



Health Resources & Services Administration



## HRSA - Bureau of Primary Health Care Consultant eNews

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*"Life can be much broader once you discover one simple fact: Everything around you that you call life was made up by people that were no smarter than you. And you can change it, you can influence it... Once you learn that, you'll never be the same again."*

— Steve Jobs



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**Consultant Resources**



**Health Center Compliance and Engagement Operational Site Visits (HCCESV)**

As we continue with the HCCESVs, please note that the following tools and templates are accessible in the Consultant Portal.

- HCCESV model FAQ's
- Team Lead introduction email
- Supplemental narrative questions
- Pre-site planning call agenda
- One day agenda for interviews and conclusion of HCCESV
- Optional cultivation scheduling tools for each area of expertise

The recording of the HCCESV training held on May 22 is available in the Consultant Portal. This training along with the included assessment are **mandatory** and **must** be completed prior to participating in HCCESV site visits.

If you have any questions, please email them to us at [logistics@mscginc.com](mailto:logistics@mscginc.com).

### **FAQ - Contracts and Subawards Element f: Required Contract Provisions**

**Q:** In Chapter 12: Contracts and Subawards demonstrating Compliance element f: What should be assessed within contracts in terms of “provisions addressing record retention and access, audit, and property management?”

**A:** When assessing the required provisions of a contract under element f, property management may only be applicable in certain contracts based on the nature of the goods or services provided. Property is defined in HHS grants regulations (45 CFR Part 75) as either real property or personal property. “Property management” in Element f is about provisions that address the management of both real and personal property.

- *Real property* means land, including land improvements, structures and appurtenances but excludes moveable machinery and equipment.
- *Personal property* means property of any kind except real property. It may be tangible, such as moveable machinery and equipment (having physical existence), or intangible, such as copyrights, patents, or securities.

When reviewing a contract that supports the scope of project and which may be paid for in whole or in part with Federal funds, where applicable, the contract should include provisions that address how property purchased under the contract will be managed. In some contracts this may not be applicable, for example, if the health center has a contract with a call center for their after-hours coverage or with a radiology practice, where no property is purchased under the contract and only services are provided.

For most contracts, provisions regarding “record retention and access” and “audit” will likely be applicable. For example, while property may not be relevant to the contract for an after-hours answering service or with a radiology practice, the health center would need to have access to patient records, calls and related information, including the

ability to audit this information when needed, as part of its contract with these third party organizations.

For further guidance on these requirements, see the [HHS Grants Policy Statement](#).

### **Promising Practices**

Identifying promising practices during OSVs remains a priority of BPHC. We want to take a moment to provide a refresher on identifying and documenting promising practices during site visits.

#### **Promising Practice Purpose:**

To improve the quality of care of patients and populations and the operational efficiency and effectiveness of Health Centers (HCs) and Primary Care Associations (PCAs).

Regarding HCs and PCAs, promising practices have been described in various ways. For example:

“A promising practice refers to an activity, procedure, approach, or policy that may lead to improved outcomes or increased efficiency for HCs.” – From the BPHC HC Program Site Visit Protocol, April 13, 2023, Promising Practices section.

#### **Criteria:**

- It must be beyond the routine activities, or ways of conducting activities, that HCs and PCAs use.
- Must have the potential for implementation in other HCs or through partners.
- Should include quantitative and qualitative data, when available.

#### **Do's and Don'ts:**

- **DO** ask HCs/PCAs to identify their promising practices and provide any written information they have or want to provide. If they are particularly proud of it, they have probably already written about it.
- **DO** look for promising practices, especially when a HC/PCA is completely compliant. We want to share them!
- **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.
- **DO** state how results are being measured (e.g., numbers of patients/participants and patient/participant ratings are standard measures).
- **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).
- **DON'T** include a practice that has not yet been implemented.

## Consultant Reminders



### Site Visit Notifications – Check Your Email!

**Please check your email!** Don't miss out on participating in a TA Request by *not* checking your email regularly, *especially* during the weekend. TA request invitations are emailed with a link to the consultant portal to accept/decline participation. The link expires after 48 hours, weekends included.

**Is it Virtual, Compliance and Engagement (CE), or an In-Person/Onsite assignment?** We are currently working on making changes to the system to make it easier for you to identify the site visit type. In the interim, please note the following when trying to differentiate:

- If the site visit is virtual, the invitation will include the “Virtual Site Visit” wording underneath the “View TA Request here” link.
- If the site visit is onsite (in-person), the invitation will not include the “Virtual Site Visit” wording anywhere.
- If the site visit is part of the CE pilot, please note the dates as the site visit will only be for one day.

**Compliance and Engagement (CE) Site Visits:** If you haven't yet, please complete the CE training which can be found in your Consultant Portal. This training is **mandatory** and **must** be completed before participating in this type of site visit.

**What's your preference? We would like to know!** Broaden your chances of getting invited to participate in site visits by letting us know your preferred site visit type - virtual, in-person, or both. Please login to your Consultant Portal and submit your response.

### Non-OSV Reports – Check Your Consultant Packet *and* The Portal!

Avoid the frustration of submitting your report in the wrong format and having it returned to you. Don't struggle with fitting your information into tiny boxes on the charts. Make sure to refer to your TA packet and the portal for each new assignment to access the most up-to-date version. We have even taken the time to edit the charts, removing formatting issues and font changes to make it easier for you to input your data. Do yourself a favor and double-check before completing.

