

Using and Understanding Your 2016 Health Center Data Profile

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Association of Clinicians for the Underserved



ACU

ACU is a nonprofit, transdisciplinary organization of clinicians, advocates and health care organizations united in a common mission to improve the health of America's underserved populations and to enhance the development and support of the health care clinicians serving these populations.

Association of Clinicians for the Underserved



STAR² Center

Solutions, Training, and Assistance
for Recruitment and Retention

www.chcworkforce.org

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Individual R&R Profiles

55 data points from 13 data sets

Using data to identify workforce need

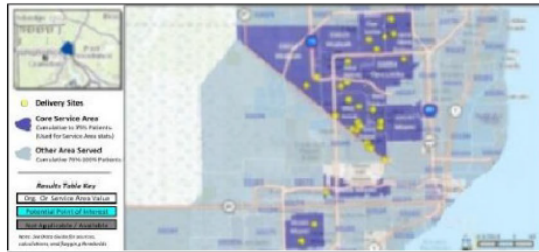


Health Center Recruitment and Retention Data Summary

HOCS000000: GENERIC HEALTH CENTER, INC.

10 MAIN ST | ANYTOWN, USA 12345

Descriptive Attributes			
Health Center Organization		Service Area	
Number of Sites	4	FQHC Uninsured Penetration	51%
Medical Users	8,924	FQHC Medicaid Penetration	29%
% Non-Patient Service Revenue	70%	# Grantees serving area	13
Special Pop Focus (majority of patients)?	No	Total Pop in SA	153,434
Any Grant Conditions?	No	Total Low Income Pop in SA	84,849
EHR Installed/In-Use?	Yes	% Medicaid Pop	31%
PCMH Recognition?	No	% Uninsured Pop	15%
Grantee Medical HPSA Score	18	% Low Income Pop	55%
<input checked="" type="checkbox"/> CHC <input type="checkbox"/> MHC <input type="checkbox"/> HO <input type="checkbox"/> PH <input type="checkbox"/> Urban		% of S.A. pop covered by a PC HPSA	0%



Health Center Area	Recruitment	Retention		
Health Center Area	1) NHSC MD,DO Placement / Current MD Staff	0%	5) NHSC Dentist Placement / Current Staff FTE	0%
	2) NHSC NP,PA,CNM Placement / Current Staff	0%	7) NHSC Dentist Vacancy / Current Staff FTE	0%
	3) NHSC MD,DO Vacancy / Current MD Staff	0%	8) NHSC Psych,LSW Placement / Staff FTE	0%
	4) NHSC NP,PA,CNM Vacancy / Current Staff	0%	9) NHSC Psych,LSW Vacancy / Current Staff FTE	0%
	5) Ratio of Avg. Pay per Med FTE to MGMA mix	89%	10) Language Focus (% Best Served nonEnglish)	0%
	11) 4 Year Avg Profit/Loss (as % Expenses)	-7%	11) 4 Year Avg Profit/Loss (as % Expenses)	-7%
Health Center Area	1) Primary Care MD/DOs per 100k Pop	33	4) Dentists per 100k Pop	21
	2) % Non-MD providers (wgt by productivity)	29%	5) Population Density (pop/sq,mile)	17,925
	3) Specialist MD/DOs per 100k Pop	144	6) % Limited English Proficiency	6%
	8) Months per Senior Admin staff (CEO/CMO)	30	9) Year-end Staff Count per FTE - PC MD,DOs	3.57
	9) Patient Panel per Med provider FTE	950	10) Year-end Staff Count per FTE - PC NP,PA,CNM	1.35
	10) Visits per FTE - PC MD,DO	2,647	11) Avg Tenure Months/ Staff Count - PC MD	54
	11) Ratio of Visits per PC Team FTE to MGMA mix	99%	12) Avg Tenure Months/ Staff Count - NP,PA,CNM	68
	12) % NonPhysician providers (of Med prov. FTE)	60%	13) Clinical Quality - Diabetes (HbA1c<8%)	28%
	13) Primary Care Clinical Support Ratio	1.58	14) Clinical Quality - Hypertension (controlled)	48%
	14) Admin Support Ratio - Medical	1.57	15) Year-end staff individuals per FTE-Dentists	2.42
15) Dental Clinical Support Ratio	1.58	16) Year-end Psychiatrist,Psychologist per FTE	0.87	
16) Year-end LSCW per FTE	0.97	17) Year-end LSCW per FTE	0.97	
1) Violent crime rate per 100k Pop		2) % Pop with Non-Medical Use of Pain Meds	3.1%	
		3) % Pop with Illicit Drug Dependence/Abuse	1.9%	

Health Center Recruitment and Retention Trend Summary (compared to prior year profile)

HOCS000000: GENERIC HEALTH CENTER, INC.

