



BPHC Enrichment Series: Expanding Service Delivery through the National Health Service Corps

Tuesday, February 3, 2015

1:30 to 3 p.m. ET

HRSA/Bureau of Primary Health Care
(BPHC)



Agenda



- Welcome – BPHC and BHW Leadership
- National Health Service Corps Overview
- Grantee Discussion
 - Background
 - Recruitment and Challenges
 - Retention and Challenges
 - Benefits of Participation in NHSC
- Questions and Answers



Learning Objectives



- Educate and update Health Center grantees on the National Health Service Corps (NHSC) Program
- Highlight best practices and relationships between grantees who utilize the NHSC
- Compare and contrast retention and recruitment strategies for rural and urban environments
- Feature NHSC program participants experience working in community health



Today's Panel



- Nathalia Drew, BPHC/ONASP and Tracy McClintock, BHW/DEA, Co-Moderators
- CAPT Jeanean Willis-Marsh, Director, Division of National Health Service Corps, BHW
- Dr. Aysha Corbett, Deputy Chief Medical Officer, Unity Health Care, Inc. (Washington, DC)
- Dr. Ryan Buchholz, Unity Health Care, Inc. (Washington, DC)
- Dr. Ellen Piernot, Chief Medical Officer, Sunset Community Health Center (Yuma, AZ)
- David Atondo, Nurse Practitioner, Sunset Community Health Center (Yuma, AZ)
- Jeff Jordan, Deputy Director, Division of Regional Operations, BHW
- CAPT Edwin Vazquez, BPHC/ONASP



National Health Service Corps

CAPT Jeanean Willis-Marsh



THE NATIONAL HEALTH SERVICE CORPS (NHSC)

builds healthy communities by supporting qualified health care providers dedicated to working in areas of the United States with limited access to care.

1970s

- NHSC created
- First scholarships
- Grew from 181 providers to over 1,800
- Budget 10 times larger by end of decade

1980s

- Loan Repayment Program (LRP) launched
- Predicted physician surplus—budget reduced
- Field strength at 1,500 by 1989

1990s

- Early 1990s — Only 1,000 providers serve
- Mental health disciplines added to LRP
- Over 2,500 providers in service by end of decade

2000s

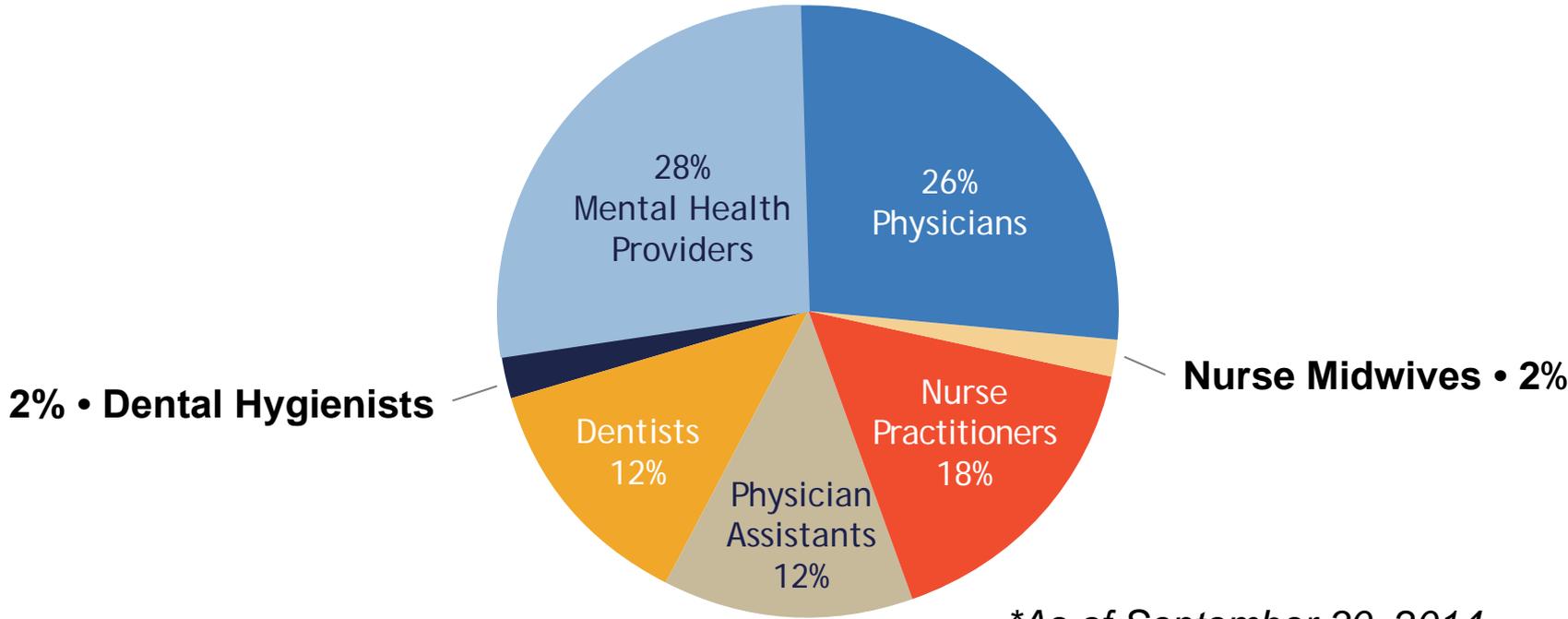
- Recovery Act and Health Care Reform —increased funding
- Unprecedented growth in field strength
- Nearly 9,200 providers in service*



