

The BPHC New '7 'u' ‡ Guide Resources for New and Existing Grantees

Developed by:

The U.S. Department of Health and Human Services (HHS)
Health Resources and Services Administration (HRSA)
Bureau of Primary Health Care (BPHC)
Office of Training and Technical Assistance Coordination (OTTAC)

The BPHC Newly Funded TA Web Guide is a self assessment tool designed to help new BPHC grantees provide high-quality primary health care from the day they open their doors for business. The Guide is a central hub for links to HRSA-approved templates, information pages, and policy documents, and many other resources. The intent of the Web Guide is to help Health Center grantees improve their quality and efficiency, work within Health Center Program Requirements, and access Federal policies, programs and resources intended for the specific needs of Health Centers.

This document is a printable version of a portion of the content available on the Web Guide. It was developed by the BPHC Office of Training and Technical Assistance Coordination and is hosted at:
<http://bphc.hrsa.gov/technicalassistance/index.html>

4g. Program Requirement 15: Program Data Reporting Systems

Requirements:

Health center has systems in place which:

- Accurately collect and analyze data for program reporting.
- Support management decision making.

Authority:

Section 330(k)(3)(I)(ii) of the PHS Act

Documents to Review for Answers:

1) Most recent UDS report and UDS Health Center Trend Report (if available; may not be applicable to Newly Funded Health Centers); 2) Most recent Clinical and Financial Performance Measures (if available; may not be applicable to Newly Funded Health Centers) 3) Strategic Plan; 4) Annual Operating Plan; 5) Capital Plan

Links and Additional Resources:

BPHC [UDS Website](#).

Federal Financial Report (FFR) [Quick Guide](#).

- In addition, an audio replay and transcript of a FFR training session is available on the HRSA Grants web page [here](#).

Health Center [Clinical and Financial Performance Measures](#).

Program Assistance Letter (PAL) [2008-06](#), Background and Purpose of the Performance Measure Implementation for Health Center Program Grantees.

PAL [2010-04](#), Uniform Data System Changes for Calendar Year 2010.

National Association of Community Health Centers, [Business Planning Guide](#)*.

MSCG Resource Center [Practice Management Information System Page](#)*.

**Note: All non-Federal documents are for use as aids to consultants and grantees, the contents of such documents are solely the responsibility of the authors and do not necessarily represent the official views of HRSA, and should not be considered official guidance by BPHC. Any "sample" documents must be tailored to the health center's unique circumstances and needs.*

Table 1: Program Data Reporting Systems Questions These questions are intended to help grantees assess whether their data reporting systems are adequate for measuring clinical and financial performance.

#	Questions	Answers
1.	Does the grantee have systems in place for collecting and organizing the data required for UDS and FFR reporting?	
2.	(If applicable) Has grantee submitted UDS by deadline?	
3.	Does the grantee have systems in place for collecting and organizing the performance data required in the Clinical and Financial Performance Measures Forms (submitted with the annual renewal applications)?	
4.	Does grantee have a long-term (3 year) strategic plan?	
5.	Has the strategic plan been approved by the Board? If so, when?	
6.	Do the plans reflect the grantee's needs assessment?	

Table 2: Additional Program Data Reporting Systems Questions

These questions are intended to help grantees assess their data reporting systems' capacity to support clinical and financial performance improvement. For Newly Funded Health Centers, these questions can be used to begin assessing their readiness for data collection and reporting.

Performance Measures Questions	
1.	In reviewing the health center's Clinical Performance Measures, identify a <u>clinical measure</u> to focus on based on the following criteria: <ul style="list-style-type: none"> • Will the health center be in jeopardy if the current and projected trend of the performance measure does not change? • Which measure(s) impacts the largest number of patients? • Is there significant room for improvement? For example, is there a significant gap between the grantee's goal and their current performance? Or is there a significant gap between the grantees performance and the performance of other health centers with similar client populations and resources (as noted in the Health Center Trend Report)? • Is there a negative historical trend (as noted in the Health Center Trend Report) for the performance measure that suggests an intervention is necessary to turn the direction of the performance trend? • Is the grantee committed to developing and implementing an action plan to improve performance on the selected measure? • For the 1 to 2 Clinical Performance Measures selected for review, please address the following:
1.a.	What were the reasons for selecting the measure(s)?
1.b.	How is the health center doing (i.e. trend) with respect to the performance measure(s)? If appropriate, consultants are encouraged to present trend data in graph or chart formats.

