



PCA/HCCN PROFESSIONAL DEVELOPMENT SERIES

NCAS – WHO ARE THEY AND WHAT WORKFORCE RESOURCES DO THEY HAVE?

FEBRUARY 7, 2019

3 P.M. EASTERN

TODAY'S PRESENTER

Allison Abayasekara
Vice President,
Training & Programs



ASSOCIATION OF CLINICIANS FOR THE UNDERSERVED

Recruitment & Retention

National
Health
Service
Corps

Resources

Training

Networking

EVERYTHING CLINICIAN RECRUITMENT & RETENTION

Solutions, Training, and Assistance for Recruitment and Retention (STAR² Center)

www.chcworkforce.org

ACU FACULTY

- Allison Abayasekara | aabayasekara@clinicians.org
 - 703-562-8820
- Mariah Blake | mblake@clinicians.org
 - 703-562-8819
- Suzanne Speer | sspeer@clinicians.org
 - 703-577-1260

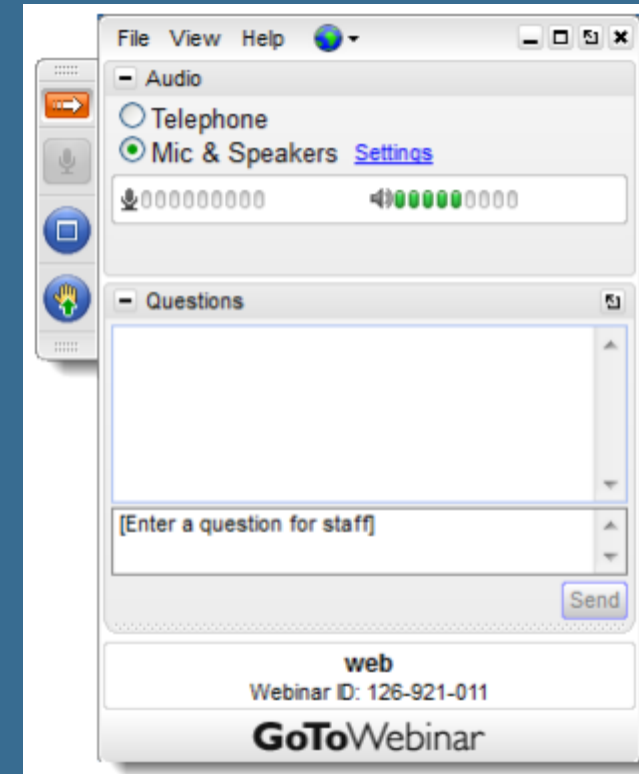
WEBINAR HOUSEKEEPING

We are
Recording

Ask
Questions

Have Fun!

- Questions?
 - Raise your hand
 - Use the chat & questions boxes
 - Email mblake@clinicians.org



GOALS OF SERIES

Help build your workforce expertise



Share PCA & HCCN Successes



Connect you with others

GOALS FOR TODAY

Review landscape of National Cooperative Agreements

Identify NCA Resources

Hear from other NCAs

POLL QUESTION I

Does your organization currently collaborate with any orgs with NCAs?

