



## Health Center Recruitment & Retention Data Profile Dashboard Data Summary User's Guide - 2019-2020

### Background:

The Association of Clinicians for the Underserved (ACU) has developed the Solutions, Training, and Assistance for Recruitment and Retention (STAR<sup>2</sup>) Center to provide resources, regional trainings, and individual technical assistance to all Health Center Program grantees to address challenges regarding building and maintaining the clinician workforce.

In order to identify areas of high workforce need, and to create a tool for health centers to evaluate their data through a recruitment and retention lens, the STAR<sup>2</sup> Center developed these individual health center recruitment and retention Data Profile Dashboards. The Profiles draw on a number of data sets and are designed to paint a picture of the workforce environment within each health center, and within the community (service area) that it serves.


While no one individual data point has a consistent meaning with respect to recruitment and retention, nor can this report comprehensively explain the workforce successes or challenges at a health center, our team hopes these Profiles will provide a baseline of data for health centers to evaluate their own recruitment and retention efforts.

### Report Sections:

- **Descriptive Attributes:** This section provides a variety of characteristics describing the health center organization and service area. These are characteristics that are considered useful for context, but are not directly evaluated with respect to their impact on recruitment and retention. See attached tables for details.
  - **Service Area Map:** The service area map shows the “core” service area, shaded in dark blue. These are the Zip Code Tabulation Area (ZCTAs), from which the health center draws the first 75%+ of its patients. The map also shows the ZCTAs from which the health center draws the remainder of its patients (these may not all be shown in full). Service delivery sites are also shown as points. An inset map shows the service area in the larger context of the surrounding area. Note that, where required based on data availability, this core service area may be matched to its approximation in other geographic units where noted.
  - **Recruitment and Retention Measures:** This section contains the metrics compiled for the health center, divided into separate groups felt to be associated with recruitment vs retention, as well as health center vs service area characteristics. See attached tables for details.
  - **Point of Interest flagging:** Metrics in this section may be shaded in light blue to indicate that they are considerably outside the norm – typically below or above the bottom or top 10th percentile respectively, depending on the ‘direction’ of the measure. Exceptions include measures for which less than 10% of applicable grantees exhibit the trait, or where the point of interest exists at both ends of the range, or where there is compound logic, etc. The percentiles are set based on applicable health centers - see below. The thresholds used in flagging points of interest are included in the attached table.  
**Not Applicable/Available:** If the metric is not applicable to the health center (typically because the denominator would be 0) the metric is shaded in gray.
  - **Trend Summary:** To examine the trend in a given measure compared to prior years, select multiple years (columns for that measure) in the Recruitment and Retention measures table and examine the Measure Detail charts over time. Note: Prior Year flagging is based on the flagging thresholds for those years, not on the Current Year thresholds shown below. See prior guides for details.
- Data Measure Descriptive Tables:** The attached tables provide a description of how each measure is calculated, as well as the data source(s), point-of-interest flagging logic, and percentile distribution of the measure among health centers.