1.c. Are there any factors (internal, external, etc.) contributing to and/or restricting the grantee's performance on these measure(s)?
1.d. What has the health center done or proposed to do to improve performance on the measure(s) (if appropriate) and are these steps/actions feasible?
1.e. What additional steps/actions are recommended for the grantee to address any restricting factors and to improve performance on the measure(s)?
1.f. What role and/or technical assistance could BPHC or other partners provide to assist the grantee in improving performance on the measure(s), if applicable?
<p>2. In reviewing the health center's Financial Performance Measures, identify a <u>financial measure</u> (see BPHC Performance Measures webpage for the complete list of required measures) to focus on based on the following criteria:</p> <ul style="list-style-type: none"> • Will the health center be in jeopardy if the current and projected trend of the performance measure does not change? • Which measure(s) impacts the largest number of patients? • Is there significant room for improvement? For example, is there a significant gap between the grantee's goal and their current performance? Or is there a significant gap between the grantees performance and the performance of other health centers with similar client populations and resources (as noted in the Health Center Trend Report)? • Is there a negative historical trend (as noted in the Health Center Trend Report) for the performance measure that suggests an intervention is necessary to turn the direction of the performance trend? • Is the grantee committed to developing and implementing an action plan to improve performance on the selected measure?
2.a. What were the reasons for selecting the measure(s)?
2.b. How is the health center doing (i.e. trend) with respect to the performance measure(s)? If appropriate, consultants are encouraged to present trend data in graph or chart formats.
2.c. Are there any factors (internal, external, etc.) contributing to and/or restricting the grantee's performance?
2.d. What has the health center done or proposed to do to improve performance on the measure(s) (if appropriate) and are these steps/actions feasible? On these measure(s)?

2.e. What additional steps/actions are recommended for the grantee to address any restricting factors and to improve performance on the measure(s)?
2.f. What role and/or technical assistance could BPHC or other partners provide to assist the grantee in improving performance on the measure(s), if applicable?
3. Regarding the Clinical and/or Financial Performance Measures:
3.a. How often does the clinical staff review the Clinical Performance Measures?
3.b. How often does the management/financial staff review the Financial Performance Measures?
3.c. How often does the Board review/approve the Clinical And Financial Performance Measures?
3.d. Does the management information system supply data required for developing and monitoring the Clinical and Financial Performance Measures?
3.e. Are the measures monitored and integrated into the Quality Improvement/Management program? How?
4. At what stage is the grantee in the planning process (i.e., long term strategic plan, short term strategic plan, operating/business plan, capital plan)?
Practice Management Information System (PM) Questions
5. General Capacities:
5.a. Does the health center operate its own PM or collaborate with another organization on PM?
5.b. Does the PM have a CHC/ FQHC module?
5.c. Have all modules purchased for the PM been activated?

<p>5.d. Indicate if the following PM applications are operated by the center (C), by another entity (E), or not automated (N):</p> <ul style="list-style-type: none"> • Billing • Capitation management • General ledger • Registration • Scheduling • Patient tracking • Referral tracking • Records • Pharmacy • Word processing • E-mail • Internet access • Spreadsheet
6. Support and Maintenance
6.a. Does the Center have a contract with a software vendor for patient registration to support the maintenance and other support needs?
6.b. If not, how does the grantee address systems problems that arise?
7. Policies: Are there documented PM policies and procedures that address:
7.a. Data collection
7.b. Organization
7.c. Storage
7.d. Maintenance
7.e. Security
7.f. Presentation
7.g. External access
7.h. Transfer of information
7.i. Technology and deployment?
8. Back-up
8.a. Are there appropriate data backup procedures?

8.b. Is backup data stored off-site?
8.c. What is the frequency of transfer off site?
9. Reports
9.a. Are there reports available to meet the needs of: <ul style="list-style-type: none"> • Management staff • The Board • Billing staff • Clinical staff
9.b. Is the grantee familiar with UDS reporting requirements?
9.c. Is the PM able to generate the data needed to meet UDS reporting requirements?
9.d. Is there a specific method to ensure that the UDS data is accurate?
9.e. Is the grantee familiar with FFR reporting requirements?
9.f. Is the PM able to generate the data needed to meet FFR reporting requirements?
9.g. Is there a specific method to ensure that the FFR data is accurate?
10. Future Needs
10.a. Is there a system in place for assessing MIS needs?
10.b. If the grantee does not have an Electronic Health Record (EHR), when does it plan to obtain one?