

## HRSA - Bureau of Primary Health Care Consultant eNews

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*Holiday Joy -  
Anonymous*

*In winter's grasp, the world turns white, A festive season, hearts so light. With  
joy that dances in the air, A time to cherish, beyond compare.  
Fireside warmth and laughter near, Gathered loved ones, oh, so dear. No  
matter the name, the spirit's bright, Embracing the magic of this wondrous*

night.

*Snowflakes twirl, a graceful ballet, Nature's gift, in a whimsical array.  
Candles flicker, their glow so sweet, a celebration of moments, pure and fleet  
Gifts exchanged with smiles wide, a gesture of love, no need to hide.  
In this season of goodwill and cheer, every soul feels the magic, crystal clear*

*So raise a toast to joy and glee, to a holiday filled with unity  
No matter the customs, the stories we share, may happiness bloom,  
EVERYWHERE!*

## Consultant Resources



### Updated Site Visit Protocol (SVP) Trainings Now Available!

We are pleased to announce the release of three (3) updated Site Visit Protocol Consultant (SVP) trainings. The training recordings, knowledge assessments and materials are now available in the MSCG consultant portal. To successfully complete the training, consultants must attain a passing score of 90% or higher on the assessments. Additionally, we strongly encourage everyone to review their training profile to ensure compliance. Please complete any outstanding trainings as soon as possible.

### Tips for Improving Your Quality Editing Scores

#### Different Types of Style Guides Means Different Editing Rules

A style guide provides a set of rules for writing, editing, and formatting documents. There are several style guides available—each used by a different type of organization or discipline. For example, AP (Associated Press) is used by news journalists and reporters; APA (American Psychology Association) is used by behavioral and social scientists and provides formatting guidelines for citations, resources, and published works; and the Modern Language Association (MLA) and Chicago Style Manual are general style guides mostly followed by academia. Each has its own set of editing rules.

You've probably thought, at least once, "Why did the editor change that? I know my way is correct!" Your way was not wrong; you were probably following a different style guide.

The federal government has its own style guide called the **Government Printing Office (GPO) Style Manual**, which we (the editors) follow for site visit report editing. The GPO rules are similar to AP styles and formatting. If you are looking for a quick editing reference and do not have access to the GPO manual, read online news articles for helpful clues. Notice that titles are



not capitalized, including Joe Biden, president of the United States. Why? Lower case letters are easier and faster to read.

Also, we refer to a Bureau-specific style guide developed for BPHC site visit reports. The Bureau's guide provides preferred language and styles of health center reports, which takes precedent over the GPO style guide when there is a conflict between the two.

Sometimes a PO has a strong opinion about an editing protocol that is not aligned with the GPO or BPHC style guides. Follow the PO's wishes. When a PO returns a report to MSCG with editing "corrections" the PO prefers, like capitalizing position titles, we accept their changes.

### **Most Common Site Visit Report Editing Errors**

There are two common editing errors that occur across all site visit reports. The first is incorrect punctuation, and the second is inappropriately capitalizing titles and committee names.

Punctuation is not scored in the QRS, but editors get giddy when

you punctuate correctly! So, let's focus on when and when not to capitalize words.

The following **should not be** capitalized (according to GPO):

- board of directors
- steering committee
- workgroup names
- collaborative names
- health center (Name of Health Center is always capitalized)
- Name, title (ex. Wendy Manchin, board chief executive officer and president)

The following **should be** capitalized (according to the BPHC style guide):

- Primary Care Associations
- Patient-Centered Medical Home
- Managed Care Organizations

### **Editors Make Mistakes, Too!**

If there is a correction you would like to question, send the editor an email and ask for a clarification. If we made an error, we want to know, too.

The text box lists a few of our nitty pet peeves: 😊

### **Consist vs. Comprise**

No "of" after the word "comprise." (The team comprises the director, CFO, and health center staff.) But add "of" after "consist." (The team consists of the director...)

