



Volume 3, Issue 2 December 2017

HRSA - Bureau of Primary Health Care

Consultant eNews

During this holiday season, our thoughts turn gratefully to those who have contributed to our continued success. We wish to express our sincere appreciation for your commitment and dedication throughout the year. Thank you for all that you do! We send best wishes to you and your family for a healthy and happy holiday season.

There are two ways of spreading light: to be the candle or the mirror that reflects it. -Edith Wharton

BPHC Policy Guidance

Health Center Program Site Visit Protocol is now available!!

A preview of the new Health Center Program Site Protocol is now available. The new protocol aligns with the [Health Center Program Compliance Manual](#) and will be effective in late January 2018, replacing the current Site Visit Guide. The Health Center Program Site Visit Protocol (SVP) will be the tool for assessing compliance with Health Center Program requirements during OSVs. The SVP is designed to provide HRSA the information necessary to perform its oversight responsibilities using a standard and transparent methodology that aligns with the Compliance Manual. Learn more about the SVP:

<https://bphc.hrsa.gov/programrequirements/svprotocol.html>

Updated Look-Alike Initial Designation Instructions Coming Soon

The [Health Center Program Compliance Manual](#) is a consolidated compliance resource that applies to all health centers applying for or receiving Health Center Program funding or designation. The look-alike initial designation instructions are being updated to align with the Compliance Manual. Applications created in the HRSA Electronic Handbook (EHB) after the release of the revised instructions must follow the revised instructions, however, the Compliance Manual is effective immediately. Please note that Health Center Program award recipients are no longer eligible to apply for look-alike initial designation. Instructions and technical assistance materials will be posted at

<https://bphc.hrsa.gov/programopportunities/lookalike/initialdesignationinstructions.html>. If you have any questions, please contact the Look-Alike Initial Designation Response Team via the [LAL Application Questions Web Form](#).

340B Clarification

340B contract pharmacy should be noted under column II on Form 5A.

Grantee Site Visit Recording Requests

Consultants are advised to decline any video or audio recording of site visit activities. Please contact MSCG immediately if there are concerns during the visit.

Consultant Trainings and Resources

Upcoming Consultant Trainings

Site Visit Protocol

- Governance/Admin Consultants-January 11th at 1pm Est
- Fiscal Consultants-January 16th at 1pm Est
- Clinical Consultants-January 17th at 1pm Est

Promising Practices

- January 8th at 12pm Est

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Trainings will be recorded for those unable to attend on the dates above. More details to come...

Previous Trainings and Resources

- BPHC hosted a webinar on November 21, 2017 for consultants on the soon to be released Health Center Program Site Visit Protocol. The Briefing is not a required MSCG training but all consultants interested in learning more about the forthcoming Site Visit Protocol's purpose, structure and timeline are encouraged to participate. Please access via your [MSCG consultant Portal](#).
- The BPHC Health Center Program Compliance webinar questions and answers are now available. The webinar was conducted on September 25, 2017. Please access via your [MSCG consultant portal](#).
- Consultant Site Visit Documents (TA Packet) - The MSCG documents included in the TA Packet have been updated. Please take a moment to review the Consultant Letters, Lodging Letter and Reimbursement Guidelines upon site visit confirmation.
- The MSCG Integration of Voucher System into Consultant Profile Website training was conducted on October 13, 2017. Questions and answers are now available via your [MSCG consultant portal](#).
- *Observer Program*- We appreciate your patience as we continue to partner new consultants with OSV assignments. Please confirm your continued interest in this training opportunity by contacting Carolina Callahan at ccallahan@msginc.com.

Please visit your Consultant Profile page at <https://www.msginc.com/consultant> to view your training participation record. Please contact Carolina Callahan ccallahan@msginc.com with any concerns.

Consultant Referrals Welcomed!

Bilingual Consultants Needed

MSCG is seeking to expand its consultant pool of bilingual consultants, preferable fully fluent in English and Spanish. Excellent verbal and writing skills are required in both languages. Applicants must also have community health center experience and knowledge of the BPHC Program Requirements. If you know of anyone meeting this criteria, please refer them to Karen Carter Parks kcarterparks@msginc.com to request an application packet for consideration. If you are a current MSCG consultant fluent in both languages, please be sure to update your consultant profile.

MSCG desea expandir su grupo de consultores bilingües, de preferencia con dominio absoluto del español e inglés. Es requisito importante que se pueda comunicar verbalmente y por escrito en ambos idiomas. También debe contar con experiencia laboral en Centros de Salud Primaria (CHCs) y conocimiento de los Requisitos Programáticos (PRs) del BPHC. Si usted conoce o desea recomendar a alguien por favor diríjalo (a) a nuestro sitio en internet: <https://www.msginc.com/consultant> para obtener un paquete de aplicación. Si usted ya es un consultor bilingüe de MSCG asegúrese de que esta información esté incluida en su perfil de consultor.

Consultant Report Reminders...

