

HRSA - Bureau of Primary Health Care Consultant eNews

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“Nothing in life is to be feared, only to be understood. Now is the time to understand more, so that we may fear less.” —Marie Curie

In This Issue:

Consultant Resources

Conference Call Platform

Consultant OSV Honorarium – Six-Month Contract Extension

Contract Extensions for BPHC Program Management
Technical Assistance

MSCG Mentoring/Shadowing Program **A Year of Growth and Success**

Kudos! Kudos! Kudos!

Consultant: John Church

Team: Pamela Byrnes, Katy Caldwell, and Yvonne Wesley

Team: Adam Archuleta, Mohammed Husain, and Michelle Stephan

Interview with an MSCG Consultant

Consultant - David Selig

Consultant Resources

Conference Call Platform

We are in the process of transitioning from GoToMeeting to Zoom. During this transition, some initial pre-site visit calls and site visits may still take place using GoToMeeting. We will provide Zoom details once the transition is complete. For now, please continue using GoToMeeting until further notice. Thank you for your patience and cooperation.

Consultant OSV Honorarium – Six-Month Contract Extension

Effective with the six-month contract extension, the consultant honorarium for OSVs has increased to \$678.00/day and the team lead consultant daily rate is now \$732.00/day. The effective date for these changes is September 29, 2024. If you have any questions, please contact us at logistics@mscginc.com.

Contract Extensions for BPHC Program Management Technical Assistance

MSCG is pleased to announce that the BPHC Specialized Program Management Technical Assistance contract and the BPHC Program Management Technical Assistance and Training: Operational Site Visits contract have been awarded a six-month extension.

- BPHC Specialized Program Management Technical Assistance: Extended through January 31, 2025
- BPHC Program Management Technical Assistance and Training: Operational Site Visits: Extended through March 28, 2025

Although a new contract will not be issued, we require your acknowledgement of participation during the extension period via a contract addendum that will be sent to your email. Please keep an eye out for this communication.

Thank you for your continued support and commitment to the Health Center Program.

MSCG Mentoring/Shadowing Program A Year of Growth and Success

The MSCG Mentoring/Shadowing program continues to thrive, with a significant increase in observer participation since its launch in 2013. We are immensely grateful to our dedicated MSCG consultants for generously sharing their knowledge and guiding the observer consultants. Since October 2023, we have received twenty applications, twelve consultants were scheduled to shadow, and we are delighted to report that six of them have already successfully completed their first independent reviews, a testament to the program's effectiveness. We commend our observers for their enthusiasm and commitment to learning. Your dedication to professional growth is inspiring.

Thank you to both our seasoned MSCG consultants and observers for your invaluable partnership in driving the success of the MSCG Mentoring/Shadowing Program.

Feedback from Observers

Observers consistently praised the program, highlighting its value in enhancing their understanding of the consultant's role and team dynamics. They gained valuable insights into the site visit process, including preparation, questioning techniques, and interaction with health center staff.

"This opportunity did enhance my understanding of the Site Visit Process from the reviewer point of view. They utilized the Site Visit Guide to explain what constituted compliance with the Compliance Manual. They worked with the HC leadership in getting a clear view of how the HC interpreted the various chapters and discussed any areas the reviewer found out of compliance with the measure. I also noted how considerate and kind this MSCG Team were to the health center, always exhibiting patience, working with them to understand what the compliance manual requires and clearing explaining any findings." S.H. 07/01/2024

"Absolutely! This is a most valuable experience that I highly recommend for all new consultant reviewers. I have been on the health center side of many OSVs, but seeing the prep work, line of questioning, and rationale behind the consultants' inquiries and reasoning was very enlightening. The team worked together well; the federal representative provided a clear rationale and guidance in the closed team sessions only as needed. His opinion was apparently valued and respected by the team, as it should be. M.W. was very helpful and answered many questions for me pre-visit as well as taking a phone call which allowed me to understand his process more fully, so I'd be better prepared." T.A. 05/07/2024

Feedback from Team Members

Team members expressed their satisfaction with the program, emphasizing its role in developing well-rounded new consultants. Observers were consistently commended for their knowledge, communication skills, and professionalism.

"I think the program is great! Eight years ago, when I started, there was very little training, and this program really makes it better for new consultants and for health centers." A.T. 05/31/2024

"The observer was perhaps the best, most prepared, and most involved of all the new consultants I have observed. Because she is an active COO/Compliance Officer at a health center, she is fully familiar with the program requirements. She is also the nicest sort of person and she "fit in" perfectly with the team. She was also "well received" by the health center. She is destined to become an outstanding admin/gov consultant and eventually a team leader. Well done, J!" J.S. 05/31/2024.

Overall, the feedback suggests that the MSCG Mentoring/Shadowing program is a successful program that benefits both observers and team members. The program provides observers with valuable learning experience that helps them to gain a better understanding of the consultant's role and the site visit process. The program also helps to prepare new consultants for their roles by providing them with opportunities to shadow experienced consultants and learn from their expertise. We look forward to the continued success of this program!

Kudos, Kudos, Kudos!

Consultant - John Church

Our team had an excellent experience working with John during this technical assistance visit. The guidance and insights he provided were practical, relevant, and perfectly suited to our current needs. Having him on-site was especially valuable, as he engaged directly with leadership across various groups and shared concrete examples from his professional background. He offered clear strategies for improving patient access and navigating the complexities of the PPS rate.

