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HRSA - Bureau of Primary Health Care

Consultant eNews

Warm Winter Greetings from MSCG!! 2015 was a great year and we look forward to a wonderful continuous partnership in 2016.

The safety of consultant team members is important to MSCG. As we move into the 2016 site visit season MSCG will periodically include safety reminders in the e-news to highlight areas to consider while on-site. Please review the safe driving reminders provided below. More information can be found on www.exchange.aaa.com or www.nhtsa.gov .

Avoid Distracted Driving - Consultants who are responsible for driving the HRSA approved rental car should not engage in any activities that are a distraction to safe driving such as hand held cell phone use, texting, etc.

Avoid Impaired Driving - Consultants who are responsible for driving the HRSA approved rental car should never drink and drive. Consultants who are driving are expected to not have any alcoholic beverages while operating the HRSA approved rental car.

Avoid speeding or reckless Driving - Consultants should drive within the speed limit at all times and avoid aggressive, reckless driving situations.

Focus on Team Safety - As a team member it is your responsibility to alert the team lead or other team members if you notice another consultant is impaired or is engaged in risky behavior. If the team can not resolve this issue please contact MSCG for assistance.

Consultants Providing Direct TA to Grantees/Mock OSV

"BPHC and MSCG are providing clarification regarding the "Mock OSV" policy reminder included in the September 2015 e-news. BPHC will not use MSCG contract funds to pay for consultants to conduct Mock OSVs or provide training/technical assistance on the OSV process. Also consultants who are contacted by a grantee or PCA to provide such services should clearly communicate that they are not representing BPHC or MSCG. Grantees and PCAs should first contact their BPHC Project Officer for assistance with the OSV self-assessment and/or questions regarding the OSV process".

Consultant Trainings

[New BPHC Policy Changes for Financial Oversight \(attached\)](#)

BPHC Project Officers were recently trained on their new role of financial oversight to federally funded health centers. Specific policies and procedures changes include:

- Drawdown Restriction
- Audit Collection

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In the next few months, BPHC will host a similar training for MSCG consultants as we continue providing technical assistance to federally funded health centers. The upcoming training will specifically focus on the consultants' new role during Operational Site Visits. In the interim, please review the attached presentation as an introduction to the FY2016 policy changes for BPHC Financial Oversight.

MSCG Consultant Financial Policy Changes Training Date - TBD

HRSA 340B Drug Pricing Program Assessment Supplement Training

- All consultants conducting Operational Site Visits (OSVs) in 2016 must participate in a training session that introduced the MSCG consultants to the updated 340B Drug Pricing Program Assessment Supplement that will be used during the 2016 operational site visits.

The training was conducted on December 9, 2015. Please visit the [MSCG website](#) to access the training. Effective January 31, 2016 all consultants must complete the training in order to participate on 2016 OSVs. Consultants scheduled for January 2016 site visits should participate in the training as soon as possible, if you were unavailable for the live session.

Reminders....

- Consultant Hotel Charges: All consultants, upon arrival/departure at the hotel, are required to present their credit card to the hotel desk clerk to transfer all charges (room and incidentals) to your personal credit card.

Did You Know...

- Citations and URLs have been updated for Program Requirements within the OSV Report and Site Visit Guide.
- Changes to the Requirement for Images, Charts, and Graphs in Reports: Effective immediately, Operational Site Visit (OSV) reports must only include tables that are created in Microsoft Word (.docx) and copied into an OSV report. Previously supported images, charts, and graphs in multiple graphic formats (.gif, .tiff, .jpeg, and .png) were uploaded by consultants to provide a visual for clinical and financial performance measures. The purpose of this change is to support the continued streamlining of the production of the reports and the reporting process.

Consultants are not obligated to use the tables created in a Word file (.docx) if the clinical and financial measure can be clearly described using text. The text must clearly describe the clinical or financial outcome of a performance measure and include a thorough justification as to the details of the measure demonstrating the grantee's performance in that specific area. The text description should state improvement or a need for further improvement to meet a measure's target and report on progress regarding clinical or financial goals.

If you need to upload any pictures related to the site visit, please upload them under the supporting documents section of TATS when you submit the TA report.

To paste a table created in Word file (.docx) when preparing a report in the online system:

- Create the table in a Word file (.docx)
- Copy and paste it to the related OSV section of the online system and save it.

Kudos Kudos Kudos!

Just some of the great work being done by YOU!!

Grantee Comments

Iris Sewell - School Health Clinics Administration and Board of Directors appreciated the assistance provided by Ms. Sewell. Her insight into HRSA policy regarding governance that was provided to us was extremely helpful as our BOD moves forward in meeting HRSA requirements. It was evident that Ms. Sewell's conversation with the board, without administration, was motivating. Since that meeting occurred, our BOD has taken more initiative and ownership towards board recruitment.

Nancy Quimby - presented with exceptional warmth. She was immediately approachable. The staff very much appreciated her meetings with them. Many reflected her style for asking questions as non-threatening. She probed for clarity and in several instances offered coaching to improve a policy or posted signage. What impressed me significantly about her was the time she allocated to meet with all the clinical staff. In prior surveys, the consultant usually limits their interaction with clinical leadership staff. Both the staff and the Board appreciated hearing the consultants recognized their commitment to serve. Nancy Quimby made a point of noting that EHC Staff and Board live our Mission. I offer deep gratitude for that recognition.

John Schalk - presented with exceptional professional decorum. He welcomed and acknowledged the Board and Staff who were waiting to meet the Team upon their arrival. He led an exceptional survey with a professional air and yet with diligence. EHC Board and Staff very much appreciated the tone of the survey. They were prepared, yet apprehensive. They quickly settled into their place of comfort and proudly shared information and or asked questions. John Schalk (and the whole team) reflected a strong honoring of EHC.

Grantee Comments on Team Dynamics

Amelia Broussard (TL), Dr. Charles Hostetter, Dan Miles - I cannot think of how this review could have been any more effective. The entire review team was so very professional, understanding and helpful. The HRSA Team listened to our explanation of our Incentive Compensation Plan and said they had never seen one like ours. They felt it was such a good plan that they want to use it as a "Best Practice" plan. We are very proud of their willingness to understand the plan and promote it with other FQHCs. It worked out very well for us and gave us time to understand what they were finding and how to improve our processes, policies and procedures. Great technical assistance! Thanks to all three of you for providing us a very effective, informative, and worthwhile review. The communication with the staff and Board was ideal in my opinion. We really value the information that you provided us that will only help us improve our services to our patients and our communities. It was an uplifting experience.

We want to cover the topics that are of real interest to you. Please email your suggestions to:
feedback@mscginc.com

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