



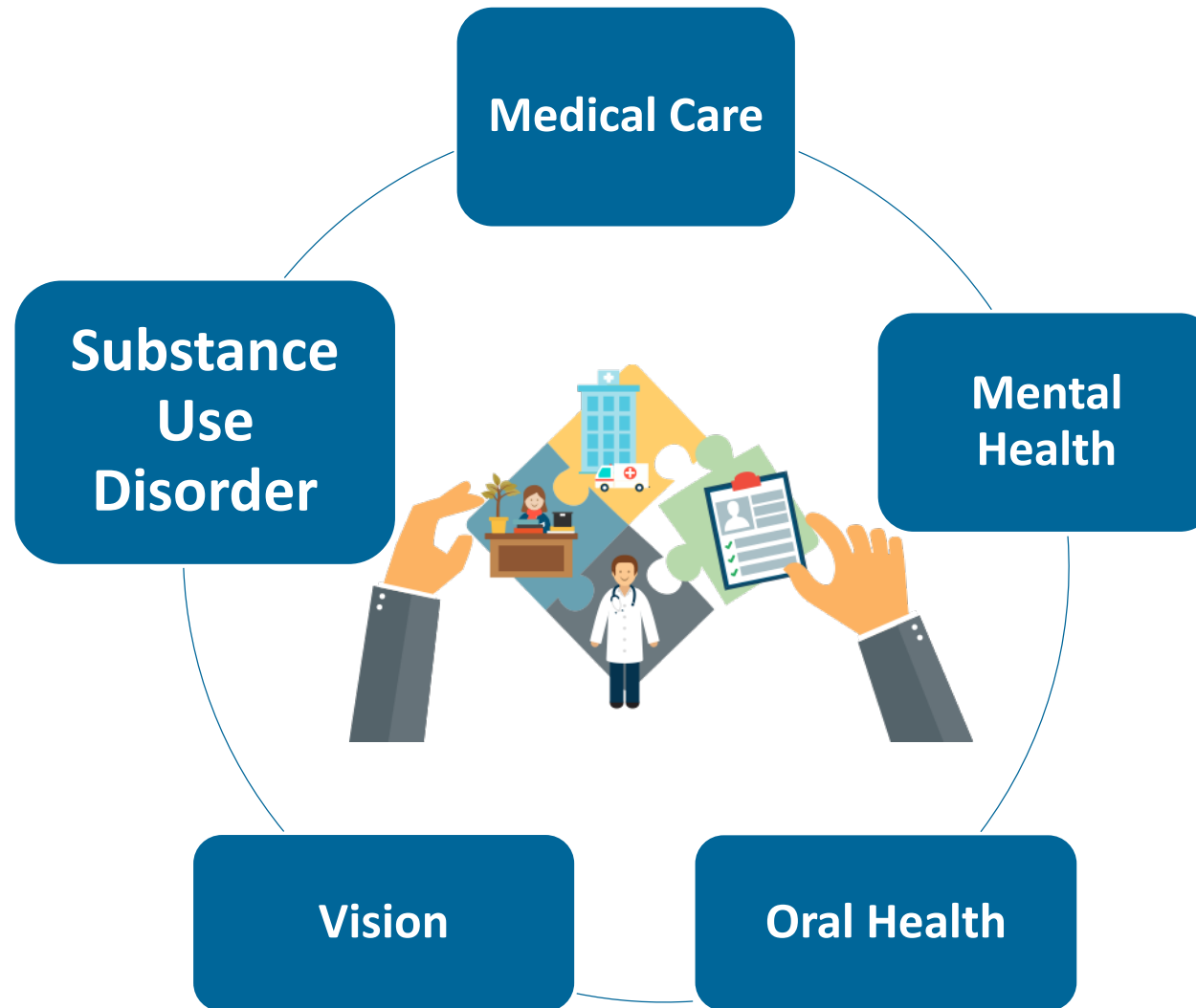
NACHC Policy & Issues Forum: **Envisioning the Health Center Workforce** **of the Future**

March 2019

Vision: Healthy Communities, Healthy People



Integrated Care at HRSA-Funded Health Centers



Growth in Integrated Care Services

Category	2015	2016	2017	Δ 2015-2017
Total Health Center Patients	24,295,946	25,860,296	27,174,372	^ 12%
Medical	20,616,149	21,880,295	22,866,468	^ 11%
Dental	5,192,846	5,656,190	6,116,732	^ 18%
Mental Health	1,491,926	1,788,577	2,049,194	^ 37%
Substance Use Disorder	117,043	141,569	168,508	^ 44%
Vision	501,647	599,314	670,973	^ 34%
Health Centers using Telehealth	--	523	600	--