### **Toward vs. Towards**

Toward – American English; Towards – British English

### **Its vs. It's**

"Its" is a possessive adjective. (The health center was proud of its promising practice.)

"It's" is noun/verb contraction for "it is." (It's the first time I engaged in a virtual visit.)

### **Acronyms Not Spelled Out or Spelled Out Incorrectly**

In the consultant's packet or located on the MSCG Consultant portal is a comprehensive list of acronyms, in alphabetical order, followed with the

acronym spelled out in parens. It's such a time saver! Select the second cell (Col. B) with acronym spelled out (no need to copy all the words, just the one cell in Col. B) and then select copy (or CTRL+C). Place the cursor in the report and use the Paste pull-down menu. Select the clipboard icon with the capital "A" (pastes in the document using the document's font, etc.) Notice that the name plus the acronym in parens are copied into the document. You'll never spell out NACHC incorrectly again! (National Association of Community Health Centers (not "for"))

If you don't have a copy of our BPHC Acronym List, please ask me! (jwalker@mscginc.com).

Got an editing question? Send me an email, and I'll try to help. [jwalker@mscginc.com](mailto:jwalker@mscginc.com)

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## Quality Report Scoring (QRS) System Consultant Average Scores – 2022/2023

MSCG implemented the **Quality Report Scoring (QRS)** system to ensure all consultant reports for BPHC task assignments are of the **highest quality** when submitted to BPHC for review and approval. The QRS system starts with **the condition of each report upon submission to MSCG** and throughout the **Quality Report Review (QRR)** process for all Operational Site Visits (OSVs) and Non-OSVs (NTTAPs, PCAs, HCCNs, and FTCAs).

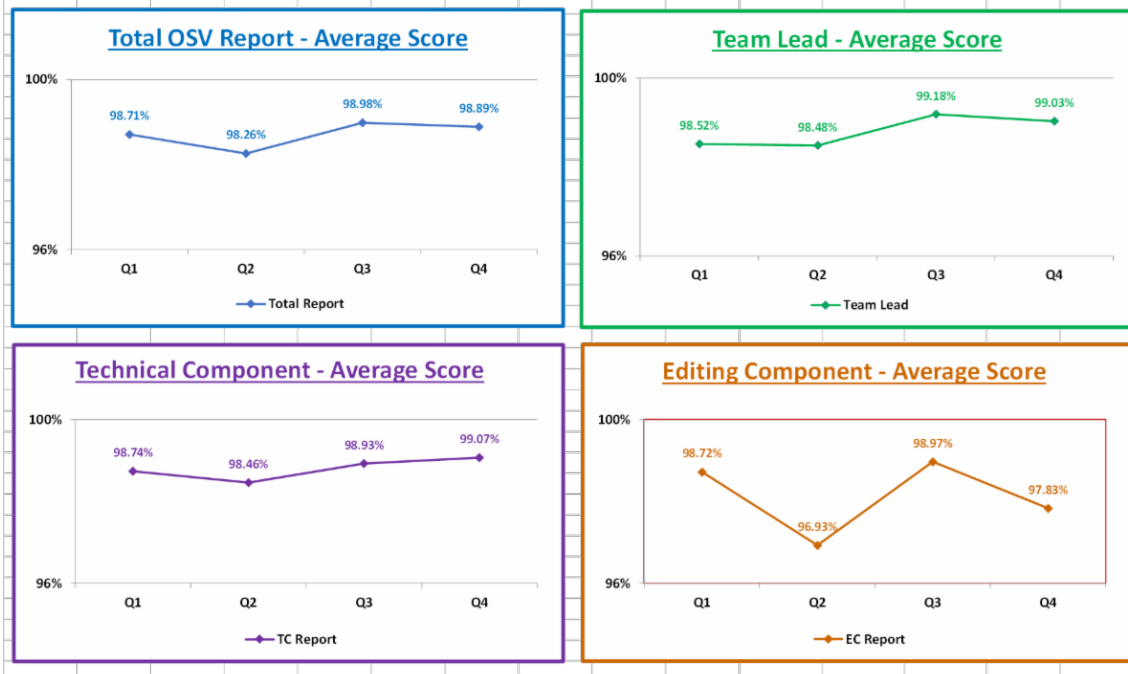
The QRS system includes a **Technical Component** and an **Editing Component**, with the Team Lead and each team member by role being **scored across a series of quality indicators** for OSVs, and for each Expert on Non-OSVs.

