



Monitoring Site Visit Process Overview and Updates

Health Center Controlled Networks (HCCN) Award Recipient Training

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Vision: Healthy Communities, Healthy People



Agenda

- Welcome and Introductions
- HCCN Program Overview
- Monitoring Site Visit Overview
- Monitoring Site Visit Process
 - Pre-Site Visit Activities
 - Virtual Visit Activities
 - Post-Site Visit Activities
- Resources
- Q&As
- Contacts



Health Center Controlled Networks (HCCN) Program Overview



HCCN Program Overview

Purpose

- The purpose of the Health Center Controlled Networks (HCCN) grant program is to support health centers to leverage health IT to increase participation in value-based care through:
 - Enhancing the patient and provider experiences
 - Advancing interoperability
 - Using data to enhance value



[Notice of Funding Opportunity \(opens in new window\)](https://bphc.hrsa.gov/program-opportunities/hccn), (URL: <https://bphc.hrsa.gov/program-opportunities/hccn>)



HCCN Program Overview

Awards and Program Description

- **Total HCCN Awards**
 - Base Award = \$49,829,990
 - COVID-19 Supplemental Award = \$4,581,305
- **Number of Awards: 49 HCCNs**
- **Description of HCCN Awardees**
 - 28 HCCNs are also Primary Care Associations (PCAs)
 - HCCNs support 1186 participating health centers (PHCs) in all 50 states and Puerto Rico
 - 83% of HRSA funded Health Centers and 46% of Look-Alikes participate in the HCCN Program



Based on real-time data captured in Participating Health Center module in EHBs on September 11, 2020



HCCN Program Overview

Goals and Objectives, A

Goal A: Enhance the patient and provider experience

Objective	Objective Description
A1: Patient Access	Increase the percentage of PHCs using health IT to facilitate patients' access to their personal health information (e.g. patient history, test results, shared electronic care plans, self management tools)
A2: Patient Engagement	Increase the percentage of PHCs improving patient engagement with their health care teams by advancing health IT and training (e.g. patient use of remote monitoring devices, better medication with text reminders)
A3: Provider Burden	Increase the percentage of PHCs that improve health IT usability to minimize provider burden (e.g. align EHRs with clinical workflows, improve structured data capture in and/or outside of EHRs)



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HCCN Program Overview

Goals and Objectives, B

Goal B: Advance interoperability

Objective	Objective Description
B1: Data Protection	Increase the percentage of PHCs that have completed a security risk analysis and assessment and have a breach mitigation response plan
B2: Health Information Exchange	Increase the percentage of PHCs that leverage HIE to meeting Health Level Seven International (HL7) standards or national standards as specified in the Office of the National Coordinator (ONC) Interoperability Standards Advisory and share information securely with other key providers and health systems
B3: Data Integration	Increase the percentage of PHCs that consolidate clinical data with data from multiple clinical and non-clinical sources across the health care continuum (e.g. specialty providers, departments of health, care coordinators, social service/housing organizations) to optimize care coordination and workflows



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HCCN Program Overview

Goals and Objectives, C

Goal C: Use data to enhance value

Objective	Objective Description
C1: Data Analysis	Increase the percentage of PHCs that improve capacity for data standardization, management, and analysis to support value-based care activities (e.g. improve clinical quality, achieve efficiencies, reduce costs)
C2: Social Risk Factor Intervention	Increase the percentage of PHCs that use both aggregate and patient-level data on social risk factors to support coordinated, effective interventions
C3: Applicant Choice	Applicants will develop an objective and outcome measures to address and emerging issue based on the needs of the PHCs in their network (e.g. addressing substance use disorder, improving interoperability with Prescription Drug Monitoring Programs (PDMP), utilizing telemedicine to improve access, participating in precision medicine initiatives)



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HCCN Program Overview

Supplemental COVID-19 Funding

In FY19 HRSA awarded over \$4.5 million to support the COVID-19 response of HCCNs

Activity Area	HCCN Activity Examples from HRSA -	Approved Activities List	# of HCCNs Reporting
Patient Portals	Increasing COVID-19 health literacy and outreach using patient portals	Increasing patient engagement T/TA on portal optimization to staff and providers	12
Telehealth	Increasing T/TA on remote patient monitoring use and implementation	Developing toolkits to optimize billing and reimbursement for telehealth visits	34
EHRs	Developing clinical content, templates, and toolkits for COVID-19 testing	Increasing workflow documentation, alert creation, and UDS reporting T/TA	12
HIE	Creating lab interfaces within the EHR for COVID-19 testing	Using real-time, electronic ADT information to increase patient safety	17
Other	Using SDOH to risk stratify patients for visit types and interventions	Enhancing population health management tools to address COVID-19	29

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Monitoring Site Visit Overview



