HRSA Health Center Program Update

National Association of Community Health Centers
Community Health Institute & Expo 2021
Federal Program Update
August 23, 2021

Jen Joseph, PhD, MSEd
Director, Office of Policy and Program Development
Bureau of Primary Health Care (BPHC)

Vision: Healthy Communities, Healthy People

Primary Health Care Priorities

Vision: Every high-need community has access to the health center model of care.

- **Goal:** Increase access to the health center model of care in the nation's highest need communities and populations.

Vision: All health center patients have access to patient-centered services that address both clinical and social barriers to health.

- **Goal:** Increase access to a comprehensive range of services for health center patients.

Vision: Health centers lead the nation in delivering high quality care that advances health equity for underserved and vulnerable populations.

- **Goal:** Activate and accelerate evidence-based, innovative models of care delivery to improve health outcomes, reduce health disparities, and advance health equity for underserved and vulnerable populations.

Vision: Health centers operate state of the art facilities that optimize service delivery in medically underserved communities.

- **Goal:** Upgrade, modernize, and expand facilities to support expanded access to high quality care, advance health center performance, and enable and support evolving health care delivery models.

HRSA Health Center Program
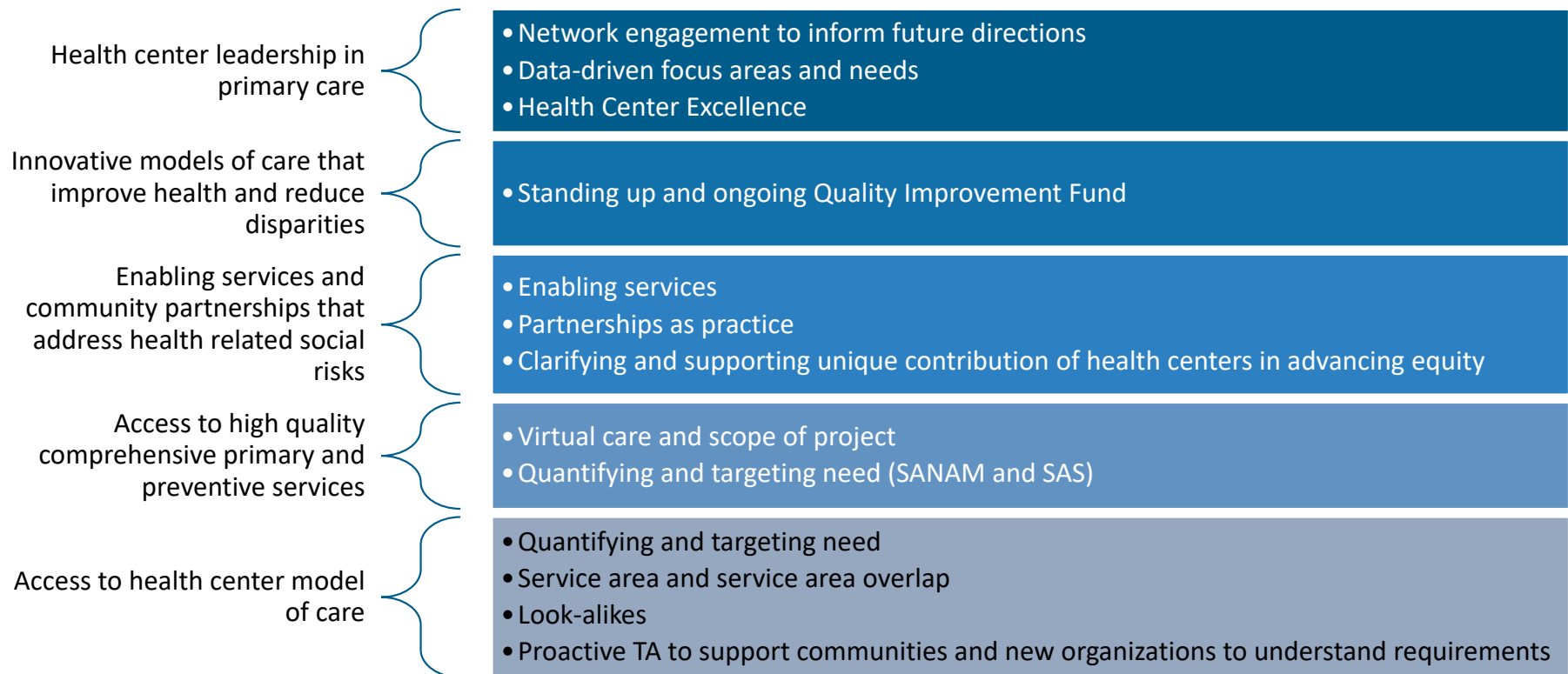
Primary Health Care: FY 2022 Budget Request

The FY 2022 Budget request includes $5.6 billion, a net decrease of $44.7 million due to sequestration, for:

- Supporting nearly **1,400 health centers**, providing care to approximately **29.8 million patients**

- $50 million: **Expanding prevention and treatment services to people at high risk for HIV transmission**, including Pre Exposure Prophylaxis (PrEP)-related services, outreach, testing, and care coordination for an additional 140 health centers for a total of approximately 440 health centers

- $50 million: **Optimizing Virtual Care** through a one-time funding to support up to 25 health centers to develop, implement, and evaluate innovative, evidence-based strategies that:

  - Optimize the use of virtual care to increase access and improve clinical quality for underserved communities and vulnerable populations
  - Can be adapted and scaled across the Health Center Program

President's Budget: The Administration also looks forward to working with the Congress to advance the President's goal of doubling the Federal investment in community health centers, which would help reduce health disparities by expanding access to care.

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Health Center Program

Policy and Program Development Priorities realign to priorities

Priority	Focus areas
Health center leadership in primary care	• Network engagement to inform future directions • Data-driven focus areas and needs • Health Center Excellence
Innovative models of care that improve health and reduce disparities	• Standing up and ongoing Quality Improvement Fund
Enabling services and community partnerships that address health related social risks	• Enabling services • Partnerships as practice • Clarifying and supporting unique contribution of health centers in advancing equity
Access to high quality comprehensive primary and preventive services	• Virtual care and scope of project • Quantifying and targeting need (SANAM and SAS)
Access to health center model of care	• Quantifying and targeting need • Service area and service area overlap • Look-alikes • Proactive TA to support communities and new organizations to understand requirements

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Health Center Program

Service Area Needs Assessment Methodology (SANAM) Unmet Need Score (UNS) 2.0

- UNS 2.0 *(proposed)*
  - 28 total measures
  - Adds measures related to
    - ✓ Limited Access to Healthy Food
    - ✓ Broadband Access
    - ✓ Nonwhite Concentration Index and Foreign-Born Concentration Index
  - Core measures maintained