Trend Measure	Prior Year	Current Year	Trend	Trend % (of PY)
1) NHSC MD,DO Placement / Current MD Staff	27%	16%	-9%	-34%
2) NHSC NP,PA,CNM Placement / Current Staff	29%	35%	4%	14%
3) NHSC MD,DO Vacancy / Current MD Staff	18%	3%	-16%	-86%
4) NHSC NP,PA,CNM Vacancy / Current Staff	22%	0%	-22%	-100%
5) Ratio of Avg. Pay per Med FTE to MGMA mix	94%	92%	-2%	-2%
6) NHSC Dentist Placement / Current Staff FTE	11%	31%	21%	191%
7) NHSC Dentist Vacancy / Current Staff FTE	16%	0%	-16%	-100%
8) NHSC Psych,LSW Placement / Staff FTE	Not included	0%		N/A
9) NHSC Psych,LSW Vacancy / Current Staff FTE	77%	0%	-77%	-100%
10) Language Focus (% Best Served nonEnglish)	22%	21%	-1%	-3%
11) 4 Year Avg Profit/Loss (as % Expenses)	4%	3%	0%	-13%

Trend Measure	Prior Year	Current Year	Trend	Trend % (of PY)
1) Months per Senior Admin staff (CEO/CMO)	318	280	-37	-12%
2) Patient Panel per Med provider FTE	710	724	14	2%
3) Visits per FTE - PC MD,DO	2,776	2,745	-31	-1%
4) Ratio of Visits per PC Team FTE to MGMA mix	96%	91%	-5%	-5%
5) % NonPhysician providers (of Med prov. FTE)	39%	42%	3%	9%
6) Primary Care Clinical Support Ratio	2.26	2.23	-0.03	-1%
7) Admin Support Ratio - Medical	0.99	1.01	0.03	3%
8) Dental Clinical Support Ratio	1.12	1.16	0.05	4%
9) Year-end Staff Count per FTE - PC MD,DOs	1.18	1.28	0.10	8%
10) Year-end Staff Count per FTE - PC NP,PA,CNM	1.37	1.17	-0.20	-14%
11) Avg Tenure Months/ Staff Count - PC MD	59	70	11	19%
12) Avg Tenure Months/ Staff Count - NP,PA,CNM	40	44	3	8%
13) Clinical Quality - Diabetes (HbA1c<8%)	50%	47%	-3%	-7%
14) Clinical Quality - Hypertension (controlled)	54%	63%	9%	17%
15) Year-end staff individuals per FTE - Dentists	0.97	1.05	0.08	8%
16) Year-end Psychiatrist,Psychologist per FTE	0.87	1.16	0.29	33%
17) Year-end LSCW per FTE	2.84	1.39	-1.45	-51%

What Now?

- Review profile and note any blue flagged data points as potential areas of interest.
- Access the [Profile User Guide](#) and Data Point Bundle in the [Resource Center](#) for more details on specific data points and what they mean.
- Review the blue flagged data points and supplementary materials with your workforce team to unpack the numbers and identify specific issues to improve your workforce program.
- Contact STAR² Center staff to further discuss your profile and/or schedule Technical Assistance.
 - info@chcworkforce.org or (844)ACU-HIRE
- Search the STAR² Center website (www.chcworkforce.org) for tools and training related to your specific workforce issues

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Health Center Recruitment and Retention Data Summary

HOC5000000: GENERIC HEALTH CENTER, INC.