Monitoring Site Visit Overview

Virtual Model

- Due to the COVID-19 public health emergency, BPHC postponed all planned site visits through at least December 31, 2020
- Virtual Monitoring Site Visits will take the place of all on-site visits until further notice
- A subset of HCCNs identified for Monitoring Site Visits in 2020 has been identified by their POs to schedule virtual Monitoring Site Visits before the end of the 2020 calendar year
- Site visit activities will use technology to allow for remote access for meetings and presentations that would have otherwise been in person
- The virtual monitoring Site Visit will be a 2-day visit

<https://bphc.hrsa.gov/emergency-response/coronavirus-frequently-asked-questions>



Monitoring Site Visit Overview

Purpose

- All HCCNs will receive a two-day site visit once during the three-year grant period
- The site visit is intended to:
 - Assess HCCN progress and compliance
 - Strengthen the BPHC-HCCN relationship
 - Share accomplishments, challenges, and lessons learned
 - Identify promising practices



Monitoring Site Visit Overview

Expectations

- BPHC expects site visits to result in the following:
 - A review and assessment of the HCCN's progress on work plan activities
 - Confirmation of compliance with all grant requirements including programmatic and financial
 - Increased knowledge about key challenges and barriers including impact of COVID-19
 - Identification of next steps to ensure attainment of program goals and objectives
 - Knowledge of where the HCCN excels
 - Insight from PHCs on the impact of the HCCN program
 - Insight from the HCCN board on matters related to HCCN program governance
 - Identification of innovations and promising practices
 - A strengthening of the BPHC-HCCN relationship



Monitoring Site Visit Overview

Participant Roles

- **Project Officer's Role**

- Works with HCCN to select appropriate dates and times for Monitoring Site Visit
- Coordinates site visit planning call with HCCN and consultant
- Provides the consultant with pre-site visit documents for review

- **Consultant's Role**

- Participates in pre-site visit call planning
- Completes pre-site visit analysis and review of documents
- Works with HCCN to confirm site visit agenda

- **HCCN's Role**

- Participates in pre-site visit planning calls
- Ensures availability of key staff, board members, and PHC staff
- Provides all pre-site visit documents including but not limited to: last three board meeting notes, updated work plan, or budget



Monitoring Site Visit Process

Pre-Site Visit Activities



Monitoring Site Visit Process

Pre-Site Visit Activities - Notification

- PO notifies HCCN of selection for Monitoring Site Visit
- PO requests preferred and back-up dates
- HCCN ensures availability of:
 - Key staff
 - Board members
 - Selected PHC(s)
- PO notifies HCCN of final site visit dates
- PO notifies HCCN of name of consultant assigned to the Monitoring Site Visit



Monitoring Site Visit Process

Pre-Site Visit Activities – Documents

- HCCN provides pre-site visit documents to PO to include:
 - Proposed agenda that includes all elements found in the revised site visit guide (Appendix B)
 - Minutes from the last three board meetings
 - Any work plan or budget updates
 - A total of five individual PHC work plans to include plans from PHCs participating in the site visit
 - Other documents as requested

Monitoring Site Visit Process

Pre-Site Visit Activities – Sample Agenda Day 1

Time	Site Visit Day 1
8:00 a.m. – 9:00 a.m.	Entrance Conference
9:00 a.m. – 11:00 a.m.	HCCN Project Status Updates Part 1
11:00 a.m. – 12:00 p.m.	Meet with HCCN Board Members
12:00 p.m. – 1:00 p.m.	Break for Lunch
1:00 p.m. – 3:00 p.m.	HCCN Project Status Updates Part 2
3:00 p.m. – 4:30 p.m.	Demonstrations and Other On-Site Activities
4:30 p.m. – 5:00 p.m.	Wrap Up



Monitoring Site Visit Process

Pre-Site Visit Activities – Sample Agenda Day 2

Time	Site Visit Day 2
9:00 a.m. – 11:00 a.m.	HCCN Project Status Updates Part 3
11:00 a.m. – 12:00 p.m.	Break for lunch
12:00 p.m. – 3:00 p.m.	COVID-19 Supplemental Funding Status Updates and Virtual PHCs visits
3:00 p.m. – 3:30p.m.	Preparation for Exit Conference
3:30 p.m. – 4:30 p.m.	Exit Conference



Monitoring Site Visit Process

Pre-Site Visit Activities – “Kick-Off” Call

- PO schedules pre-site visit “kick-off” call with HCCN and consultant
 - Consultant creates agenda (sample Appendix A, revised HCCN Site Visit Guide)
 - Introduction of consultant and review of site visit purpose and expectations
 - Discussion of site visit logistics to include:
 - ✓ Final agenda
 - ✓ List of attendees and presenters
 - Description of consultant’s web conferencing platform and presentation requirements



Monitoring Site Visit Process

Virtual Visit Activities



Monitoring Site Visit Process

Virtual Site Visit – Entrance Conference

- The Entrance Conference is one to two hours in length and includes:
 - Welcome and introductions
 - Overview of logistics given the virtual environment
 - Review of purpose, scope, and intended outcomes of site visit
 - Review of site visit agenda
 - General overview of HCCN
 - Q&A
- Attendees include HCCN key leadership and staff, consultant, and PO