A. I'm not sure...

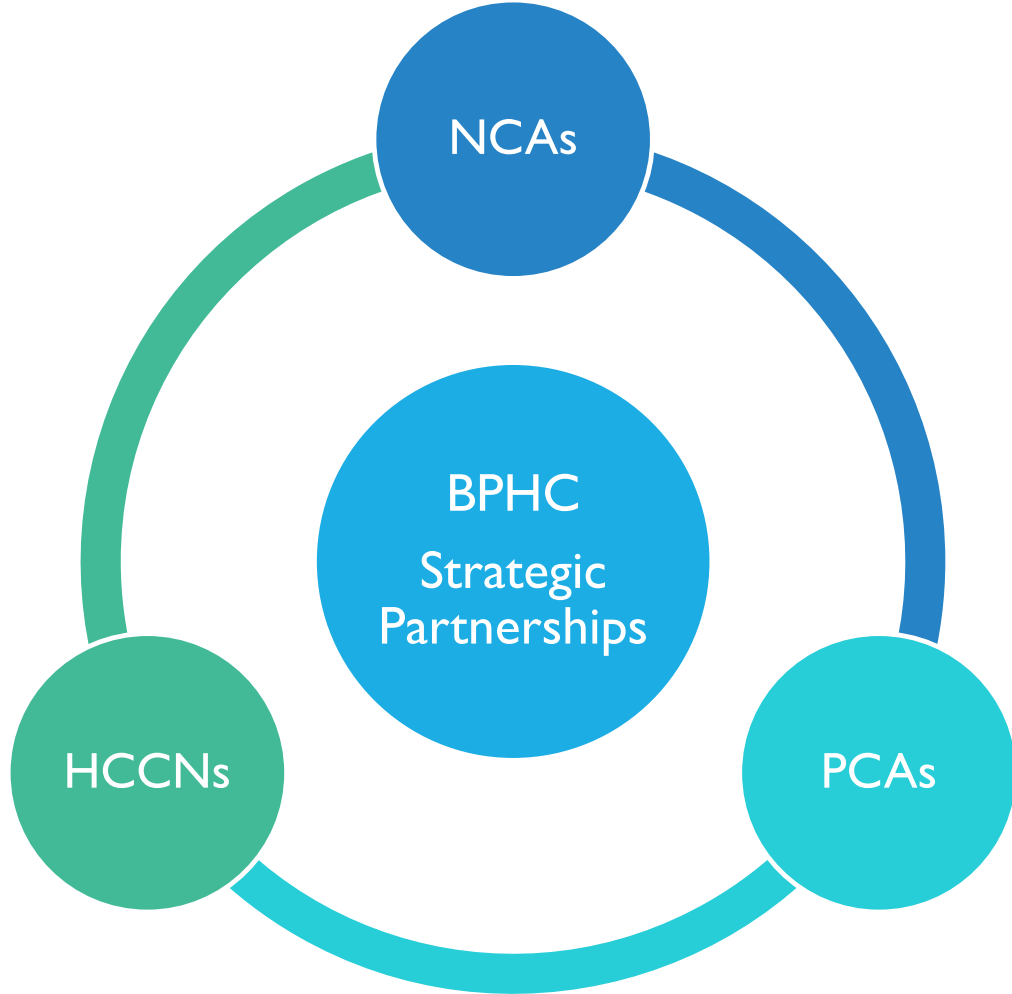
B. Not during this past program year

C. Yes, I know of one partner with an NCA

D. Yes, we work with 2+ orgs with NCAs



NATIONAL COOPERATIVE AGREEMENTS



<https://bphc.hrsa.gov/qualityimprovement/strategicpartnerships/ncapca/natlagreement.html>

NCA FEATURES

National
orgs

NCA is
focused on a
specific pop
or area

No defined
minimums of
members or
geography

NCA CATEGORIES



SPECIAL & VULNERABLE POPS

Migratory & Seasonal Agricultural Workers

- [Farmworker Justice](#)
- [Health Outreach Partners](#)
- [MHP Salud](#)
- [Migrant Clinicians Network](#)
- [National Center for Farmworker Health](#)

People Experiencing Homelessness

- [Corporation for Supportive Housing](#)
- [National Health Care for the Homeless Council](#)

Residents of Public Housing

- [National Nurse-Led Care Consortium](#)
- [National Center for Health in Public Housing](#)

Vulnerable Pops

- [Association of Asian Pacific Community Health Organizations](#)
- [National LGBT Health Education Center](#)
- [National Center for Equitable Care for Elders](#)
- [School-Based Health Alliance](#)

SPECIAL & VULNERABLE POPS – SAME GOALS

Increase
access to
care

Improve
health
outcomes

Promote
health equity

HEALTH CENTER DEVELOPMENT – DIFF GOALS

Clinical Workforce Development - Pipeline

- [Community Health Center, Inc.](#)
- Goals:
 - Increase formal clinical pipeline development
 - Increase the utilization of team-based practice models

