

# BPHC Federal Tort Claims Act (FTCA) Action Plan for Health Centers (HC) Quick Reference Guide (QRG)

## Introduction

Use the steps in this QRG to prepare and resolve the FTCA Action Plan task. You must have the Action Plan privilege in the Electronic Handbooks (EHBs) to manage any Action Plan. The FTCA Action Plan process is different from the traditional Action Plan; therefore, follow these steps carefully. Note that you only have three (3) business days to acknowledge and return the Prepare Action Plan task to the Health Resources and Services Administration (HRSA). Additionally, you only have 45 business days to complete the Resolve Action Plan tasks.

## Access and Acknowledge the Prepare Action Plan Task

The Prepare Action Plan task will give you an opportunity to review the plan established by HRSA. You will not make any changes to the information provided by HRSA. You will return the Prepare Action Plan task to HRSA in order to demonstrate acknowledgment of the plan.

1. *Log in* to the **EHBs**.
2. *Click* the **Tasks** tab.
3. *Locate* the **Prepare Action Plan** task on the Pending Tasks List page.
4. *Click* the **Start** link (Fig. 1) in the Options column. The Action Plan Prepare page will display.

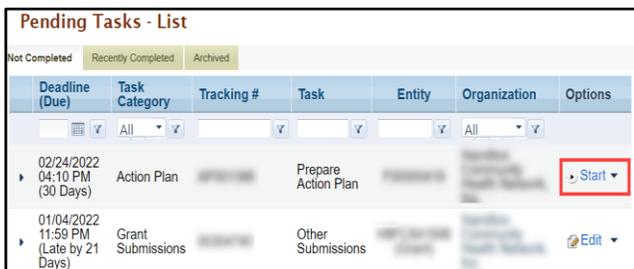


Figure 1: Action Plan Task Start Link

5. *Scroll* down to the **Finding(s)** section of the Action Plan Prepare page.

6. *Click* the **Edit** link (Fig. 2) in the Options column for a Finding. The Action Plan Update Finding page will display.

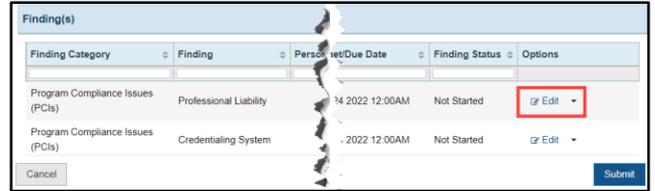


Figure 2: Edit Link for a Finding

7. *Review and acknowledge* the **documentation HRSA has prepared in the Description** field of the Update Finding section. Note: Do not change the Findings provided by HRSA. This section is for you to acknowledge the plan from HRSA. You will have the opportunity to add your resolutions when the Resolve Action Plan Task is generated.
8. *Review and acknowledge* the **documentation HRSA has prepared in the Recommendation from PO** field of the Update Finding section. Note: This section is for you to acknowledge the plan from HRSA. You will have the opportunity to add your resolutions when the Resolve Action Plan Task is generated.
9. *Enter* the **name(s) of the Person(s) Responsible** (A in Fig. 3) in the field provided. Note: You must give the assigned person access to review the information.

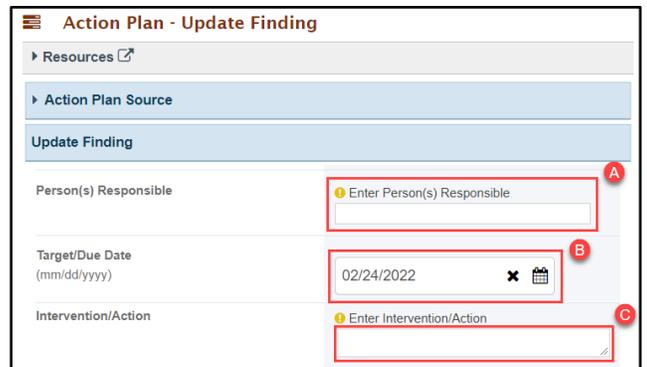


Figure 3: Update Finding Section

10. *Observe* the **Target/Due Date** (B in Fig. 3). Note: Do not change the date. The due date selected for each Finding will appear under the Person(s) Responsible

field. These dates are established and predetermined by HRSA. Any changes will delay the review and resolution of the Action Plan.