Site Visit Reports - Please ensure that reports returned for revisions are turned around within the **five-business day** timeframe. A **thorough** review of the revised report must be done and the report must be finalized prior to uploading back to TATS. This includes ensuring all BPHC review comments and questions have been addressed, checking for and correcting any incomplete sentences, grammatical, spelling, format, etc. errors, and removing all track changes and comment boxes.

Please contact your site visit designated Technical Assistance Reviewer (TAR) with any questions or concerns.

Coming Soon

Consultant cumulative scores from both Grantee and Project Officer will be available in your MSCG consultant portal January 2018. Consultant evaluation scores measure:

- Technical Assistance performance
- Communication skills

- Report writing skills
- Consultant professionalism
- Report timeliness
- BPHC Program Requirement knowledge
- Site visit preparation

Please be sure to review your scores periodically. Please contact MSCG should you have any questions.

Travel Support

Medical and Weather-Related Emergencies

If you are a team member experiencing a medical or weather-related emergency, please contact your team leader, MSCG Logistics Coordinator, BPHC Project Officer and Corporate Travel Management (CTM) as soon as possible. We will make every effort to move forward with the site visit as planned or reschedule your participation in that visit for a later date. However, it may be necessary to use an alternate consultant to accommodate the schedule of all those involved in the site visit.

For CTM after hours please call 1-855-928-7323.

Please note that a weather-related emergency at the location of the site visit may result in the visit being cancelled if conditions prohibit safe access to the site. Team members affected by an emergency such as this will be notified as soon as it is determined that the site visit will be cancelled.

During any emergency MSCG will make every attempt to provide assistance and guidance to everyone involved. We appreciate your patience and flexibility as every emergency occurrence is unique.

REMINDER ... please review travel itineraries immediately for changes that may be needed. Also, please contact your designated Logistics Coordinator (TAC) should you require additional assistance when scheduling travel for upcoming assignments.

Corporate Travel Management

Phone: 703-318-9400 (M-F 8AM - 6PM EST)

Email: res_mscg@travelctm.com

Emergency After Hours Service: 1-855-928-7323

Kudos Kudos Kudos!

Grantee Comments

Valerie Butt, Alyson Roby, and John Schalk

The site visit with these experts felt like the "A" team had been sent to us. They brought with them a wealth of information and experience. We were very happy for the constructive way the entire team worked with us. They were transparent and straightforward, and we were all able to dialogue openly. Working from the Compliance Manual, we were instructed on exactly what was required in order for us to remain in compliance. We appreciated their professional and friendly demeanor. We felt supported and judged fairly, with no surprises. The team provided very helpful recommendations along with explanations of "why."

Tracy Douglas-Wheeler

Tracy is a professional of the highest character. She utilized her knowledge base and experience to tailor her mentoring advice so that we could address key areas of need with my relationship with clinic staff and with the Board of Directors. Although her work experience with much larger entities does not correlate with our small clinic, she was quick to identify management issues that were similar and tailored her advice to be workable in our setting. She quickly identified key issues in Board relations as well as with staff. Tracy pointed me to some quality resources to use for my personal leadership development, and for tools to use in staff management. The three days with Tracy was a personal FQHC Leadership Boot Camp that came at just the right time during a very hectic first year in the position of Executive Director. What I learned from her is helping me to hone my approach as I address issues that have been allowed to fester for years. I am so grateful for this week of evaluation and mentoring.

Cary Calhoun

Cary worked well my CFO. He provided examples for methods for presenting the monthly financials to the Board in a more effective way. He was very thorough. Cary gave us more education around the discussion of the nominal fee with the Board and how we arrive at this. We will be improving on our patient

questionnaire that inquires whether or not they feel the sliding fee is affordable. Cary had a pleasant personality and was easy to work with.

Shazia Kazi

We were very impressed with how much information Shazia gathered and remembered during our site visit. It was as if she lived in our community for years. She was very helpful in assisting us to improve upon our clinical contracts and triage policy. She clearly knows the program requirements areas very well.

Holiday Cheer from Triangle AIDS Network in Beaumont, TX

Twos the Week Before HRSA

Twos the week before HRSA & all thru the place
Everyone was stressed, it showed on their face.
Misty, oh Misty, the forms, there are plenty
We started with few then 5, 10 now 20!
Harvey & Gibby are processing numbers galore
Policy and procedure has become a really big bore.
Steph is working managerial magic
With her at the helm things seem much less tragic.
All thru the day everyone can hear Biz
Clomping and shouting, "I don't know what that is!"
Daniel, like Scheinder, with his tool belt attached
Is here there and yonder securing every last latch.
Clay has been shopping to get us to compliant
On Amazon two-day shipping, he's become quite reliant.
TK, Kay & MyEisha have all been so nice
Turning in this, signing that, it's all very concise!
MOU's; 6A's; 5 a, b & c OH MY
I think we're all asking, WHY HRSA, WHY?
The cleaning crew schedule has been rearranged
If I have to clean Saturday, I will be more deranged.
Dena's demeanor says just remain calm
We've been here before, it hasn't been that long...
Pass or fail we're better than before,
No matter what we will have upped our score!

Happy Holidays to all!