

HRSA

Health Resources & Services Administration



Management Solutions
Consulting Group

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Days are expensive. When you spend a day you have one less day to spend. So make sure you spend each one wisely.” – Jim Rohn

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Kudos! Kudos! Kudos!

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Guidance on Consultant Emergencies

The safety of consultants and all participants during site visits is a priority for MSCG. This policy outlines the necessary steps consultants must take if they become ill or experience an emergency during a site visit.

1. Reporting Illness:

Any consultant experiencing an emergency such as illness during a site visit must immediately inform the MSCG Logistics Coordinator, team members, and Federal Representative. The consultant should provide current status, location, and the potential need to be removed from the assignment.

2. Medical Care:

Consultants are responsible for seeking appropriate medical care if needed as well as for any medical costs incurred.

When traveling, please remember to keep essential medical information readily available, including medical insurance documentation, emergency contact details, and any relevant medical history.

3. Site Visit Adjustments:

MSCG recognizes that every situation is different and will work diligently with all parties to determine next steps for the site visit. Please note that virtual participation requires BPHC leadership approval.

If you have any questions, please reach out to us via email at logistics@mscginc.com.

Completion of Site Participants Section **OSV Reports**

The information below was originally published in the December 2023 edition of the eNews. We want to further emphasize the importance of documenting all OSV attendees on the site visit report, whether they are on-site or participating virtually. Please see below:

Operational Site Visits (OSVs) encompass both on-site and off-site (virtual) sessions. On-site OSVs involve the physical presence of the consultant team. However, there are instances where additional individuals may participate virtually during an on-site OSV. HRSA representatives and observers often join on-site OSVs through virtual means, and other participants may choose this mode as well.

To enhance the clarity of the Site Visit Participants section in the OSV report, please adhere to the following instructions:

1) In the Site Visit Participants list, ensure the selection of the "HRSA representative (on-site)" or "HRSA representative (virtual)," based on individual's mode of participation

2) In the Internal Comments box located at the bottom of the section:

a) Clearly state whether the OSV was on-site or virtual, and

b) For on-site OSVs, provide the names of all individuals who participated virtually, including the HRSA representative, if applicable.

This approach ensures transparency for reviewers, TARs, and other stakeholders reading the report. If you have any inquiries, please reach out to us via email at logistics@mscginc.com.

Consultant Reminder

Travel Reimbursement Voucher Tutorial

The MSCG travel reimbursement voucher process was recently updated and is now accessible. We encourage you to visit the consultant portal to watch the brief tutorial which is only about 5-7 minutes long. If you have any questions, please don't hesitate to reach out to us.

Kudos, Kudos, Kudos!

Team: Roberta Kaplan, Elizabeth Latham, and Lloyd Smith

Roberta Kaplan is extremely knowledgeable and was supportive throughout both the cultivation sessions and during the OSV. She provided thorough responses to all of our questions and presented a number of excellent suggestions for both the board and the senior leadership. This is a new health center, and we appreciate the feedback she provided.

Dr. Latham was helpful in providing technical assistance and feedback throughout the cultivation sessions and again on site for Credentialing and Privileging. Her vast amount of experience translated into many invaluable recommendations. Dr. Latham also provided significant insight regarding the clinical chapters/program requirements, which was extremely helpful to our staff.

Lloyd Smith was very organized and led both his team and the health center senior management to be equally organized. He was very supportive and understood the dynamics as a new health center with an experienced CFO on board. He provided suggestions for smoother health center operations and offered invaluable financial recommendations to the Board. We are grateful to Lloyd and this OSV team.

MSCG SPOTLIGHT
Meet Our HR Manager - Heidi Richardson



The employee spotlight is on Heidi Richardson! Heidi is our MSCG/IMS Human Resources Manager. She joined the company in August 2023.

As a bachelor's graduate in psychology, I have always been fascinated by the complexities of the human mind. In the early 2000's I transitioned into the field of HR, driven by my passion for assisting and supporting others. Whether it's guiding individuals through career transitions or fostering a positive work environment, I find immense fulfillment in helping people navigate through life's challenges. As many people say, it must

have been my destiny, as my initials are HR.

On a more personal note, I grew up in Pennsylvania and have embraced every opportunity my home state had to offer. From savoring Philadelphia cheese steaks to fueling my love for adventure by carving through the slopes of local ski areas. Today, living in the DC area, you can find me riding horses, skiing, kayaking local waters, hiking trails, cycling through the countryside, and exploring new destinations with my family.