OSV scoring starts with the Team Lead providing scores for several quality indicators, upon submission to MSCG and the remaining quality indicators after receiving notice from MSCG that no additional changes are required. In between the Team Lead scoring points, MSCG Report Reviewers, Editors, and Technical Assistance Reviewers (TARs) complete their respective QRR review and score each consultant by role based on the conditions of the report upon initial receipt and after completion of any change requests or movement through the QRR process.

**BPHC requires MSCG retain a minimum aggregate average score of 95% for the Technical Component** to ensure the quality of reports under the contract. As you can see from the quarterly trend graphs below, we have been **able to consistently meet** the average score requirement for **both the Technical and Editing Components for OSVs**, resulting in MSCG successfully meeting the requirement for the **aggregate Total Report average score**. This is **due to the excellent work of the consultant pool** across the **430 OSVs** completed during the year.



## Quarterly OSV Quality Report Scoring Trends OY1 - 2022/2023 - Q1 to Q4



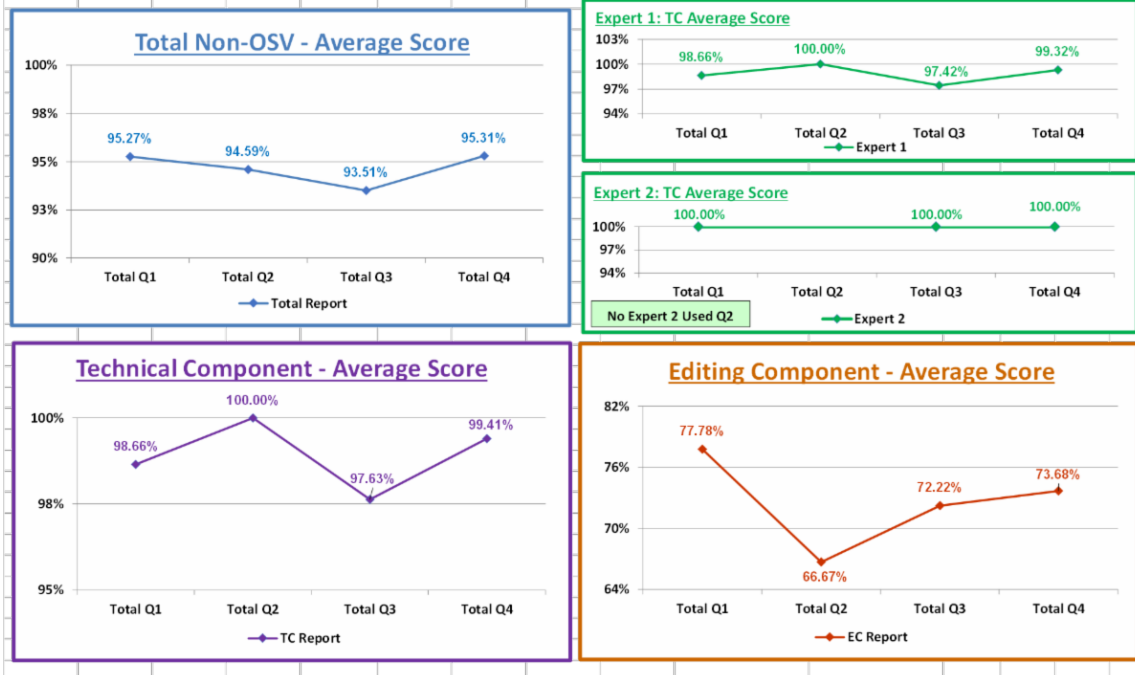
Review of the scores for OSVs for the **Technical Component** indicates **the most frequent reason for scoring deductions** is due to **clarity of findings**, followed by **completeness**. In some instances, the clarity of findings deductions occurred due to the need for report updates where the findings between reviewers were not in alignment for interrelated program requirements across reviewer roles. Thereby, indicating the **need for improvement in team coordination**. Team leads and team members should mutually ensure coordination on the review and any resulting findings **for interrelated program requirements**.