- FAS and territories have unique SANAM

HEALTH DETERMINANTS			HEALTH STATUS	
NON-ACCESS MEASURES	ACCESS OUTCOME MEASURES	ACCESS BARRIER MEASURES	PROXY MEASURES	DIRECT MEASURES
Limited Access to Healthy Foods — 1.5	Health Center Penetration — 20	Below 200% Federal Poverty Level — 10		All Cause Mortality — 2
Violent Crime — 1.5	Cervical Cancer Screening — 3	Associate Degree or Higher — 3		Drug Poisoning Mortality — 2
	Dental Visit in Past Year — 3	Housing Stress — 3		Asthma — 1.5
	Preterm Births — 3	No High School Diploma — 3		Diabetes — 1.5
	Prev Hospital Stays — 3	Single Parent Household — 3		Poor Mental Health — 1.5
		Unemployment — 3		Poor Physical Health — 1.5
		Uninsured — 10		Chlamydia — 1.67
		Broadband Access — 3		Obesity — 1.67
		Foreign-Born Index — 3		Smoking — 1.67
		Linguistic Isolation — 3		
		No Vehicle Access — 3		
		Nonwhite Index — 3		

Legend:
- 🟩 Socioeconomic Status Measure
- 🟥 Measure Weight

HRSA Health Center Program

UNS 2.0 (proposed) – Current Areas of Unmet Need
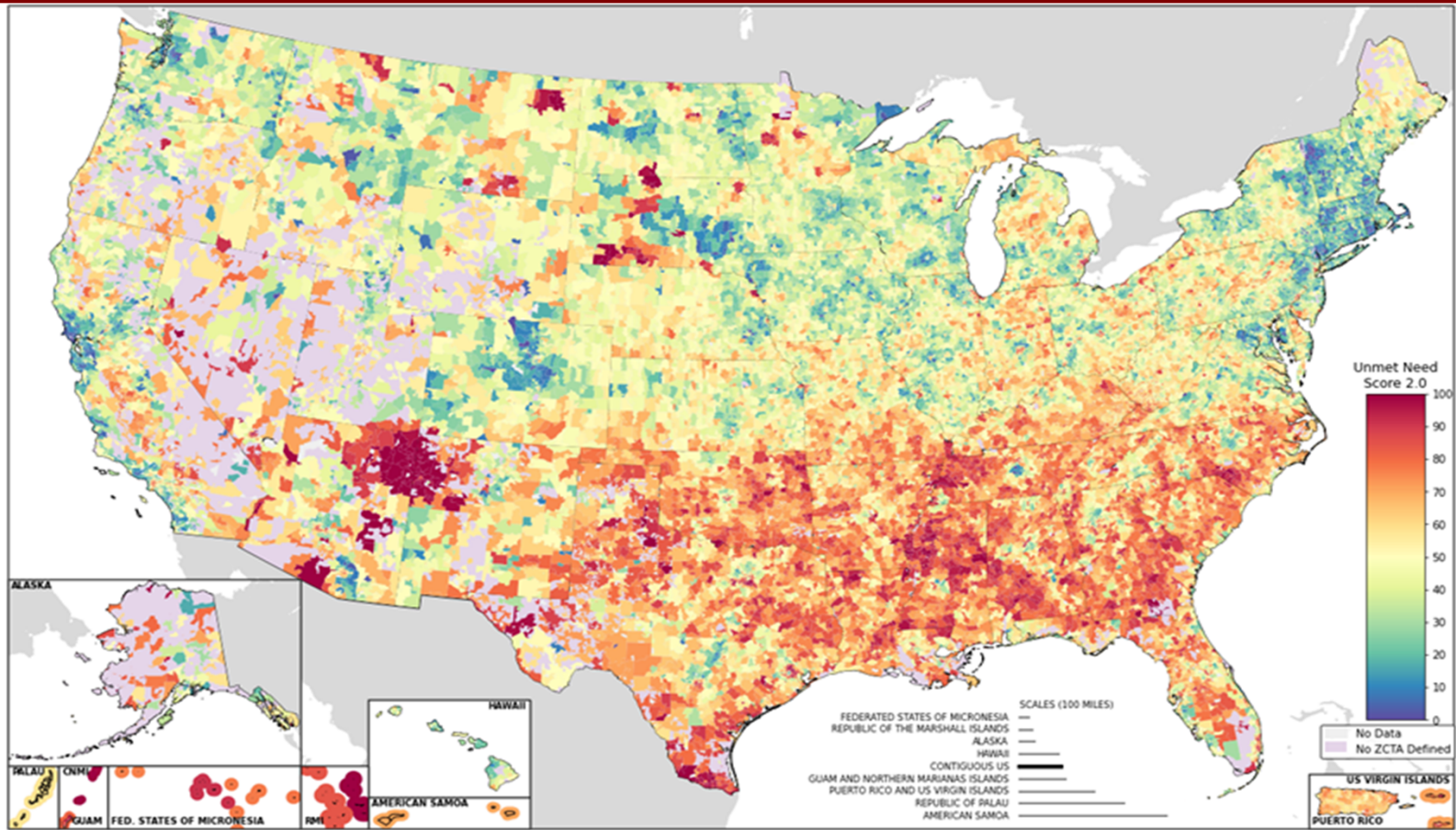
Health Center Program Resources

- BPHC website: https://bphc.hrsa.gov/
  - Includes many technical assistance resources

- Weekly e-newsletter: *Primary Health Care Digest*
  - Sign up online to receive up-to-date information

- Health Center Program Support: https://bphccommunications.secure.force.com/ Contact BPHC/BPHC_Contact_Form
  - HRSA Electronic Handbooks (EHBs) questions/issues
  - FTCA inquiries

- BPHC Project Officer:
  - To address specific questions about your health center's grant or look-alike designation

- HCCNs, NTTAPs, and PCAs: https://bphc.hrsa.gov/qualityimprovement/strategicpartnerships/

Proposed Unmet Need Score 2.0 Measures and Weights: States and D.C.

HEALTH DETERMINANTS

NON-ACCESS MEASURES		ACCESS OUTCOME MEASURES		ACCESS BARRIER MEASURES	
Limited Access to Healthy Foods	1.5	Health Center Penetration	20	Below 200% Federal Poverty Level	10
Violent Crime	1.5	Cervical Cancer Screening	3	Associate Degree or Higher	3
		Dental Visit in Past Year	3	Housing Stress	3
		Preterm Births	3	No High School Diploma	3
		Prev Hospital Stays	3	Single Parent Household	3
				Unemployment	3
				Uninsured	10
				Broadband Access	3
				Foreign-Born Index	3
				Linguistic Isolation	3
				No Vehicle Access	3
				Nonwhite Index	3

HEALTH STATUS

PROXY MEASURES		DIRECT MEASURES	
		All Cause Mortality	2
		Drug Poisoning Mortality	2
		Asthma	1.5
		Diabetes	1.5
		Poor Mental Health	1.5
		Poor Physical Health	1.5
		Chlamydia	1.67
		Obesity	1.67
		Smoking	1.67

Legend:
- Socioeconomic Status Measure
- Measure Weight

★ Measure change from UNS 1.0

8

Thank You!