10 MAIN ST / ANYTOWN, USA 12345

Descriptive Attributes

Health Center Organization		Service Area	
Number of Sites	4	FQHC Uninsured Penetration	51%
Medical Users	8,921	FQHC Medicaid Penetration	29%
% Non-Patient Service Revenue	70%	# Grantees serving area	13
Special Pop Focus (majority of patients)?	No	Total Pop in SA	153,434
Any Grant Conditions?	No	Total Low Income Pop in SA	84,849
EHR Installed/In-Use?	Yes	% Medicaid Pop	31%
PCMH Recognition?	No	% Uninsured Pop	15%
Grantee Medical HPSA Score	18	% Low Income Pop	55%
CHC <input checked="" type="checkbox"/> MHC <input type="checkbox"/> HO <input type="checkbox"/> PH <input type="checkbox"/> Urban		% of S.A. pop covered by a PC HPSA	0%

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Recruitment	Health Center	1) NHSC MD,DO Placement / Current MD Staff	0%	6) NHSC Dentist Placement / Current Staff FTE	0%	
		2) NHSC NP,PA,CNM Placement / Current Staff	0%	7) NHSC Dentist Vacancy / Current Staff FTE	0%	
		3) NHSC MD,DO Vacancy / Current MD Staff	0%	8) NHSC Psych,LCSW Placement / Staff FTE	0%	
		4) NHSC NP,PA,CNM Vacancy / Current Staff	0%	9) NHSC Psych,LCSW Vacancy / Current Staff FTE	0%	
		5) Ratio of Avg. Pay per Med FTE to MGMA mix	89%	10) Language Focus (% Best Served nonEnglish)	0%	
	Service Area				11) 4 Year Avg Profit/Loss (as % Expenses)	-7%
		1) Primary Care MD/DOs per 100k Pop	33	4) Dentists per 100k Pop	21	
		2) % Non-MD providers (wgt by productivity)	29%	5) Population Density (pop/sq.mile)	17,925	
		3) Specialist MD/DOs per 100k Pop	144	6) % Limited English Proficiency	6%	

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Retention	Health Center	1) Months per Senior Admin staff (CEO/CMO)	50	9) Year-end Staff Count per FTE - PC MD,DOs	3.57
		2) Patient Panel per Med provider FTE	959	10) Year-end Staff Count per FTE - PC NP,PA,CNM	1.35
		3) Visits per FTE - PC MD,DO	2,647	11) Avg Tenure Months/ Staff Count - PC MD	54
		4) Ratio of Visits per PC Team FTE to MGMA mix	99%	12) Avg Tenure Months/ Staff Count - NP,PA,CNM	68
		5) % NonPhysician providers (of Med prov. FTE)	60%	13) Clinical Quality - Diabetes (HbA1c<8%)	28%
		6) Primary Care Clinical Support Ratio	1.58	14) Clinical Quality - Hypertension (controlled)	43%
		7) Admin Support Ratio - Medical	1.57	15) Year-end staff individuals per FTE-Dentists	2.42
		8) Dental Clinical Support Ratio	1.58	16) Year-end Psychiatrist,Psychologist per FTE	
			17) Year-end LCSW per FTE	0.97	
			2) % Pop with Non-Medical Use of Pain Meds	3.1%	
			3) % Pop with Illicit Drug Dependence/Abuse	1.9%	

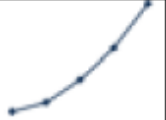


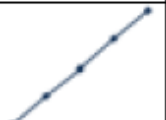
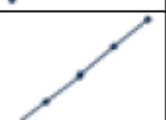

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Category		Measure	Source
		1) Months per Senior Admin staff (CEO/CMO)	UDS 2014 (Table 5a)
		2) Patient Panel per Med provider FTE	UDS 2014 (Table 5)
		3) Visits per FTE - PC MD,DO	UDS 2014 (Table 5)
		4) Ratio of Visits per PC Team FTE to MGMA mix	UDS 2014 (Table 5), MGMA 2015
		5) % NonPhysician providers (of Med prov. FTE)	UDS 2014 (Table 5)
		6) Primary Care Clinical Support Ratio	UDS 2014 (Table 5)

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Description
Average number of months that CEO and CMO staff individuals have been continuously in their position
Medical patients per medical provider FTE (physicians and non-physicians)
Medical visits per provider FTE for physicians
Ratio showing Health Center visits per medical FTE compared to the same mix of staff FTE seeing patients at the MGMA median for that license/specialty/position. Note: A ratio of 1 means the average visits per FTE is equivalent)
Portion of medical provider FTE at the health center that are NP, PA, or CNMs
Ratio of nurses and 'other medical personnel' to medical provider FTE (physician and non-physician)