Monitoring Site Visit Process

Virtual Site Visit – Project Updates

- Consultant leads discussions on project updates including:
 - Detailed project status update on each of the program goals and objectives
 - Update on COVID-19 supplemental funding activities
 - Description of successes and accomplishments
 - Explanation of challenges, barriers, and lessons learned
 - Identification of innovations and/or promising practices
 - Virtual demonstration of health IT tools, resources, services, and solutions



Monitoring Site Visit Process

Virtual Site Visit – Analysis

- Throughout the site visit the consultant will be considering the following:
 - What resources and capabilities does the HCCN possess to adequately support grant activities?
 - ✓ HIT expertise
 - ✓ Organizational structure/staffing
 - ✓ Contracts and agreements
 - ✓ Financial controls and management
 - How does the HCCN engage each PHC in all activities?
 - How does the HCCN collect data to monitor progress, measure outcomes, and improve activities?



Monitoring Site Visit Process

Virtual Site Visit – Board Meeting

- In addition to progress across all goals and objectives, the consultant will meet with the HCCN Board to understand the HCCN's governance and program oversight and will be considering the following:
 - What is the HCCN's governance structure, and how is the governing board involved in monitoring of the project?
 - How often does the board meet?
 - What are the roles that the PHCs and other key stakeholders have in oversight and governance?
 - What board procedures are in place to appropriately govern the organization?



Monitoring Site Visit Process

Virtual Site Visit – Exit Conference

- If requested by the HCCN CEO/Project Director or consultant, a brief “pre-exit conference” may be held
- The consultant will facilitate the larger exit conference that includes:
 - HCCN leadership and staff
 - HCCN board representative(s)
 - PO
- The consultant will summarize general findings from all areas reviewed while on site and will discuss any follow-up recommendations or next-steps
- Complete findings and recommendations will be shared via the final site visit report
- The consultant will explain the Consultant Evaluation Form
- Following the exit conference, the PO will be point of contact for any further questions or actions



Monitoring Site Visit Process

Post-Site Visit Activities



Monitoring Site Visit Process

Post-Site Visit Activities – Site Visit Report

- Following the site visit, the consultant prepares the site visit report (Appendix F in the site visit guide)
- BPHC expects the site visit report to be both an accurate and objective depiction of the HCCN's project status
- Any areas of concern that do not align with the HCCN's work plan or the expectations communicated through the NOFO are recorded as part of the site visit report

Monitoring Site Visit Process

Post-Site Visit Activities – Report Timeline

- The site visit report review process will be completed **within 45 calendar** days of the date the site visit was completed
- The HCCN will not review the report prior to final acceptance by BPHC
- The HCCN may only request revisions of the final report if major errors exist
- The **45 calendar day** timeline may be extended if major edits or revisions are required
- Once accepted as final by BPHC, the PO will send the HCCN the approved final report



Resources



Resources

Helpful Links

- [HCCN TA webpage \(opens in new window\)](https://bphc.hrsa.gov/program-opportunities/funding-opportunities/hccn)
(URL: <https://bphc.hrsa.gov/program-opportunities/funding-opportunities/hccn>)
- [HCCN Site Visit Guide \(opens in new window\)](https://bphc.hrsa.gov/sites/default/files/bphc/programrequirements/pdf/hccn-sv-guide.pdf)
(URL: <https://bphc.hrsa.gov/sites/default/files/bphc/programrequirements/pdf/hccn-sv-guide.pdf>)
- [2020-2025 Federal Health IT Strategic Plan \(opens in new window\)](https://www.healthit.gov/topic/2020-2025-federal-health-it-strategic-plan) :
(URL: <https://www.healthit.gov/topic/2020-2025-federal-health-it-strategic-plan>)
- [Promoting Interoperability Programs \(opens in new window\)](https://www.cms.gov/Regulations-and-Guidance/Legislation/EHRIncentivePrograms)
(URL: <https://www.cms.gov/Regulations-and-Guidance/Legislation/EHRIncentivePrograms>)
- [Strategic Partnerships Division Resources: \(opens in new window\)](https://bphc.hrsa.gov/qualityimprovement/strategicpartnerships/index.html)
(URL <https://bphc.hrsa.gov/qualityimprovement/strategicpartnerships/index.html>)
- [HRSA Strategic Plan \(opens in new window\)](https://www.hrsa.gov/about/strategic-plan/index.html)
(URL <https://www.hrsa.gov/about/strategic-plan/index.html>)
- [HHS Strategic Plan \(opens in new window\)](https://www.hhs.gov/about/strategic-plan/index.html)
(URL <https://www.hhs.gov/about/strategic-plan/index.html>)



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Questions and Answers



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