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HRSA - Bureau of Primary Health Care

Consultant eNews

Unity is strength...when there is teamwork and collaboration wonderful things can be achieved. -**Mattie Stepanek**

BPHC Policy Guidance

OSV Site Visit Preparation/Diabetes Measure

- Participation on Pre-Site Visit conference calls is required for all OSV consultants. If you are not able to participate, please inform the team leader prior to the scheduled conference call. Consultants who consistently do not participate on the Pre-Site Visit conference call will not be scheduled for future site visits.
- In preparation for the OSV, it is critical that the BPHC federal presence and MSCG consultants set expectations with health center leadership prior to the visit. Discuss with the health center the critical need to become familiar with the Compliance Manual, why the diabetes measure was selected, the importance of working to improve diabetes care among their patient population, and which specific staff should be present during particular parts of the OSV.
- During the OSV site visit, one to two hours should be dedicated to the diabetes portion of the OSV. It is crucial that all staff involved in diabetes care - i.e. social workers, certified diabetes health educators, etc., participate in this portion of the OSV. Moving the needle on this measure should be a team effort!
- We have included guidance regarding the Diabetes Performance Analysis Section of Operational Site Visits for MSCG consultants. Please note that this guidance is useful for all consultants participating in the diabetes performance analysis discussion. You may access this information by clicking on the link below:

https://www.msccinc.com/mscg/enews/MSCG_Guidance_Diabetes_Action_Plans_5-8-2018_Final.docx

Diabetes Initiative - Targeted TA's

The HSOs are engaging deeper into the Diabetes Initiative by providing selected health centers with Targeted TA within CY2018. These 1½ - 2 days on site Targeted TA visits will be conducted by a clinical consultant, who will utilize the Performance Analysis section of the Site Visit Protocol to conduct a deeper dive into root cause analysis discussion and identify three performance improvement actions.

Federal Tort Claims Act (FTCA) Update

The FTCA Program will use the OSV report to support FTCA deeming decisions, and to identify technical assistance needs for FTCA-deemed health centers. In circumstances where the site visit report indicates deficiencies with FTCA program requirements, the FTCA Program will develop and share a TA Action Plan in conjunction with the site visit report to convey required actions to address deficiencies before the next deeming cycle.

Consultant Trainings and Resources

- The STAR Demo audio has been updated and posted. We encourage you to listen in at your earliest convenience. You may access the STAR Demo by logging onto the Consultant Profile page in the MSCG database.
- This is a reminder that the MSCG-BPHC Discussion Board is now live. Please remember to post under the appropriate categories to ensure a timely response from the appropriate point of

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contact.

Consultant Report Do's and Don'ts

We would like to remind our MSCG consultants to please contact the Logistics Coordinators in the event of flight cancellations, delays, or alternative transportation requirements. If the event occurs after hours, please contact CTM at 1-855-928-7323, and follow up as soon as possible via email, describing the traveling challenge encountered, and the resolution provided by CTM, to your respective Logistics Coordinator. Should a last minute rental car be required, carefully review the reservation rate as such tends to be overpriced at the last moment.

Kudos Kudos Kudos!

Grantee Comments

Michelle Layton

Michelle Layton's relevant experience and deep understanding of clinical operations was invaluable to the Health Center. Michelle was deeply engaged in quality discussions and expressed genuine interest in the grantee's approach to meeting the challenge of improving population health in the service area. Michelle's professionalism and candor allowed for open exchange of information with staff members and sharing of ideas. During these interviews, staff received important guidance on policy issues as they relate to service provision and helpful feedback. We appreciated Michelle's suggestions and plan to implement recommended strategies.

Theresa Butler

Theresa was excellent. Not knowing what to expect during our site visit had many team members nervous. Theresa came in and put everyone at ease with her knowledge and professionalism. She advised us that she was there to promote our success. I am impressed with Theresa's diplomacy and ability to relay information to all types of "listeners." She was a great educator. In addition, Theresa is very knowledgeable on the Health Center Requirements. I was impressed with her attention to detail. Other members of our leadership team commented that she was very personable and approachable. Well done.

Clifford Portis

Cliff was very clear on the rules and regulations that our Board needed to follow to stay in compliance with HRSA. His guidance on the governance adherence was very useful and clear. We appreciated Cliff's willingness to share best practice policy and procedures guidelines. Our team really appreciated that he went above and beyond to do a risk analysis to prevent adverse conditions that would place our health center at risk for loss of all and every kind.

Scott Graff

Mr. Graff brings a pleasant professionalism that set an excellent tone for the OSV. Our team had confidence that he was knowledgeable and fair. He showed very good leadership with his team in the run up to the OSV, as well as during the visit itself. As CEO, I found his advice to be on point and balanced. His demeanor is authoritative and confidence-inspiring to our team but not overbearing. His recommendations carried a great deal of weight with our team.

Andrea Lytle

Ms. Lytle brought a combination of positivity and a deep knowledge of clinical quality programs. She gave very constructive feedback while also energizing our team to appreciate our accomplishments. As a new LAL, there was considerable anxiety on our team about the site visit. Ms. Lytle made our team feel very comfortable as we shared with her our successes and our challenges. She taught us a lot and earned our respect.

We want to cover the topics that are of real interest to you. Please submit your suggestions at <https://www.msginc.com/feedback.cfm>