HRSA - Bureau of Primary Health Care
Consultant eNews

Teamwork is the ability to work together toward a common vision; the ability to direct individual accomplishment toward organization objectives. It is the fuel that allows common people to attain uncommon results.
-Andrew Carnegie

In This Issue:

BPHC Information and Policy Guidelines

<u>Site Visit Protocol</u>

As part of continuous quality improvement efforts, HRSA collected feedback about the Site Visit Protocol (SVP) and site visit process from stakeholders, including health centers, strategic partners, site visit team reviewers, and HRSA staff. In response to this feedback, HRSA is making several updates in 2021 to increase the SVP's effectiveness, clarity, consistency, and transparency. The 2021 SVP Update will "go live" in STAR in late May. Save the date: April 30, 1 P.M. Eastern for the **2021 SVP Kickoff and Overview Session.**

<u>Health Center Scope and Flexibilities</u>

When reviewing requirements related to Accessible Locations and Hours of Operation, please note that HRSA has provided health centers with flexibilities around obtaining prior approval for temporary site closures. As noted in the <u>HRSA COVID FAQs</u> under the topic of "Service Delivery," as a result of the public health emergency, health centers are **<u>not required</u>** to submit change in scope requests related to temporary site closures. If a health center determines that it will permanently close a site after the public health emergency, it must submit a change in scope for HRSA approval to

delete the site. Similarly, health centers may change hours of operation on a temporary basis due to the public health emergency **without** HRSA prior approval.

Consultant Report Flagging Feature

Background

Similar to the Comment Boxes, the Flagging feature allows comments to be entered and tracked in response to a finding. The flag feature provides its own comment box, and helps to identify exactly what element is in need of revision. Implemented as a process improvement, the BPHC designed the flags to assist in better management of comments related to findings, and to help save time during the review process. For example, a report no longer requires a review of each program requirement page before sending it to the next respective party.

MSCG has been delegated with the responsibility to develop rules on the use of the Flagging feature by MSCG Consultants and Team Leads during the MSCG 20-day Report Review Process and BPHC's 25-day Review. These rules, if adhered to, provide a standard for accountability through an audit trail of revisions, allowing a flag to be resolved by a revision initiated by MSCG and/or BPHC Staff and allowing the individual who initiated the flag, to close it out.

Rules

- Flags are to be used to identify elements and findings of program requirements that require a revision request
- Flags are specifically initiated by MSCG Review Staff (Reviewers, Editors, TARs) and BPHC Staff (Federal Representatives, PQCs) only. Expert Consultants and Team Leads should not initiate any flags while compiling their report to send to MSCG for review.
- Expert Consultants and Team Leads are responsible for resolving a flag by responding to a finding initiated by MSCG or BPHC Staff. This action of resolving the flag includes adding a comment to describe the action taken (e.g., a revised explanation or changed response to question "yes" to "no" or vice versa).
- Expert Consultants and Team Leads must not close out a flag that has been initiated by either a MSCG Review Staff, or BPHC Staff. All flags must be closed out by the individual who initiated the flag.
- All other communication may be entered into the usual internal

comment boxes at the bottom of each page, e.g., an addition of a name to a participant list, or some other notation by the team not directly tied to a finding.

Consultant Experts/Team Leads will receive a reminder of these instructions from MSCG Staff during the report process. If you have any further questions, please do not hesitate to reach out to: logistics@mscginc.com.

Consultant Reminders

Discontinuation of Operational Site Visit
Performance Analysis Section

HRSA has discontinued the Performance Analysis section of the Health Center Program Site Visit Protocol. This change went into effect on February 1, 2021. There is no longer an option for health centers to choose to conduct a diabetes root analysis as a part of Operational Site Visits. If health centers have any questions, please direct them to the BPHC Representative. Please note that in April 2021, the Performance Analysis portion of STAR will no longer be active.

Promising Practices – COVID-19 Responses

As you complete your site visit reports, we encourage you to consider health center COVID-19 responses and activities as Promising Practices. Highlighting the successful strategies that are in place to help combat this global health crisis within their respective communities is a win-win for all. We understand that not every visit will have COVID-19 activities in place that fulfill the Promising Practice criteria but we do want to capture activities that are effective and show potential for replication in other organizations.