Jennifer Joseph, PhD, MSEd

Director, Office of Policy and Program Development

Bureau of Primary Health Care (BPHC)

Health Resources and Services Administration (HRSA)

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America's Health Centers: Change Leaders in Health Care for the Future

National Association of Community Health Centers
Community Health Institute & EXPO
August 23, 2021

Suma Nair, PhD, MS, RD
Director, Office of Quality Improvement
Bureau of Primary Health Care (BPHC)

Vision: Healthy Communities, Healthy People

Health Center COVID Vaccine Program Priorities

Providing Training/Technical Assistance

Promoting Partnerships

Focusing on Special Populations

Adolescent Vaccinations Strategy

Planning for Additional Doses & Vaccinations for Children

Planning for Vaccine Outreach for Fall/Winter

New Clinical Risk Management Resources

Activate your access today! Program provided FREE to HCs, free clinics, Look-Alikes, and PCAs on behalf of HRSA. **For Access: Email clinical_rm_program@ecri.org**

- Toolkit: Vaccine and Immunization
- Checklist: Remote Patient Monitoring: What Your Health Center Needs to Know
- Webinars:
  - Embrace the Opportunity: Managing Complaints to Improve Safety and Quality
  - Promoting Health Equity: Considerations for Patient Care and Maternal Health
- **New Courses Added:** Obstetrics Training Suite
  - More than 70 courses covering electronic fetal monitoring, shoulder dystocia, postpartum hemorrhage, hypertension in pregnancy, and more
- **Save the Date:** FTCA Risk Management Virtual Conference - September 8th
- **Coming Soon:** Three-Course Series: Providing Safe and Equitable Health Care for Every Woman: Before, Throughout, and Beyond Obstetrical Care
- **Coming Soon:** FTCA Deeming Seal

PCMH: Trainings and Technical Assistance

NCQA*	TJC*	AAAHC*
Upcoming Regional Trainings:	**Regional Trainings: Dates TBD**	**Regional Trainings:**
Region 3: Pennsylvania (November/December 2021)	• Focused Intracycle Monitoring (ICM) events	Two Trainings in scheduled for 2021- 2022
Region 4: Georgia (November/December 2021)	• Focused webinar education sessions	
Region 5: Indiana (October 2021)	• Mock survey events	
Region 8: Utah (Spring 2022)		
Region 9: California (September 20-23, 2021)	**Technical Assistance Topics**	**Technical Assistance Topics**
*The location and date for remaining two session have not been determined.	• Using PCMH to Improve Chronic Disease Management	• Adapting Telehealth in Medical Home
	• Building Your Infection Control Program	• Safe Injection Practices and Vaccines in the Community Health Care Setting
	• Implementing and Evaluating Your Infection Control Program	
	• Infection Control in a Dentistry Setting	
*The National Committee on Quality Assurance (NCQA)	*The Joint Commission (TJC)	*The Accreditation Association for Ambulatory Health Care (AAAHC)

HRSA Health Center Program

Behavioral Health and Substance Use Disorder Technical Assistance Opportunities

Technical Assistance (TA) Modalities

Communities of Practice

Site Visit – Program Assessment TA

Community Outreach TA (Social Media)

One on One Coaching TA

Webinars

TA Resources:

JBS International: BPHC-BH TA

HRSA SUD and Primary Care Integration Webpage:

Substance Use Disorders and Primary Care Integration

UCSF Clinical Consultation Center Substance Use Warmline - (855) 300-3595 M–F, 10 AM–8 PM EDT
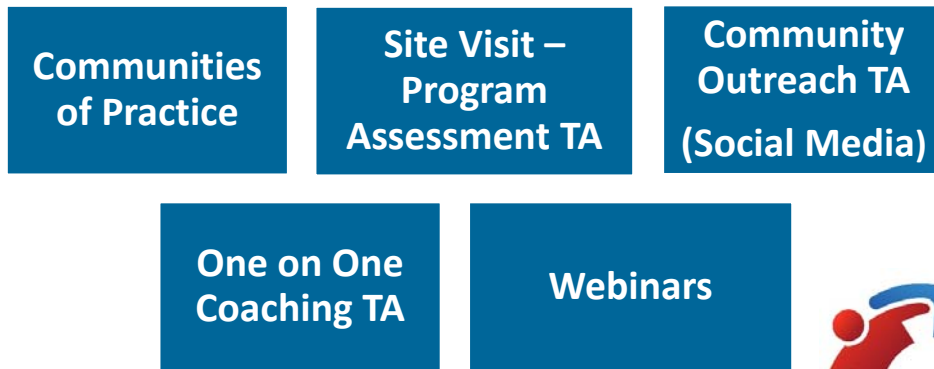
Primary TA Topic Areas

Medication-Assisted Treatment (MAT)

Screening Brief Intervention and Referral to Treatment (SBIRT)

COVID-19

Tele-Behavioral Services

Depression Screening

Social Determinants of Health

Workforce Recruitment and Retention

Care Coordination and Case Management

Dissemination of Evidence-Based Practices

Workforce Well-Being Initiative

GOAL: To promote workforce recruitment, retention and patient quality of care by developing and administering the Health Center Workforce Survey. Data will be used for targeted technical assistance, disseminating best practices, and analytic reports.

Phase 1: (2019 - 2021)

- Review the literature and evaluate existing surveys
- Convene a Technical Advisory Panel
- Conduct health center provider and staff Listening Sessions
- Develop the Health Center Workforce Survey
- Conduct Cognitive Testing
- Conduct Pilot Testing
- Implement a Six Month Workforce Well-Being Learning Collaborative

Phase 2: (2021 and beyond)

- Administer the Health Center Workforce Survey
- Analyze survey data
- Disseminate findings and promising practices
- Enhance training and technical assistance strategies to support the health center workforce