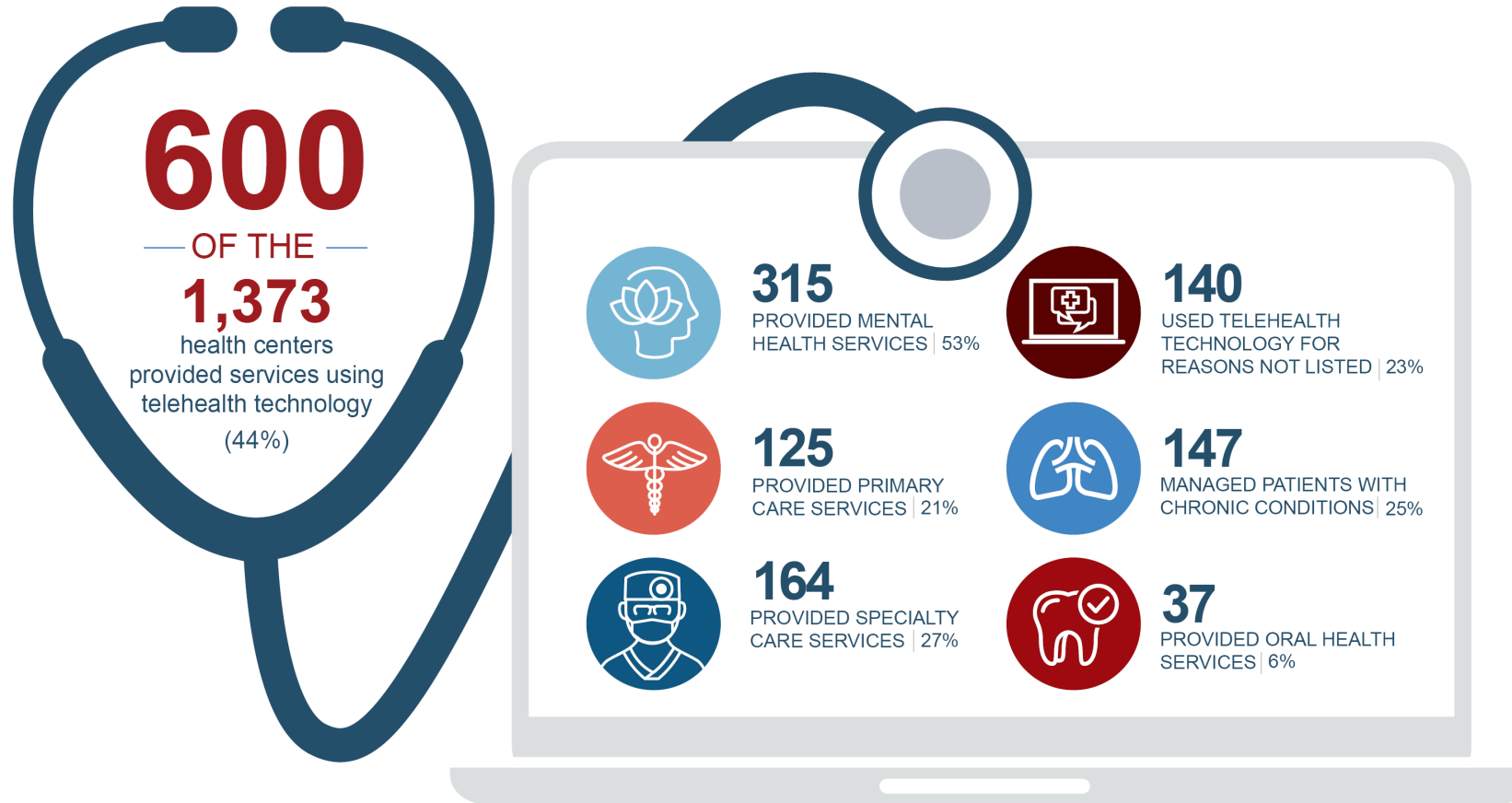


Source: Uniform Data System, 2017. 2016 was the first year telehealth data was collected.