NHSC today

- More than **47,000** clinicians have served in the NHSC since 1972
- Through Affordable Care Act investments, the NHSC has supported nearly **16,700** health care providers between 2009 and 2014
- As of 9/30/2014, the NHSC consists of more than **9,200** clinicians working in underserved communities, more than double the 3,600 serving in 2008
- Providing health care to more than **9.7 million people** in underserved communities

NHSC Field Strength*

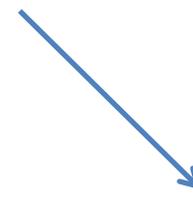
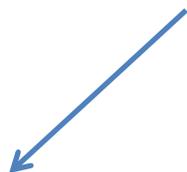


**As of September 30, 2014*

More than 9,200 NHSC primary care providers serving at nearly 5,000 sites.

NHSC Programs

The NHSC provides financial support to providers in exchange for working at NHSC-approved sites.



**LOAN
REPAYMENT
PROGRAM**

**STUDENTS TO
SERVICE
LOAN
REPAYMENT
PROGRAM**

**STATE
LOAN
REPAYMENT
PROGRAM**

**SCHOLARSHIP
PROGRAM**

NHSC Service Obligation Requirements

Program	Minimum HPSA Score	Financial Assistance	Service Obligation
Loan Repayment	*0-26	Up to \$50,000 for initial 2 years	Minimum of 2 years
Students to Service (S2S)	14	Up to \$120,000	Minimum of 3 years
Scholarship	**14	Full tuition and fees	Minimum of 2 years
State Loan Repayment (SLRP)	N/A	Varies by state	Minimum of 2 years

*The NHSC LRP program was able to award applicants practicing at sites with a minimum HPSA score of 15

**The NHSC publishes a Federal Register Notice with the minimum HPSA score for the Scholarship Program by discipline

- ✓ Full-time, half-time
- ✓ Teaching
- ✓ S2Sers and Scholars can continue in the Corps as Loan Repayers

Overview of Eligible Disciplines

	Loan Repayment	Scholarship	Students to Service	SLRP
Physicians	✓	✓	✓	✓
Dentists	✓	✓		✓
Nurse Practitioners	✓	✓		✓
Certified Nurse Midwives	✓	✓		✓
Physicians Assistants	✓	✓		✓
Registered Dental Hygienists	✓			✓
Licensed Clinical Social Worker	✓			✓
Marriage and Family Therapists	✓			✓
Licensed Professional Counselors	✓			✓
Health Services Psychologists	✓			✓
Registered Nurses				✓
Pharmacists				✓