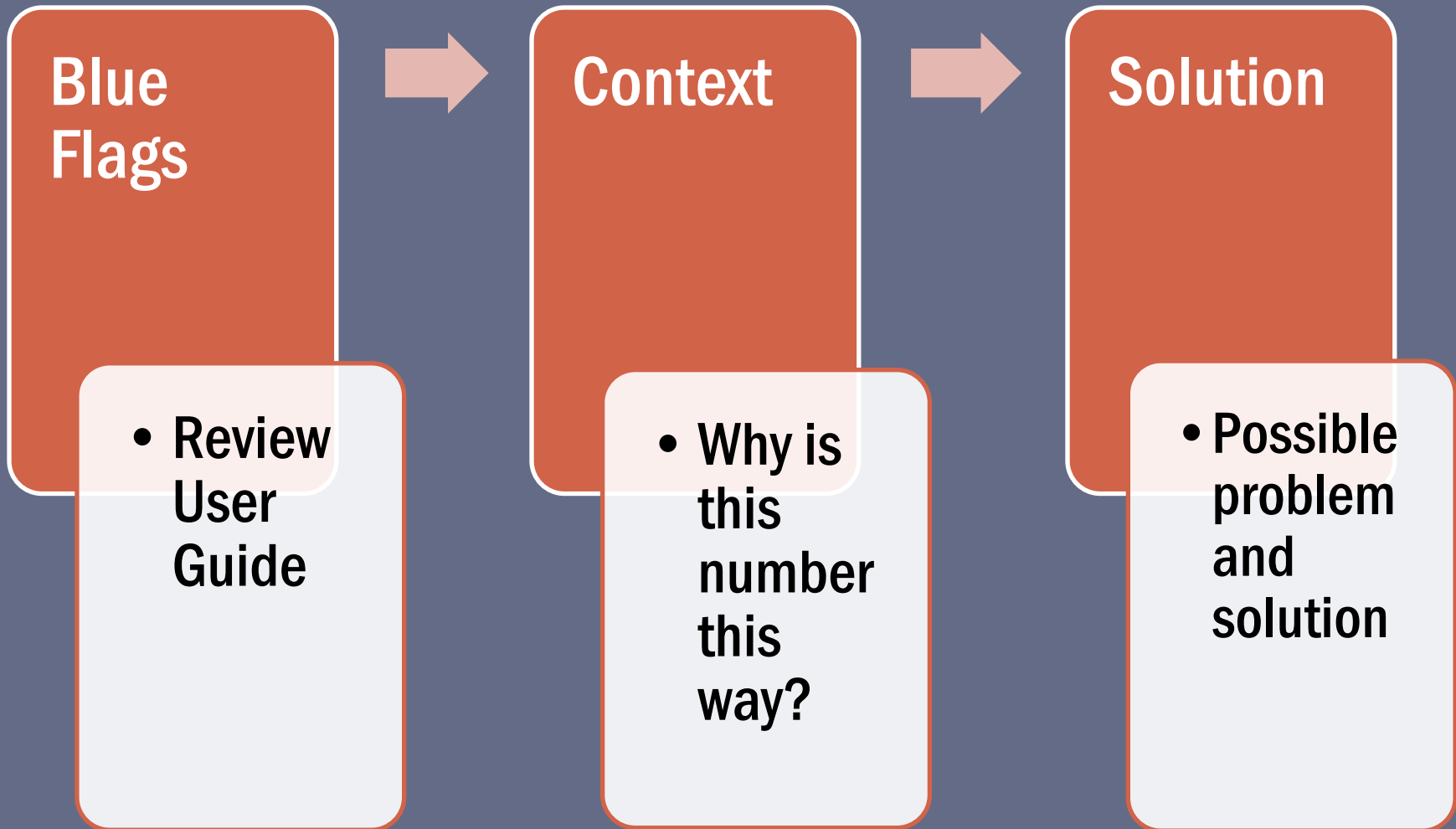
Flag Threshold(s)	Measure Centile Distribution Across Health Centers***					
	10th	25th	50th	75th	90th	Curve
<=14	14	32	78	140	230	
>=1316	609	753	941	1,117	1,316	
>=4215	1,740	2,445	3,019	3,624	4,215	
>=1.35	63%	82%	98%	117%	135%	
<=0.14 or >=0.89	23%	37%	50%	65%	79%	
<=1.07	1.1	1.4	1.8	2.1	2.6	

