



Health Resources & Services Administration



## HRSA - Bureau of Primary Health Care Consultant eNews

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*The MSCG family would like to express our profound appreciation for your dedication and hard work throughout 2021. With the pandemic continuing to force unprecedented changes to our work and personal lives, we wish to thank you for your continued flexibility and commitment. We extend our warmest wishes to you and your family holiday season and the upcoming year!*

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## Consultant Resources

### Quality Report Scoring (QRS) System – Consultant Scores

To ensure all BPHC task assignment reports are of the highest quality, MSCG implemented the Quality Report Scoring (QRS) system several years ago. The QRS system is utilized to score the condition of each report upon submission to MSCG for Operational Site Visits (OSVs) and non-OSVs (NTTAPs, PCAs, HCCNs, and FTCAs). The QRS includes a technical component and an editing component with the team lead and each team member being scored across a series of quality indicators within each component. The BPHC contract requires MSCG to retain a minimum aggregate average score of 95%, which we have been able to consistently meet due to the excellent work of the consultant pool.

Consultants can see their average scores for FY21 in the consultant portal, which includes a breakdown by team role along with the technical component and editing component averages. The OSV roles include team lead, administrative/governance reviewer, clinical reviewer, and fiscal reviewer. We look forward to another year of meeting the 95% threshold.

### Consultant Rate Increase

Effective October 1, 2021, HRSA approved an increase in the consultant daily rate. The new rate for team members is \$620.00/day and the new rate for team leaders is \$670.00. We have created supplemental vouchers to compensate consultants for the increase in vouchers that have already been processed during this new contract year. Please login to the consultant portal at <https://www.msccjinc.com/consultant> and submit the vouchers.

### Tips for Improving the Quality of Your Writing[1]

While MSCG has excellent editors, it is the responsibility of each consultant to submit a well written report. Each consultant and the team lead are responsible for proofreading the report prior to submission, including correcting basic spelling, following prescribed formats and style guide instructions, and doing your best to improve grammar and syntax.

The following tips are provided to help you improve the written quality of your reports and your editing component QRS scores:

- If you are doing a task assignment other than an OSV, please be sure to immediately verify the current report template you are required to use for the task assignment type. **Use the latest template included in your site visit consultant packet;** avoid a do-over and do not use a previously-submitted

report. You can also see the consultant portal, or confer with Sheri Hughes – [shughes@mscgin.com](mailto:shughes@mscgin.com), if you have questions.

- **Proofread your report**, and if you are the team lead, proofread the entire report.
- **Do not use different fonts** or change bullets or other preset formatting structures in report templates.
- **Spell out all acronyms** when they first appear in the report and use only the acronym thereafter. A list of commonly-used acronyms in BPHC reports is now provided with the consultant package in an Excel file.
- **Spell out numbers 0-9** (zero, one, two, etc.); **numbers 10 and above are not spelled out** except when the number is at the beginning of a sentence. Example: *Twenty-three patients, 10 physicians, and three registered nurses attended the meeting.*

### Plural Nouns Treated as Singular

The health center is... (*it, its, it's* because it is an entity).

The staff is... (*they, their* because they are people)

The data **is** ... for non-scientific reports. In other words, Dr. Fauci uses “**data are**,” and it is correct.

**Punctuation:** Let's take a journey down memory lane with some Schoolhouse Rock rules:

*Conjunction Junction, What's Your Function* ([Grammar - Conjunction Junction - Schoolhouse Rock - YouTube](#)) click for your nostalgic journey, if you wish.

Conjunctions  
are FANBOYS!

For  
And  
Nor  
But  
Or  
Yet  
So

### Conjunction Function and Commas

Join two **complete** sentences together (independent clauses) with a FANBOYS conjunction, and it needs a comma before the conjunction.

Conjunction + Complete sentences = Comma

#### Examples

*The vaccine is safe and effective, but many individuals are still vaccine hesitant.* (**Correct**)

*The vaccine is safe, and seems effective.* (**Incorrect**)

- **Semi-colon – the Super Star of Similar Sentences!** Got two similar sentences but no conjunction? Join them with the Super Star Semi-colon!

