



# **BPHC Update**

## **New Mexico Primary Care Association Annual Conference**

*June 1, 2023*

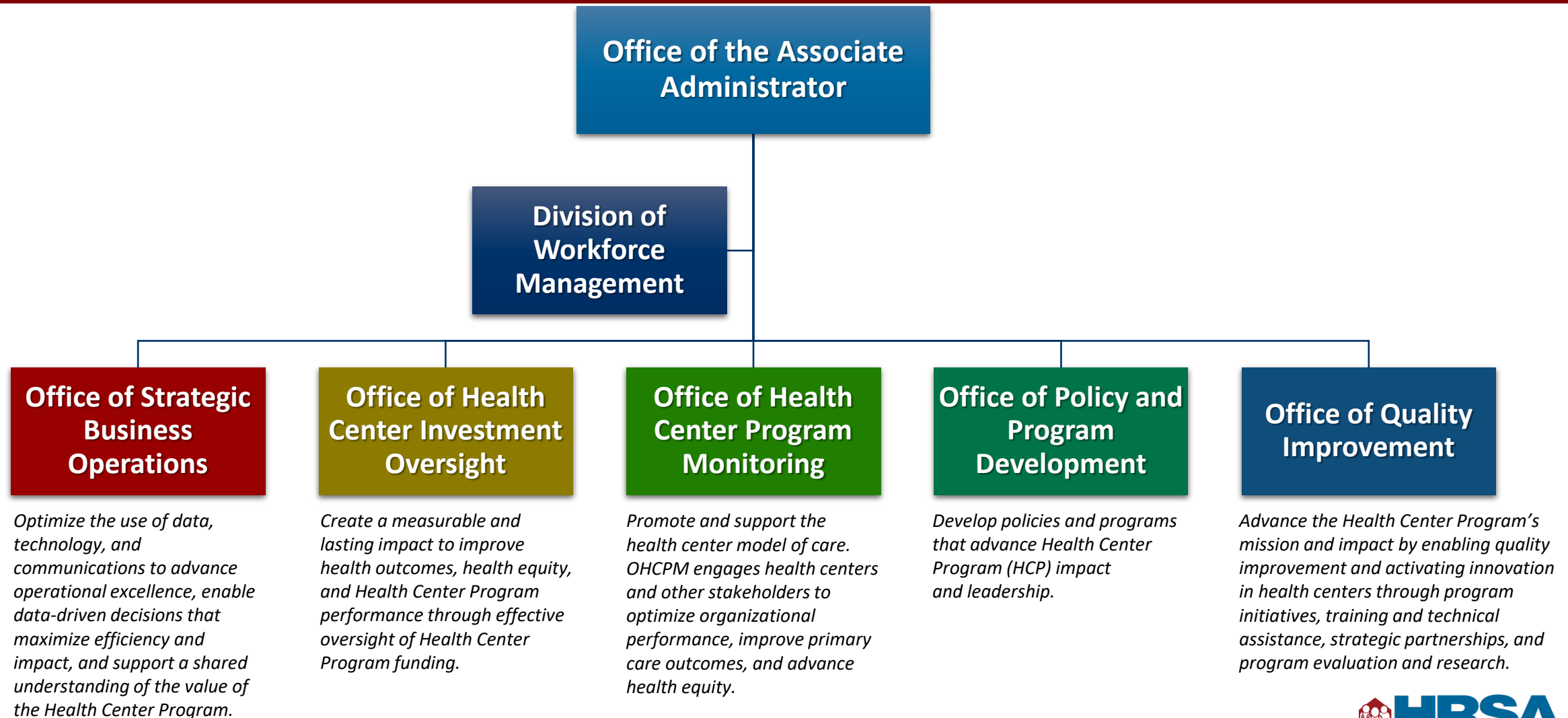
**Angela R. Powell, MPH, CPH, Director**  
**Office of Health Center Program Monitoring**