Environment, Climate and Health
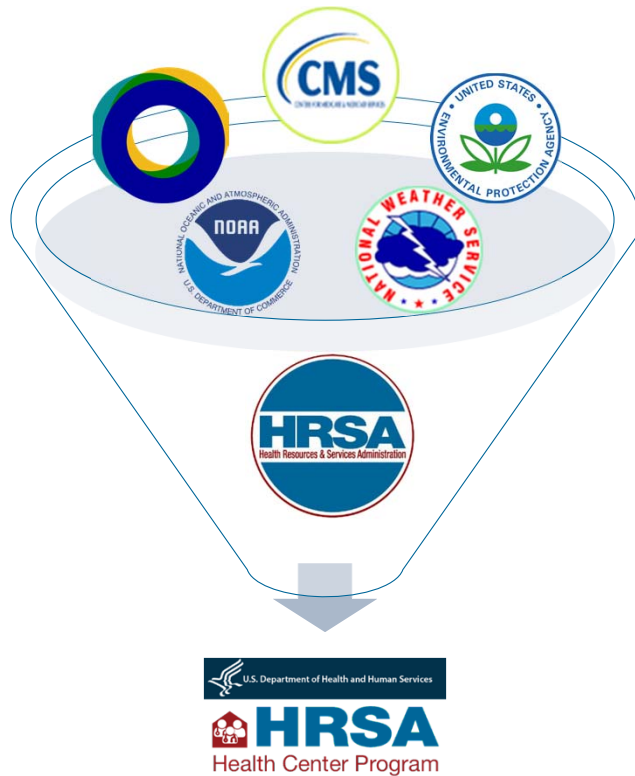
Working together. Connecting the dots.

- **CDC** Office of Climate and Health
- **CMS**
- **OASH** – Office of Climate Change and Health Equity **NEW**
- **EPA**
- **NOAA**
- **NWS** National Weather Service

Health Center Resource Clearinghouse
Impact Snapshot: July 2020 – June 2021

Providing Access to *29,699* Users

Most Accessed Pages

- Homepage: **20,708** visits
- COVID-19 pages: **9,260** visits
- Search pages: **1,923** visits

Addressing Current Issues

- **288** Total COVID-19 Resources
- **106** COVID-19 Emergency Management and Operations Resources
- **79** Vaccine Distribution Resources
- **56** COVID-19 Telehealth Resources
- **33** COVID-19 Governance Resources
- **33** COVID-19 Financial Management Resources

Top Resources

- Governance Guide for Health Center Boards (English/Spanish) **1,165** pageviews
- CHC Finance Toolkit – COVID-19 **903** pageviews
- Trial, By Desire: One FQHC's Research Trial Experience RE: COVID-19 Vaccine **639** pageviews

Emerging Social Media Presence

Since its launch in May 2020:
- Over **163** followers on Twitter
- Impressions (times a Tweet has been seen) in last 28 days: **3,395** impressions

Connecting to Resources

- Resources in Clearinghouse: **1,485**
- Workforce Resources: **217**

Source: NACHC

How can we help?
Tell us about your T/TA needs!

National Training and Technical Assistance Needs Assessment

Available through October 1, 2021

https://bit.ly/health-center-needs-assessment

Contact: KaRon Campbell, kcampbell@nachc.org

The National Training and Technical Assistance Needs Assessment was designed in collaboration with HRSA funded National Training and Technical Assistance Partners (NTTAPs).

Community Health Quality Recognition Badges

- Quality Improvement Awards (QIAs) are transitioning to **Community Health Quality Recognition (CHQR) Awards**

- Recognize notable quality improvement achievements in the areas of access, quality, health equity, and health information technology

- **NEW in 2021**: Recognize health centers' contributions to the public health emergency response in the areas of data collection, testing, and vaccinations

- **SAVE THE DATE:** CHQR Awards Webinar on 9/16

Key Reporting Resources for 2021 & 2022 UDS
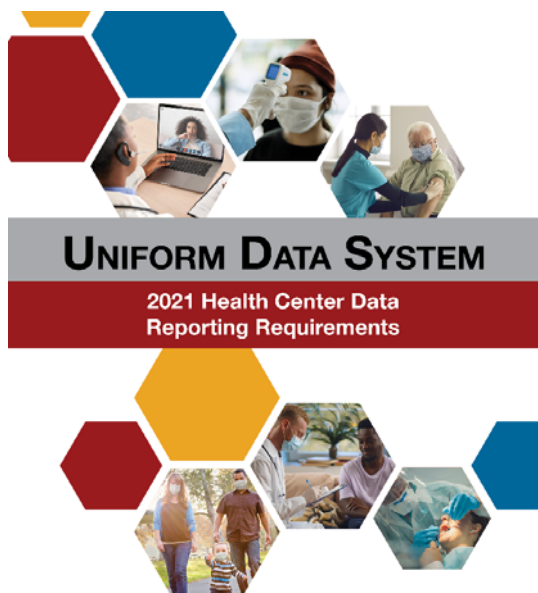
2021

- 2021 UDS Program Assistance Letter (PAL)

- 2021 UDS Manual

2022

- 2022 UDS Proposed Program Assistance Letter (PAL)

BPHC UDS Resources Page
UDS Training Website
UDS Help Line: udshelp330@bphcdata.net
866-UDS-HELP (866-837-4357)

UDS Modernization Initiative

Reduce Reporting Burden

Automate data submission, provide enhanced UDS reporting capabilities, promote transparency and integrate stakeholder feedback.

Better Measure Impact

Improve the quality of UDS data to reflect improvements in patient-centered care and an evolving primary health care setting.

Promote Transparency

Provide an open transparent decision-making process on UDS changes such as measure selection, information technology, and reporting improvements.

Uniform Data System Modernization Initiative

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Health Center Program

2023 UDS: Implementing Modernization Efforts

Implementation of UDS+, which includes:

- Patient-level data reporting
- "Routine Patient" indicators
- Full alignment of eCQMs
- Countable visits using electronic standards
- Alignment of data elements in Table 6A with National Library of Medicine (NLM) value sets, where possible
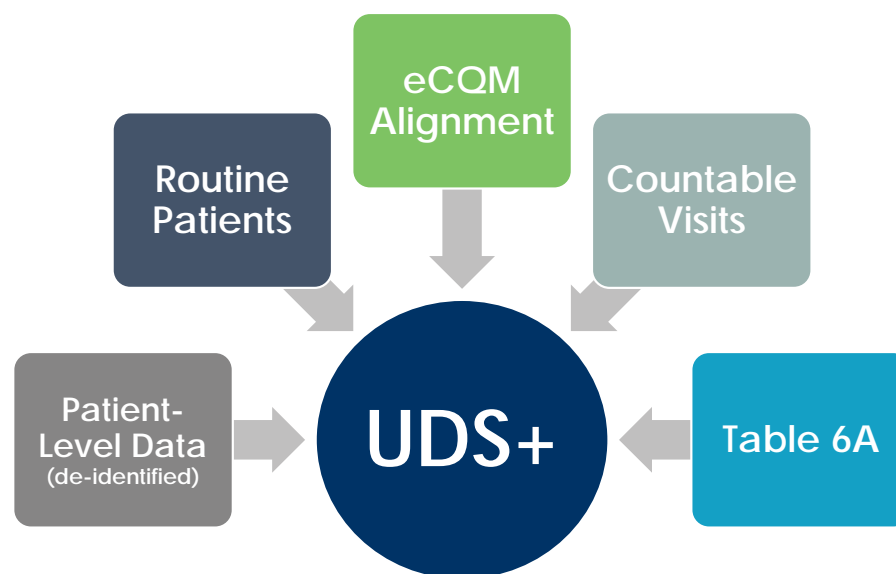
Office of Health Center Program Monitoring
Requirements, Assessments, and Assistance
National Association of Community Health Centers
Community Health Institute & EXPO
August 23, 2021