Increasing Access through Telehealth

Health Center Telehealth Services



2017 UDS data

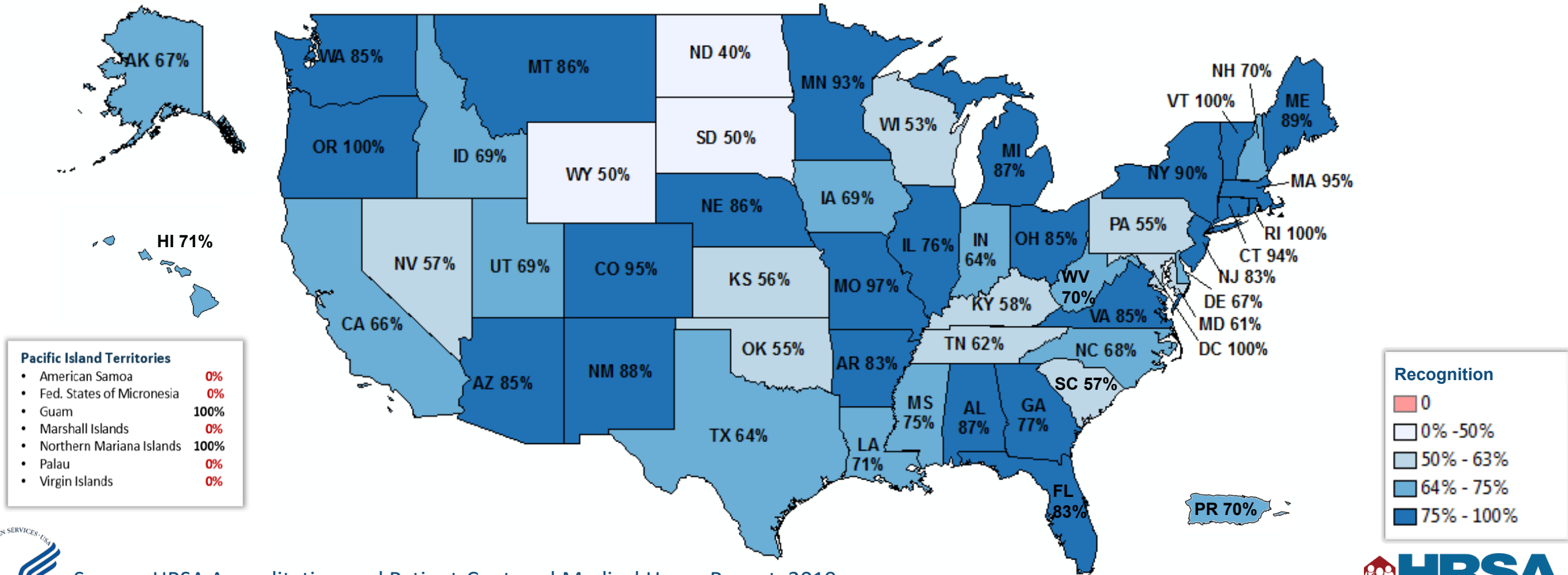


Source: Uniform Data System, 2017



Advance Quality & Impact

PCMH Recognition in Health Centers



Source: HRSA Accreditation and Patient-Centered Medical Home Report, 2019



HRSA Health Center Program: Clinical Quality

Health Centers compared to National Averages

Clinical Quality Measure	National Average*	Health Centers
Controlling Diabetes (HbA1c <9)	60%	67%
Controlling High Blood Pressure (< 140/90)	57%	63%
Prenatal Care in First Trimester	71%	74%

Health Centers compared to Healthy People 2020 Goals

Clinical Quality Measure	Healthy People 2020	Health Centers
Ischemic Vascular Disease – Use of Aspirin	52%	66%
Dental Sealants for Children Between 6-9 Years	28%	51%

*Sources: Comprehensive Diabetes Care, Medicaid-HMO 2017, National Committee for Quality Assurance

(<https://www.ncqa.org/hedis/measures/comprehensive-diabetes-care/>)

