

# **Health Center Program Site Visit Protocol: Promising Practices**

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# PROMISING PRACTICES

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**Primary Reviewer:** TBD based on Promising Practice identified

**Secondary Reviewer:** Optional

**Authority:** 45 CFR 75.301

## Overview

A promising practice refers to an activity, procedure, approach, or policy that leads to, or is likely to lead to, improved outcomes or increased efficiency for health centers. Time permitting, the site visit team will use this section of the report to document any promising practices observed during the course of the site visit. **No more than two promising practices can be listed for each visit and the site visit team should be highly selective in determining whether anything rises to the level of a promising practice.**

Promising Practices may be identified in one or more of the following:

- Health Center Program requirement areas
- Health center clinical performance
- Medical, oral, and behavioral health care and/or enabling service or the integration of these services to meet the needs of the health center’s target population

## Site Visit Team Methodology

- If a promising practice is identified, assign the Promising Practice to one of three major categories: 1) Clinical Services 2) Governance 3) Management and Finance
  - If applicable, select a subcategory to classify the Promising Practice type further.
  - More than one subcategory and item may be linked to the Promising Practice. Examples of subcategories include:
    - Behavioral Health - Mental Health
    - Preventive Health - Cancer Screening
    - Business Operations - Patient Cycle Time
- **Context section:** Clearly define the challenge or issue faced by the health center.
- **Description section:** Describe the practice that the health center implemented in seeking a solution to the challenge or issue.
- **Outcome section:** Describe the result, including the quantitative and/or qualitative measures that the health center used in determining the effectiveness of their practice.
- **Replicability section:** State whether this practice can be implemented in other health centers with the goal of having a positive impact on improving outcomes and/or increasing efficiencies. Please list any special needs or costs associated with this activity.
- Complete the **“Permission to Share”** and **“Point of Contact”** sections:
  - Ask the health center to confirm whether they will allow this practice to be shared outside of BPHC (e.g., on a public facing website) to help promote health center innovation and to encourage the peer-to-peer sharing of practices.
  - Ask the health center to identify an individual who is knowledgeable about the promising practice and list their contact information.
  - Attach any relevant documentation related to the Promising Practice that the health center is willing to share (e.g., policies, forms, patient education materials).

## Site Visit Findings

1. Were any Promising Practices Identified as part of this Operational Site Visit?  
 YES       NO
  
2. If yes, select the most appropriate category for this Promising Practice: Clinical Services, Governance or Management and Finance. Then select all subcategory elements that apply.  

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3. **Context:** Clearly define the challenge or issue faced by the health center:  

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4. **Description:** In detail, describe the practice that the health center implemented in seeking a solution to the challenge or issue:  

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5. **Outcome:** Describe the result, including the quantitative and/or qualitative measures that the health center used in determining the effectiveness of their practice:  

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6. **Replicability:** Could this practice be implemented in other health centers with the goal of having a positive impact on improving outcomes and/or increasing efficiencies? If there are special needs or costs associated with this activity, please list:  
 YES       NO       NOT SURE  
  
Please explain:  

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7. Did the health center consent to allowing this practice to be shared outside of BPHC (e.g., on a public facing website)?  
 YES       NO
  
8. Who is the best contact for further information?  

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9. Describe any relevant documentation related to the Promising Practice (e.g., policy, forms, patient education handout, etc.).  

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