Forgot how many days you have to complete and submit your report to MSCG?

Need help determining where to submit it? No worries! We've got you covered. The link to the Non-OSV report process is conveniently included in your consultant packet and can also be found on the consultant portal as well.

If you have any questions, please feel free to email at [logistics@mscginc.com](mailto:logistics@mscginc.com).

### **Consultant Vouchers/Direct Deposit**

This is a reminder to please take a few moments to review the MSCG Reimbursement Guidelines before you participate in on-site visits. Doing so will ensure the reimbursement process is smooth.

Want to get paid for your approved vouchers even faster?

Management Solutions Consulting Group offers EFT (Electronic Fund Transfers) directly to your bank account vs. payment by paper check. Please click the link below to complete the Vendor Direct Deposit form. Send a VOIDED check for verification to Cynthia Sano, Chief Financial Officer, at [csano@mscginc.com](mailto:csano@mscginc.com). The information will be set up in our accounting system, and once the account is verified through a test transaction, the data will remain on your account. EFT files are processed weekly on Tuesday for payment on Friday. Please get in touch with Cynthia at (303) 204-2883 or via email. Please password-protect the files.

[Click here to Download the Vendor Direct Deposit Form.](#)

### **Visit the MSCG Booth at the ACU Conference**

If you are in the area, please be sure to stop by to visit Marsha Bailey at the MSCG booth during the ACU Conference (Association of Clinicians for the Underserved). The ACU conference convenes annually, uniting hundreds of clinicians, administrators, advocates, and health leaders to explore expanding access to care, and improving healthcare delivery for medically underserved populations. Please bring along a friend as MSCG is always seeking to expand our roster of experts!

**Date:** July 23-26, 2023

**Location:** Marriott Marquis - Washington, DC

**Kudos! Kudos! Kudos!**

**Team: Iris Sewell, William Turnley, and David Adams**



We have only positive comments about our expert team members. Iris displayed understanding and kindness while clearly outlining HRSA governance requirements. Our health center's CFO is new, and William Turnley was the financial expert needed to work with her. David Adams skills as our clinical expert were impeccable. He gave suggestions to our CMO and COO with confidence. He was dependable and followed through on providing excellent clinical tools. This team brought a solution-oriented mindset to this site visit, and each expert steered discussions leading to solutions. There was a high level of encouragement toward a positive outlook for our organization.

I have been the CEO of this health center for about 37 years and have experienced many site visits. This expert team has been the best in all my years of service! We appreciate this dynamic team.

**Team: Jimmy Brown, Sonja McCausland, and Jennifer Thompkins**

Jimmy and the entire team, which included Jennifer and Sonja, were excellent. They provided clear guidance and explanations pre, during, and post-OSV. They made the entire process very educational and demonstrated exceptional knowledge of the FQHC standards and requirements. Staff found them highly flexible and accommodating, given the agenda and the need to meet with several employees. At the end of the visit, we acquired critical information and knowledge that will allow us to continue to improve as an FQHC—having them as our experts was a refreshing and highly positive experience for our leadership and staff.

## MSCG Employee Spotlight







### The Spotlight is on Ron Robinson!

While I was born in Tennessee, I grew up in the Washington, D.C., area. My father enlisted in the military in 1975, and after basic training, his first assignment was in the Washington, D.C., area. From that point forward, I have been living in the Washington, D.C. area going to early schooling in Maryland and then graduating high school in Virginia. In 1994, I graduated from George Mason University (GMU) with a Bachelor of Science in accounting.

Since graduating from GMU in 1994, I have specialized in job cost accounting for government contractors. After graduating from GMU, my first employer was a government contractor, and I have never looked back. Whether working on accounts payable, payroll, invoicing, or the entire accounting monthly and year-end cycle, I have greatly enjoyed working in all aspects of the accounting department. I have also been involved with pricing and contract management throughout my career. I enjoy taking continuing education classes and attending in-person and online seminars to maintain and expand my understanding of the latest news and events affecting accounting for government contractors. Since joining MSCG Inc. in November 2021, I have held the position of Accounting Manager. Being a member of the MSCG Inc. team has been a rich and rewarding experience.

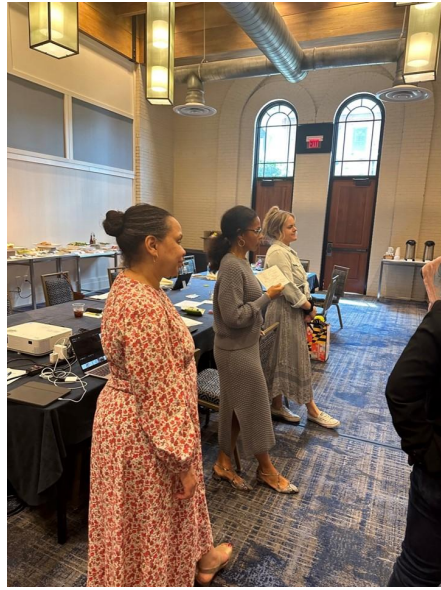
When not working in accounting, I enjoy visiting the museums in Washington, D.C., visiting all the local historical sites and national parks, and attending the occasional Washington Nationals or Capitals game. I also enjoy seeing and talking with all my extended family, predominantly in Tennessee.

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## Highlights from the MSCG Annual Retreat

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Should you have any other questions or concerns, please contact us at:

[contact\\_us@mscginc.com](mailto:contact_us@mscginc.com)

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