*Primary Care Specialties Only

Health Professional Shortage Areas

- The degree of shortage in a community is determined by a scoring system that utilizes data such as the patient to provider ratio, average distance to a primary care provider, low birth weight, and other socioeconomic determinants of health
- Scores range from 0 to 26

FQHCs: Auto-Approved NHSC Sites

- All sites are auto-approved
- New access points are automatically scored and added to the NHSC Jobs Center
- MOST satellite sites and/or new access points are eligible
 - Not eligible: local and county prisons, drug treatment facilities

Site Data

- There are 3,775 NHSC clinicians currently serving at Federally Qualified Health Centers
 - 2,551 in urban areas
 - 1,224 in rural areas
- More than 3.9 million patients served

NHSC Resources

NHSC Jobs Center (<http://www.nhscjobs.hrsa.gov>)

- Uses Google Map technology
- Includes Site Profiles
- Enhanced search features

NHSC Virtual Job Fairs

<http://www.nhsc.hrsa.gov/corpsexperience/virtualjobfair>

- Recruitment tool
- Host an average of 4 virtual job fairs per year with 200-400 job seekers

Site Profiles (<http://www.nhsc.hrsa.gov/sites>)

- Ensure NHSC Site Profiles are up to date
 - **Presbyterian Medical Services**: “As a result of creating a site profile, Presbyterian Medical Services recruited 12 new NHSC participants for a total of 33 providers for the year.”

The Native Project

<http://www.nativeproject.org> | (509) 483-7535



- About this Site
- Site Information
- Open Positions
- Affiliated Sites
- Map & Community

OUR MISSION IS TO PROVIDE QUALITY SERVICES THAT PROMOTE WELLNESS & BALANCE OF MIND, BODY AND SPIRIT FOR THE COMMUNITIES WE SERVE.

The NATIVE Project was incorporated in 1989 as a 501 (c) 3 non-profit agency offering safe & fun activities to youth in the greater Spokane area. Addressing an alarming trend of alcohol and substance abuse issues in the community, the NATIVE Project quickly evolved into an adolescent youth, outpatient treatment center. By 1999, the NATIVE Project became the parent company to an I.H.S. contracted, Federally Qualified Health Center (FQHC) called NATIVE Health of Spokane. Since our incorporation, we have served over 217 Federally recognized Tribes from across the US & over 16,000 patients. We're a multidisciplinary team agency that includes chemical dependency, mental health, dental, pharmacy and primary care treatment. In the clinic alone, we have 1 MD, 2 ARNPs, 2 RNs, 1 LPN, 2 HCAs, 1 RD/CDE, 1 LICSW/CDP, 1 LMHC, 1 Clinical Case Manager, 1 Clinic Manager, 2 Schedulers, 2 Patient Registration, 1 Clinical Applications Coordinator, 1 Researcher & an on-site contracted pharmacy.

Contact Info

1803 W. Maxwell
Spokane, WA 99201
(509) 483-7535

POINTS OF CONTACT

Contact Name	Phone	Email
Dylan Dressler	(509) 483-7535	ddressler@nativeproject.org

Days/Hours of Operation

Monday - Friday 8:30 am - 5:00 pm Federal Holidays
Off

Relevant Links

- [NATIVE Project](#)

Site Brochure

[View Site Brochure](#)

Looking Ahead

FY 2015 President's Budget Request

- \$3.95 billion in new mandatory funding to the National Health Service Corps to support an ***annual*** field strength of over 15,000 health care providers through FY 2020
- FY 2015 Budget requests \$810 million to expand the National Health Service Corps in FY 2015

The Health Insurance Marketplace

**The next open enrollment period is
November 15, 2014- February 15, 2015**

<http://www.healthcare.gov>

Contact Information

CAPT Jeanean Willis-Marsh
Director, Division of the National Health Service Corps
Bureau of Health Workforce
jwillis@hrsa.gov

Jeff Jordan
Deputy Director, Division of Regional Operations
Bureau of Health Workforce
jjordan1@hrsa.gov



Video



About Unity Health Care, Inc.

