Health Center Program Site Visit Protocol:

Program Monitoring and Data Reporting Systems

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Table of Contents

PROGRAM MONITORING AND DATA REPORTING SYSTEMS

Primary Reviewer: Fiscal Expert
Secondary Reviewer: Governance/Administrative Expert

Authority: *Section 330(k)(3)(I)(ii) of the Public Health Service (PHS) Act; 42 CFR 51c.303(j) and 42 CFR 56.303(j); and 45 CFR 75.342(a) and (b)*

Document Checklist for Health Center Staff

Documents Provided at the Start of the Site Visit:

☐ Sample of program reports generated by the health center for the governing board or key management staff (for example, board packets from the past few months, reports provided to the Finance or Quality Improvement Committee, routine reports generated by the health center for key management staff) that include information on:
  o Patient service utilization
  o Trends and patterns in the patient population
  o Overall health center clinical, financial, or operational performance

Demonstrating Compliance

Element a: Collecting and Organizing Data

The health center has a system in place for overseeing the operations of the federal award-supported activities to ensure compliance with applicable federal requirements and for monitoring program performance. Specifically:

- The health center has a system in place to collect and organize data related to the HRSA-approved scope of project, as required to meet HHS reporting requirements, including those data elements for Uniform Data System (UDS) reporting; and
- *The health center submits timely, accurate, and complete UDS reports in accordance with HRSA instructions and submits any other required HHS and Health Center Program reports.*

Note: HRSA will assess whether the health center has demonstrated compliance in terms of submitting timely, accurate, and complete UDS reports based on internal HRSA UDS reporting information. No onsite review of this portion of element "a" is required.

Site Visit Team Methodology

- Interview relevant health center staff tasked with data management, collection, or reporting.
- Review health center's Electronic Health Records (EHR), practice management system, or other data collections systems or methods, which may include participation in a Health Center Controlled Network. This may include a navigation of the systems or methods, if helpful.
- Confer with Operational Site Visit team members for input on related data systems (for example, systems used to support Quality Improvement/Quality Assurance, Financial Management and Accounting, Billing and Collections).

Site Visit Findings

In responding to the question(s) below, please note:
Findings related to financial management and accounting systems capacity or quarterly Quality Improvement/Quality Assurance assessments are to be assessed and documented within the Financial Management and Accounting Systems *requirement and* Quality Improvement/Assurance *requirement, respectively, and do NOT need to be repeated here.*

1. Does the health center have systems or methods in place to collect and organize data, including ensuring the integrity of such data, for the purposes of overseeing the health center project and for monitoring and reporting on program performance?
   ☐ YES   ☐ NO

   If No, an explanation is required, including specifying any deficiencies in the health center's methods or safeguards for ensuring the integrity of data:

   _____

Element b: Data-Based Reports

The health center produces data-based reports on: patient service utilization; trends and patterns in the patient population;[1] and overall health center performance, as necessary to inform and support internal decision-making and oversight by the health center's key management staff and by the governing board.

Site Visit Team Methodology

- Review one to two samples of internal health center data reports (for example, monthly board reports, dashboards, presentations).
- Interview health center key management staff and board members regarding the receipt and relevance of health center data-based reports.

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[1] Examples of data health centers may analyze as part of such reports may include patient access to and satisfaction with health center services, patient demographics, quality of care indicators, and health outcomes.

Site Visit Findings

2. Do the health center's program data reporting systems or methods result in the production of relevant reports that can inform and support internal decision-making and oversight by key management staff and the governing board? This would include, but is not limited to, the production of reports regarding:

    o Patient service utilization?
       ☐ YES   ☐ NO

    o Trends and patterns in the patient population?
       ☐ YES   ☐ NO

    o Overall health center clinical, financial, or operational performance?
       ☐ YES   ☐ NO

    If No was selected for any of the above, an explanation is required:
    _____