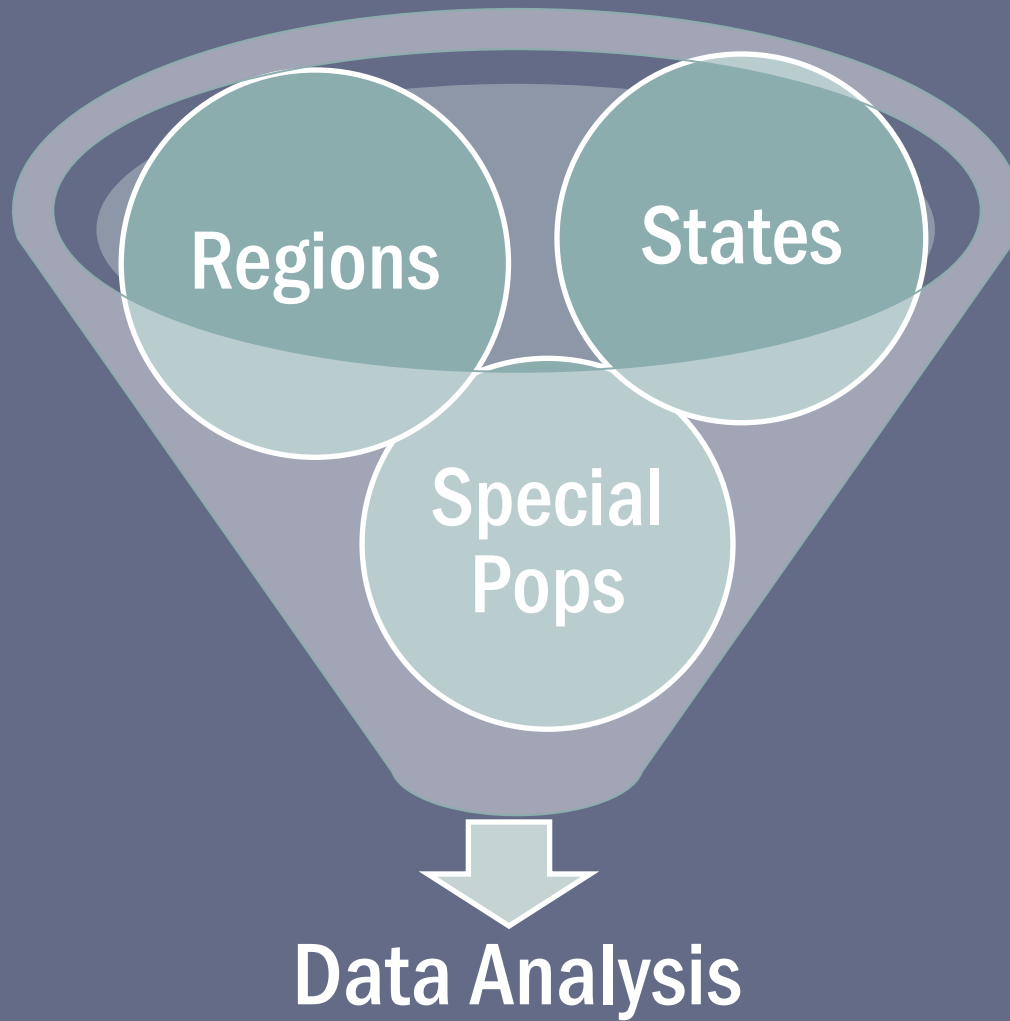
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	Trend Measure	Prior Year	Current Year	Trend	Trend % (of PY)
Recruitment	1) NHSC MD,DO Placement / Current MD Staff	0%	0%	0%	N/A
	2) NHSC NP,PA,CNM Placement / Current Staff	0%	5%	5%	N/A
	3) NHSC MD,DO Vacancy / Current MD Staff	10%	0%	-10%	-100%
	4) NHSC NP,PA,CNM Vacancy / Current Staff	12%	0%	-12%	-100%
	5) Ratio of Avg. Pay per Med FTE to MGMA mix	64%	58%	-6%	-9%
	6) NHSC Dentist Placement / Current Staff FTE	12%	78%	66%	572%
	7) NHSC Dentist Vacancy / Current Staff FTE	23%	0%	-23%	-100%
	8) NHSC Psych,LCSW Placement / Staff FTE	Not Included	0%		N/A
	9) NHSC Psych,LCSW Vacancy / Current Staff FTE	0%	0%	0%	N/A
	10) Language Focus (% Best Served nonEnglish)	6%	7%	0%	2%
	11) 4 Year Avg Profit/Loss (as % Expenses)	3%	4%	1%	34%

