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HRSA - Bureau of Primary Health Care

Consultant eNews

The path from dreams to success does exist. May you have the vision to find it, the courage to get on to it, and the perseverance to follow it. - Kalpana Chawla

BPHC Policy Guidance

BPHC Promising Practices Reminder:

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 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.

Diabetes Performance Analysis - Root Cause Discussion

Just a reminder that leading health center staff in a discussion of root causes is a critical component of the Performance Analysis review during Operational Site Visits and/or Diabetes Targeted TA Visits. The three diabetes performance improvement actions that a health center identifies as a part of action planning must be based on root causes. For more information on root cause analysis, click here: [Performance Analysis Training for Consultants](#).

Consultant Trainings and Resources

Updates to the HRSA Health Center Program Compliance Manual and Site Visit Protocol

- HRSA Health Center Program Compliance Manual and Site Visit Protocol changes became effective on September 7, 2018.

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- The mandatory consultant training on the Compliance Manual and Site Visit Protocol updates was held on September 7, 2018. For those who were unable to attend the live training, the recorded version is now available in your consultant portal: <https://www.msginc.com/consultant>.
- We are pleased to announce that the HRSA [Health Center Program Compliance Manual \(Compliance Manual\)](#) update is also now available. This document continues to serve as a streamlined and consolidated resource to assist health centers in understanding and demonstrating compliance with the Health Center Program and Federal Tort Claims Act deeming requirements. For further information on the specific revisions/updates, we encourage you to utilize the list of Compliance Manual Revisions (available on the Compliance Manual page at: <https://bphc.hrsa.gov/programrequirements/compliancemanual/index.html>), as well as the Frequently Asked Questions page: (<https://bphc.hrsa.gov/programrequirements/faqs.html>)
- HRSA has also updated other Health Center Program documents, including the Site Visit Protocol (SVP), which is the primary tool used for assessing compliance with Health Center Program requirements during operational site visits (OSVs). You may refer to the consolidated [Frequently Asked Questions web page](#) that provides answers to common questions regarding Health Center Program requirements, compliance and oversight.
- If you have any questions regarding the Compliance Manual or the Site Visit Protocol, please submit them to MSCG at: logistics@msginc.com

Important!

- All consultants MUST complete ALL mandatory trainings BEFORE assignment;
- Please be reminded that NO consultant work should be conducted until the MSCG Logistics Confirmation email is received.

HRSA Releases \$352 Million in New Funding to Expand Access to Substance Use Disorder and Mental Health Services

Last week, [HRSA announced the release of the Expanding Access to Quality Substance Use Disorder and Mental Health Services \(SUD-MH\) awards](#). \$352 million in funding will expand access to substance use disorder and mental health services at 1,232 community health centers across the nation. These funds will expand access to integrated services by increasing personnel and enhancing infrastructure. [View the BPHC bulletin](#). For more information, including post-award frequently asked questions (FAQs), [visit HRSA's SUD-MH technical assistance website](#).

- **MSCG is seeking consultants with Substance Use and Behavioral Health expertise.**

Consultant Referrals Welcomed

MSCG is seeking to expand its consultant pool to increase the number of Family Nurse Practitioners, OB/GYN's, and Family Physicians. Applicants must have community health center experience and licenses must be current. If you know of anyone meeting this criteria, please refer them to the MSCG website at <http://www.msginc.com/> where they can upload an application packet for consideration.

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, BPHC Project Officer, MSCG Logistics Coordinator, and Corporate Travel Management (CTM) as soon as possible. We will make every effort to move forward with the site visit as planned and 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.

If you are facing a weather-related emergency that disrupts your travel plans, please immediately contact CTM, in addition to contacting your team leader and MSCG Logistics Coordinator. 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

Consultant Reminder

It is important that all information and credentials in the MSCG database are up-to-date. Please visit the Consultant Portal to review and update as appropriate.

Kudos Kudos Kudos!

Grantee Comments

Chris Esperson

Chris was extremely professional and her technical competence was impeccable. She provided excellent TA in multiple areas and was fully capable of advising us on the new Compliance Manual. Chris provided comprehensive diabetes training on the new HRSA National Diabetes Initiative. Her strong facilitation skills were the tremendous difference in our Health Center's ability to develop an attainable diabetes goal!

Karen Mountain

Karen was a standout expert! She was an expert and well-versed in migrant health and the special needs and modalities of addressing those special needs of migrant and seasonal agricultural workers. Karen facilitated a work session with our leadership team to develop an action plan to increase the percentage of our diabetic patients whose Hemoglobin A1c will fall below 9. She did an outstanding job of sharing data that served to form the draft action plan we developed. We greatly benefited from Karen's expansive clinical knowledge and experience in migrant health, and providing care for other marginalized and mobile populations.

Daniel Dey

Dan Dey was an outstanding team lead! His decades long experience in senior leadership positions provides him with a wealth of knowledge and insight regarding the "nit and grit" of HRSA requirements. He was also a pleasure to work with, beginning with our pre-site visit call, assuring us that the visit would be a learning experience, designed to insure that all aspects of our health center program are fully aligned with the HRSA Compliance Manual requirements. We have nothing but great things to say about Dan and the entire OSV team!

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

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