Clinical Workforce Development – R&R

- ACU's [STAR² Center](#)
- Goals:
 - Increase the clinical workforce
 - Develop a highly skilled, responsive, and sustainable clinical workforce

Capital Development and Growth

- [Capital Link](#)
- Goals:
 - Improve operations and infrastructure sustainability
 - Increase capital development partnerships to address social determinants of health (SDoH)

HEALTH CENTER DEVELOPMENT - CONT

Health Info Technology and Data

- [HITEQ Center](#)
- Goals:
 - Increase the EHR capabilities and quality recognition
 - Increase the use of EHR to report Uniform Data System clinical measures
 - Promote health IT system transformation

Oral Health Care

- [National Network for Oral Health Access](#)
- Goals:
 - Expand and integrate high-quality oral health services
 - Improve oral health outcomes

Medical-Legal Partnerships

- [National Center for Medical-Legal Partnership](#)
- Goals:
 - Increase or expand medical-legal partnerships
 - Advance health equity by addressing SDoH

NATIONAL RESOURCE CENTER FOR HEALTH CENTER T/TA NCA I RECIPIENT: NACHC

Advance organizational excellence at health centers

- Increase the number of health centers assisted via collection and dissemination of evidence-based or promising practices in the areas of governance, strategic planning, quality improvement/quality assurance, financial performance, and new health center development.

Promote improved clinical outcomes

- Increase the percentage of health centers that meet or exceed national benchmarks for patients with A1c at or less than 9 percent.

Promote health center leadership development to drive clinical and operational improvement

- Increase the number of health center executive staff (CEO, COO, CFO, CD, CIO) that complete leadership development training.

Increase operational workforce competency through effective training strategies

- Increase the number of operational health center staff receiving training to support development within their positions (e.g., billing, coding, administration, health IT).

NATIONAL RESOURCE CENTER FOR HEALTH CENTER T/TA NCA I RECIPIENT: NACHC

Establish and operationalize a T/TA resource clearinghouse to increase access to T/TA resources

- Increase the accessibility of T/TA resources through the development, maintenance, and promotion of a publicly available clearinghouse of all Health Center Program-related T/TA resources.