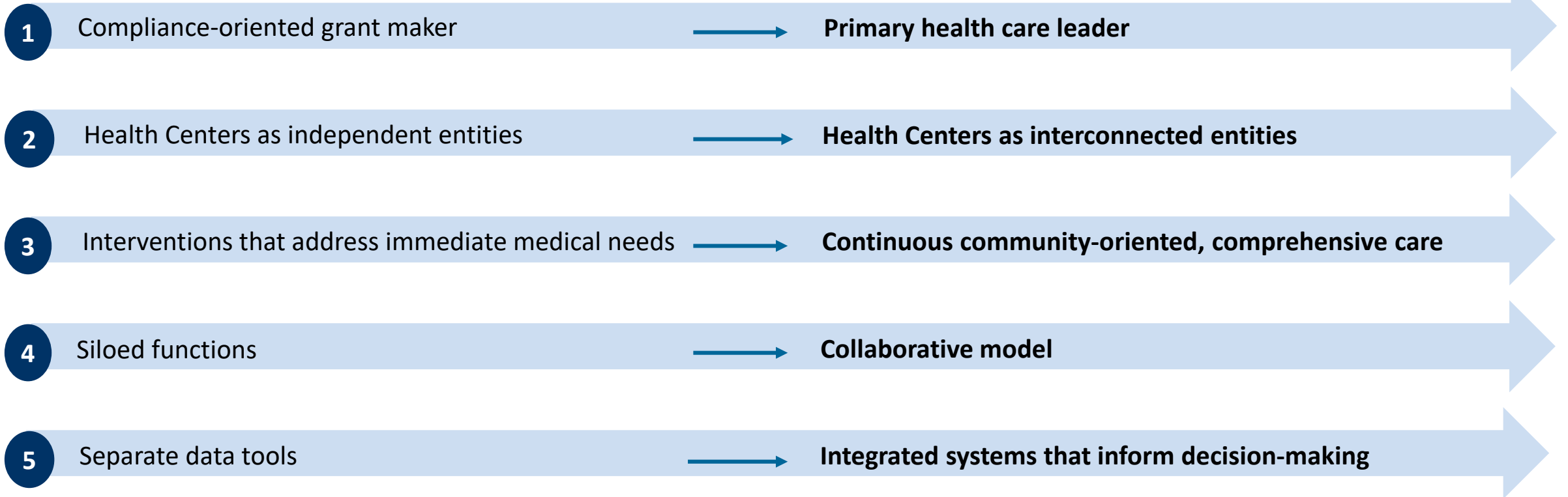
<https://www.healthypeople.gov/2020/topics-objectives/topic/mental-health-and-mental-disorders/objectives>

National Committee for Quality Assurance (NCQA), 2017 Medicaid-HMO : <https://www.ncqa.org/hedis/measures/controlling-high-blood-pressure/>

National Vital Statistics Report. Expanded Data from the New Birth Certificate, 2008. Vol. 59, No.7, July 27, 2011



BPHC 2022: Strategic Shifts



Health Center Staff Today and in the Future?

Discipline	2015	2016	2017	Δ 2015 - 2017
Physicians	11,867	12,419	12,894	^ 9%
Nurse Practitioners, Physician Assistants, Certified Nurse Midwives	10,332	11,485	12,621	^ 22%
Nurses	15,857	16,712	17,663	^ 11%
Other Medical Service Providers	29,572	31,838	34,120	^ 15%
Dentists	4,108	4,474	4,882	^ 19%
Other Dental Service Providers (Hygienists, Therapists, Aids, Techs)	10,450	11,668	12,920	^ 24%
Psychiatrists	591	688	754	^ 28%
Psychologists	708	822	869	^ 23%
Other Mental Health Providers	6,482	7,682	9,025	^ 39%
Substance Use Disorder Providers	960	1,163	1,416	^ 48%
Other Professional Services	1,301	1,413	1,511	^ 16%
Vision Service Providers	528	662	770	^ 46%
Enabling Service Providers	18,859	20,497	21,732	^ 15%
Total Facility and Non-Clinical Support Service Providers	67,962	74,304	79,691	^ 17%
TOTAL	188,852	207,656	223,840	^ 19%



Provider and Staff Satisfaction Survey

- **High and increasing rates of burnout among clinicians and trainees**
 - ½ of physicians and nurses¹
 - Highest among rural clinicians²
- **Related Factors**
 - Workload/job demands
 - Efficiency and resources
 - Meaning of work
 - Culture and values
 - Control and flexibility
 - Social support/community
 - Work life integration

Provider/staff satisfaction affects their well-being, quality of care, patient safety, and satisfaction

- Medical errors
- Suboptimal patient outcomes
- Provider/staff turnover
- Recruitment/retention
- Productivity loss



¹ <https://nam.edu/initiatives/clinician-resilience-and-well-being/>

² <https://www.ahrq.gov/professionals/clinicians-providers/ahrq-works/burnout/index.html>



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