11. **Enter comments** (C in Fig. 3) in the Intervention/Action field. Note: Briefly explain the actions that will be implemented to meet requirements based on the plan provided by HRSA.
12. **Skip the Supporting Documents Grantee section** (Fig. 4). Note: This section does not apply to FTCA Site Visits. Do not upload documents here. You will have an opportunity to upload documents in the Resolve Action Plan task.



Figure 4: Supporting Documents - Grantee Section

13. **Review the attachment(s)** under the Supporting Documents HRSA Staff section, if any.
14. If you are finished with the Finding, **select Mark as Complete** (A in Fig. 5) from the dropdown menu. Otherwise, **select save and continue** (A in Fig. 5) to save your work.



Figure 5: Dropdown Menu and Go Button

15. **Click the Go button** (B in Fig. 5). The Action Plan Prepare page will display. Note: If you selected 'Save and Continue' from the dropdown menu, you must return to the Finding and complete it. All Findings must be marked as complete before you submit the Prepare Action Plan task.

16. **Repeat steps 6 through 15** for each item listed in the Findings section of the Action Plan Prepare page until all Findings are marked Complete.
17. **Click the Submit button** (Fig. 6) on the Action Plan Prepare page to submit the Prepare Action Plan task to HRSA.

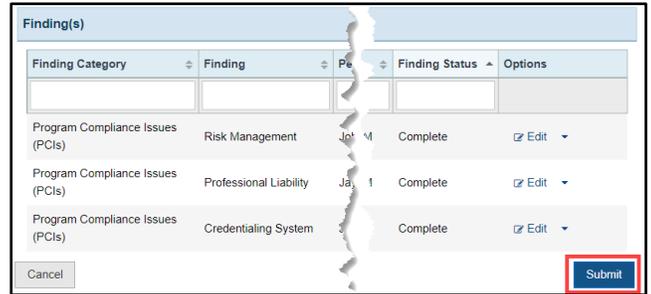


Figure 6: Submit Button

## Resolve Action Plan Task

The EHBs will send a Resolve Action Plan task to you, once HRSA approves the plan described in the Prepare Action Plan task. The Resolve Action Plan task will remain in your task queue until HRSA approves all Findings. HRSA will communicate and share information via progress notes through the Resolve Action Plan task. You are required to complete and submit the plan within 45 business days. Use the steps below to complete the Resolve Action Plan task.

## Send Progress Notes to HRSA

Note that adding a progress note to a Finding is optional. However, HRSA may use this feature to send you communication related to the Finding for progress updates. Be sure to check the Progress Notes section for communication as there is no email notification when HRSA sends a progress note. The note will be added to the Action Plan record in the Progress Notes section of the Action Plan Update Findings page.

1. **Locate the Resolve Action Plan task** on the Pending Tasks List page in the EHBs.

2. Click the **Start link** (Fig. 7) in the Options column. The Action Plan Resolve page will display.

Pending Tasks - List							
Not Completed							
Deadline (Due)	Task Category	Tracking #	Task	Entity	Organization	Options	
02/15/2022 11:59 PM (20 Days)	Grant Submissions		Performance Reports				Edit
02/11/2022 11:59 PM (16 Days)	Grant Submissions		Other Submissions				Edit
12/05/2021 02:08 PM (Late by 52 Days)	Action Plan		Resolve Action Plan				<b>Start</b>

Figure 7: Resolve Action Plan Task Start Link

3. Scroll down to the **Finding(s)** section of the Action Plan Resolve page.
4. Click the **Edit link** in the Options column for a Finding. The Action Plan Update Finding page will display. Note: If the Edit link for a Finding is greyed-out, that means the Finding is pending resolution from HRSA Staff.
5. Optionally, enter **brief updates** (Fig. 8) in the Add Progress Notes field provided.

Progress Notes

Added By	Role	Added Date	Options
No records found.			

Add Progress Notes

Save Send All Progress Notes for Review

Figure 8: Progress Notes Section

6. Click the **Save button**. Note: Add another Progress Note if needed.
7. Click the **Send All Progress Note for Review link** (Fig. 9) in the Options column of the note.