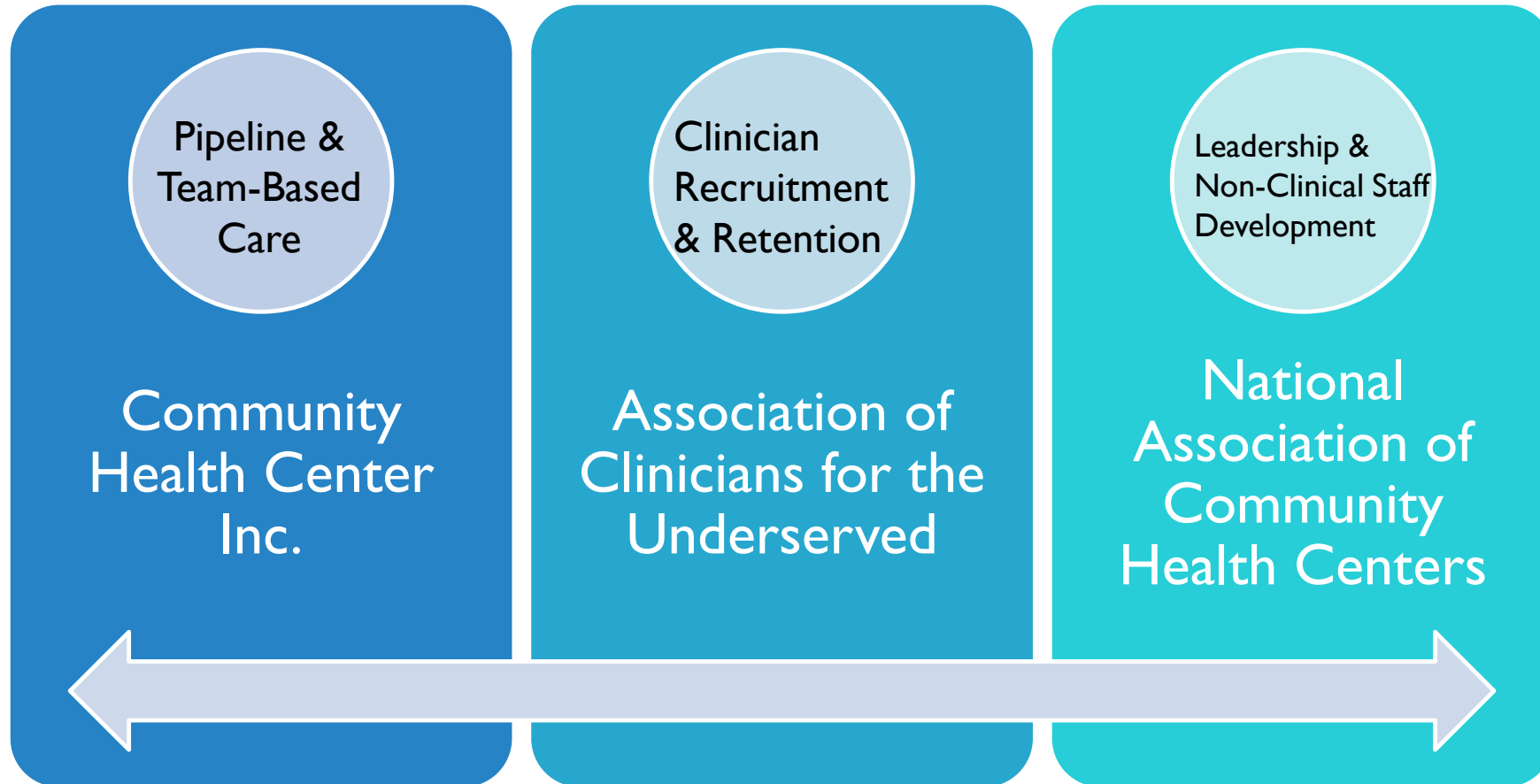
Develop a Continuous Health Center Learning System

- Create and administer a national health center needs assessment to inform the work of all NCAs
- Convene face-to-face planning sessions with TA partners to review and respond to the national needs assessment
- Evaluate and disseminate results of national health center needs assessment

Advance value-based practice transformation at health centers

- Increase the number of health centers receiving training and support in practice transformation to facilitate participation in value-based payment and other sustainable business models.

WORKFORCE NCA RESOURCES



WOW, THAT'S A LOT OF INFO!