Angela R. Powell, MPH, CPH
Director, Office of Health Center Program Monitoring
Bureau of Primary Health Care (BPHC)
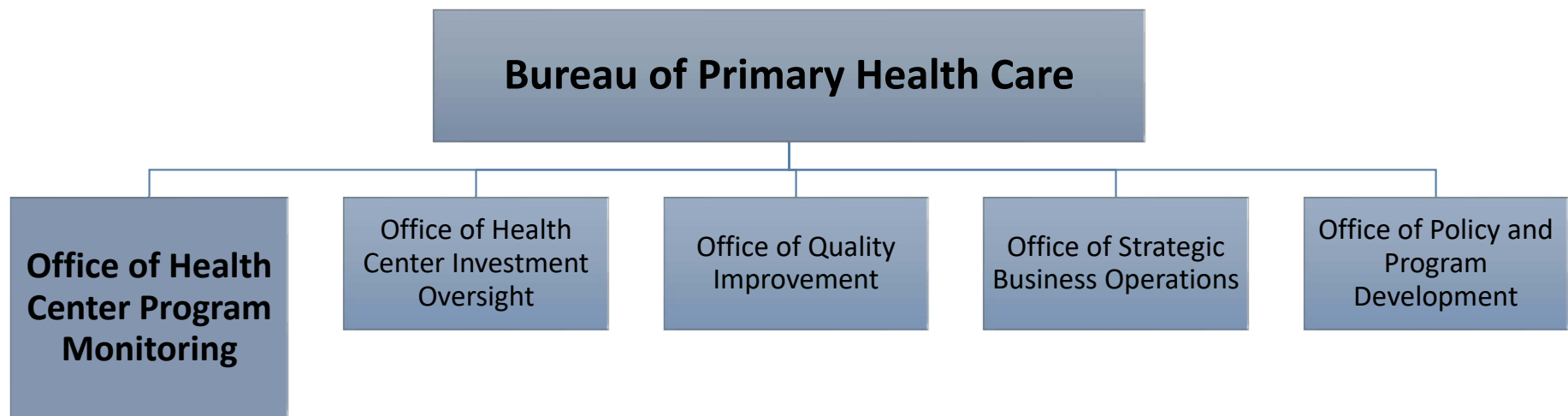
Vision: Healthy Communities, Healthy People

Office of Health Center Program Monitoring (OHCPM)

Overview

- Office of Health Center Program Monitoring (OHCPM) Overview
- Operational Site Visit Updates
- Transition Pilots and Next Steps

HRSA Health Center Program

Office of Health Center Program Monitoring (OHCPM)

Bureau of Primary Health Care

- **Office of Health Center Program Monitoring**
- Office of Health Center Investment Oversight
- Office of Quality Improvement
- Office of Strategic Business Operations
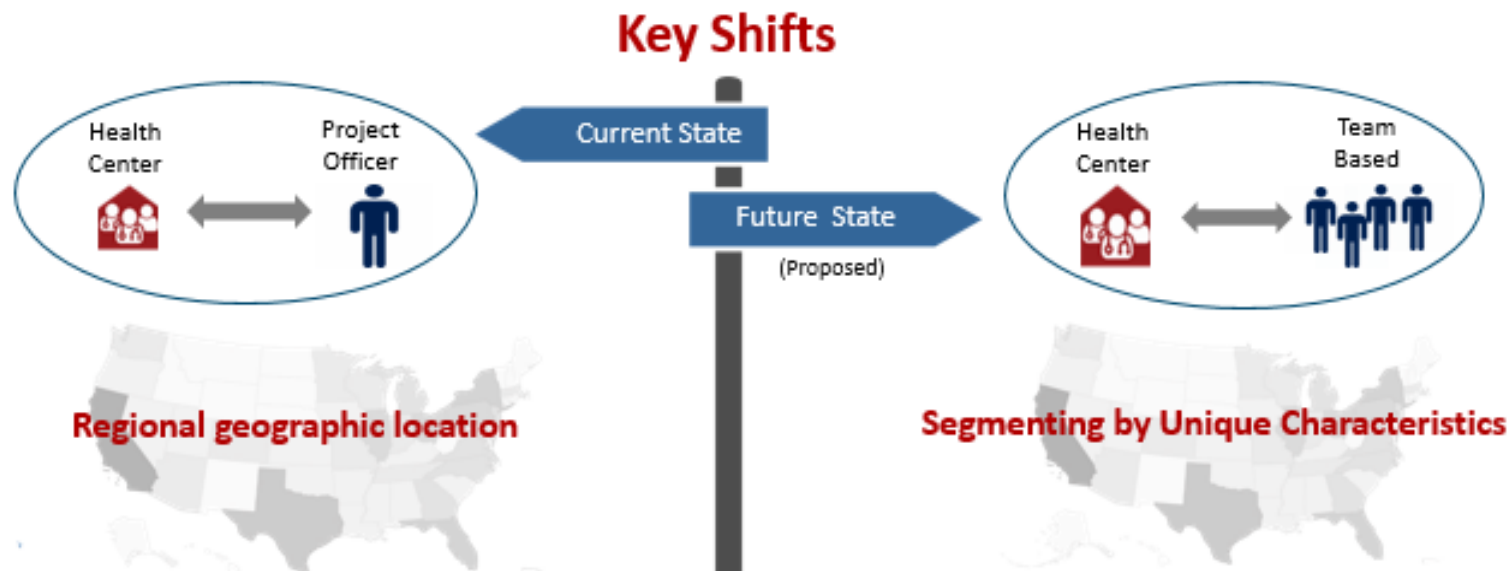- Office of Policy and Program Development

Formerly known as **Office of Southern Health Services**
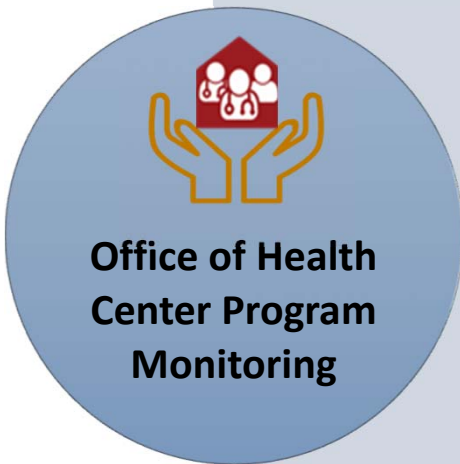
Office of Health Center Program Monitoring
Overview

OHCPM Performance Goal: Promote and support the health center model of care. OHCPM engages health centers and other stakeholders to optimize organizational performance, improve primary care outcomes, and advance health equity.

