

HRSA - Bureau of Primary Health Care Consultant eNews

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December 2020

This year has been challenging for businesses all across America and throughout the world. Times such as we've experienced in 2020, enables companies large and small, to demonstrate their resilience. The MSCG family would like to express our appreciation for your unceasing dedication, hard work and loyalty throughout this year. We wish to extend to you and yours our warmest wishes in this holiday season and the upcoming year.

Happy New Year!

BPHC Reach Pilot Tests New OSV Process

As a part of its first Business Process Improvement (BPI), the Streamline and Enable Compliance Initiative Team will conduct a pilot to test the feasibility and impact of remotely reviewing compliance documents submitted by health centers in advance of an Operational Site Visit (OSV). The goals of the pilot are to reduce health center burden and the time required to complete the compliance assessment during the OSV. During this pilot, documents associated with 14 program requirements will be pre-assessed for compliance ahead of the OSV. The pilot will take place December 7 through January 15, 2021.

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Consultant Resources

Virtual Operational Site Visits (VOSVs)

Our current work environment continues to require us to conduct Virtual OSVs. To ensure that the process continues to move forward efficiently, we have addressed inquiries we've received thus far. Please see below:

Q. How do we access Citrix Sharefile?

A. A link with access details will be sent to the Health Center Contact, Consultants, BPHC Project Officer, BPHC Management Analyst, and the BPHC Federal On-Site Rep after the TA packet is acknowledged in TATS by the BPHC Project Officer.

Q. How can others be added so that they can receive Citrix Sharefile?

A. This information is included in the email that MSCG sends to the Health Center Contacts and BPHC Project Officers. Please email the names and the email addresses to Ramana Kariveda, rkariveda@mscginc.com, of those at the Health Center that should have Citrix Sharefile access.

Q. Will HRSA/BPHC allow Health Centers that have the Redlantern and Compliatric file sharing systems to use this software the during the VOSV rather than Citrix Sharefile?

A. The answer, unfortunately, is no. If the Health Center, or one of your clients have these systems, they will need to have the vendor set up a mapping to cross-reference their filing sequences to the official HRSA Naming Convention for OSVs/VOSVS. Ideally, they would set up an automatic extraction and renaming function for a quick and easy conversion.

Please note: The Citrix Sharefile system will continue when we get back to traveling.

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Discussion

BPHC has implemented a VOSV Entrance Conference COVID Discussion component to all OSVs. Consultants are requested to take notes during the Entrance Conference COVID discussion and provide to the Federal Representative upon the conclusion of the visit. The discussion should not add any unnecessary burden to the Health Center. Specifically please do not:

- request COVID specific documents
- request a presentation from the Health Center on their COVID activities
- request any COVID documents in advance for this discussion

The link to the Guidance Document is below:

https://www.mscginc.com/mscg/enews/vOSV/Entrance_Conference_COVID_Discussion_Guidance.pdf

Quality Report Scores (QRS) Posted

The MSCG quality review process is designed to ensure site visit reports meet the highest quality standards prior to being submitted to HRSA/BPHC; and to ensure timely submission of all reports. The QRS system scores the quality of site visit reports at the time of initial submission at each level in the MSCG quality review process. It is expected that consultant achieve a minimum score of 95% (out of 100%). Consultants who receive a score less than 95% are identified for coaching, clarification, training, or other action needed to improve performance at initial report submission to MSCG.

Cumulative consultants scores from the contract Base Year (Oct. 2019 – Sept 2020) will be posted in your MSCG consultant profile in January 2021.

Trainings and Assessments

January 2021, MSCG will release new and updated consultant trainings and assessments. Please note that not all trainings and assessments are required, such

as HCCN, PCA and LAL. However, all assessments require a 90% passing score prior to participating on site visits, virtual and/or in person. You may take the assessment more than once to improve your score, if needed. Please find a list of the new and updated trainings and assessments below:

New	Updated
Standard Operating Procedure for OSVs <ul style="list-style-type: none"> The Standard Operating Procedure for Operational Site Visits is required reading for all consultants, both newly rostered and veteran consultants conducting OSVs. 	LAL ID Training <ul style="list-style-type: none"> Required only for consultants participating on LAL ID visits
Standard Operating Procedure for OSVs Assessment <ul style="list-style-type: none"> Based on training content 	BPHC TA and Report Approval Process Assessment <ul style="list-style-type: none"> Required training for all consultants, both newly rostered and veteran consultants
Admin/Governance Assessment <ul style="list-style-type: none"> Based on training content 	
Clinical Assessment <ul style="list-style-type: none"> Based on training content 	
Fiscal Assessment <ul style="list-style-type: none"> Based on training content 	
Promising Practice Assessment <ul style="list-style-type: none"> Based on training content 	
BPHC TA and Report Approval Process Assessment <ul style="list-style-type: none"> Based on training content 	
PCA Assessment <ul style="list-style-type: none"> Based on training content/ Required only for consultants participating on PCA visits 	
HCCN Assessment <ul style="list-style-type: none"> Based on training content/ Required only for consultants participating on HCCN visits 	
LAL ID Assessment <ul style="list-style-type: none"> Based on training content/ Required only for consultants participating on LAL ID visits 	



Consultant Reminders

Promising Practices

Promising Practices are expected to be documented in OSV reports for BPHC to share. We have noticed that Promising Practices are sometimes noted elsewhere in the reports, especially in the FTCA and Performance

Analysis sections, but not fully documented in the Promising Practices section. Please include Promising Practices in the Promising Practices section of your reports!