Unity was founded in 1985 as the Health Care for the Homeless Project and provided primary health care services to homeless individuals and families that resided in local emergency shelters or on the streets of the District of Columbia. Unity has grown in size and scope since then and currently has a team of more than 1,000 staff that includes medical and dental providers, nurses, medical /dental assistants, pharmacists, social workers/counselors, and many more. Unity started participating with the NHSC in the early 1990's.

Every year, through a network of 29 health centers and a mobile medical unit, we provide care for more than 100,000 members of our community through 548,000+ visits! Unity's staff become a vital part of each patient's life. We recognize that this is the best way to provide care to our patients who are homeless, the working poor, under/uninsured, newborn to elderly, living with HIV/AIDS and/or hepatitis, as well as those who are incarcerated and recently released from jail and prisons.



Transition



Sunset Community Health Center

A Federally Qualified Health Center
serving Yuma County in Southwestern
Arizona

Our Mission:

To deliver comprehensive and preventive primary care in a culturally sensitive, compassionate and professional manner, ultimately improving the health of our patients and responding to the health and education needs of our communities.





Transition to Conversation



Unity Health Center

- Use of NHSC programs
- Recently overhauled salary structure to now include new comprehensive incentive package
- Highlight variation in scope, location & hours of practice
- Multi-disciplinary regularly scheduled R&R meetings
- Recruitment fairs and NHSC virtual job fairs
- Newspaper & journal advertisements
- Online sites or other network that supports job listings

Sunset Community Health Center

- Improvement to compensation and benefit structures
- Sunset website jobs announcements
- Use of the National Health Service Corp scholars and loan repayment
- Recruiting through web-based recruiting tools (recruit.com) and our own website
- Attendance at job fairs, including NHSC's virtual job fairs
- Bonus payments to providers for referrals



Unity Health Center

- A reduction of NHSC clinician applicants
- Salary not competitive in comparison to local private & University based organizations
- Big-City cost of living
- Competition with local faculty-based organizations for same pool of applicants

Sunset Community Health Center

- Fierce competition for high quality board eligible/ board certified primary care providers physicians and dentists
- Increasingly have had to offer higher salaries for less working hours, signing and relocation bonuses
- Difficult to find culturally competent individuals for the community we serve:
 - Native American
 - Mexican American
 - Migrant farmer populations



Unity Health Center

- Lunch and Learn sessions
- Site based socials for recognition
- Employee of the year award
- Monthly training/development meetings for providers
- Career Ladders & Promotions
- Support of Mission related Work
- Incentive Plan
- Opportunities for QI projects & research
- Variation in scope, location & hours of practice, including precepting Unity Med students & residents

Sunset Community Health Center

- Improvement to compensation and benefit structures (or package)
- Significant focus on addressing providers' needs throughout year
- Use of provider/staff surveys
- Improving provider meetings
- Asking for feedback on executive leadership
- Fostering sense of community with social gatherings



Challenges in Retention



Unity Health Center

- Some clinicians want to go back “home”
- Fail to grow roots, follow life-partners work
- Some leave to pursue faculty/research/private organizations - many of which pay higher salaries along with less direct patient care
- The same provider burnout we see nationwide

Sunset Community Health Center

- Providers leave for advanced opportunities not available in Yuma for their children
- Complex medical and social needs of patients can be challenging
- Minimal advancement opportunities in administration
- Many providers are visa sponsored – leave to work in specialty



Unity Health Center

- Saves money in recruitment as the NHSC serves as a major pipeline for hiring clinicians
- This helps Unity by allowing us to hire the large number of well-vetted high quality providers that we know will have a desire to work with our patient population

Sunset Community Health Center

- Gave us the ability to offer Scholar Placements and Loan Repayment to our providers
- Many foreign graduates and job seekers use the NHSC Jobs Center that could lead them to us



Unity Health Center

Dr. Aysha Corbett
Deputy Chief Medical Officer

Unity Health Care Inc.
1220 12th Street, SE, Suite 120
Washington, DC 20003
acorbett@UnityHealthcare.org
(202) 715-7900

Sunset Community Health Center

Dr. Ellen Piernot
Chief Medical Officer

Sunset Community Health Center
Clinics
2060 W. 24th Street
Yuma, AZ 85364
epiernot@sunset-chc.org
(928) 819-8999

Questions

