



Volume 5, Issue 1 March 2019

HRSA - Bureau of Primary Health Care

Consultant eNews

If everyone is moving forward together, then success takes care of itself. - Henry Ford

BPHC Policy Guidance

Promising Practices

REMINDER: If you observe a Promising Practice(s) that you wish to include in your report, please be sure to document it while on site. Below is the Promising Practices process and helpful tips for your review. For additional information on the process, you may revisit the training via the MSCG Consultant Portal - <https://www.mscginc.com/consultant>

BPHC Promising Practices Process:

- **Definition:** A promising practice refers to an activity, procedure, approach or policy that leads to, or is likely to lead to, improved outcomes or increased efficiency for health centers.

Promising Practice Identification (by consultants) Current Status:

- | | |
|-----------------|--------------------|
| - Context | SUCCESSFUL |
| - Description | SUCCESSFUL |
| - Replicability | SUCCESSFUL |
| - Outcome | IMPROVEMENT NEEDED |

• **Do's and Don'ts:**

1. DO look for Promising Practices, especially when a health center is virtually completely compliant. We want to share them!
2. 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.
3. DO state how results are being measured.
4. DO state the source(s) of information for results.
5. 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).
6. DON'T include a practice that has not been implemented yet.

OSV Federal Representative

There will be a Federal Representative present on all Operational Site Visits. Once the pre-site call takes place, there should be no further communication with the Project Officer of record (this includes cc's on emails). Should any challenges or concerns arise relative to the site visit, please be sure to address them with the assigned Federal Representative.

OSV Structured Technical Assistance Report

There have been several inquiries regarding immediate access to the OSV report template/Site Visit Protocol upon confirmation of site visit. Please note that consultant access will be available one (1) week prior to the site visit start date.

In this issue...

[BPHC Policy Guidance](#)

[Consultant Trainings and Resources](#)

[Important Reminders](#)

[Upcoming](#)

[Kudos](#)

Quick Links

[Bureau of Primary Health Care](#)

[Having trouble viewing this email? Click here](#)

Consultant Trainings and Resources

Save the Date!

Be sure to pencil in April 5, 1:00 p.m. - 2:30 p.m. EST for the upcoming BPHC Briefing on the 2019 Site Visit Protocol updates. Stay tuned for additional information.

Site Visit Report Writing Style Guide

The Site Visit Report Writing Style Guide was developed to provide direction and support for MSCG consultant experts, BPHC staff and contractors when writing, editing, and revising documents for BPHC, specifically site visit reports for the Health Center Program. It includes information on appropriate usage of vocabulary and grammar commonly found in BPHC documents and ensures that writers use these items consistently throughout all materials. It also provides guidance on how to refer to various aspects of the Health Center Program and how to use key terms unique to BPHC. The MSCG-BPHC Writing Style Guide is intended to build on and/or supplement Departmental and Agency writing standards and requirements and should be used in conjunction with these resources. This guide also provides information on creating PowerPoint slides, as well as resources on writing in plain language.

The Site Visit Report Writing Style Guide can be found in the MSCG Consultant Portal.

Important Reminders!

Preparation for OSV Busy Season

We are approaching the busy season for Operational Site Visits (OSVs). Please be sure to keep the Logistics Coordinators abreast of your availability by updating your schedule regularly via email. By doing so, we can be more expeditious in planning and soliciting teams for site visits.

Keep Your HRSA TATS Account Active

Please be sure to access your TATS account at least once every 30 days. Thirty days or more of inactivity, will result in your account being disabled. The process to reactivate your TATS account can take a few days and you will be unable to complete and submit site visit reports within the required time frames.

Meet and Greet

The 5th Annual MSCG Meet & Greet
March 27, 2019
6:00 p.m. - 8:00 p.m.
Stone's Throw Restaurant and Bar (Wardman Park Marriott)
We hope to see you there!

Upcoming...

Consultant Peer to Peer Webinar

March 15th at 1pm EST MSCG will be hosting a webinar on the Diabetes Performance Root Cause Analysis discussion and Diabetes Action Plan to improve the effectiveness of the Performance Analysis review of health center diabetes measures. This webinar is open to all consultants but required for Clinical and Governance consultants. The call will be recorded.

Kudos Kudos Kudos!

Health Center Comments

Dianna White

Dianna was extremely helpful in our meeting with the clinical staff and in developing our action plan for diabetes. She was straightforward and encouraging, and focused on the end goal; improvement of the health of our patients. She helped us develop a doable plan to better help patients manage diabetes, and improve their A1c levels. As a doctor she could speak their language. In addition to the very positive input and clinical assistance, she also evaluated a number of other processes again and again, providing insightful suggestions and assistance.

Cynthia Young

Cynthia has a wealth of experience in the QI and RM areas and helped our leadership staff understand some of the more recent changes in these areas for FQHC's. She worked very well with the leadership staff and as a strong site reviewer for HRSA.

We want to cover the topics that are of real interest to you. Please submit your suggestions at

<https://www.msginc.com/feedback.cfm>

[MSG LLC](#) | 301-577-3100
4601 President's Drive, Suite 200
Lanham, MD 20706

Copyright © 2016. All Rights Reserved.

MSG INC, 4601 President's Drive, Suite 200, Lanham, MD 20706