## Recruitment And Retention Measure Source, Description, Flagging Logic, & Distribution

Updated September 2020

Category	Measure	Source	Description	Flag Threshold(s)	Measure Centile Distribution Across Health Centers***					
					10th	25th	50th	75th	90th	Curve
Descriptive Measures	Number of Sites	UDS 2017	Number of service delivery sites operated by health center	N/A	2	3	5	10	18	
	Medical Users	UDS 2017 (Table 5)	Number of medical users seen	N/A	2,263	4,420	10,170	20,246	40,075	
	% Non-Patient Service Revenue	UDS 2017 (Tables 9d, 9e)	Portion of total cash income coming from grant, contract, and other sources	N/A	17%	26%	38%	54%	69%	
	Special Pop Focus (majority of patients)?	UDS 2017 (Table 4)	Are 'Special Population' users greater than half of all users?	N/A	N/A					
	EHR Installed/In-Use?	UDS 2017	Is an Electronic Health Record in use at the health center?	N/A	N/A					
	PCMH Recognition?	UDS 2017	Has the health center received Patient Centered Medical Home recognition?	N/A	N/A					
	Grantee Medical HPSA Score	HRSA Data Warehouse	The medical Auto-HPSA score associated with the health center organization (the organization may have locations in one or more area-based HPSAs that score differently)	N/A	12	16	19	21	21	
	% of S.A. pop covered by a PC HPSA	HRSA Data Warehouse, Census Block Pop Allocation	Portion of the population within the health center's core service area* that lives within a designated PC Health Professional Shortage Area (either Geographic or Population-based)	N/A	0%	19%	70%	100%	100%	
	FQHC Uninsured Penetration	UDS Service Area Analysis (2017)	Portion of the Uninsured residents of the health center's core service area* that were seen at the health center within the year	N/A	13%	21%	34%	51%	73%	
	FQHC Medicaid Penetration	UDS Service Area Analysis (2017)	Portion of the Medicaid/CHIP covered residents of the health center's core service area* that were seen at the health center within the year	N/A	10%	19%	32%	47%	63%	
	# Grantees serving area	UDS Service Area Analysis (2017)	Maximum number of different health center organizations serving any ZCTA in the subject health center's core service area* (# includes subject center)	N/A	3	4	6	10	19	
	Total Pop in SA	UDS Service Area Analysis 2017 (ACS 2015 5-year data)	Total population in the health center's core service area*	N/A	28,669	73,192	175,008	400,362	702,715	
	Total Low Income Pop in SA	UDS Service Area Analysis 2017 (ACS 2015 5-year data)	Population with incomes below 200% of the Federal Poverty Level in the health center's core service area*	N/A	10,913	27,385	68,109	155,134	297,595	
	% Medicaid Pop	UDS Service Area Analysis 2017 (ACS 2015 5-year data)	Portion of the population in the health center's core service area* covered by Medicaid/CHIP	N/A	14%	18%	22%	28%	35%	
	% Uninsured Pop	UDS Service Area Analysis 2017 (ACS 2015 5-year data)	Portion of the population in the health center's core service area* with no insurance coverage	N/A	5%	6%	9%	12%	16%	
	% Low Income Pop	UDS Service Area Analysis 2017 (ACS 2015 5-year data)	Portion of the population in the health center's core service area* with incomes below 200% of the Federal Poverty Level	N/A	27%	33%	39%	45%	52%	

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Recruitment	Health Center	1) NHSC Placement % of MD,DO Staff	HRSA Data Warehouse, UDS 2018	NHSC PC Physician placement FTE as a percentage of the health center's current PC Physician Staff	>=0.21	0%	0%	0%	1%	21%	
		2) NHSC Placement % of NP,PA,CNM Staff	HRSA Data Warehouse, UDS 2018	NHSC non-Physician placement FTE as a percentage of the health center's current staff in those roles	>=0.34	0%	0%	0%	13%	34%	
		3) NHSC Placement % of Dentist Staff	HRSA Data Warehouse, UDS 2018	NHSC Dentist placement FTE as a percentage of the health center's current Dentist Staff	>=0.48	0%	0%	0%	16%	48%	
		4) NHSC Placement % of Psych,LCSW Staff	HRSA Data Warehouse, UDS 2018	NHSC Psychiatrist, Psychologist, and Social Worker placement FTE as a percentage of the health center's current staff in those roles	>=0.70	0%	0%	0%	11%	44%	
		5) Ratio of Avg. Pay per Med FTE to MGMA mix	UDS 2018 (Table 5), MGMA - 2015	Ratio showing health center pay per medical FTE compared to the same mix of staff FTE being paid at the MGMA median for that license/specialty/position. Note: A ratio of 1 means the average pay is equivalent	<0.70	70%	82%	95%	110%	129%	
		6) NHSC Vacancies as % of MD,DO Staff	HRSA Data Warehouse, UDS 2018	NHSC PC Physician vacancy listings as a percentage of the health center's current PC Physician Staff	>=0.25	0%	0%	0%	0%	0%	
		7) NHSC Vacancies as % of NP,PA,CNM Staff	HRSA Data Warehouse, UDS 2018	NHSC non-Physician vacancy listings as a percentage of the health center's current staff in those roles	>=0.25	0%	0%	0%	0%	0%	
		8) NHSC Vacancies as % of Dentist Staff	HRSA Data Warehouse, UDS 2018	NHSC Dentist vacancy listings as a percentage of the health center's current Dentist Staff	>=0.25	0%	0%	0%	0%	0%	
		9) NHSC Vacancies as % of Psych,LCSW Staff	HRSA Data Warehouse, UDS 2018	NHSC Psychiatrist, Psychologist, and Social Worker vacancy listings as a percentage of the health center's current staff in those roles	>=0.25	0%	0%	0%	0%	0%	
		10) Language Focus (% Best Served nonEnglish)	UDS 2018 (Table 3b)	Portion of the total patients seen at the health center that are best served in a language other than English	>=0.53	0%	2%	10%	30%	53%	
		11) 4 Year Avg Profit/Loss (as % Expenses)	UDS 2015-2018 (Tables 8a, 9d, 9e)	Difference between combined 4 year income (Tables 9D and 9E) minus expenses (Table 8a). Note that income is reported as cash while expenses are based on accrual	<0.09	-9%	-3%	2%	9%	16%	
Recruitment	Service Area*	1) Primary Care MD/DOs per 100k Pop	AMA Masterfile Analysis 2018	Ratio based on the estimated FTE capacity of Primary Care Physicians per 100,000 population in the health center's core service area*	<=37.40	37	54	73	97	124	
		2) Specialist MD/DOs per 100k Pop	AMA Masterfile Analysis 2018	Ratio based on the count of Specialist Physicians per 100,000 population in the health center's core service area *	<=24.12	24	57	105	172	256	
		3) Population Density (pop/sq.mile)	American Community Survey 2014-2018	Population per square mile in the health center's core service area*	<=37.00	37	97	540	3,421	9,527	
		4) % Limited English Proficiency	American Community Survey 2014-2018 (B16001)	Percent of the population > 5 years old in the health center's core service area* who have limited English proficiency	>=0.26	1%	2%	6%	16%	26%	