**Less frequent** scoring deductions occurred with effective **communications** on report status with team leads, reviewers, and TARs; **timeliness** with initial report submission and with any clarification/change requests; and **cooperation** with clarification/change requests.

**Non-OSV scoring** is completed by the MSCG Non-OSV TAR and Editor. The TAR scores each consultant based on the conditions of the report upon initial submission to MSCG and after completion of any change requests or movement through the QRR process. Most Non-OSVs have only one consultant, as such there is not a Team Lead for scoring purposes.

BPHC's **requirement for MSCG to retain a minimum aggregate average score of 95%** for the Technical Component **applies to the Non-OSV task assignments, as well**.

## Quarterly Non-OSV OY1 QRS Trends - Q1 through Q4 - October 2022 to September 2023



As you can see from the quarterly trend graphs above, we have been able to **consistently meet** the average score requirement for the Non-OSVs **Technical Component** and for the **aggregate Total Report score**. Conversely, the **Editing Component is consistently below 80%**.

The **Technical Component** results are **reflective of the excellent knowledge and expertise of the consultant pool** conducting Non-OSV reviews. However, the **Editing Component** results indicate **improvement is needed in writing skills** for the Non-OSV Reports.

The **quality indicators for the Editing Component** are grammar, syntax, spelling, style, format, and follow-up required (e.g., undefined acronyms, etc.). A score deduction for just one (1) quality indicator results in a score of 80%. Consultants can avoid most issues with spelling, grammar, and syntax by checking your written narrative with MS Word spell/grammar check.

Juanita Walker, **Lead Editor for MSCG**, has provided some **useful writing tips in this issue of the eNews**. She is also reaching out to consultants when the opportunity to provide some coaching for writing skill is present. Please **take advantage of her coaching** if she reaches out to you; and watch the average Editing Component score soar.

The **average OSV scores** for each consultant by role **are posted in the [MSCG Consultant Portal](#)** and have been updated for the 2022/2023 contract year. The average consultant scores for Non-OSVs are tracked separately from OSVs and are not currently posted in the portal.

Please address any questions regarding your OSV average scores to Cynthia Prorok, Quality Manager, [cprorok@mscginc.com](mailto:cprorok@mscginc.com).

**Completion of Site Participants Section  
OSV Reports**



Operational Site Visits (OSVs) encompass both on-site and off-site (virtual) sessions. On-site OSVs involve the physical presence of the consultant team. However, there are instances where additional individuals may participate virtually during an on-site OSV. HRSA representatives and observers often join on-site OSVs through virtual means, and other participants may choose this mode as well.

To enhance the clarity of the Site Visit Participants section in the OSV report, please adhere to the following instructions:

1) In the Site Visit Participants list, ensure the selection of the "HRSA representative (on-site)" or "HRSA representative (off-site)," based on individual's mode of participation.

2) In the Internal Comments box located at the bottom of the section:

a) Clearly state whether the OSV was on-site or off-site, and

b) For on-site OSVs, provide the names of all individuals who participated virtually, including the HRSA representative, if applicable.

This approach ensures transparency for reviewers, TARs, and other stakeholders reading the report. If you have any inquiries, please reach out to us via email at [logistics@mscginc.com](mailto:logistics@mscginc.com).

