LinkVisum CONSULTING GROUP

Health Resources and Services Administration (HRSA)
The Office of Acquisition Management and Policy (OAMP)

HRSA
Health Center Program

ABOUT THE CLIENT

The National Institutes of Health (NIH) Office of Acquisition Management and Policy (OAMP) enables Acquisition and Grant Offices to effectively deliver solutions, products, and services that meet the ongoing and emerging needs of the agency through innovative policy, guidance, and oversight. OAMP is dedicated to providing leadership, advice, and oversight in the acquisition and financial advisory services to the NIH as it crosses new frontiers of science and medicine to improve the health and health care delivery to everyone across this nation and the globe.

Improved Efficiency, Effectiveness, and Consistency of the HRSA Acquisition Lifecycle

Increased Coordination and Support Between OAMP and HRSA Project Teams

Improved Morale and Job Satisfaction

OBJECTIVE

The Office of Acquisition Management and Policy (OAMP) provides acquisition leadership, advice, oversight, and financial advisory services to the Health Resources and Services Administration (HRSA). Prompted by a recent update to the Department of Health and Human Services Acquisition Regulation (HHSAR) designed to standardize acquisition practices, OAMP requested that LinkVisum conduct an independent examination of HRSA's acquisition organization and its processes.

LINKVISUM'S SOLUTIONS

The activities to improve performance within OAMP included ensuring OAMP and HRSA offices understand the procurement process; enhancing performance throughout all phases of the procurement process such as timeliness and product quality; and developing and collecting data on measures of quality, timeliness, and efficiency. LinkVisum employed a holistic approach that incorporated organizational development and process improvement methodologies designed to allow OAMP to maximize the value of the resulting insights and recommendations.

The study assessed the current state of the organizational and acquisition process and generated the following:

• Organizational development and process improvement recommendations

• Best practices research report

• Internal and external training plans

• Acquisition process training courses for both internal and external participants

OUTCOME

Overall, LinkVisum's strategies and recommendations:

• Improved efficiency, effectiveness, and consistency of the HRSA acquisition lifecycle

• Increased coordination and support between OAMP and HRSA projects

• Facilitated a clearer understanding of the acquisition lifecycle and its requirements, policies, and procedures as well as distinct team roles and responsibilities

• Created greater operational responsiveness to issues facing decision makers

• Improved morale and job satisfaction

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ABOUT LINKVISUM

LinkVisum Consulting Group is a woman-owned company that provides a full range of management consulting services to government agencies and private industry. We are an ISO 9001 certified company with an approved DCAA accounting system. Our staff possess significant skills, advanced degrees, and relevant certifications, garnering numerous exceptional ratings on Contractor Performance Assessment Reporting System (CPARS).

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ADDITIONAL PROJECT DETAILS

LinkVisum's assessment identified potential gaps with negative implications on the procurement process or in the ability to communicate with and educate stakeholders. LinkVisum followed a people-centered process that extracted internal and external customer feedback reinforced by a data-driven multi-year staff survey and contract portfolio analysis. Additionally, LinkVisum developed a training plan that outlined the program's objectives, schedule, strategies for designing and developing curriculums and supporting training materials, methods for implementation, and campaigns for continuous improvement.