Key Shifts

Current State

Future State (Proposed)

Health Center ↔ Project Officer

Regional geographic location

Health Center ↔ Team Based

Segmenting by Unique Characteristics

Office of Health Center Program Monitoring:
Functional Areas

Proposed Functional Areas

Office of Health Center Program Monitoring

- Compliance Evaluation
- Health Center Engagement
- Technical Assistance/Assessments
- Program Data and Risk Analysis
- Strategic Operations

Support Health Center Model of Care

Primary Care

Governing Excellence

Administrative Acumen

Enabling Services

Behavioral Health

Office of Health Center Program Monitoring: Responsibilities

Provide ongoing monitoring of health centers' compliance with program requirements and applicable grants management requirements through routine engagement and assessments

Document health centers' administration of their health center award/designation (H80, LAL) to support continuous compliance with program requirements

Identify, provide, and broker technical assistance in collaboration with internal and external partners/stakeholders

Collect and analyze programmatic data to share with internal Bureau partners and inform monitoring and assistance activities

Serve as a resource for health center programmatic data and information to inform and support responses to internal and external inquiries/requests as applicable and connect to resources and tools

Point of contact for specific health center program requirement related questions/issues for H80 and LAL
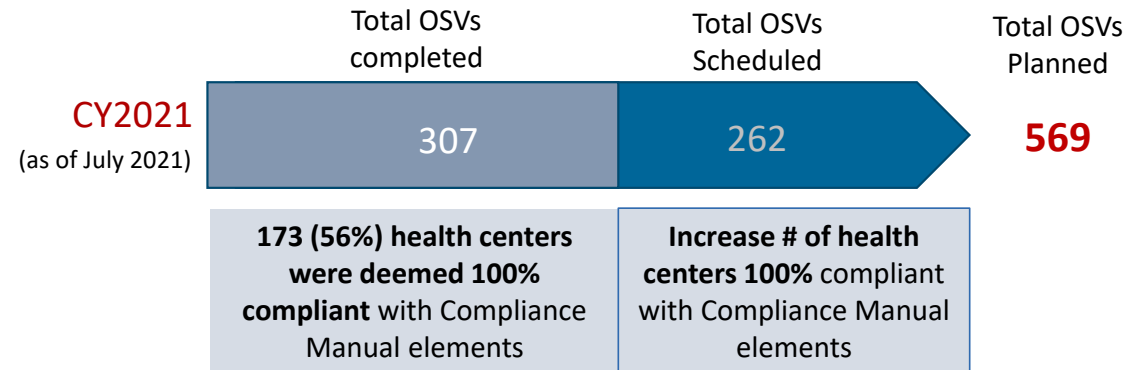
Program Monitoring:
Operational Site Visits (OSVs) Key Highlights

Health Center Program Site Visit Protocol
CLICK HERE
Last updated: May 27, 2021

CY2021 Key Updates:

- Maintain virtual model of OSV through the remainder of 2021
- Adjustments made to the 14-18 month OSV schedule due to project period extensions
- Updated Health Center Program Site Visit Protocol (SVP) (Last updated: 5/27/21)
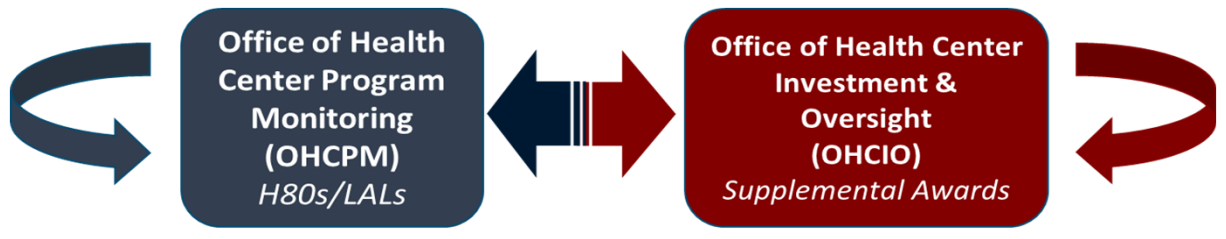- Updated Virtual OSV Supplements and Resources

	Total OSVs completed	Total OSVs Scheduled	Total OSVs Planned
CY2021 (as of July 2021)	307	262	**569**

173 (56%) health centers were deemed 100% compliant with Compliance Manual elements	**Increase # of health centers 100%** compliant with Compliance Manual elements

Top 5 non-compliant elements :
1. *Required and Additional Services*
2. *Clinical Staffing*
3. *Sliding Fee Discount*
4. *Board Authority*
5. *Clinical Staffing*

HRSA Health Center Program

Health Services Offices (OHCIO/OHCPM) Transition Pilot #1 (Spring 2021)

Objectives | Establish a process to support a successful transition of health center information (H80, LAL, Supplemental awards, etc.)

Office of Health Center Program Monitoring (OHCPM) H80s/LALs ⟷ Office of Health Center Investment & Oversight (OHCIO) Supplemental Awards

Stakeholders | Internal: All BPHC Offices and HRSA OFAM

External: Health Centers, PCAs, HCCNs, and NTTAPs

20 Total Health Centers

Evaluation | Key Evaluation Areas: Communication, Workload, and Process, and Tools. Obtain feedback from participating Health Centers and BPHC staff on their experience (e.g., relationships/interactions, process)

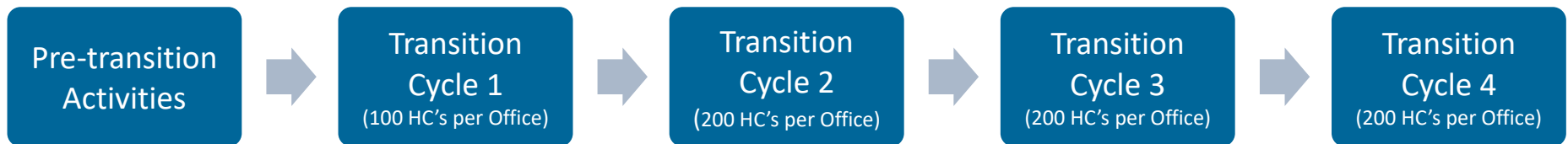# HSO Transition Pilot #1 (Success and Lessons Learned)

Pilot Successes (Actionable Learnings)

Phased Approach Transition
(pre-transition and transition activities)

Clear Guidance and Resources
(templates, notifications, emails, etc.)

