

OPERATIONAL SITE VISIT (OSV) AGENDA*

OSV will score each of 19 requirements as “met” or “not met.”

Operational Site Visit review team to include:

HRSA Program Officer and 3 HRSA Reviewers/Consultants: Admin/Governance, Finance, Clinical

DAY 1:

9:00 am – 10:00 am Entrance Conference

Introduce Consultant Team: Purpose of the Site Visit

HRSA/BPHC Overview: Project Officer

Health Center Overview- Senior Management/ available Board Members

PCA State Health Reform overview (at the request of the CEO)

10:00 am – 11:00 am Tour Facility (*Clinical Lead (or all) will want to visit other site(s) if located nearby*)

11:00 am – 12:15 pm Meet with members of the Senior Management Team on an individual basis.

12:15 pm - 1:30 pm Lunch

1:30 pm - 4:30 pm Continue Meeting with Senior Management Team and Center Staff, Information gathering/document review.

DAY 2:

9:00 am - 12:00 pm Continue Meeting with Senior Management Team and Center Staff, Information Gathering/ Document Review.

12:00 pm – 1:00 pm Lunch (possibly with Board Members at the clinic.)

1:00 pm- 4:30 pm Continue Meeting with Senior Management Team and Center Staff. Continue information gathering/document review.

DAY 3:

9:00 am - 11:00 am Continue Meeting with Senior Management Team and Center Staff. Continue information gathering/document review and finalize Technical Assistance recommendations.

Either here or at end-of-day Wed., lead reviewer meets with CEO to discuss findings and “met” vs “not met” on each condition.

11:00 am – 12:00 pm Exit Interview

Consultants summarize findings.

Project Officer offers perspective and “next steps.”

12:00 pm Team departs

Review Team will pre-arrange with CEO the best time to meet with as many Board members as can attend: either a lunch or late afternoon. (Best on Day 2, but they are flexible.) This session is without the CEO. Board members can also be present for Entrance and Exit sessions as well – it is good to have some participation at these.

***Operational Site Visit Agenda is a Sample Agenda, and represents what your site visit agenda might look like.**