Examples:

*The health center staff was very cooperative; they proactively offered additional information that was quite beneficial.*

*I wanted to buy a good book before my flight; however, the store was out of John Grisham's novels.*

*COVID-19 vaccines are now available for children five years and older; therefore, I will take my child to CVS to get vaccinated.*

- **Sentence Periods:** Only one space after a period at the end of a sentence—not two. This editing rule recently evolved from two to one space after a period.
- **No comma** before/after phrases, “as well as” and “as long as.”
- **Add a comma** before the words: “which” and “including.”
- **Oxford Commas:** The Oxford comma is used when the sentence includes three things/items. Example: *I bought a book, pens, and some paper.* The comma after “pens” is the Oxford comma. **No comma is needed when only two things are listed.** Example: *I bought a book and some paper.*

**NO Comma** before these phrases:

- *as well*
- *as*
- *as long as*



**COMMA**

**ADD Comma** before these words:

- , *which Yes!*
- , *including Yes!*

## When to Capitalize and When NOT to Capitalize—The Rules Have Changed!

- **Titles:** Use capitalization to formal titles used **directly before** an individual's name. Otherwise, the basic guidelines are to use lowercase letters. See examples in the box below.
- **Names of committees, groups, boards are lowercase.** See examples below.
- **Lowercase titles:** Lowercase and spell out titles when they are not used with an individual's name (see #1).
- Lowercase and spell out titles in constructions that set them off from a name by commas (see #2).
- **Formal titles:** Capitalize formal titles when they are used immediately before one or more names (see #3). A formal title generally is one that denotes a scope of authority, professional activity or academic activity (see #4). Other titles serve primarily as occupational descriptions (see #5). A final determination on whether a title is formal or occupational depends on the practice of the governmental or private organization that confers it. If

### Examples of When and When Not to Capitalize

1. *The president issued a statement. The pope gave his blessing.*
2. *The vice president, Kamala Harris, was elected in 2020. Pope Francis, the current pope, was born in Argentina.*
3. *Pope Francis, President Joe Biden, Vice Presidents Yukari Nakamura and Vanessa Smith.*
4. *Sen. Catherine Cortez Masto, Dr. Benjamin Spock, retired Gen. Colin Powell.*
5. *astronaut Sally Ride, poet Maya Angelou*
6. *former Secretary of State Condoleezza Rice, deposed King Constantine, Attorney General-*

there is doubt about the status of a title and the practice of the organization cannot be determined, use a construction that sets the name or the title off with commas.

designate *Griffin B. Bell, acting Mayor Peter Barry*

7. *Omar Robinson, the undersecretary for economic affairs, spoke.* Or: *The undersecretary for economic affairs, Omar Robinson, spoke*

- **Past and Future Titles:** A formal title that an individual formerly held, is about to hold or holds temporarily is capitalized if used before the person's name. But do not capitalize the qualifying word (see #6).
- **Long Titles:** Separate a long title from a name by a construction that requires a comma (see #7)

**Rules for Dates:**

- Use commas for *month day, year*,
- Do not use a comma when only using the month and year.

**Rules for City/State Punctuation:**

- Place one comma between the city and the state name, and another comma after the state name, unless ending a sentence.

*Examples: He was traveling from Nashville, Tennessee, to Austin, Texas, en route to his home in Albuquerque, New Mexico. She said Cook County, Illinois, was Mayor Daley's stronghold.*

**Examples of Commas in Dates**

*On January 1, 2022, the mask mandate will be lifted.*

*The party was held December 18, 2021, for holiday celebrations.*

(Notice the comma after the year.)

*The site visit is scheduled in June 2022.*

[1] These guidelines are based on the latest federal government GPO Style Manual and the AP (Associated Press) Style Manual.

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## Kudos! Kudos! Kudos!

### Grantee Comments



#### Kathy Wood-Dobbins

Kathy was thorough, fair, and respectful. She asked excellent questions, and was genuinely interested in learning more about our state and PCA. She probed with additional questions when needed and kept everything on schedule. Her preparation for this site visit was apparent. Prior to the visit, she even set up a time to test the GoToMeeting interface to be sure it worked well for us. Kathy was well-informed, demonstrated her expertise in many areas of PCA management and operations, and allowed us some flexibility in having the staff we thought was appropriate on the visit.

GTM interface as well as the leadership. This was empowering to our staff. We greatly appreciated the professional, yet friendly manner in which Kathy conducted the visit. She had the perfect balance of oversight and respectful curiosity that actually made this experience enjoyable for us.