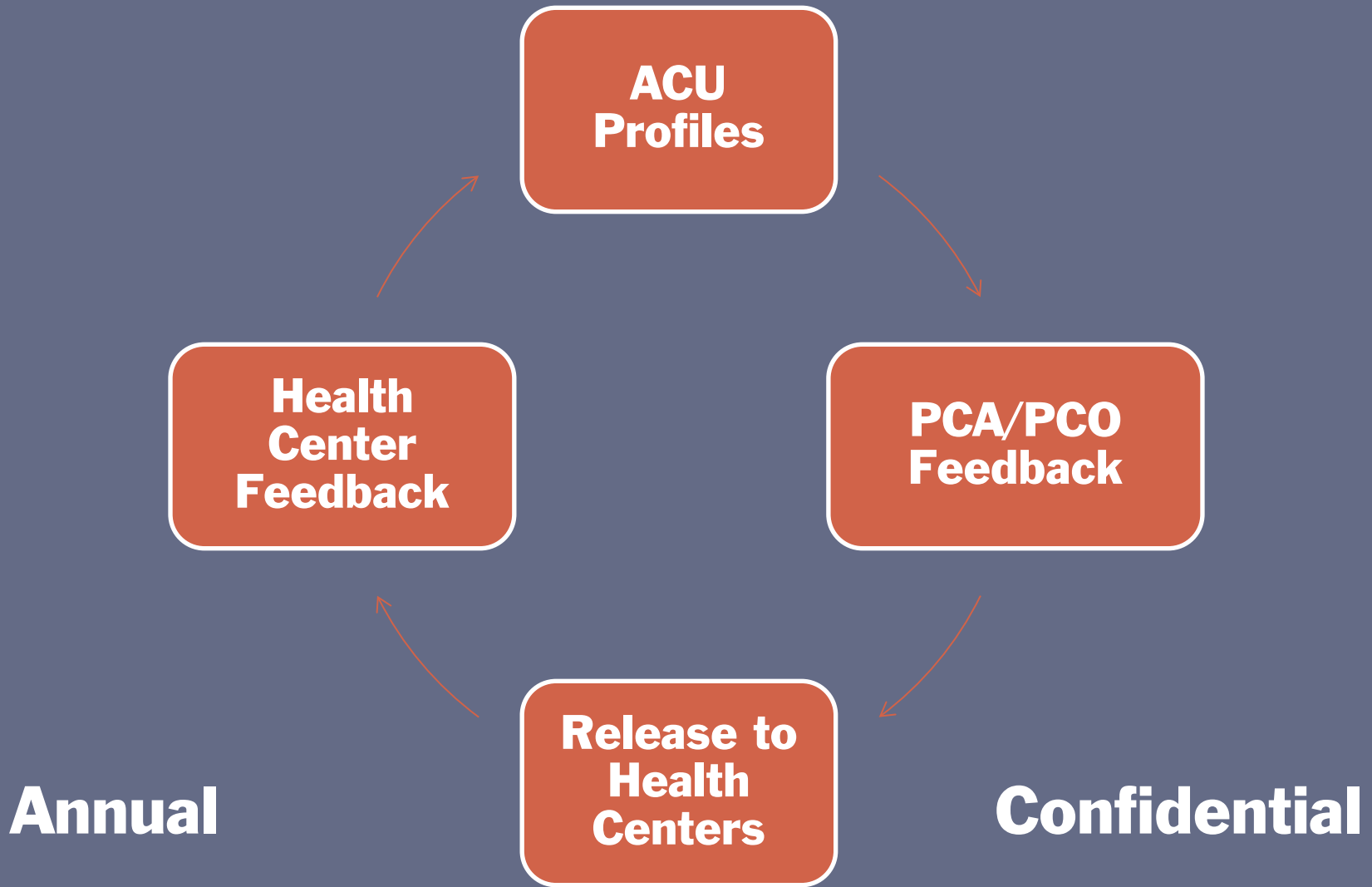
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Next Steps

Go Online

- Review Your Profile & User Guide
- Complete Self-Assessment Tool

Call Us

- Schedule Call for Profile Review
- Request TA from Workforce Expert

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STAR² Center

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