

HRSA

Health Resources & Services Administration



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"You need to be aware of what others are doing, applaud their efforts, acknowledge their successes, and encourage them in their pursuits. When we all help one another, everybody wins." – Jim Stovall

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Kudos! Kudos! Kudos!

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Just a Flagging Reminder for OSV Reports...

Implemented as a process improvement, the BPHC designed flagging features to better assist in the management of comments related to findings and to help save time during the review process. During the MSCG 20-day Report Review Process and the BPHC's 25-day Review, MSCG has been delegated with the responsibility to devise a set of rules for MSCG Consultants and Team Leads on using the Flagging feature.

A Recap of the Rules

- Flags are being used to identify elements and findings of program requirements that require a revision request
- Flags are specifically initiated by MSCG Review Staff (Reviewers, Editors, TARs) and BPHC Staff (Federal Representatives, POCs) **only**. Expert Consultants and Team Leads should not initiate any flags on their end including while compiling their report to send to MSCG for review.
- The role of Expert Consultants and Team Leads is to resolve a flag by responding to a flag of a finding that is initiated by MSCG or BPHC staff. This action of resolving the flag includes adding a comment, e.g., describing the action taken (i.e., a revised explanation or changed response to question "yes" to "no" or vice versa).
- Expert Consultants and Team Leads must not close out a flag that has been initiated by either a MSCG Review Staff, or BPHC Staff. All flags must be closed out by the individual who initiated the flag.
- All other communication may be entered into the usual internal comment boxes at the bottom of each page, e.g. an addition of a name to a participant list, or some other notation by the team not directly tied to a finding.

If you have any further questions, please do not hesitate to reach out to: logistics@mscginc.com

Consultant Guidance: Provider/Staff Vaccination Rates Discussions Prohibited During OSV

BPHC and MSCG have been made aware of several occurrences where provider and staff vaccination rates were questioned and/or discussed during the OSV. This line of questioning is strictly prohibited throughout the course of OSVs (including the Entrance Conference, Interviews with staff, Exit Conference, or Board Meeting). Please note that general Covid-19 discussions are encouraged, especially those that are deemed to be Promising Practices. However, questioning specific to provider and staff vaccination rates should be avoided. Team Leads should remind MSCG Consultant team members of this policy.

In the event vaccination rates are brought up by the health center, MSCG Consultants should refrain from additional questions and comments on the topic, while appropriately and politely discouraging any further discussion on this topic area.



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! Kudos! Kudos!

Grantee Comments

Carline Jean-Guille

Ms. Jean-Guille primarily worked with our COO and CMO for the OSV. All interactions were professional, courteous, and helpful not only for the technical components of the OSV requirements but to ensure that our team understood the purpose behind the review. We were assured that the steps taken to assess compliance and impact would ensure that the assessment supported our FQHC in operating at the highest standards of clinical quality and best practices to support patient care. The technical assistance provided during the OSV was over and above the requirements and was invaluable to our team. With our CMO being new to the world of community health centers and COO new to her role and level of management, both benefited in the overarching learning and connection to day-to-day compliance we, as an FQHC, and they in their leadership roles must have. Ms. Jean-Guille did an outstanding job in her assessment of our operational assessment and in the technical assistance provided.

Claudia Morris

It was an absolute pleasure and honor to work with Claudia in preparation for and

during our recent HRSA VOSV. Her leadership of the VOSV review team was inspirational and impressive, and her demonstrated expertise in Health Center Governance was truly awesome and humbling. Claudia's leadership approach to organizing our preparation for the VOSV was collaborative and clearly committed to the highest integrity standards and intentions of HRSA's Health Center compliance expectations. She brought a wealth of Health Center expertise and a deep appreciation for the vital role of health centers in local communities and our country. Claudia also communicated her deep respect for our daily health center operations and her commitment to ensuring the VOSV process honored our ongoing responsibilities to patients, families and our community. She organized the VOSV team flexibly and seamlessly, and clearly did pre-work, deeply investing her time to understand the governance evolution of our health center.

Claudia provided incredibly insightful suggestions of how we could more effectively illustrate our governance story. Our Board of Directors deeply appreciated that Claudia meaningfully engaged them and ensured they felt valued and respected in their crucial role in governance and the site visit process. We feel very fortunate to have had Claudia as the leader of our VOSV review team and count her among our nation's highest integrity, expert HRSA consultants.

Team: Pat Fairchild, Jason Akl, Jack Brandenburg

We were completely impressed by Pat and the team's professionalism and willingness to help us. They offered valuable suggestions that would improve our ability to operate, meet compliance requirements and most of all, better serve our patients. This was our first OSV as an FQHC and it was a great experience full of education and encouragement. We are more equipped and knowledgeable because of their guidance and technical assistance. They were outstanding even while pointing out our issues and areas in need of improvement. HRSA should be proud that they represented the health center program so well. They not only held us to the standards of the compliance requirements but offered ways to help us to do things better. It truly was a great experience.

Team: Jimmy Brown, Alice Sartore, Sonya McCausland

We would like to express our sincere gratitude to each of the consultants for all they did to bring us our VOSV. The hard work that each of them put forth to review, direct and answer questions was evident and greatly appreciated. We felt that this was the most effective visit we've had thus far. The consultants' thorough knowledge and understanding of the compliance protocols helped us to understand them better. Each consultant spent time to teach us rather than just check off a yes or no box. Again thank you so much for taking your role so seriously and responsibly. We have gained from that.

MSCG Employee Spotlight

The Spotlight is on Kaoutar Srayi!



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was born in Casablanca, Morocco, a place that most tourists consider a very exotic country! At the age of 17, I moved from Morocco to Oyonnax, France. I obtained my bachelor's degree in Quality Control, from Arbez Carne, Bellignat, France, in addition, I joined the fashion design program/course as well as worked as a Quality Control Technician at the same time.

During the summer of 2001, while visiting my dad in the USA, I met the man of my dreams (Yassine) that would soon become my husband!

At the end of the summer, I went back to my home in France, but little did I know that three months later I would find myself packing my belongings and returning to the USA to get married to the man of my dreams that I met during my summer vacation! In December of the same year, we were married, and out of that union were born two wonderful and loving children and a duck. Our daughter, Lina is 15 years old and she is in 10th grade, and our son Ayman is 10 and is in 5th grade and Daisy our duck is 7 months.

I was fortunate to have joined this great team on December 4, 2017. It has been wonderful to work with people that share the same passion for this job that I have. It feels like an extended family; we help and support each other, and do our best to deliver excellent service to our clients and our great consultants. The role of a Logistics Coordinator is very rewarding, interesting, challenging, and unique (never a dull moment and I love it)!

My favorite things to do: My passion is home design and I love decorating and anything related to home design and decor. If you were to ever visit my home, you would never see the same look, as I am always rearranging things around the house and helping my friends with their interior decorating ideas. Also, I love cooking, especially with my mom and my daughter. Just imagine three generations cooking for the same meal.... Sometimes it can be very interesting. My other hobbies are going for walks with my family, and spending time outdoors either trying to improve my gardening skills or playing with the kids.

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Management Technical Assistance and Training: Operational Site Visits Contract is coming to a close. As part of the close out activities, we want to remind you to please submit all vouchers and reports by Monday, September 27, 2021.

We want to take this time to thank each and every one of you for your contribution, expertise, commitment and partnership over the life of this contract.

Should you have any other questions or concerns, please contact us at:
contact_us@mscginc.com

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