## Consultant Reminders



### OSV Reports - FTCA Deeming Requirements Section

The FTCA assessment of the OSV report has been discontinued. In the [FTCA Deeming Requirements section](#) of the STAR site visit report within the EHBs, MSCG consultants **MUST:**

1. Mark **"Yes"** for all responses; **AND**
2. Copy-and-paste the following text into all comment/explanation fields:

**"For Operational Site Visits (OSVs) with start dates after October 27, 2023, the Federal Tort Claims Act (FTCA) assessment within the Operational Site Visit (OSV) process is discontinued. For these OSVs, to ensure system consistency until the FTCA assessment questions can be removed from the Electronic Handbooks (EHBs) system, all responses within the FTCA assessment section are marked as "yes" as an EHBs systems workaround. The "yes" responses are not reflective of any FTCA assessment."**

MSCG consultants should keep in mind that health centers also will no longer need to provide documentation for that [FTCA Deeming Requirements section](#) of the SVP. If you have any questions, please email us at [logistics@mscginc.com](mailto:logistics@mscginc.com).

## Meet The BPHC Policy Team

Get to know the people who are answering your OSV and SVP policy questions. Michelle, Gabi, and Jade work together to ensure your questions are addressed in a

timely and thorough manner. They often discuss and collaborate with other members in the Policy Division within BPHC's Office of Policy and Program Development (OPPD), including the Policy Liaison Team and leadership, to provide consultants with the most up to date and accurate information.

**Michelle Lederman**

Michelle has been a Public Health Analyst with BPHC for 15 years. She started as a Project Officer and worked with health centers in California, Georgia, and North Carolina, as well as the Georgia Primary Care Association. Michelle was a Project Officer for 7 years before she joined OPPD's Policy Division. She has an in-depth understanding of Health Center Program compliance as well as policy development, application, and communication. Michelle obtained an MPH in Environmental Sciences from Columbia University, and a BS in Biology and a minor in Asian American Studies from the University of California, Irvine. She enjoys spending time with her family, staying active, traveling, and reading.

**Gabriella Bellegarde**

Gabi has been a Public Health Analyst in OPPD's Policy Division for the past seven years. She has a background in education and public health policy and has experience working in the field, on the ground, as well as in office-like settings. She holds a BA in Anthropology and Photography as well as an MA in Sustainable Development with a focus on Policy Advocacy and Analysis and a minor concentration in Monitoring and Evaluation. Within BPHC, she works to uncover trends in feedback data regarding application, implementation, and operationalization of the SVP. Once trends in the data are uncovered, she collaborates with colleagues to develop meaningful tools and resources to help internal and external stakeholders understand Health Center Program policy and assess compliance with the program's requirements. She looks forward to addressing concerns and questions stakeholders have regarding the application of the SVP when it comes to supporting OSVs.

**Jade del Vecchio**

Jade del Vecchio holds a BS from Cornell University in Human Biology, Health, and Society and an MPH from Emory University in Health Policy. In August, Jade joined OPPD's Policy Division in the Policy Development and Communications Team as a Presidential Management Fellow and Public Health Analyst. Prior to joining BPHC, Jade spent several years working in HRSA's Maternal and Child Health Bureau in the Office of Policy and Planning. In her free time, Jade loves to read, cook, hike, and play with her dog Butterbeer.

## MSCG Meet & Greet

Please stay tuned for information on the MSCG annual Meet & Greet. It will be held on February 13, 2024, at Truluck's Restaurant in Washington, D.C. during the NACHC P&I conference. Please spread the word about MSCG and our professional consulting opportunities. Invite a colleague to join you at the Meet & Greet networking event and the chance to get to know more about us. More information coming soon!

## MSCG/IMS Holiday Luncheon Photos

***As the holiday season unfolds, we want to take a moment to express our sincere gratitude for your hard work and dedication throughout the year. Your contributions have been crucial to our continued***



**success. We look forward to another great year of shared successes. *Happy Holidays!***



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

[contact\\_us@mscginc.com](mailto:contact_us@mscginc.com)

[Visit our website](#)