John's honesty and passion for the community health center movement were evident throughout his visit. Prior to his arrival, I had the chance to connect with him to align expectations. He was gracious, realistic, and hopeful, which set a positive tone and motivated our team during our final discussions. John also offered to share additional resources and knowledge from his extensive experience in the field.

Overall, our health center left the session with actionable insights and a clear vision of the changes we need to implement, as well as tangible goals to work toward.

Team: Pamela Byrnes, Katy Caldwell, and Yvonne Wesley

This is the best team our health center has ever worked with. From the outset, they made it clear that their goal was not to penalize us, but to support us in any way possible. In the past, we felt that reviewers were solely focused on identifying deficiencies. However, this team was different—they were thorough, tough, and, most importantly, fair. While they did identify some findings, as expected, each one was well-founded and constructive. This was truly a model team, and we appreciate their diligence and patience throughout the entire OSV process.

Team: Adam Archuleta, Mohammed Husain, and Michelle Stephan

Adam was incredibly helpful during our site visit. The OSV was not just a compliance check but also a major learning opportunity for me and my team. Adam made the OSV process easy to understand, which allowed us to provide all the necessary documents he needed to complete his work effectively.

Michelle was an absolute pleasure to work with. She provided clear, detailed answers to all the clinical questions we had, helping us address issues in our clinics. Michelle patiently clarified any confusion we had, making this OSV an excellent learning experience for all of us. The visiting team, including Michelle, showed great flexibility in understanding our unique circumstances while adhering to HRSA's requirements. I would highly recommend her again as she was a tremendous asset to our team.

Mohammed, as the team lead, demonstrated strong leadership and a clear understanding of the HRSA requirements. We appreciated his structured and thorough approach, which ensured we remained on track with what HRSA needed us to do. From our initial communications leading up to the OSV, he was supportive and well-prepared, so that we felt more confident about the process. Mohammed's guidance helped us organize and upload the necessary documents in advance, making the entire OSV smoother and more efficient.

Interview with MSCG Consultant David Selig

We would like to extend our sincere gratitude to David Selig for enthusiastically agreeing to be the consultant interviewee for this issue of the eNews!

Q. How long have you been conducting site visits with MSCG?

A. I first started providing technical assistance and consulting for the Bureau of Primary Health Care in the late 1990s, when FQHC networks were first formed, working on network/PCA relationship building. Primary Care Associations were not eligible to apply for network funding in the early years which caused a lot of unintended consequences and conflict between newly formed networks and PCAs. I believe this initial consulting was through a pre-cursor company to MSCG.

Q. What type of reviews do you typically perform on-site?

A. My primary areas for reviews are Administration\Governance as the Team Lead with a particular focus on public entities, Native American\Alaskan Native\Native Hawaiian grantees and Look Alike Initial Designations. I also review Health Center Controlled Networks (HCCNs) and provide focused TA with Boards of Directors, Executive Leadership and Strategic Planning.

MSCG has provided me the opportunity to mentor new clinicians, as well as other TA opportunities. It is always an honor to work with the new folks coming in. I believe it supports our internal collegiality.

Q. My experience as team leader.

A. I really enjoy the role of the Team Lead. There are a variety of well-known tasks associated with being the Team Lead including organizing the team and facilitating the planning for the visit prior to travelling, acting as the point of contact for the health center while on site along with the HRSA Representative, and making sure the post visit activities are completed in a timely manner. To me, the most important responsibility as the Team Lead is setting the tone for the visit with both the team and the health center. Health center staffs react so differently to an upcoming OSV, so it's important to gauge how they are reacting and to set the tone. My message to the CEO and health center team is always collaboration, education and compliance.

Q. What do you find most rewarding about your work as a health center consultant?

A. Learning how different organizations operate and working with a great group of consultants.

Q. What are some of the challenges you face during on-site visits?

A. Incomplete documentation, resistance to understanding/accepting findings, the lack of a compliance mindset (e.g. more focused on correcting a policy than identifying how staff will be trained on the new policy and how it will be deployed) and finding a restaurant that everyone can agree upon...!

Q. How do you ensure effective communication and collaboration with your team members, the BPHC, and health center staff during your reviews?

A. Communicate honestly, tactfully, and often.

Q. What skills and qualities do you believe are essential for success as an MSCG consultant?

A. Patience and a sense of humor.

Q. What resources would you recommend to someone interested in learning more about the BPHC program and the work of the MSCG?

A. The HRSA website contains a lot of Health Center Program Requirements information. Becoming familiar with the Public Health Services Act can be useful. I am a big fan of hands-on experience so working in a health center is tops on my list.

Q. What are some emerging trends you see in the primary healthcare landscape, and how are they impacting your work?

A. Artificial Intelligence, health center consolidation, rising technology costs and continuous workforce demands.

Q. What advice would you offer to someone who is new to the MSCG consultant pool?

A. Identify a peer that can act as a resource and a mentor. This should be someone

you can call on short notice, that you can brainstorm with and who will provide sound advice, especially in particularly sensitive situations. Listen more than you talk and when you do speak, make sure you can back up your comments based on facts such as the Health Center Program Requirements.

Should you have any other questions or concerns, please contact us at:

contact_us@mscginc.com

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