NATIONAL RESOURCE CENTER

WORKING TOGETHER



COLLABORATION

Main Advisory Group

Project Working Groups

Cross-Promotion

HEALTH CENTER RESOURCE CLEARINGHOUSE

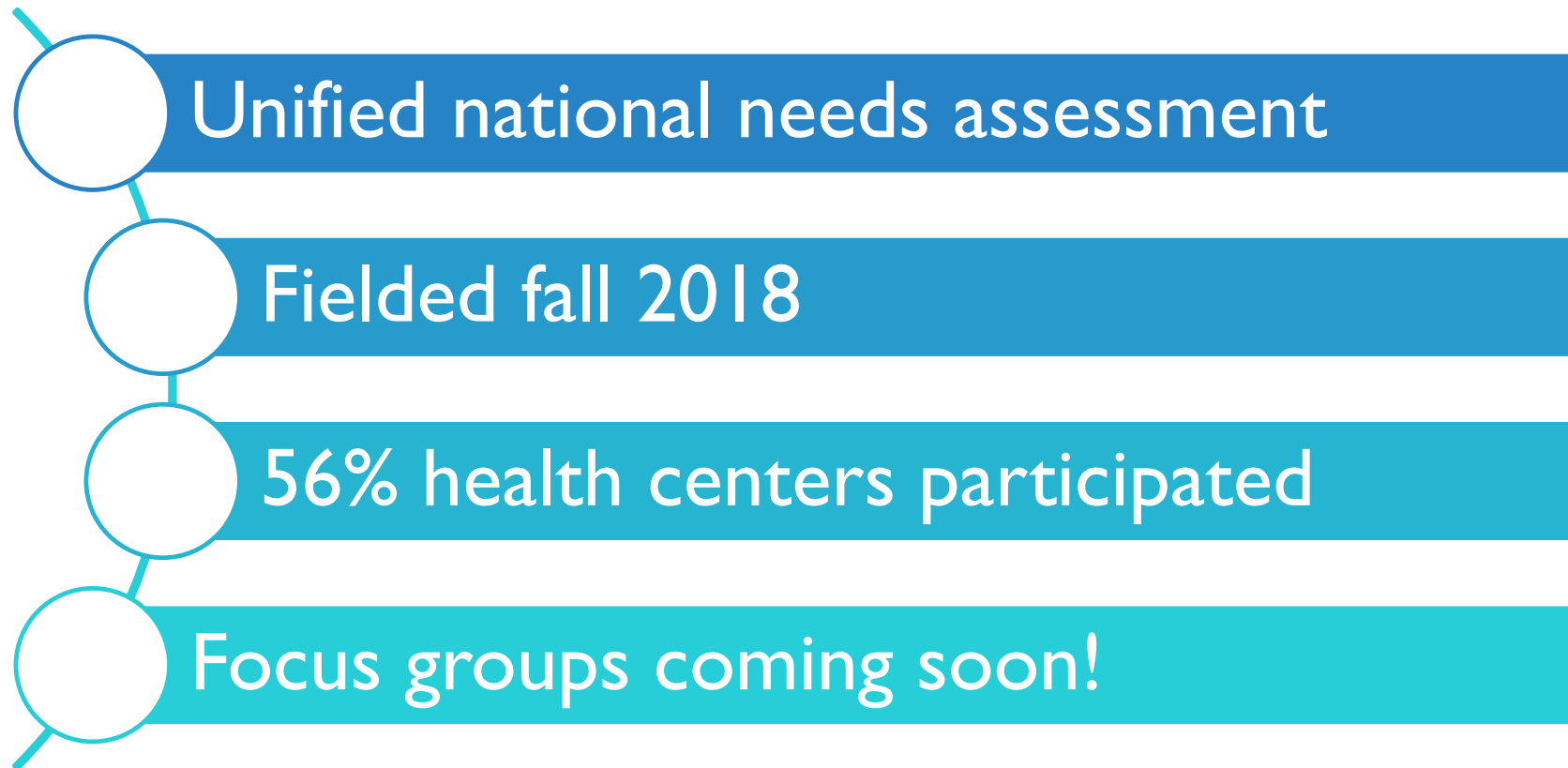
- “One-stop shop” of NCA+ resources
- Includes more info on NCA orgs
- Triaged TA requests
- <https://www.healthcenterinfo.org/>

HEALTH CENTER RESOURCE CLEARINGHOUSE

The screenshot shows the website's header with the logo and navigation links: ABOUT, OUR PARTNERS, FIND RESOURCES, PRIORITY TOPICS, and CONNECT WITH US. A left sidebar contains navigation options: 'Learn About the NCAs', 'Find Resources', 'Priority Topic: Diabetes', and 'Have a Question? Ask Us'. The main content area features a 'Quick Finds' section with a list of 16 topic categories, each with an icon: Diabetes, Clinical Issues, HIT/Data, Outreach, Practice Transformation, Social Determinants of Health, Quality Improvement, Emergency Preparedness, Capital Development, Emerging Issues, Leadership, Governance, Special & Vulnerable Populations, Workforce, Finance, and All Topics. The background of the main content area shows a group of healthcare professionals in a meeting.

<https://www.healthcenterinfo.org/>

NATIONAL RESOURCE CENTER NEEDS ASSESSMENT



GOAL



POLL QUESTION 2

I know what the Health Center Resource Clearinghouse is and where to find it!

