WELCOME!

• We’ll get started momentarily.
• Please join us through Adobe Connect AND the call-in number.
• If Adobe Connect freezes on your computer, refresh your browser.
• We will not take questions on the phone line.
• Please submit questions at any time in the Q&A pod.
• If you still have questions at the end of this session, please contact your Project Officer or Health Center Program Support.
Today With Macrae: Health Center Program Updates

Thursday, June 4, 2020

Jim Macrae
Associate Administrator
Bureau of Primary Health Care (BPHC)

Vision: Healthy Communities, Healthy People
Today with Macrae: Heath Center Program Updates

AGENDA

- Emergency Preparedness
- Funding Update
- Quality Improvement Awards
- Special Guest: Dr. Torey Mack
- On My Mind
- Mark Your Calendar
- Q&A
During emergencies, please report site-level status to your PCA.

HRSA’s Emergency Preparedness, Response, and Recovery Resources for Health Centers website:
https://bphc.hrsa.gov/emergency-response
Funding Updates

Current Activities
• LAL Expanding Capacity for Testing
• H8E: Expanding Capacity for Coronavirus Testing
  ✓ Submissions due June 6

Looking Ahead
• Training and technical assistance funding
  ▪ PCA/NTTAP/HCCN
• Quality Improvement Awards
2020 PCMH Quality Improvement Awards

• Health centers must be Patient-Centered Medical Home-recognized by **July 1, 2020**.

• You have until **July 5** to provide corrections.

• Submit corrections through EHBs.
Health Care’s Triple Aim

Enrich population health  Improve patient experience

Reduce costs

Triple Aim

Improving Health Care: The Quadruple Aim

COVID-19’s Stress on Providers

• Prolonged Uncertainty
  - Magnitude  - Duration  - Effects

• Concerns about Preparedness
  - Personal  - Organization  - Public

• Lack of Needed Supplies
  - PPE  - Equipment  - Tests

• Potential Threats
  - Self  - Loved Ones  - Coworkers
COVID-19’s Psychological Effects on Providers

- Depression
- Irritability
- Avoidance
- Distress
- Insomnia
- Anxiety
What Is Burnout?

- Exhaustion
- Inefficacy
- Cynicism
Burnout: The Scope of the Problem

50% physicians, nurses

x2 other professions

#1 front-line providers
Burnout: The Impact on Health Care

- x2 unsafe or suboptimal care
- x3 low patient satisfaction
- $4.6+ billion in costs
Burnout: The Impact on Turnover

- x3 intent to leave
- x1.3 salary costs (nurses)
- $500K (physicians)
Counter Elements to Burnout

- Meaning and purpose in work
- Positive work and learning environments
- Alignment of values and expectations
- Job control, flexibility, and autonomy
- Reduced administrative burdens
- Optimized workflows and technology
- Interdisciplinary team collaboration
- Supportive and effective leadership
Strategies to Reduce Burnout and Promote Engagement

- Acknowledge and assess the problem
- Harness the power of leadership
- Develop and implement targeted work unit interventions
- Cultivate community at work
- Use rewards and incentives wisely
- Align values and strengthen culture
- Promote flexibility and work-life integration
- Provide resources to promote resilience and self-care
- Facilitate and fund organizational science

Provider Wellness Program Models

- Provider Support Incorporated into BHW Programs
  - Pre- and Post-Burnout Assessments
  - Mentoring and Interdisciplinary Support
  - Peer Support via Secure Social Media Sites
  - Communities of Practice via ECHO
  - Self-Care Activities during Peer Review Meetings

HRSA Health Center Program
HRSA’s Workforce Engagement & Well-Being Initiative

**GOAL:** Develop and conduct a health center provider and staff survey to collect, analyze, and disseminate national data on health center workforce well-being and engagement.

**Phase 1: (2019-2021)**
- Review the literature and evaluate existing surveys
- Convene a Technical Advisory Panel
- Develop a workforce well-being survey
- Institute a Health Center Learning Collaborative

**Phase 2: (2021 and beyond)**
- Administer the workforce well-being survey
- Analyze data
- Disseminate findings and promising practices
- Enhance training and technical assistance strategy to support the health center workforce
- Expand and improve health center activities to support the workforce
Primary Health Care Digest

- Promising practices
- Assessment tools
- Trainings
- Presentations
- Articles
- Resources

volume 1  https://content.govdelivery.com/accounts/USHHSHRSA/bulletins/242715b
volume 2  https://content.govdelivery.com/accounts/USHHSHRSA/bulletins/243b90e
Improving Health Care: The Quadruple Aim cont’d

On My Mind

COVID-19
Number of Health Center Respondents: 996 (72% of all health centers)

Health centers with COVID-19 testing capacity: 92.37%

Health centers with COVID-19 drive-up/walk-up testing capacity: 70.54%

Average turnaround time for COVID-19 test results: 79.14% in 3 days or less

Number of patients tested:

<table>
<thead>
<tr>
<th>Metrics</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patients tested for COVID-19</td>
<td>124,740</td>
</tr>
<tr>
<td>Racial and/or ethnic minority patients tested for COVID-19</td>
<td>56.84%</td>
</tr>
<tr>
<td>Patients tested positive for COVID-19</td>
<td>20,501</td>
</tr>
<tr>
<td>Racial and/or ethnic minority patients tested positive for COVID-19</td>
<td>49.50%</td>
</tr>
</tbody>
</table>

*Data from the past week as of May 29, 2020*
## Health Center COVID-19 Survey - Operations & Staff

<table>
<thead>
<tr>
<th>Metrics</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health center weekly visits compared to pre-COVID-19 weekly visits</td>
<td>63.19%</td>
</tr>
<tr>
<td>Health center sites temporarily closed</td>
<td>1,782</td>
</tr>
<tr>
<td>Staff tested positive for COVID-19</td>
<td>385</td>
</tr>
<tr>
<td>Health center staff unable to work*</td>
<td>8.32%</td>
</tr>
<tr>
<td>Average percent of health center visits conducted virtually</td>
<td>44.35%</td>
</tr>
</tbody>
</table>

*Due to site/service closure, exposure, family/home obligations, lack of PPE, etc.

- Health centers with an adequate supply of Personally Protective Equipment (PPE) for the next week:
  - Surgical masks: 93.57%
  - N95/PPR masks: 90.46%
  - Gowns: 87.15%
  - Gloves: 95.98%
  - Face masks/goggles: 94.88%
Progress Report Requirements and Timing

• Progress reports are due to HRSA quarterly (July, October, January and April) by all coronavirus-related awardees until the grant activities are reviewed and approved by HRSA as “Completed”.

• Timeline for the first reporting period in July 2020
  ▪ 7/1 – progress reports are available
  ▪ 7/10 – progress reports due in EHB
  ▪ 7/11 - 7/24 – HRSA review and change requests sent to awardee, when needed
Progress Report Elements

Project Status

- Staff and Patient Safety
- Testing
- Maintaining or Increasing Health Center Capacity and Staffing Levels
- Telehealth
- Minor A/R

Changes to Plan

- New/Updated Activities

Issues/Barriers
Mark Your Calendar

• Virtual COVID-19 Conference opening plenary, hosted by Northwest Regional PCA, Friday, June 19, 3-4:30 p.m. ET

• Today with Macrae: Health Center Program Updates, Monday, June 29, 2-3 p.m. ET

Join Us!
Thank You!

Bureau of Primary Health Care (BPHC)
Health Resources and Services Administration (HRSA)

Health Center Program Support

877-464-4772. 7 a.m. to 8 p.m. ET, Monday - Friday (except federal holidays)

bphc.hrsa.gov

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