



Health Resources & Services Administration



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Nothing in life is to be feared, it is only to be understood. Now is the time to understand more, so that we may fear less.

-Marie Curie

BPHC COVID-19 Frequently Asked Questions

Many questions have arisen regarding COVID-19 and its impact. The [Health Center Program COVID-19 Frequently Asked Questions \(FAQs\) webpage](#) is continually updated. For FAQ's regarding Coronavirus funding, please click the hyperlink below:

- [Coronavirus-Related Funding Frequently Asked Questions \(FAQ\)](#), This is a separate page for FAQs related to funding. This page will continue to be expanded over time.

Message from MSCG

MSCG prides itself in our mission which is to "improve the quality of life of people and communities by helping our clients build capacity that enables them to drive superior performance and achieve sustainable success." We continue to meet this mission by supporting the BPHC in delivering care to the nation's most vulnerable patients and working towards health equity for all. By working with health centers we are reminded that not all communities are equally supported nor is every voice heard. The recent killing of George Floyd and subsequent response is a grim reminder of the challenges that remain before us. MSCG remains committed to our mission and we look forward to continuing this work with you.

OSV Scheduling

All OSV's **scheduled through September 30**, have been postponed. BPHC will continue to evaluate and monitor the situation to make additional adjustments, as needed. While the

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Kudos! Kudos!
Kudos!

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majority of OSVs scheduled through September 30 are postponed, there are health centers with extenuating circumstances (e.g. one-year project periods, other emergent issues, etc.) that may require an OSV prior to September 30th.

BPHC will work with these health centers to assess their readiness for an OSV to be implemented virtually and/or through other methods. Health centers will be engaged in this project to explore approaches in the near future. We appreciate all that you do!



Reminders!

Consultant Reminders

Legal Requests

Please notify MSCG immediately should you be contacted to participate in any legal proceeding involving a previously visited Health Center or if contacted by a Health Center's current or former employee, board member etc. In addition, we strongly encourage you to refer the requesting party to the appropriate BPHC Project Officer for final and official site visit documentation and follow-up. Please contact us should you have any questions.

Consultants Providing COVID-19 Assistance

Many of our consultants have direct ties to the Health Centers and may be called upon for assistance, paid or unpaid, during the current public health crisis. Please be sure to communicate such work to MSCG once BPHC initiates site visits again. We appreciate all that you are able to do for Health Centers during this time.

MSCG Consultant Training: Virtual Operational Site Visits

The recording is now available in your MSCG Consultant Portal. The training will provide an overview of the Sharefile system, Document Naming Convention, Structured Agenda and other tools and tips to assist you with the virtual visits. Microsoft Outlook is required for both Windows and Mac systems to conduct the virtual site visits. The full list of the IT requirements for conducting the virtual site visits will be part of the materials under the virtual OSV training. Participation is required prior to conducting the virtual operational site visits. We look forward to working with you further on these!

Licensed Clinical Consultants Site Visit Participation

MSCG is moving toward resuming site visits. When scheduling begins, we will select consultants who hold active licenses as the preferred clinicians for site visits. If you currently have an active license and have not gone through the MSCG credentialing process, please be sure to contact us so that we can move forward with credentialing. Clinical consultants without an active license will be solicited for site visits as appropriate.

HRSA/TATS Password

Please remember to log into your HRSA/TATS account regularly to ensure that your password is kept up-to-date. Otherwise, you risk the need to have your access re-established, and this process may take a week or more.



KUDOS! KUDOS! KUDOS!

Grantee Comments

Carolyn Bagley

Our Clinical Reviewer, Ms. Bagley was not only very knowledgeable, but also very helpful in offering suggestions, sharing her expertise and helping us to improve efficiency and functionality in relationship to clinical operations, credentialing and privileging and delegation of authority. We learn new things during every site visit, but this will help our staff, many of whom have new roles since the last site visit or have never experienced a site visit previously, to better understand expectations and see opportunities for improvement, growth and development. We greatly appreciate having a Reviewer of this experience level and caliber assist us.

Elizabeth Latham

Liz's many years serving in multiple roles in a health center was invaluable to our medical team as well as our leadership. Her expertise in QI/QA, Credentialing and Privileging was especially helpful as this is a weakness for us as a new health center. She helped us to focus on starting small and simple and working our way up into a more robust program. She provided clarity and guidance with regard to C&P that we previously misunderstood.

MSCG Employee Spotlight



Meet me, Ramana Kariveda. I am, on the surface, the Information Technology Director. Yes, I analyze TCP traffic with protocol analyzers, pull reports, write code, validate NIST compliance on complex deliverables, migrate apps and services to the cloud, and position MSCG to provide IT services to the private and public sector. I also provide support to all sorts of users who might have issues and some cases might not have read the documentation. And, yes, I may have written that documentation ... maybe that explains all the support

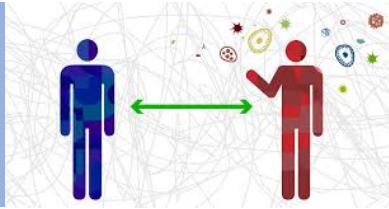
calls!