A. So true

B. Half of that is right

C. You're going to have to remind me later



HEAR FROM OTHER ORGANIZATIONS

COMMUNITY HEALTH CENTER, INC.

NATIONAL COOPERATIVE AGREEMENT ON CLINICAL WORKFORCE DEVELOPMENT

Community Health Center, Inc.'s
CLINICAL WORKFORCE
DEVELOPMENT
NATIONAL COOPERATIVE AGREEMENT



A Program of the [Weitzman Institute](#)

GUEST EXPERT

Amanda Schiessl, MPP

Project Director, National Cooperative Agreement

Community Health Center, Inc. and its Weitzman Institute

Amanda@chc1.com



Community Health Center, Inc.

CHC Profile:

- Founding year: 1972
- Locations: 14
- Patients/year: 100,000

THREE FOUNDATIONAL PILLARS

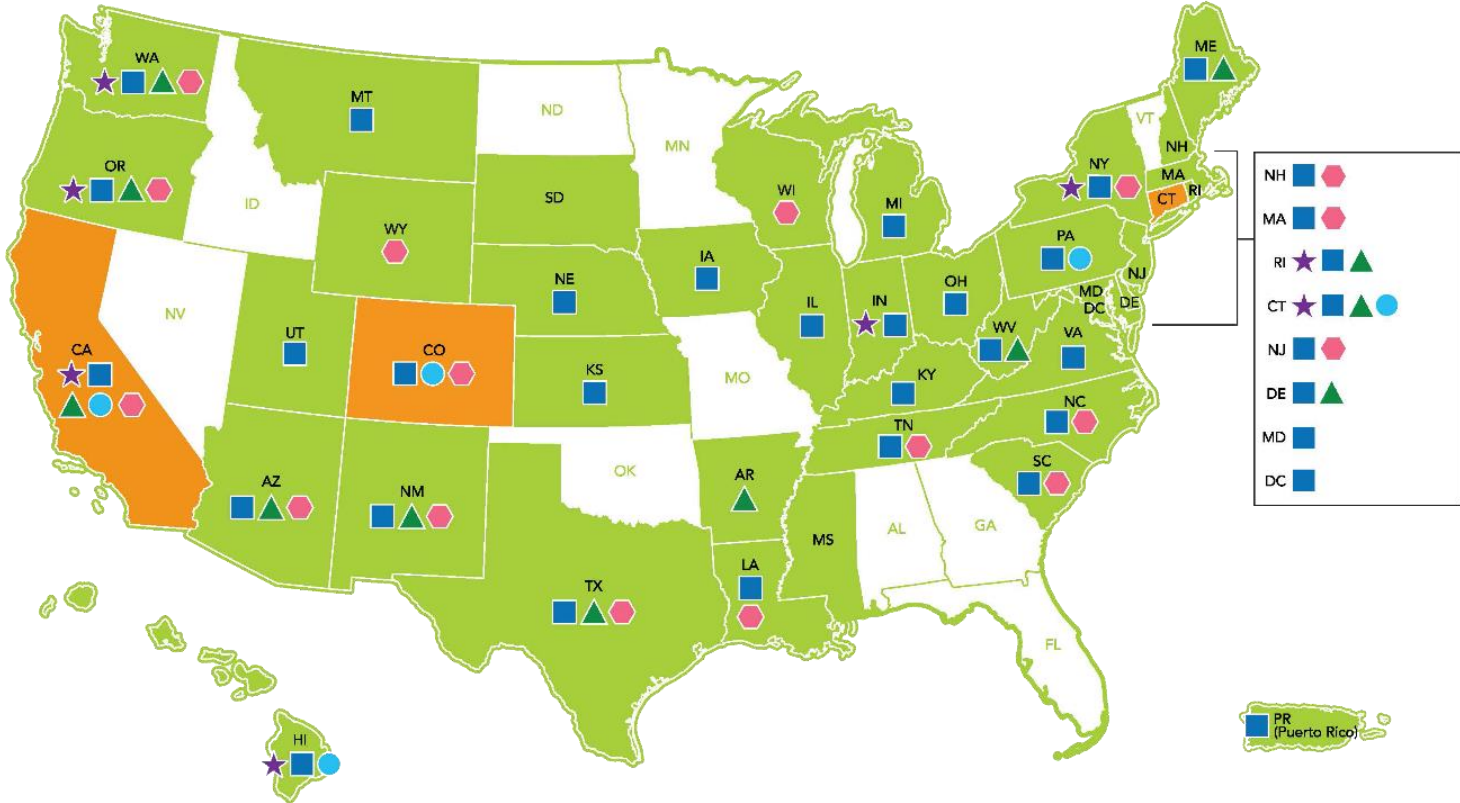


CHC Locations in Connecticut



Weitzman Institute

The Weitzman Institute works to improve primary care and its delivery to medically underserved and special populations through **research, innovation, and the education and training** of health professionals.



★ = Nurse Practitioner Residency Training Program
■ = Weitzman ECHO
▲ = CeCN Community eConsult Network, Inc.
● = nimaa the national institute for medical assistant advancement
◈ = CLINICAL WORKFORCE DEVELOPMENT NATIONAL COOPERATIVE AGREEMENT LEARNING COLLABORATIVE

EXAMPLE ACTIVITY FROM 2018

What is a Learning Collaborative?



The *Learning Collaborative* is a participatory learning experience offered by the [National Cooperative Agreement \(NCA\)](#) for Clinical Workforce Development, funded by the Health Resources and Services Administration, and hosted by Community Health Center, Inc.(CHCI) in Middletown, CT. The Collaborative is an evidenced-based model designed to provide transformational strategies and coaching support to help primary care practices in Federally Qualified Health Centers (FQHCs) implement an advanced model of team-based care or post-graduate residency programs.