TIPS

1. DO look for Promising Practices, especially when a health center is completely compliant. We want to share them!
2. DO check the Compliance Manual to be sure that what appears to be a Promising Practice is not a Program Requirement. An improvement of, addition to, or activity surrounding a Program Requirement can be identified as a Promising Practice, but not an actual Program Requirement.
3. DON'T include a practice that has not been implemented yet.
4. DO state how results are being measured.
5. DO state the source(s) of information for results.
6. DO include results, or anticipated results (depending on the Promising Practice's stage of implementation), showing evidence that the Promising Practice produces/will produce positive change(s), such as a specific (or reasonably projected) increase in patients, decrease in backlog or other desired outcome(s).

Liability Insurance Reminder

Please be aware that as an independent contractor, you are responsible for obtaining public liability and property damage insurance, travel insurance, workers' compensation insurance, legal counsel, and paying payroll and withholding taxes. It is recommended that you consult with your insurance broker for specific coverage amounts.

MSCG Employee Spotlight

The Spotlight is on Marcia Early!



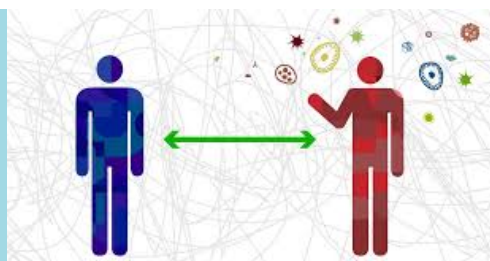
ething that most people don't know about me; and that is that I am an Island girl from the beautiful Island of Jamaica. In the 1970's my family moved to Chicago, IL.

As one can imagine, I experienced major culture and weather shock when I arrived in Chicago! I immediately became homesick but with the help of my family, I worked through it all and embraced my new way of life.

After graduating from high school, I attended Iowa State University for two years. I realized that I wasn't sure of what I wanted to do with my life, so I left college and joined the military. This is where I met my husband.

Once I left the military, I began my professional career in the federal government at the U.S. Treasury Department. I was hired at the U.S. Mint and the Bureau of Public Debt where I worked as a Systems Analyst for a total of 15 years. In 1996, I left the federal government and moved into the private sector. I have been with MSCG since 2008 as the Reimbursement Manager. The level of professionalism and expertise from management on down is second to none to and this includes all of our great consultants!

I now have 10 grandchildren, and they are my pride and joy. Every chance I get, I am always hanging out with the ones that are in the area. I am looking forward to visiting with the ones that are out of state once the pandemic situation is under control.



What are you looking forward to most in 2021?

The COVID-19 pandemic has caused us to live our lives in 2020 far differently than ever before. We are not out of the woods yet, but as the New Year is fast approaching, we asked MSCG staff what they most look forward to in 2021.

Kelly Burks: "I am looking forward to celebrating MSCG's 20th anniversary. We hope to celebrate "in person" with clients, consultants and staff."

Ramana Kariveda: "I'm not a big optimist nor a pessimist, probably skeptical because I just want to take it as it comes, without big expectations or fears ahead of time."

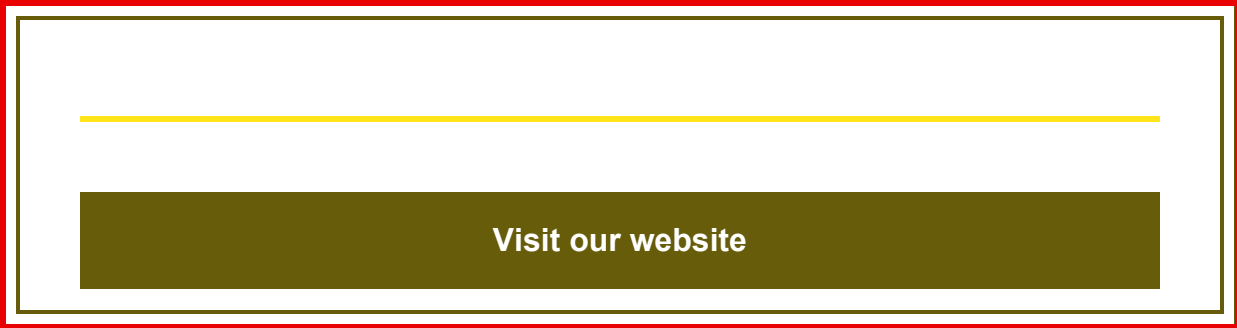
Joanna Vasconi: "I'm looking forward to reaching my health goals in 2021. I started a journey to better health over the summer and I've been making great progress towards my goals but I'm not there yet. If I keep it up, I should reach my goals in 2021 – woohoo! Professionally, I'm looking forward to growing in my HR knowledge and skills, possibly obtaining another certification."

Cynthia Prorok: "I'm currently reading a series called "The Expanse"; and I am looking forward to finishing the series; then binge-watching the Prime mini-series based on the books. The story takes place in outer space after mankind has colonized Mars, the Moon, and even the asteroid belt...and there is some really strange things happening; along with the typical political struggles. Truly an escape from the COVID pandemic."

Carolyn Allen: "I look forward to visiting family."

Carolina Callahan: "What am I looking forward to in 2021? So many things....I'm looking forward to a healthy year and to safe and proved vaccines against the virus. I'm looking forward to going on vacation to a sunny destination; Costa Rica with the family would be ideal! I'm looking forward to care free hugs and to get-togethers with family, friends, and colleagues. I'm also looking forward to another successful year with MSCG! I'm especially looking forward to going out without having to wear a face mask!"

Linda Martin: "I have a great-great nephew who was born this past July. I look forward to bouncing him up and down in my lap, and really getting to know him."



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