

# HRSA

Health Resources & Services Administration



## HRSA - Bureau of Primary Health Care Consultant eNews

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*Excellence is the result of caring more than others think is wise, risking more than others think is safe, dreaming more than others think is practical and expecting more than others think is possible. In order to succeed, we must first believe that we can. – Ronnie Oldham*

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## **Consultant Resources**

### **2021 Site Visit Protocol**

HRSA has made several updates to the Site Visit Protocol (SVP) to increase the SVP's effectiveness, clarity, consistency, and transparency. These updates "went live" on May 27 in STAR and the BPHC website, and are in effect for all site visits that begin after this date. If you were unable to attend the training that was held on April 30, you may access the recorded session by clicking on the link below. Please note that this training is mandatory.

[2021 Site Visit Protocol Pre-Release Overview Session \(April 30, 2021\)](#)

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

### **2021 OSV Updates**

Below please find updated resources and tips for your upcoming OSV:

- Updated **Structured Agenda** is now available in your OSV TA Packets

1. Please note, there are a few changes based on OPPD's updates to primary and secondary reviewer, and to improve team collaboration on key areas of overlap; Team Leads are expected to utilize the Structured Agenda to set up the OSV (personal styles and formats are not to be used);
2. The Structured Agenda is meant to be flexible to meet the needs of the Health Center, including scheduling for key staff to be interviewed, best time for the Governing Board meeting, and time zone challenges;
3. The Structured Agenda is not to be routinely changed to meet consultant preferences;
4. All Interviews as specified in the SVP methodology must be conducted during the OSV; document any problems that may have arisen, whereby an interview did not occur in the appropriate section of the STAR report;

5. The Exit Conference time should not be routinely modified prior to the start of an OSV; the team should be utilizing the third morning to wrap-up open items, follow-up and document Promising Practices, provided direct technical assistance on areas identified during the review, and as time permits working on the report. A change to the Exit time can be determined at the end of the second day, in conjunction with the Federal Representative and team, so long as all of the team members OSV work is complete, the objectives for the third morning have been met, and the change in time is acceptable to the Health Center and Board planning to attend;
6. The Team Lead should take steps to be sure the final agenda is properly formatted;
7. Please remember to upload the final agenda in the ShareFile for accessibility to all participants

- Updated **Naming Convention** also available in your OSV TA Packet

- Please note, there are some changes in the coding based on OPPD's updates, including the addition of a few items and reorganization of the required document listings in some of the chapters;

- Recording: **2021 SVP Consultant Training** posted in MSCG Consultant Portal

- **2021 SVP Summary of Updates** <https://bphc.hrsa.gov/programrequirements/site-visit-protocol/summary-updates>

- **2021 SVP** <https://bphc.hrsa.gov/programrequirements/site-visit-protocol>

### Post Virtual Site Visit Survey

As we continue to conduct site visits virtually, it is our goal to continually improve the Virtual Operational Site Visit experience (VOSV). As part of this effort, we recently rolled out the Post Virtual Site Visit Survey. We greatly appreciate everyone who has responded to the survey thus far.

Below is survey data from March through May 2021. It reflects common themes that were noted, as well as positive feedback shared with us by consultants who had the opportunity to participate on virtual site visits.

**Reminder:** If you have completed the survey on a prior VOSV, it is not necessary to complete the survey again, unless you have additional feedback you would like to provide. When completing the survey, please be as specific as possible with suggestions and feedback.

We appreciate and look forward to your continued participation.

### **March - May 2021 Data**

**What aspects of the virtual process can be improved?**

- Availability of Reference Guides, quick guide for solving technology issues
- The Structured Agenda: interview time can be organized more efficiently
- Consistent timeline for the health center to upload all the required documents
- Facility Virtual Tour Guidance
- Form 5 A is unclear
- Technology: GTM video (reduce screen freezing) and audio. Have practice runs with technology and/or MSCG to become familiar with technology

### **Top trainings requested**

- Flag System Training
- Sub Award Contracts Training
- ShareFile -Sharing Protected Information Training
- Form 5A and Sliding Fee Discount Training

### **Kudos to MSCG from our Consultants!**

*"MSCG team has adapted well during this pandemic and are doing great job to prepare consultants to adopt to the nuances of VOSV." M.B.M.*

*"Thank you all for all of your support." M.W.*

*"Marsha, Carolina, Kaoutar are great with adequate notice to accept/decline OSV invitations. Ramana, is also great to work with. He is always responsive to email request. In addition, Ramana, has a calm demeanor and works with me on layman's terms to assist." C.C.*

*"Great work! I appreciate you all so very much." A.A.*

*"Great job MSCG on making the best of a unique situation." L.K.*

*"I have been very happy with the virtual process." S.F.S.*



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**! Kudos! Kudos!**  
**Grantee Comments**

**Team: Susan Thorner, Catherine Jones, Paul Moore**

This site visit team had great knowledge about public entities which was helpful in reviewing our public entity and our co-applicant board. The public entity experience made a huge difference in understanding our organization which definitely made the visit go smoothly. The site visit team was very thorough and fair in the assessment of our organization. Everyone was extremely knowledgeable and detailed and had a great understanding of the standards and positive recommendations for improvement. They exemplified a positive attitude and an attitude of helpfulness in wanting our organization to be the best it can be. The virtual process was very different than previous onsite visits, but actually worked out very well for our health center.

This was the least stressful site visit that we have ever experienced due to the knowledge and calm demeanor of this site visit team.

## **MSCG Employee Spotlight**

### **The Spotlight is on Caroline Callahan**



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ina Callahan. I was born in San Jose, Costa Rica and at the age of sixteen I moved to Miami, FL. It was my goal to learn English in one year and go back to college in Central America immediately after... well, that didn't go as planned as most people in Miami speak Spanish and practicing English was extremely difficult. Therefore, I ended up extending my stay and attending Florida International University instead where I majored in Accounting.

In Miami, I met my husband. His name is Matt and he is from Catonsville, MD. We have two children, Sebastian and Sabrina, and a dog named Slurpee. My son is 19 years old and currently attends Syracuse University. My daughter is 14 and is in 9<sup>th</sup>

grade. My dog is an 11 year-old labradoodle, a senior now who still behaves like a puppy.

I moved to Maryland from Miami in 2006 just before my daughter was born. In 2015, my family and I moved to England where we resided for about 5 years. It was amazing to be able to continue working for MSCG while living abroad. Living in the UK was great as we were able to travel to 27 countries. Last July, we moved back to the US, and we now live in Pasadena, MD.

I began working for MSCG in January 2013. I love working at MSCG because everyone shares the same vision and passion for the job we do. We are there for each other, like a big family. MSCG's organizational culture is very positive and supportive. There is a true spirit of cooperation and shared goals all revolving around providing excellent services to the client and to our consultants. Every day is unique, and it is an ongoing adventure. My job is never boring!

During my free time, I have many hobbies. I like to read, bake, walk, garden, paint, and draw. At the end of my work day, I enjoy taking long walks with my dog, and I also enjoy spending time outdoors weeding my garden.

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tinues to be your first stop for assistance prior to, during and after your site visit. Please continue to contact anyone of our staff members should you need assistance with any matters such as billing, additional compensation, consultant report questions, trainings, rostering profile and virtual technology concerns.

[Contact us@mscginc.com](mailto:us@mscginc.com)

[Visit our website](#)