BPHC Update
New Mexico Primary Care Association Annual Conference

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Health Resources and Services Administration, Bureau of Primary Health Care (BPHC)

Vision: Healthy Communities, Healthy People
BPHC Organizational Structure

Office of the Associate Administrator

Division of Workforce Management

Office of Strategic Business Operations
- Optimize the use of data, technology, and communications to advance operational excellence, enable data-driven decisions that maximize efficiency and impact, and support a shared understanding of the value of the Health Center Program.

Office of Health Center Investment Oversight
- Create a measurable and lasting impact to improve health outcomes, health equity, and Health Center Program performance through effective oversight of Health Center Program funding.

Office of Health Center Program Monitoring
- Promote and support the health center model of care. OHCPM engages health centers and other stakeholders to optimize organizational performance, improve primary care outcomes, and advance health equity.

Office of Policy and Program Development
- Develop policies and programs that advance Health Center Program (HCP) impact and leadership.

Office of Quality Improvement
- Advance the Health Center Program’s mission and impact by enabling quality improvement and activating innovation in health centers through program initiatives, training and technical assistance, strategic partnerships, and program evaluation and research.
Office of Health Center Program Monitoring (OHCPM)
Organizational Structure and Purpose

Monitor and Support all H80 and Look-Alike Health Centers

Implement Monitoring Strategies that support:

- Compliance with Program Support
- Successful Implementation of Grants
- Recognized Leaders in Primary Care
- High Performing Grantees

Office of the Director

Health Center Program Monitoring

Compliance Evaluation & Support

Health Center Engagement

Technical Assistance & Assessments

Program Data & Strategic Operations

Monitor and Support all H80 and Look-Alike Health Centers
OHCPM Focus Areas
Continuous Compliance Support and Excellence

- Operational Site Visits
- Health Center Engagement
- Proactive Technical Assistance
- Service Area Competition/Renewal Designation
- Progressive Action Conditions
- Changes in Scope
- Prior Approval
- Budget Period Renewal/Annual Certification

OHCPM Focus Areas: Continuous Compliance Support and Excellence
Operational Site Visit (OSV) | FY2023

OSV Overview

**Purpose**
Support HRSA's oversight of the Health Center Program

**When**
Conducted at midpoint of Period of Performance (PP)

**OSV Team**
Federal Representative(s) and consultants

**Type of visits**
- Traditional Onsite (2.5 days)
- Traditional Virtual (2.5 days)
- New! Compliance and Engagement Model (2-3 days)

OSV Timeline

- **Initial Notification to Health Centers**
  - 4-6 months Prior to OSV

- **OSV Confirmation Email**
  - 3 months Prior to OSV

- **Pre-OSV call and Preparation**
  - 4-6 weeks Prior to OSV

- **OSV Operational Site Visit (Onsite or Virtual)**

- **Compliance Resolution Opportunity**
  - 2-3 weeks Post OSV

- **Final OSV Report**
  - 45 days Post OSV
Operational Site Visit (OSV): New Approach

Engaging Health Centers in Compliance and Excellence Approach

Framework of Pilot

- Continuous Compliance
- Proactive Technical Assistance
- Reduce Compliance Findings

Support the Health Center Model of Care and Operational Excellence

Consists of:
Streamlined OSV Process
- Pre-visit technical assistance
- Pre-visit desktop assessment
- One-day virtual
- Post OSV technical assistance

Examines Potential Benefits and Outcomes:
- Proactive Technical Assistance
- Fewer compliance findings
- Greater clarity during Compliance Resolution Opportunity (CRO) process
- Less health center staff time away from operational responsibilities
Operational Site Visit (OSV) Update
Timeframe: 1/1/2023 – 05/26/2023

OSV Statistics
Total Number of Reports Completed: 85

Compliance Resolution Opportunity (CRO)
Total Non-Compliant Elements: 562
Non-Compliant Elements Resolved through CRO: 443

Health Centers with 100% Compliance
Total: 65
• Without CRO: 5
• With CRO: 60
OSVs | Compliance Findings
Timeframe: 1/1/2023 – 5/26/2023

Top 5 Compliance Findings for all Health Centers

1. Required and Additional Health Services
   Element a: Providing and Documenting Services within Scope of Project

2. Clinical Staffing
   Element e: Credentialing and Privileging Records

3. Board Authority
   Element c: Exercising Required Authorities and Responsibilities

4. Clinical Staffing
   Element d: Procedures for Review of Privileges

5. Sliding Fee Discount Program
   Element l: Evaluation of the SFD Program
OSVs | New Mexico: Compliance Findings
Timeframe: 1/1/2023 – 05/26/2023

Top 5 Compliance Findings for New Mexico

1. Board Authority
   **Element d:** Adopting, Evaluating, and Updating Health Center Policies

2. Required and Additional Health Services
   **Element a:** Providing and Documenting Services within Scope of Project

3. Board Authority
   **Element c:** Exercising Required Authorities and Responsibilities

4. Board Authority
   **Element e:** Adopting, Evaluating, and Updating Financial and Personnel Policies

5. Clinical Composition
   **Element c:** Current Board Composition
OHCPM | Health Center Engagement Strategy

**BPHC Contact Form**

I have a question about...

- COVID-19
  - COVID-19 Funding
  - COVID-19 Survey
  - COVID-19 Testing & Supplies Program
  - COVID-19 Therapeutics Program
- Health Center Program
  - How to Become A Health Center
  - Health Center Program to Annual Panel Score: Aligning Health Center Excellence Framework
  - Accreditation and Reaccreditation: Medical Home Recognition (MOMH), H-30
  - Reliant Targets
- Federal Tort Claims Act (FTCA)
  - FTCA & Non-FTCA Programs
  - FTCA Health Center Program
  - FTCA Site Visits
- Funding
  - Operations and Funding Opportunities
  - Financial Assistance
- Look-Alike Designation
  - Look-Alike Designation (LAL-Id)
  - Annual Certification (LAL-AC)
  - Accreditation and Reaccreditation: Medical Home Recognition (MOMH), LAL
- Policy
  - Compliance Manual: General Inquiry
  - Site Visit Protocol: General Inquiry
- Technical Support
  - EMR, EMIS, EM, EHR, EMIS Technical Issues
  - Office Resources: BPHC Staff Only
- Uniform Data System (UDS)
  - UDS Reporting
  - EHR/EMR Quality Improvement (EHRQI)

**Operational Site Visits and Technical Assistance**

**General Health Center Inquiries and Support**

**Changes In Scope**

**H80/LAL Task Related Inquiries**

**Emergent Health Center Inquiries**

**Program Monitoring H80**

**OHCPM**
Questions?
Thank You!

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Health Center Program Support
877-464-4772, 8 a.m. to 8 p.m. ET, Monday - Friday (except federal holidays)

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