

Health Center Program Site Visit Protocol: Promising Practices

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PROMISING PRACTICES

Primary Reviewer: 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. 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 closely follow the guidance below 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
- Health center administration and operations (for example, staff recruitment/education)

HRSA collects these promising practices to share externally with others (for example, via BPHC website, other health centers, and technical assistance partners).

Site Visit Team Methodology

- If a promising practice is identified, assign it to one of three major categories: 1) Clinical Services, 2) Governance, or 3) Management and Finance
 - o If applicable, select a subcategory to classify the Promising Practice type further.
 - o 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
- Description of a promising practice should include the following four components:
 - o **Context section:** Clearly describe the health center's innovation, challenge, or issue.
 - o **Description section:** Describe the practice that the health center implemented in seeking a solution to the challenge or issue.
 - o **Outcome section:** Describe the result, including the quantitative and/or qualitative data that the health center used in determining the effectiveness of their practice.
 - o **Implementation section:** State how this practice can be implemented in other health centers. Please list any special needs or costs associated with this activity. What were the required elements for the health center's successful implementation

(for example, board approval, policy, funding, collaborative partners and resources, facility, transportation, community acceptance)?

- Complete the **Permission to Share** and **Point of Contact** sections. Complete the Relevant Documentation section.

Site Visit Findings

1. Were any promising practices identified as part of this 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.

3. **Context:** Clearly describe the health center's innovation, challenge, or issue.

4. **Description:** In detail, describe the practice implemented.

5. **Outcome:** Use quantitative and/or qualitative data to show how the practice was effective.

6. **Implementation section:** State how this practice can be implemented in other health centers. Please list any special needs or costs associated with this activity. What were the required elements for the health center's successful implementation (for example, board approval, policy, funding, collaborative partners and resources, facility, transportation, community acceptance)?

7. Did the health center consent to share this practice with others (for example, via BPHC website, other health centers, and technical assistance partners)?
 YES NO
8. Please provide the name, phone number, and email address for the staff person who should be reached for further information.

9. List any relevant documentation related to the promising practice (for example, policy, forms, patient education handout).