The Collaborative will provide a series of video conference learning sessions with primary care teams from across the country, as well as quality improvement training, ongoing mentoring for coaches in your organization, technical assistance, and access to web- based tools.

ACTIVITIES UPCOMING IN 2019

WEBINARS & LEARNING COLLABORATIVE

National Learning Library

www.chc1.com/nca

Spring 2019 Upcoming Activities

- Webinar Series on Behavioral Health In Integrated Care Settings
- Webinar Series on Team-Based Care
- Recruiting for our Team-Based Care Learning Collaborative Cohort

Advancing Team-Based Care

- 1: Advancing Team-Based Care: Building Your Primary Care Team to Transform Your Practice | [Video Slides Survey](#)
- 2: Enhancing the Role of the Medical Assistant | [Video Slides Survey](#)
- 3: The Emerging Role of Nurses in Primary Care | [Video Slides Survey](#)
- 4: Data Driven Dashboards to Support Team-Based Care | [Video Slides](#) [Statistical process control Paper XmR Chart Template Survey](#)
- 5: A Team Approach to Prevention and Chronic Illness Management | [Video Slides](#)
- 6: Complex Care Management in Primary Care | [Video Slides Survey](#)
- 7: Achieving Full Integration of Behavioral Health and Primary Care | [Video Slides Survey](#)
- 8: Dissolving the Walls: Clinic Community Connections [Video](#)

NATIONAL ASSOCIATION OF COMMUNITY HEALTH CENTERS



THE NATIONAL RESOURCE CENTER FOR TRAINING AND TECHNICAL ASSISTANCE

GUEST EXPERT

Gerrard Jolly

Director, Career Advancement Strategies

National Association of Community Health Centers
(NACHC)

ORGANIZATIONAL OVERVIEW

NACHC works with Health Centers and state-based primary care organizations to serve Health Centers in a variety of ways:

- Provide research-based advocacy for Health Centers and their clients.
- Educate the public about the mission and value of Health Centers.
- Train and provide technical assistance to Health Center staff and boards.
- Develop alliances with private partners and key stakeholders to foster the delivery of primary health care services to communities in need.

