

## HRSA - Bureau of Primary Health Care Consultant eNews

Volume 6, Issue 10

March 2022

*Excellence is the result of caring more than others think is wise, risking more than others think is safe, dreaming more than others think is practical and expecting more than others think is possible. In order to succeed, we must first believe that we can. - **Ronnie Oldham***

### **In This Issue:**

#### ***Consultant Resources***

***Report Questions and Answers***

***Guidance - Pre-Site Visit Planning Call***

***New Videos!***

#### ***Consultant Reminder***

***Reports -Utilization of Comments Box***

***Kudos! Kudos! Kudos!***

***Claudia Morris***

***Ashley Mills***

***MSCG Employee Spotlight***

***The Spotlight is on Jayne Bertovich***



# Consultant Resources

## Site Visit Report Questions/Answers

### Form 5A/Nutrition Services

**Question:** When a physician provides basic nutrition education as part of a primary care visit, would this be listed as “nutrition services” on Form 5A?

**Answer:** If a health center determines that a provider is delivering general primary medical care when discussing nutrition with a patient, then this would be included within “general primary medical care” on Form 5A.

### Bylaws/Compliance

**Question:** Will the health center be assessed on adherence to all provisions written in its policies and procedures, or only those that relate to the demonstrating compliance elements in the Health Center Program Compliance Manual?

**Answer:** During the site visit, a health center's policies or procedures will be assessed for compliance with the demonstrating compliance elements in the Health Center Program Compliance Manual. Health centers may choose to include provisions beyond those specified in the Health Center Program Compliance Manual in their policies or procedures. However, in reviewing compliance with respect to implementation of policies or procedures, the site visit reviewer(s) would not assess these additional provisions or standards if they go beyond what is required in the Health Center Program Compliance Manual.

### Guidance - Pre-Site Visit Planning Call

The Technical Assistance and Assessments (TAA) functional area within the Office of Health Center Program Monitoring has made several changes to the OSV tasks/steps to streamline the process and improve overall tracking and quality assurance.

Federal representation will continue to be an expectation during pre-site visit conference calls. However, a major shift is that the primary point of contact is now the BPHC Representative who will coordinate with the lead consultant to schedule the pre-site visit call, and **NOT** the Default Project Officer.

The BPHC Representative information will be provided to your MSCG Logistics Coordinator as soon as it becomes available. If this information has not been shared, please wait patiently for the assignment to be shared or follow back up with the Logistics Coordinator for available updates. **Please do not contact the Default Project Officer listed.**

## New Videos!



### Non-OSV and Special Project Report Completion and Submission

MSCG has created new videos on the report completion, submission and re-submission process for Non-OSV reports and Special Project TA. The videos take you through the steps of downloading the report template for non-OSV reports through report submission and re-submission (should the report be returned), and completing special project reports in the consultant portal. Please view them in the consultant portal at your convenience.

# Consultant Reminder

## Reports -Utilization of Comments Box

Please be sure to utilize the internal comments box within the Structured TA Report (STAR) in EHB to document key issues for HRSA follow-up post site visit. Examples could include possible unallowable grant costs, patient safety issues, technical assistance needs, and issues related to a health center's corporate or governance structure. Please also alert the BPHC Representative to key areas for HRSA follow up. Any comments related to site visit compliance findings should be included in the flagging feature.



## **Kudos! Kudos! Kudos!** Grantee Comments

### **Claudia Morris**

It was an absolute pleasure working with Claudia as the Team Lead during our recent vOSV. Her leadership approach to organizing our preparation for the vOSV, was collaborative and clearly committed to the highest standards and intentions of HRSA's health center compliance expectations. She brought a wealth of health center experiential expertise and a deep appreciation for the vital role of health centers in local communities and the country. Claudia also communicated her deep respect for our daily health center operations and her commitment to ensuring the vOSV process honored our ongoing responsibilities to patients, families and our community. She organized the vOSV team seamlessly and had notably invested time to understand the governance evolution of our health center. Our Board of Directors deeply appreciated that Claudia meaningfully engaged them and ensured they felt valued and respected in their crucial role in governance and the site visit process. We feel very fortunate to have had Claudia as the leader of our vOSV review team.

### **Ashley Mills**

Ashley Mills was one of the subject matter experts that our heal had the pleasure of working with. She was extremely helpful in the planning of the vOSV process. During the vOSV, Ashley was extremely thorough, offering a great deal of communication and opportunity to connect prior to the vOSV. Ashley asked detailed questions that truly reflected her understanding of our work, and she was genuinely interested in her role as well as what our HCCN and health centers were doing to advance our reach and work. We had a newer staff member leading this OSV, and she felt extremely confident and prepared due to the planning and communication provided by Ashley prior and throughout the vOSV.

---

## **MSCG Employee Spotlight**

### The Spotlight is on Jayne Bertovich!

I am a native Pittsburgher! My lifelong career has been working with community health centers both as a federal employee and contractor. What I enjoy most



about my work is that ultimately, the work I do helps the most vulnerable access health care, including empowering them through models and best practices that also encourage patients to take a part in their own health improvement.

I came to the health center world through a job fair back in the day when I was entering federal service after completing my Masters, and being recruited through the Presidential Management Internship Program. I thought I would pursue international work but the Bureau of Primary Health Care captured my attention because I was able to initially work with the Migrant Health Program on such issues as U.S.-Mexico Border Health and like initiatives. What I enjoyed most about my career was meeting community advocates serving as CEOs of health centers who had participated in the Civil Rights Movement in the United States and were the early authors of the health center movement that to this day receives bi-partisan support from Congress. One of my greatest moments was getting my picture taken with Dolores Huerta, who worked along Cesar Chavez in forming and setting up the United Farm Workers movement. I think there is something amazing about being able to feel and be part of the history continuum in this country and that has been attractive and appealing to me.

In 2006, after almost 14 years in federal service, I started working with MSCG supporting the work through Innovative Management Strategists for the most recent part of my career with health centers. I enjoy working with the staff of both companies because it truly feels like we are not just a company but a large family, to which I am thankful to have found job satisfaction that has kept me in this field for 30 years now. Today, my husband and I live in the Pittsburgh area. I spend most of my free time trying to de-stress by being consistent with an exercise program, reading, writing, cooking healthy, and attending my church weekly. For fun, I can often be found out in the countryside enjoying a hike, or throwing in a fishing line myself, as my husband is an avid fisherman. I also enjoy international travel, collecting art, and spending time with friends and family.

What I wish for most these days is that people worldwide can return to living fulfilling lives without the stress of the pandemic, and that ultimately love would defeat corruption, greed, and ego that has overtaken society. I feel that the world has lost track of the value of ideals and that this separation from being a “true human being” has put us on a track, which is against all things good, all things spiritual, and the greatest gift of love that conquers all.

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

Visit our website