These outdoor adventures and work experiences fuel my spirit as I strive to lead a purpose-driven life filled with meaningful connections and unforgettable experiences.

Interview with John Schalk MSCG Consultant

We would like to present to you one of our long-time consultants, Mr. John Schalk. We had an opportunity to speak with John about his experiences as an MSCG consultant. He openly shared his passion for the mission and his commitment to continue in his role as an advocate for the health care community.

Q. How long have you been conducting site visits with MSCG?

A. Let's put it this way, I've completed 180+ visits since I became an MSCG consultant.

Q. What types of reviews do you typically perform on a site visit?

A. My expertise is Admin/Governance. As an admin/governance consultant, I am usually selected as the Team Lead (T/L). This role can be time-consuming and quite demanding. Even so, I often volunteer to train other consultants in what the Team Lead role entails. This broadens their insight into the responsibilities of the role and could possibly present Team Lead opportunities if there is an interest in doing so.

Q. You mentioned performing the Team Lead role on several site visits. Can you elaborate on the responsibilities and challenges associated with this role?

A. There are many. The Team Lead is ultimately responsible for the success of the site visit, at least from the BPHC/MSCG perspective. Prior to the site visit, the Team Lead must develop and then implement a strict timeline to ensure that everything is accomplished in a timely manner. The Standard Operating Procedures (SOP) describes an effective (and Bureau-approved) timeline. But the lead must also observe the health centers (without being intrusive) preparations with document upload.

Onsite, the Team Lead is responsible for close collaboration with the Federal Rep, ensuring that the team members can achieve their compliance determinations and technical assistance in a timely manner.

Q. What do you find most rewarding about your work as a health center consultant?

A. I take pride in being part of the health center movement and being able to contribute to the success of the health centers.

Q. What are some of the challenges you face during on-site visits?

A. Many health centers perceive an OSV as stressful and even adversarial. The teams' challenge is to prove them wrong using collegial and outright helpful interaction in both the interviews and group sessions, especially the Board. The team should remain flexible especially when events occur outside of our control (weather, travel delays, illness). We must keep our eye on the finish line, i.e., the exit conference. Although seldom problematic, submission and review of STAR is also a significant responsibility.

Q. How do you ensure effective communication and collaboration with your team members, the BPHC, and health center staff during your reviews?

A. Timelines and an accurate check-off list of preliminary communication, from the first contact with the Team, then the Federal representative, then the health center. Then (almost) constant interaction while on site.

Q. What skills and qualities do you believe are essential for success as an MSCG consultant?

A. A successful consultant must have absolute knowledge of, devotion to, and support of the health center movement. As a consultant one must be mindful of the vital importance that health centers play in the health, wellness, and productivity of America. Think of how much worse and lengthy the pandemic could have been without health centers. Believing in each health center, and as I often say (post OSV) to my wife, "Another amazing health center accomplishing many amazing things!"

Q. What resources would you recommend to someone interested in learning more about the BPHC program and the work of the MSCG?

A. The Compliance Manual of course (a one-time read through including the footnotes)) then using it as a reference thereafter. Regardless of your specialty, learn what the other team members do as their part of an OSV. Read through the Site Visit Protocol (SVP), of course. Subscribe to the HRSA Primary Health Care Digest and on occasion, virtually attend "Today with Macrae" to stay current on what's going on at the Bureau level.

Q. What are some emerging trends you see in the primary healthcare landscape, and how are they impacting your work?

A. The expansion of care for marginalized population, from the homeless, agricultural workers, and public housing to LGBTQ care, trans care, teen runaways, and suicide. Barriers are being overcome through the use of technology such as virtual telehealth and meeting attendance and assistance in recruiting for Board and committee members. The lesson here: Learn what unique things a health center is doing and then share it with other centers. Become good at reporting Promising Practices.

Q. What advice would you offer to someone who is new to the MSCG consultant pool?

A. Learn to give of yourself to your fellow team members and to the health centers. Strongly consider doing an observer visit. Ask if you can observe all or part of an OSV virtually. Do not hesitate to reach out to a team lead for advice on how you did and/or are doing. Finally, never ever bite the hand that feeds you!

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