



**Fiscal Year 2021 Health Center Controlled Networks Non-Competing  
Continuation Progress Report  
Fiscal Year 2020 Project Work Plan Update Sample**

**Instructions for Completing the FY 2020 HCCN Project Work Plan Update**

The Fiscal Year (FY) 2021 Health Center Controlled Networks (HCCN) Non-Competing Continuation (NCC) progress report requires submission of the FY 2020 Project Work Plan (PWP) Update form in the HRSA Electronic Handbooks (EHBs). The FY 2020 PWP Update is prepopulated with information from your FY 2020 PWP.

You will report progress for two timeframes:

- Progress since the the start of the current budget period (August 1, 2020 through February 28, 2021)
- Anticipated progress for the remainder of the current budget period (March 1, 2021 through July 31, 2021)

**Note:** You will only enter information for the editable fields, indicated with an asterisk (\*) below. For this progress report, the current denominator field is prepopulated with the total number of Participating Health Centers (PHC) in your Progress Report Table. Activities supported with FY 2019 COVID-19 supplemental funding can be added to each objective. If you add a COVID-19 focused activity, you will need to complete all fields related to the activity. An asterisk with a number one (\*<sup>1</sup>) indicates fields that should be completed for added COVID-19 activities only.

See Table 2 in Appendix A of the progress report instructions on the [HCCN technical assistance webpage](#) for detailed guidance on how to complete the required fields. **You must complete the Project Work Plan Update form entirely in EHBs.** Do not upload the PWP Update as an attachment. Use this sample PWP Update document for reference only.

**Sample FY 2020 HCCN Project Work Plan Update**

Goal A: Enhance the patient and provider experience	
Objective Title	Objective A1: Patient Access
Objective Description	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).
Baseline Percentage	50%
Target Percentage	85%
Baseline Data Source	PHC patient portal usage data
Current Numerator*	21
Current Denominator	30



Current Percentage	70%
Progress Toward Target Percentage	57.1%
Progress Toward Target Percentage Narrative*	We increased our current percentage from 60% to 70% by developing procedures and providing coaching to facilitate smooth EHR upgrades. Additionally, we conducted staff trainings to promote patient portal use. Since our FY 2020 progress report, 3 additional PHCs documented that at least 50% of their patients accessed patient portals.
<b>Key Factors – This section is prepopulated and is not editable. Details not displayed for this sample.</b>	
<b>Activities</b>	
Is this activity supported /expanded with FY 2019 COVID-19 supplemental funding?*	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Activity Name* <sup>1</sup>	Patient Portal Training
Activity Description* <sup>1</sup>	Provide on-site and on-demand virtual trainings for PHC staff to continue improve the use of patient portals. Trainings will focus on effective patient education at every appropriate interaction during a virtual or office visit that highlights the available features, benefits, and use of their patient portals (e.g., during scheduling, in the exam room, at checkout).
Person/Group Responsible* <sup>1</sup>	Chief Information Officer
Start Date* <sup>1</sup>	September 15, 2019
End Date* <sup>1</sup>	July 31, 2021
Activity Progress Update*	Due to the COVID-19 pandemic, we could not conduct on-site trainings as planned. We provided 3 on-demand virtual trainings for PHC staff on promoting the use of patient portals. Topics included staff engagement, patient engagement, and improving provider response times within the portals.
Anticipated Progress *	We anticipate conducting 2 additional virtual trainings before the end of the budget period and that these trainings will lead to 2 more PHCs achieving this objective by July 31, 2021.