Ongoing Communications

Lessons Learned (Improvement Opportunities)

Explore Systems enhancement to:
→ Customize mass email communications
→ Bulk systems reassignments
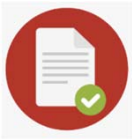
Review SOPs/Guidance and update as needed

Streamline where possible
Data → Collection and enhancement
Processes → Clarify roles and responsibilities

HSO (OHCIO/OHCPM) Transition Pilot #2 (Summer – Fall 2021)

Objectives
Test a new way of specialized roles engaging with Health Centers; and
Explore the effectiveness of shared post-award program and investment oversight

Stakeholders
Internal: All BPHC Offices and HRSA OFAM
External: Health Centers, PCAs, HCCNs, and NTTAPs

Evaluation
Obtain feedback from participating Health Centers and BPHC staff on their experience (e.g., relationships/interactions, process)

Transition Next Steps (Summer – Fall 2021)

Implement formal transition

- Phase 1: Pre-Transition Activities
- Phase 2: Health Center Transition Cycles

Pre-transition Activities	→	Transition Cycle 1 (100 HC's per Office)	→	Transition Cycle 2 (200 HC's per Office)	→	Transition Cycle 3 (200 HC's per Office)	→	Transition Cycle 4 (200 HC's per Office)

- Collaborate with internal and external partners
- Develop and update guidance materials
- Ongoing internal and external communications
- Evaluation (on-going and post transition)

Thank You!

Angela R. Powell, MPH, CPH

Office Director, Office of Health Center Program Monitoring

Bureau of Primary Health Care (BPHC)

Health Resources and Services Administration (HRSA)

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2021 Community Health Institute (CHI) & EXPO

Office of Health Center Investment Oversight (OHCIO)

August 23, 2021

Ernia Hughes
Office Director, Office of Health Center Investment Oversight
Bureau of Primary Health Care (BPHC)

Vision: Healthy Communities, Healthy People

FY 2021 Funding: $13.239 Billion

ZT(1

As part of plans for FY 2021, BPHC anticipates awarding the following funding opportunities in **addition to annual base funding:**

- **National Hypertension Control Initiative Supplemental Funding for Health Centers (NHCI-HC)** (1/19/21)
  - $89.5 million for 496 awards

- **Ending the HIV Epidemic- Primary Care HIV Prevention (PCHP) Competitive** (8/1/21)
  - $48 million for 175 awards

- **School Based Service Sites** (9/1/21)
  - $5 million for 25 awards

- **American Rescue Plan (ARP) Act- $7.6 billion** (ongoing)
  - Health Centers ($\approx$ $6.1 billion)
  - Look-Alikes (up to nearly $150 million)
  - Capital Improvements ($1 billion)
  - T/TA Partners ($32 million)
  - Native Hawaiian ($\approx$ $20 million)

For more information on BPHC funding, please visit https://www.hrsa.gov/grants/find-funding?status=All&bureau=641.

HRSA Health Center Program

ZT(1   Suggest: Funding Plans for FY2021: BPHC anticipate .....
Zerislassie, Tigisty (HRSA), 7/29/2021

Life Cycle of Health Center Program Investments
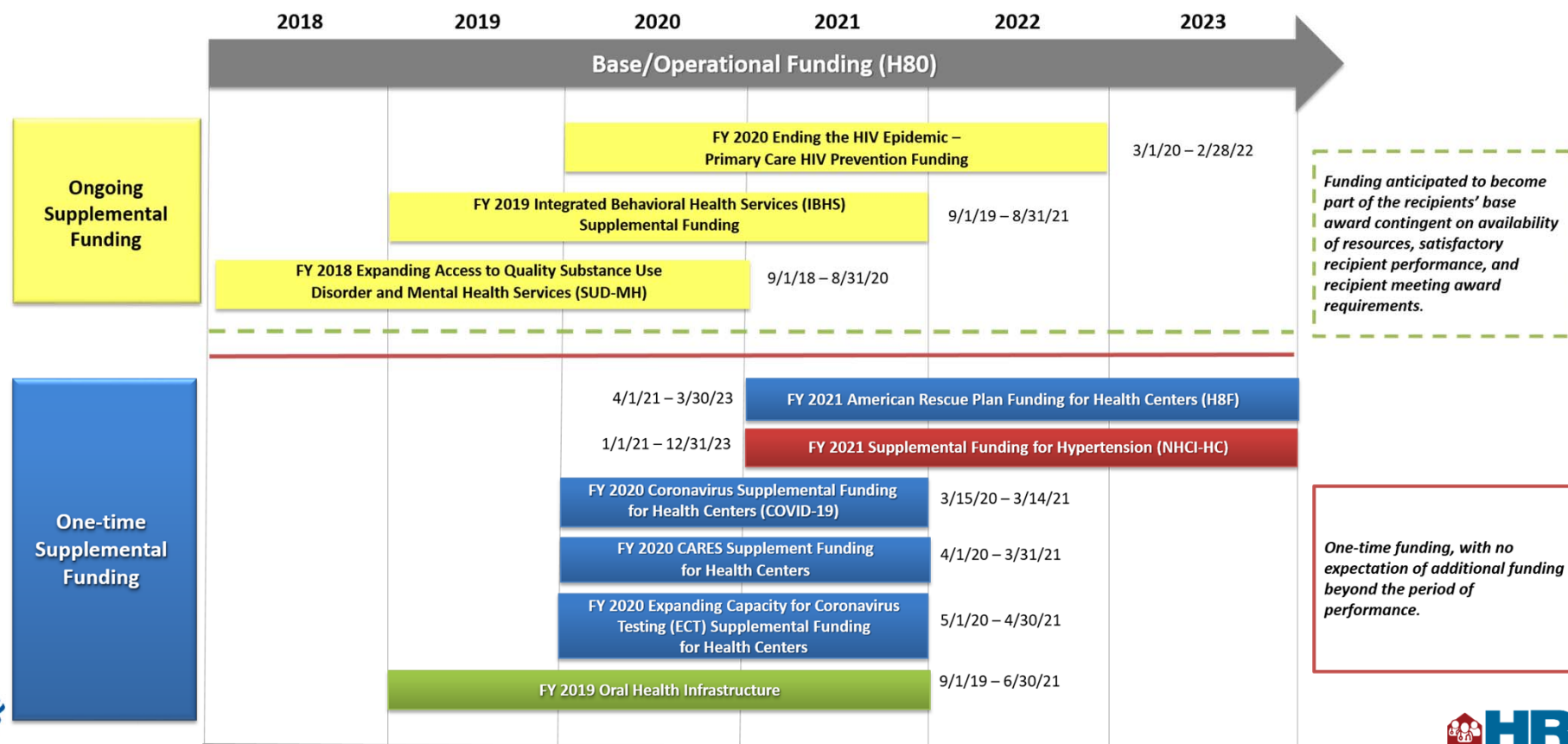
Investment Spotlight:
# FY 2021 Supplemental Funding for Hypertension (NHCI-HC)