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

**Vision: Healthy Communities, Healthy People**

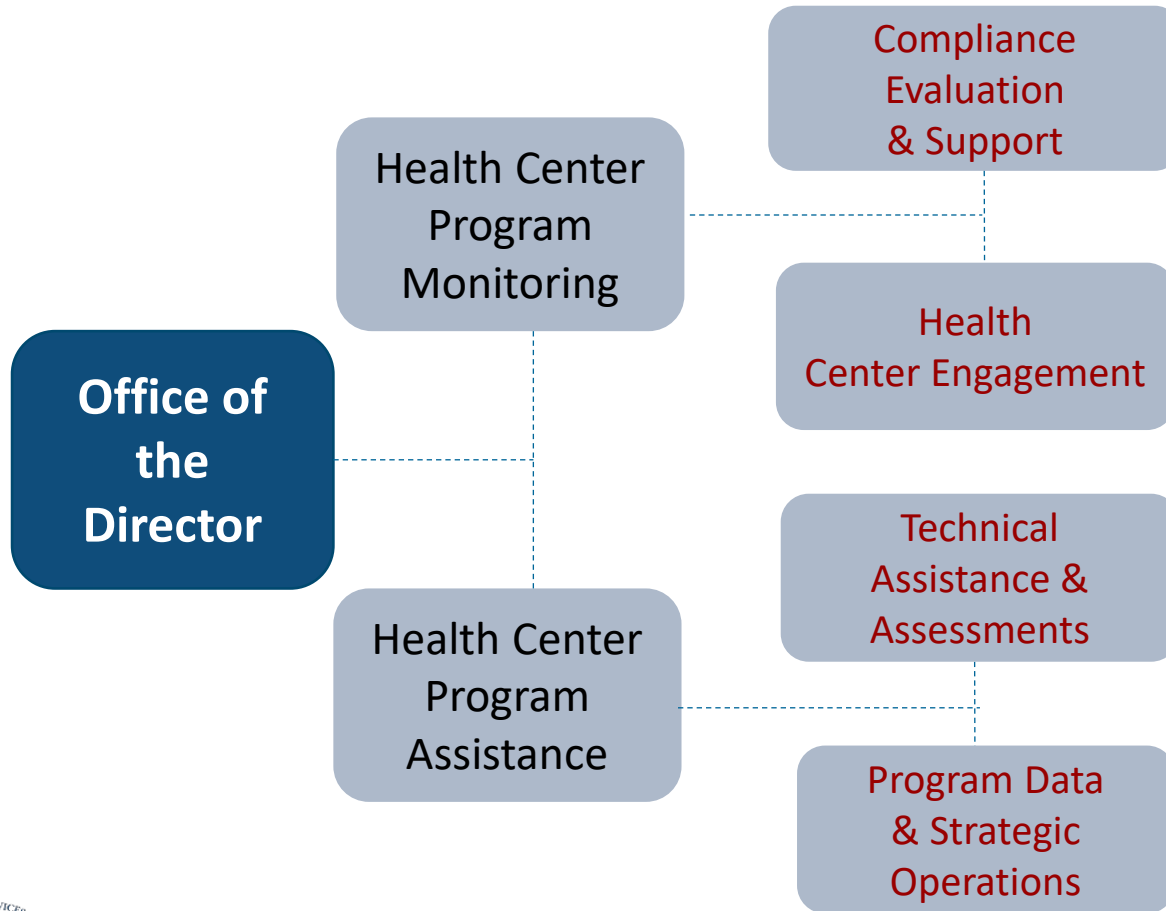


# BPHC Organizational Structure



# Office of Health Center Program Monitoring (OHCPM)

## Organizational Structure and Purpose



Implement Monitoring Strategies that support:

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

# 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



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Prior Approval



Budget Period  
Renewal/Annual  
Certification

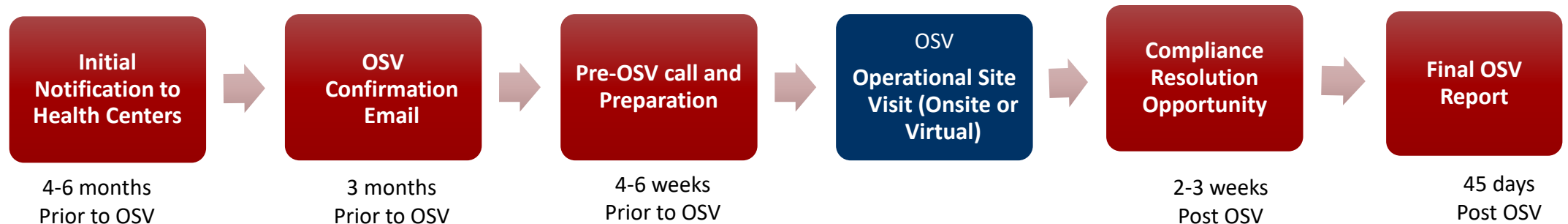


# Operational Site Visit(OSV) | FY2023

## OSV Overview

<u>Purpose</u>	<u>When</u>	<u>OSV Team</u>	<u>Type of visits</u>
Support HRSA's oversight of the Health Center Program	Conducted at midpoint of Period of Performance (PP)	Federal Representative(s) and consultants	<ul style="list-style-type: none"><li>• Traditional Onsite (2.5 days)</li><li>• Traditional Virtual (2.5 days)</li><li>• <i>New!</i> Compliance and Engagement Model (2-3 days)</li></ul>

## OSV Timeline



# 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 withing 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 withing 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

Health Resources & Services Administration

 Home Tickets

Login


### BPHC Contact Form

If you'd like to check the status of an existing ticket [click here.](#)


I have a question about...

**COVID-19**

- COVID-19 Funding
- COVID-19 Surveys
- COVID-19 Testing Supply Program
- COVID-19 Therapeutics Program
- [View More](#)

**Federal Tort Claims Act (FTCA)**


- FTCA Free Clinics Program
- FTCA Health Center Program
- FTCA Site Visit

**Funding**

- Applications for Notice of Funding Opportunities (NOFOs)
- Non-competing Continuation (NCC) Progress Reports (e.g., BPR)
- Supplemental Grant Award (e.g. COVID/ARP, PCHP, Capital)
- Loan Guarantee

**Health Center Program**


- How to Become a Health Center
- Health Center Program (e.g. Unmet Need Score, Advancing Health Center Excellence Framework)
- Accreditation and Patient Centered Medical Home Recognition (APCMH) - H80
- Patient Targets
- [View More](#)

**Look-Alike Designation**


- Initial Designation (LAL-ID)
- Renewal of Designation (LAL-RD)
- Annual Certification (LAL-AC)
- Accreditation and Patient Centered Medical Home Recognition (APCMH) - LAL
- [View More](#)

**Policy**

- Compliance Manual General Inquiry
- Section 330 Changes
- Site Visit Protocol General Inquiry

**Program Monitoring H80**

- Change in Scope
- General H80 Award
- OSV/Operational Site Visit/Technical Assistance

**Technical Support**

- EHBs Tasks/EHBs Technical Issues
- Salesforce Account Creation - BPHC Staff Only
- Scope

**Uniform Data System (UDS)**

- UDS Reporting
- Community Health Quality Recognition (CHQR) Policies

The diagram illustrates the OHCPM engagement strategy. At the center is a yellow box labeled "OHCPM". To its right is a cluster of icons representing people and a gear. Five grey rounded rectangles are connected to this central cluster by lines, representing different types of inquiries and support:

- Operational Site Visits and Technical Assistance
- General Health Center Inquiries and Support
- Changes In Scope
- Emergent Health Center Inquiries
- H80/LAL Task Related Inquiries





10

# Questions?

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# Thank You!

**Angela R. Powell**

Office Director, Office of Health Center Program Monitoring

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



[Health Center Program Support](#)



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

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