Progress Notes

Added By	Role	Added Date	Options
Vernice Jostes	Grantee	2022-01-27T21:21:53.557	Send Progress Note for Review
Vernice Jostes	Grantee	2022-01-27T21:21:25.197	Send Progress Note for Review
Vernice Jostes	Grantee	2022-01-27T21:16:57.767	Send Progress Note for Review

Add Progress Notes

Save **Send All Progress Notes for Review**

Figure 9: Send All Progress Notes for Review Button

8. Select **Save and Continue** (A in Fig. 10) from the dropdown menu to save your work. The Action Plan Resolve page will display.

Supporting Documents - Grantee (Minimum: 0 - Maximum: 10) (Current attachment count: 0)

Drop or Upload Files

Acceptable Formats: doc, docx, rtf, txt, wpd, pdf, xls, xlsx, msg, jpg, jpeg, tif, xfd, ppt, pptx

Select Files

Supporting Documents - HRSA Staff (Attachment count: 0)

Cancel **Save and Continue** **Go**

Figure 10: 'Save and Continue' and Go Buttons

9. Click the **Go button** (B in Fig. 10).
10. Repeat steps 4 to 9 for each Finding listed on the Action Plan Resolve page.

### Submit Findings to HRSA

You will need to reference the "Recommendation from PO" section before responding to the action and providing the requested documents.

1. Locate the **Resolve Action Plan task** on the Pending Tasks List page in the EHBs.
2. Click the **Start link** (Fig. 11) in the Options column. The Action Plan Resolve page will display.

Pending Tasks - List							
Not Completed							
Deadline (Due)	Task Category	Tracking #	Task	Entity	Organization	Options	
02/15/2022 11:59 PM (20 Days)	Grant Submissions		Performance Reports				Edit
02/11/2022 11:59 PM (16 Days)	Grant Submissions		Other Submissions				Edit
12/05/2021 02:08 PM (Late by 52 Days)	Action Plan		Resolve Action Plan				<b>Start</b>

Figure 11: Resolve Action Plan Task Start Link

3. Scroll down to the **Finding(s)** section of the Action Plan Resolve page.
4. Click the **Edit link** in the Options column for a Finding. The Action Plan Update Finding page will display. Note: If the Edit link for a Finding is greyed-out, that means the Finding is pending resolution from HRSA Staff.

5. Enter **Resolution comments** (Fig. 12). Note: In this section, you will need to add information on completed actions and final plans for implementation.

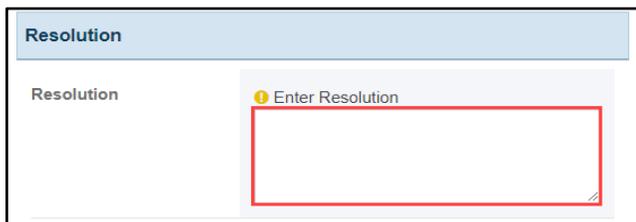


Figure 12: Resolution Field

6. Click the **Select Files** button (Fig. 13) under the Supporting Documents Grantee section to upload documents from your PC or *drag and drop* the **files** to the yellow area to upload. Note: All documentation needs to be attached to avoid the need for a change request from HRSA.

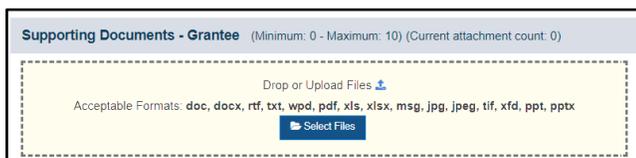


Figure 13: Supporting Documents - Grantee Section

7. **Select Submit** from the dropdown menu to send the Finding to HRSA for review. Note: All documents must be attached before submitting to HRSA.
8. Click the **Go** button. The Finding will be submitted to HRSA for review and the Action Plan Resolve page will display. Note: You will receive a notification once HRSA approves the Finding. The Resolve Action Plan task will remain in your task queue until all Findings have been submitted and approved by HRSA.
9. **Repeat steps 4 to 8** for each Finding listed on the Action Plan Resolve page until all Findings are marked complete in the Resolution Status column. Once HRSA approves the last Finding the Resolve Action Plan task will be removed from your task queue.

Congratulations! You have submitted your BPHC FTCA Action Plan for Health Centers.

## Resources and Support

The following resources are available to assist you:

Call the **BPHC Health Center Program Support**: 877-464-4772 or click the following link [BPHC Contact Form](#) and submit your inquiry.

Access the training resources on the [BHCMIS Training Materials Webpage](#).