Pre-Planning Site Visit Conference Calls - OSVs

As a reminder, pre-planning site visit conference calls for OSVs should take place at least 3 weeks prior to the scheduled OSV start date. As a courtesy to the health center and current environment please begin the pre-planning call scheduling process 4-6 weeks out from the site visit start date.

On the Horizon...

Virtual Post OSV Survey

As we continue to conduct site visits virtually, it is our goal to improve the overall consultant Virtual Operational Site Visit (VOSV) experience. We will be looking to consultants to provide feedback to assist MSCG in this process. Please be on the lookout for post virtual site visit surveys which are already arriving in inboxes.

Kudos! Kudos! Kudos!

Grantee Comments

Michael Jackson

Mr. Jackson was clearly interested in our clinic, its mission and execution, our operations, and the work we do in the community. He did a good job of keeping the OSV on track despite the distance and circumstances. Mr. Jackson spent time not only on the facts and quantitative aspects of our admin/governance structure, but also the qualitative aspects. He inquired about accomplishments that we were proud of, challenges facing the clinics, and our goals for the future. His review of the documents and details was very thorough, but we appreciated that he also took the time to discuss big-picture issues with our team.

Tracy Perkins

Tracy was an expert in the OSV financial process. This was demonstrated by her knowledge of the relationship of policy and procedure, financial

transactions related to in-scope and out-of-scope services, service to the uninsured, application of federal awards, billing order of spending, budgeting and overall financial program performance.

Tracy was thorough and comprehensive and struck a perfect balance between advice and compliance explaining with precision those areas of deficiency. Her explanations were well received; evidence of her professionalism and intention to assure that our health center continues to demonstrate excellence in the work we do in advancing healthcare for underserved communities.

Charles Wiltraut

Mr. Wiltraut provided a great wealth of information on the value-based care payment system. The virtual training is invaluable to the health center's leadership and staff to enhance their understanding of value-based care. He understood the scope of work and covered objectives for each session to complete knowledge of our health center's PCA's expectations. We were pleased with the outcome of Mr. Wiltraut's valuable knowledge and expertise about health centers governing board structure and roles.

MSCG Employee Spotlight

The Spotlight is on Joanna Vasconi!

I was born and raised in the Midwest where my family had a small hobby farm. On the farm we had a wide variety of animals including horses, llamas, goats, chickens,

rabbits, dogs, and cats. I was particularly fond of the llamas and spent my childhood summers preparing the llamas for 4-H shows at both the County and State Fairs. My favorite llama was named Bandit (Bandito Del Sol) and we held the Grand Champion title and trophy for three years in a row.

I moved to the East Coast in 2004 where I started my career in the banking industry. I jumped head-first into banking and began working on a degree in Accounting/Finance. Eventually, I discovered that Human Resources was more aligned with what I wanted to do in my life. So, I decided to pause my education and focus on a blossoming career in HR.

Once my HR career was well underway, I went back to school - a full-time HR professional by day and a full-time student by night. After a few sleep deprived years, I graduated from Liberty University with a Bachelor's degree in Biblical Studies. While not the traditional field of study for a HR professional, it was yet another thing that aligned well with my life goals.

In 2014, I started working with MSCG and quickly fell in love with everyone here. I truly love what I do each and every day in my role as the HR Manager.

Today, my husband and I live in Virginia with our three crazy dogs (Rusty, Cody, Lily) and a lizard named Leo. I spend most of my free time crocheting, reading, and learning how to garden.

The MSCG Team

In today's environment, companies all over the globe are taking advantage of the many different platforms designed to hold their regular company meetings. MSCG is following suit! Below is a glimpse of our team (some of us) in one such gathering. We took a moment to smile for the camera!

Top Row/L to R:
Ramana Kariveda, Ramonda Davis, Carolina Callahan, Jayne Bertovich

2nd Row/L to R:
Shirley Martin-Thomas (not pictured), Cynthia Prorock, Karen Carter-Parks, Marcia Early and Shana Fowler

3rd Row/L to R:
Kelly Burks, Sheri Hughes, Marsha Bailey, Kaoutar Srayi

Bottom Row/L to R:
Linda Martin, Juanita Walker

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