**Team: Cliff Portis, Thomas Maynor, and Juanita Farrow**

Our review team was phenomenal. They were professional, courteous and incredibly knowledgeable. The level of preparation applied was also impressive. Documents had been reviewed in advance and each reviewer asked great questions. In addition, as we had questions, they were answered timely and with sound logic and clear examples provided. Best practices were sought out and were also offered. Feedback was frank, clear, concise and balanced. We were challenged appropriately and it was apparent that we were working with a team who was highly-skilled and very well versed in their respective areas. I appreciated having the opportunity to showcase the good work of our FQHC and also appreciated the learning that my team and I were able to benefit from. This team of reviewers were excellent examples of how an, organized, thorough and well thought-out OSV should be structured and administered every time.

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## **MSCG Employee Spotlight**

### **The Spotlight is on Marsha Bailey!**



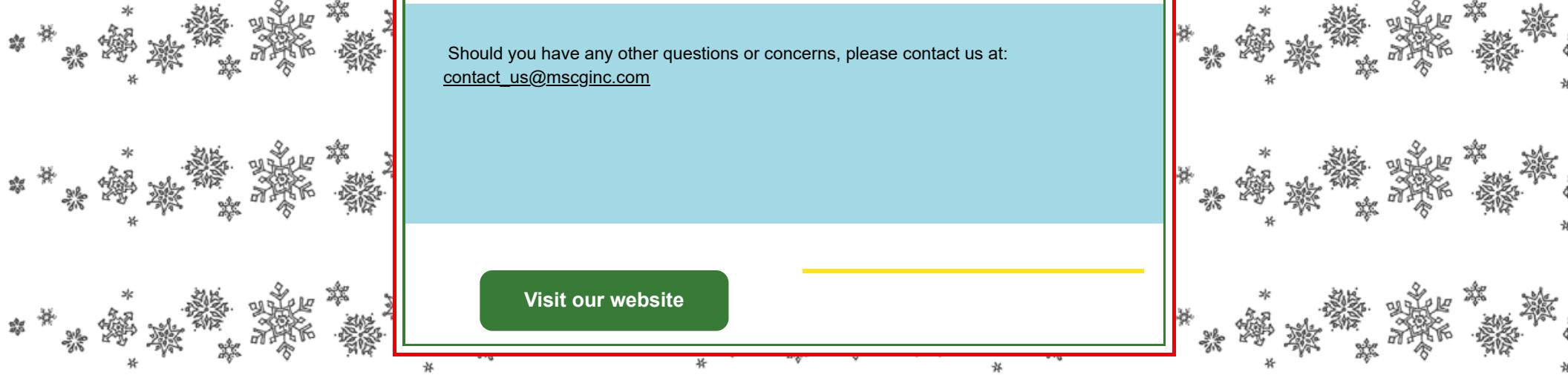
I was born and raised in the state of Virginia. After high school, I attended Norfolk State University graduating with a Bachelor's degree in Political Science in 1984. Once I had completed college, just like everyone else, I had hopes and dreams of finding a career path where I could excel. So, a year after college, I stepped out on faith and relocated to Northern California where I resided in Redwood City, CA, then San Jose, CA, and lastly, Mountain View, CA. I lived in California for a total of 7 years.

My first job in California was in the banking industry until I got my big break in 1986 and landed a position with the Department of Defense as a Federal Background Investigator. I loved my job as an Investigator and spent over 20 years in this career field. I remained flexible and even relocated for DOD to Maryland, Northern VA, and lastly Virginia Beach, VA. I realized later that I needed a change of pace, so I transferred from my position as a Background Investigator to that of a Personnel Security Assistant, and then a Personnel Security Specialist with Homeland Security and the Federal Bureau of Investigation.

After leaving the world of Background Investigations and Personnel Security behind, I wanted to try something different. In early 2015, I landed a position as a Logistics Coordinator on the Bureau of Primary Health OSV contract. My job as a Logistics Coordinator is both rewarding and fulfilling and everyone that I work with is awesome!

It is well-known that Virginia is for lovers! With this being said, my husband Harold and I always enjoyed staying at a Bed and Breakfast prior to the pandemic. Hopefully, we will be able to do this again in the near future. We enjoy taking in some of the Virginia tourist attractions and shopping the outlets in Williamsburg, VA.

I am very family-oriented and love to entertain. In my spare time, you can find me working in my flower garden.



Should you have any other questions or concerns, please contact us at:  
[contact\\_us@mscqinc.com](mailto:contact_us@mscqinc.com)

[Visit our website](#)

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MSCG INC | 4601 President's Drive, Suite 200, Lanham, MD 20706