To advance HRSA's vision of a Continuous Health Center Learning System, NACHC developed a National Resource Center (NRC) for Health Center Training and Technical Assistance (TTA). Under this primary component of its NCA, NACHC does the following:

- Establishes a National Resource Center (NRC) for Health Center Training and Technical Assistance (TTA) to coordinate more effective planning, delivery and evaluation of TTA resources to health centers across the country
- Brings together all of HRSA's 20 National Cooperative Agreement (NCA) organizations, plus Primary Care Associations (PCAs) and Health Center Controlled Networks (HCCNs), which provide TTA for the Health Center Program, into a NRC Advisory Group
- Establishes key technical workgroups to ensure a well-designed and achievable National Resource Center to advance the Continuous Health Center Learning System

WORKFORCE FOCUS AREA & GOALS

NACHC WORKFORCE FOCUS AREAS

- Develop and maintain core competencies for health center staff and leadership from enabling services providers to C-Suite level clinicians and administrators.
- Highlight CHC and PCA efforts to strengthen workforce skills through partnerships, training, and development.
- Provide forums for discussion of practical solutions to challenges and opportunities for peer-to-peer networking and mentoring.

NACHC WORKFORCE GOALS

- Advance organizational excellence at health centers
- Promote health center leadership development to drive clinical and operational improvement
- Increase operational workforce competency through effective training strategies

EXAMPLE ACTIVITY FROM 2018

- Developed core competencies for Chief Executive Officers and Chief Financial Officers; refined core competencies for Clinical Leaders, which include the defining of domains, skills, tasks, and behavioral examples to effectively fulfill these roles.
- Led leadership development institutes for new clinical leaders, CEOs and CFOs.
- Launched a Graduate Network for alumni of specific NACHC & PCA leadership trainings.
- Published case studies highlighting training partnerships between PCAs and colleges focused on advancement of staff in operational workforce roles.



**HEALTH CENTER
RESOURCE
CLEARINGHOUSE**

Key Deliverables Produced

Asset Map

Environmental Scan

Unified Clearinghouse Logo

Launched Beta-Site: www.healthcenterinfo.org

ACTIVITIES UPCOMING IN 2019

- 2019 Workforce Summit: Elevating & Applying Effective Workforce Strategies
 - March 25-26 at The Alexandrian Hotel in Alexandria, VA
 - Features approaches health centers, partners, outside industry take to address pipeline development, recruitment, retention, and leadership challenges,
 - Includes a panel discussion of a broad vision for the health center workforce of the future to be headlined by the HRSA Associate Administrators for Primary Care, Workforce, and Rural Health Policy. Attendees will develop approaches for implementing the vision.
 - Registration is now open. More info at <http://nachc.org/trainings-and-conferences/>
- Pilot the incorporation of core competencies into an online tool that allows users to:
 - Self-assess their level of competency;
 - Identify resources and trainings to improve competency;
 - Prepare an individual development plan; and track progress towards achieving competency.
- Publish case studies highlighting training partnerships between PCAs and colleges focused on development and advancement of mid-career executives.
- Broaden Leadership Trainings Graduate Network to include CHC Executive Fellowship and other alums.

FOR MORE INFORMATION

- About NACHC:

- Visit www.nachc.org.

- About the National Resource Center

- Visit www.healthcenterinfo.org



- About NACHC Trainings:

- Visit <http://nachc.org/trainings-and-conferences/>

- About the Workforce Summit:

- Visit <http://www.nachc.org/trainings-and-conferences/list-of-trainings/workforce-summit-elevating-health-center-workforce/>

Contact Gerrard at Gjolly@nachc.org.

POLL QUESTION 3

Which NCA focus areas are a top priority for you in 2019?

- A. Health Professions Training
- B. Team-Based Care
- C. Clinician Recruitment and Retention
- D. Non-Clinician Staff Development

QUESTIONS?



MOVING FORWARD



- Send us your questions/needs
- Connect with each other via email and IWS platform
- Join us next time:
 - HPSAs, NHSC, and Federal Resources
 - Thursday, March 7, 2019
 - 3pm Eastern



THANK YOU!