But is that really me? To a degree, yes. I enjoy my work immensely. I did my bachelors and masters in preparation for the work I am doing now, being the highest academically ranked student in my college six years in a row... so you better believe that I planned my student to career path pretty well. And did I mention that I enjoy my work?

In 2001, I started working under an MBA who had in her academic and early career, worked as a registered nurse. The experience of working under her changed my skewed perspective of any workplace ... and that MBA hardworking person was Kelly Garry Burks, RN, MBA.

I play several prominent roles... Dad, husband and DIYer. Perhaps I should rearrange them in order of importance, high to low ... DIYer, and the rest ... No, that would not go well with the family... so Dad, husband, provider, driver.... and somewhere down that list ... DIYer. I enjoy playing cricket with my son as he wants me to knock some cricket balls around with him, and I love driving and enjoy taking my daughter to music, dance, tennis etc. As I am a DIYer, I just have to tell you that I love doing things around the house ... some recognize me as I walk in at the local Home Depot! If there

is something broken in the house, it will be a good day. If nothing is broken, well there are improvements.



How MSCG Staff is Spending Social Distancing Time

All of us have likely read articles and heard stories about how people are spending their time while social distancing or working from home. We decided to survey the MSCG staff to hear how their lives have changed or things they are doing differently. We'd like to share some of the feedback we received:

Ramonda Davis: "I have been sharpening my planning skills as I venture out to the grocery store less frequently. I'm also adjusting to the grocery store aisle direction markers. More importantly I am becoming more familiar with the small businesses in my community."

Ramana Kariveda: "I am exercising more now than ever before, I used to run/walk on treadmill 30 minutes daily, around 6000 steps, now since last one month, I am doing 110 minutes treadmill and around 18000 steps daily."

Jayne Bertovich: "Since the new year I started eating flexitarian, which is a semi-vegetarian (with occasional fish and meat). For me, I do 5 days plant-based, 1-day chicken and 1-day fish/seafood per week. Per month, I eat red meat 1 or 2 times only. Eating a more plant-based diet is known to lower blood pressure, fend off diabetes, and reduce weight. It is an eating philosophy put forth by the Blue Zones (www.bluezones.com). Blue Zones are places around the world where people are known to live the longest. It is worthy to look into if you are interested in eating to improve your health."

Shirley Martin-Thomas: "I have learned that I enjoy meditation. I miss going to the gym and my Zumba workouts. What I am doing differently is that I am getting up early in the morning to exercise, something I never thought I would do!"

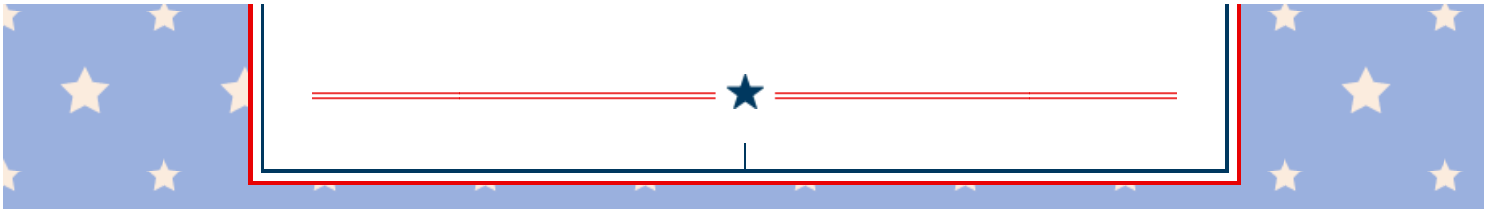
Karen Carter-Parks: "I am honing in on my sewing skills to assist my sister with making masks. I am also calling church members to check in on any needs for food, funds, fellowship, or anything due to the COVID-crisis. I'm also participating on Zoom calls with family."

Juanita Walker: "Going back to basics. Using Ivory soap bar for handwashing and making my own disinfectant and hand sanitizer with alcohol. And finally, I have had total failure with all of the delivery apps with canceling my order, not acknowledging substitutions, and meal delivery by those with no masks and gloves! My daughter is now my personal shopper, and she doesn't charge me any fees!"

Kelly Burks: "I am definitely cooking more. I live in a multi-generational household and alternate cooking and meal planning with my mom and daughter, Maraya. Maraya shoots a video of all her favorite recipes via TikTok. It's not clear if her motivation is to provide nourishment for our family or take a cool video, but either way it works out."

Linda Martin: "I have developed a very strong relationship with my stove and my dishwasher. I'm cooking and eating way too much, and running the dishwasher more than ever. Since my gym is closed, I attempted to purchase a treadmill. Treadmills are out of stock in the United States of America. So for now, I guess I'll have to stick to YouTube!"

Carolina Callahan: "I have been cooking a lot more and thus mastering new and old recipes. Additionally, I've been reading world history books and watching war and fashion history documentaries, which inspired me to begin sewing clothes again; a hobby I always liked but had shelved away. They say 'fashion is not an island, it's a response.' So, I guess I'll be responding to this pandemic by making my own Covid 19 inspired dresses and matching face masks. Hmm... I wonder if I should include matching gloves too? "



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