medication, or assistants for direct patient care are unallowable. Training, hardware, and software that support the application and implementation of remote pharmacy (telepharmacy) services are allowable.
10	Physical Plant and Fire Safety Mock Survey	A company called Patton can provide mock surveys and reports on CMS physical environment and fire safety surveys. They provide training and education on survey preparedness. Would this qualify as a hospital safety and emergency preparedness event? The expense would start at $3,350 a day.	No - this would not be an allowable expense. "Patient healthcare safety, security, and equipment that aids in treating a patient may also increase patient safety. The three are not the same, and direct patient care and hospital security measures are unallowable even if those measures increase patient safety measurements."

	Topic	Question	Answer
11	Charting, Coding, and Billing	We are interested in paying for an onsite Trainer to help us maximize the financial aspects of charting and billing within our EHR. Would this training be allowed?	Yes - this would be allowable by putting this expense under ICD-11 Training since the consultant will be training staff for efficiencies and coding compliance. There has to be some training and/or preparedness around ICD-11 during this grant period as well. KRHOP will provide a webinar training to assist in meeting this requirement.
12	Training for PT Department Staff	Would this pediatric therapy program training for staff - the registration/training would increase the number of skills and improve quality of services of our PT department be an allowable training expense for the SHIP grant? https://www.tmrtots.com/totshome	No - this would not be an allowable expense. Anything patient care related would not be allowable - even the training component.
13	Avel eCare Emergency - telehealth	I believe it would fall under the Telehealth and Mobile Health Hardware/Software. We use Avel eCare service in our Emergency Room. I don't want to submit this expense and it not qualify.	Yes - the equipment and technology monthly fee would quality for months June 2023 to May 2024, but the monthly service fee does not qualify since it is the professional component.
14	Disease Registry software/hardware	We are looking to use a large chunk of those funds for our compliance with Promoting Interoperability with an interface for Case reporting. I am just curious what all is needed from us to be able to utilize those funds - an invoice and a check that it's paid?	You would need the invoice - within the grant year of June 1, 2023 to May 31, 2024 - with enough detail to know what it is for. You could even have the invoice and in your report put the detail of what it is used for - the interface to report AUR cases for promoting interoperability - or whichever cases you are interfacing. We do not require the check that it's paid.

	Topic	Question	Answer
15	SDoH Training	This would be an invaluable tool for our discharge planning and utilization review. Would this conference be an allowable expense for SHIP? And if so, I know that an employees time is not allowable, but would the cost of the conferrence, hotel, and flights be allowable?	After reviweing the content of the conference, this would be allowable for training/education for SDoH or ACO from what I see in the schedule. The only item covered for any training is the cost of the registration. So, in this case, only the $395 for early bird registration. The airfare, meals, hotel are not allowable under the SHIP Grant.
16	Quality Improvement Software	Can we claim the expense for our QDC incident management software and the expense for our Stategic Quality Support System (SQSS) software as expenses for the SHIP grant? The QDC software is utilized to track and trend incidents to allow for continuous improvements in patient care, medication errors, etc. The SQSS software tracks quality and safety tasks for each department, sends reminders and provides documentation these tasks are being completed. This ensure are patients and staff remain in a safe environment.	Both would be allowable expenses - the invoices just have to show the months of the grant - so might have to have more than one invoice/item to cover the 12 months of June 1, 2023 to May 31, 2024. The explanation will be perfect for the second page to explain the utilization of the grant funds.
17	340B Consultant	Can we use SHIP funds for a company to provide monthly audits of our 340B referrals and then they provide monthly information/reports to our medical staff and pharmacy which allows them to know what they should do differently and more efficiently moving forward to avoid the mistakes found?	Determination from the PO: Unallowable, due to 'audits'. SHIP cannot cover audits.
18	Utilization Review Software	Can we purchase our MCG subscription - which is Milliman care guidelines for utilization review, it is the criteria based to prove our patients met criteria for acute, skilled etc. Every month, our UR provides a report and any training needed to the medical staff on cases she has in the month to make more efficient reimbursement and patient placements in the facility.	Determination from the PO: Unallowable, due to falling more in the direct patient care line. SHIP cannot cover anything in direct patient care.

	Topic	Question	Answer
19	Policy Management Software	We want to purchase policy management software that is tied to a learning platform.	Policy management software tied to the 'learning platform' would not be allowed in SHIP for the following reasons: The software and "learning platform" catalog is quite broad. Therefore, the majority of the eLearning isn't providing specified training in the SHIP categories for preparing for Value-Based Purchasing, Accountable Care Organizations (ACOs) or Payment Bundling and the policy management platform is also supporting continuing education units, and as you know accreditation and certification is also an unallowable SHIP investment.
20	Chargemaster Review	Would chargemaster review that includes training for staff, charge capture review, and education presentation for nursing qualify for SHIP FY23?	If you could isolate the outside/consultation cost for staff training and the education presentation for nursing, then you could use that piece. You cannot pay for a chargemaster review with SHIP grant funds. You also cannot pay for the salaries of the staff taking the training/education.
21	Telehealth	Would implementation costs associated with the notifications (text message for patient with link to visit) for telehealth visits qualify for the telehealth and mobile health hardware and/or software (not telecommunications)?	Not an allowable expense for the SHIP Grant. This line is mainly meant to offset cost/expenses with the platform needed to securely provide telehealth services. This line would also pay for hardware such as iPads, laptops, cameras, etc to provide the telehealth visit.

	Topic	Question	Answer
22	Billing and Insurance Contract Software	We started working with Sliced health back in February. We have provided them our insurance claim files as well as our insurance contracts. Sliced Health loads them into their AI equipped software which then generates data showing where the claims aren't following the contract. We hope to use this as a training tool for our billers that will allow them to more confidently fight denials from insurances and to validate proper payment of quality incentives. We feel this is a really important training as our payment rate from insurance companies has decreased over the last few years and we spend more time collecting what we are being paid. Our billing group is relatively new and this should help build their abilities as well as insure that we are being paid per contract.	You would have to isolate that training piece and it would have to relate back to coding - not only to capture more money in the billing/contract side. The SHIP grant cannot pay for salaries of those attending or presenting if they are in-house education. Feel free to call me if that doesn't make sense. It would be an unallowable SHIP grant expense for the software/contract w/ Sliced Health directly.
23	Quality Reporting Software	Can we use SHIP funds to purchase Sentri7 Quality Reporting software?	Yes - this is an allowable expense
24	ICD-11 Training	We had a staff member complete the AHIMA Virtual Medical Coding Summit (6 hour) in Jan 2024. Wondering if you feel this would work for the ICD-11 requirement for the grant. We did pay for this education and I can attach the receipt as well as the agenda.	Yes - this would count as the ICD-11 Training