Purpose

- Increase provider and staff engagement in implementing evidence-based practices, including advanced self-measured blood pressure (SMBP) technology, to increase controlled hypertension

- Partnership between HRSA (OHCIO, OQI) and HHS Office of Minority Health

Total Award Funding

$89.5M

Total Awardees

496 Health Centers
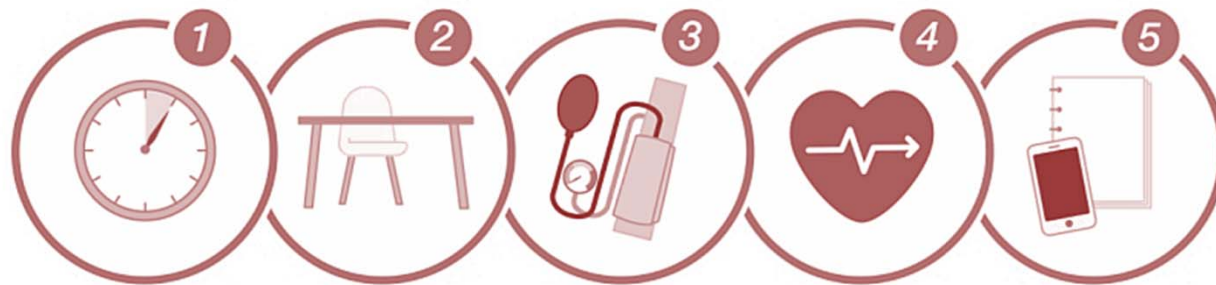
FY 2021 NHCI-HC: Key Award Components

• HRSA (OHCIO & OQI)
- Leverages program knowledge and customer experience management to address recipients' T/TA support needs
- Develop and implement T/TA tools, resources, and activities to support project implementation and performance improvement

Award Oversight & Monitoring

- HHS Office of Minority Health

- American Heart Association

- CDC Million Hearts

- National Association of Community Health Centers (NACHC)

Key Partnerships

- Awareness and adoption of health education programs and linkages to community services
- Patient and provider engagement, education, and training
- Increase the use of advanced SMBP technology to achieve HHS Million Hearts® 2022 goal
- Reduce the risk of poor health outcomes from COVID-19.

Performance Outcomes

FY 2021 NHCI-HC: Data & Reporting

Data-Driven Decision Making

- **Award Funding Formula**
  - Base value of $90,000 plus
  - $60 per patient with uncontrolled hypertension reported in the 2019 Uniform Data System (UDS).

- **Progress Reporting**
  - Bi-annual progress reports required for all award recipients (January and July submission deadlines)
  - Recipient progress data gleaned from reports informs and identifies themes and trends in project implementation to develop technical assistance strategy.

FY 2021 NHCI-HC: Technical Assistance Partners

American Heart Association

- Lead T/TA provider to support patients and community health centers seeking to improve blood pressure control through the use of self-monitored blood pressure (SMBP)
- Learning Journeys to Guide Patients, Health Care Professionals, and Community based Organizations (CBOs) to Measure and Manage Blood Pressure

CDC Million Hearts®

- SMBP Resources for Patients, Health Care Professionals, and Public Health Professionals
- Evidence-based Practices/Interventions, Clinical Recommendations and Guidelines

National Association of Community Health Centers

- Million Hearts Initiative Partner with CDC
- Key Focus/Resource Areas: Statin Heart Therapy for High Risk Patients, SMPB, Improving Blood Pressure Control for African Americans

Thinking Ahead/Future of Investment Oversight
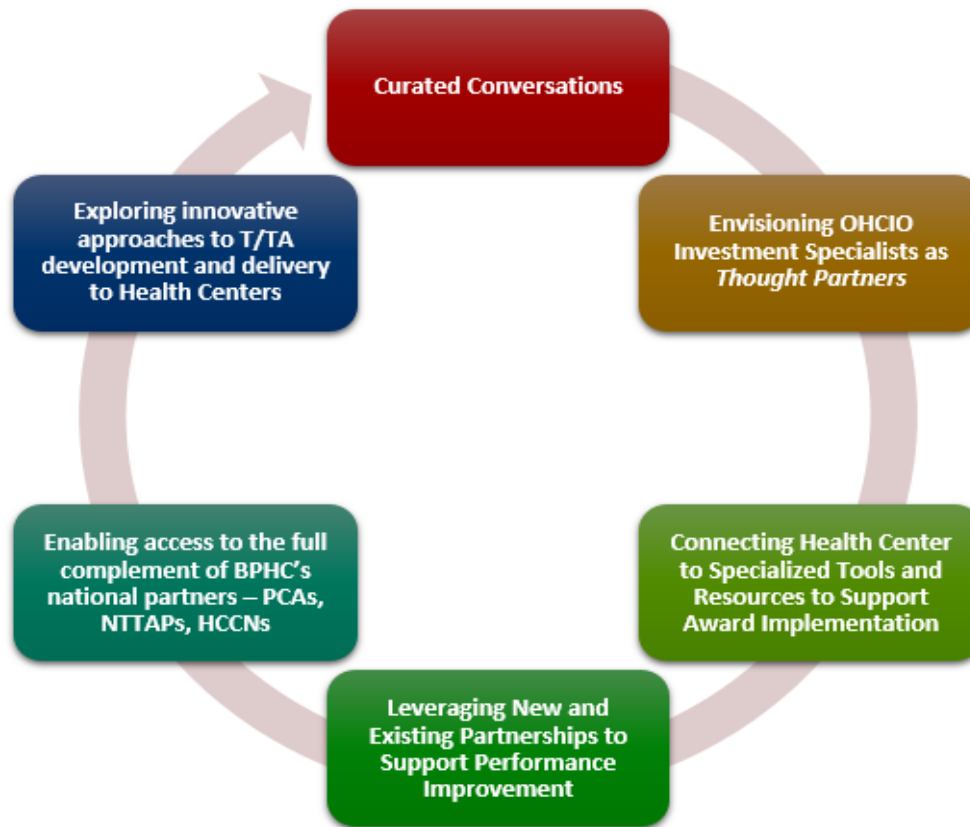
Thank You!

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Bureau of Primary Health Care (BPHC)

Health Resources and Services Administration (HRSA)

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