

ATTACHMENT B

HRSA Statement of Action - *Health Care Workforce: HRSA Action Needed to Publish Timely National Supply and Demand Projections (GAO-13-806)*
 Status as of November 27, 2013

GAO Recommendations	HRSA Actions	Date Actions Completed
<p>GAO Recommendation 1 – Expedite the review of the report containing national projections to 2020 for the primary care workforce to ensure it is published in the fall of 2013 in accordance with HRSA’s revised timeline.</p>	<p>HRSA released <i>Projecting the Supply and Demand for Primary Care Practitioners Through 2020</i> on November 27, 2013.</p>	<p>November 27, 2013</p>
<p>GAO Recommendation 2 – Create standard written procedures for completing the tasks necessary to review and publish workforce projection reports delivered from contractors; such procedures may include a list of necessary review steps, estimates of how long each step should take to complete, and designated internal and external reviewers.</p>	<p>HRSA finalized its <i>Framework for Reports Development</i> that guides HRSA’s bureaus and offices through every stage of the reports development process using project management principles. The stages of the review process include: report initiation, report planning, report clearance and revision, and report approval. The <i>Framework</i> is applicable to workforce projection reports; and HRSA has extended the application of the <i>Framework</i> to all other reports published by HRSA as well. The <i>Framework</i> has been distributed within HRSA and has been posted on HRSA’s intranet, which is accessible by all HRSA employees.</p>	<p>Distribution of draft version within HRSA – August 22, 2013</p> <p>Version finalized – November 8, 2013</p> <p>Final version posted on HRSA Intranet – November 12, 2013</p>
	<p>HRSA has finalized its <i>Standard Procedures for Reports Development</i> and <i>Reports Development Overview</i> that detail the key tasks and identify the stakeholders for each stage of the reports development process. The procedures explain the roles and responsibilities beginning with the authoring bureau/office and extending to stakeholders such as other HRSA components, HHS Office of the Secretary/Executive Secretariat (OS/ES), Office of the General Counsel (OGC), and external federal agencies as appropriate per specialized areas of expertise. General timeframes for these tasks under each phase of the process are outlined in HRSA’s <i>Reports Development Overview</i>.</p>	<p>Versions finalized – November 20, 2013</p> <p>Final versions posted on HRSA Intranet – November 22, 2013</p>
	<p>HRSA facilitated a training session for senior staff to explain and review the <i>Framework</i> and the <i>Standard Operating Procedures</i>.</p>	<p>November 21, 2013</p>
<p>GAO Recommendation 3 – Develop tools for monitoring the progress of projection reports through the review process to ensure that HRSA’s timeline goals for publication are met.</p>	<p>HRSA has tested and finalized an electronic <i>Reports Calculator</i> that automates the process for generating detailed time ranges for completing each step in the report development and review process. This tracking tool allows HRSA’s bureaus and offices to better plan for and track each phase of report development, review, clearance and publication, as well as help ensure enhanced agency oversight of products and timelines. The electronic <i>Reports Calculator</i> is currently available to all HRSA offices and bureaus in both HTML and Excel format.</p>	<p>Launched on HRSA intranet – November 13, 2013</p>
	<p>HRSA has also identified how to leverage the use of the <i>Reports Calculator</i> to bolster existing reports development and clearance processes. For example, HRSA will now include timelines generated by the <i>Reports Calculator</i> into the tasks and reminders that are generated through the Strategic Work Information and Folder Transfer (SWIFT) System – the electronic system that HRSA uses to assign reports for authoring as well as to clear reports.</p>	
	<p>HRSA facilitated a training session for senior staff in the use of the <i>Reports Calculator</i>.</p>	