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Retention	Health Center	1) Patient Panel per Med provider FTE	UDS 2018 (Table 5)	Medical patients per medical provider FTE (physicians and non-physicians)	>=1224	563	696	844	1,020	1,224	
		2) Visits per FTE - PC MD,DO	UDS 2018 (Table 5)	Medical visits per provider FTE for physicians	>=3836	1,641	2,166	2,713	3,296	3,836	
		3) Ratio of Visits per PC Team FTE to MGMA mix	UDS 2018 (Table 5), MGMA 2015	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)	>=1.24	59%	76%	90%	108%	124%	
		4) % NonPhysician providers (of Med prov. FTE)	UDS 2018 (Table 5)	Portion of medical provider FTE at the health center that are NP, PA, or CNMs	<=0.30 or >=0.81	30%	44%	57%	69%	81%	
		5) Primary Care Clinical Support Ratio	UDS 2018 (Table 5)	Ratio of nurses and 'other medical personnel' to medical provider FTE (physician and non-physician)	<=1.10	1.1	1.4	1.8	2.2	2.6	
		6) Dental Clinical Support Ratio	UDS 2018	Ratio of Dental Assistants, Aides, and Techs to Dentists and Hygienists	<=0.55	0.5	0.9	1.2	1.6	2.2	
		7) Year-end Staff Count per FTE - PC MD,DOs	UDS 2018 (Table 5, 5a)	Count of individual PC physicians at year end, divided by physician FTE	<1 or >=2.48	1.0	1.2	1.4	1.7	2.5	
		8) Year-end Staff Count per FTE - PC NP,PA,CNM	UDS 2018 (Table 5, 5a)	Count of individual NPs, PAs, and CNMs at year end, divided by FTE in same categories	<1 or >=1.88	1.0	1.1	1.2	1.5	1.9	
		9) Months per Senior Admin staff (CEO/CMO)	UDS 2018 (Table 5a)	Average number of months that CEO and CMO staff individuals have been continuously in their position	<=19.60	20	38	77	143	228	
		10) Avg Tenure Months/ Staff Count - PC MD	UDS 2018 (Table 5a)	Average number of months that each individual full or part time PC physician has been continuously on staff in that position	<=19	19	34	58	89	124	
		11) Avg Tenure Months/ Staff Count - NP,PA,CNM	UDS 2018 (Table 5a)	Average number of months that each individual full or part time NP, PA, and CNM has been continuously on staff in that position	<=15.67	16	27	42	61	82	
		12) Clinical Quality - Diabetes (HbA1c<8%)	UDS 2018 (Table 7)	The portion of diabetic patients sampled that had a hemoglobin A1c below 8% when last seen during the year	<=0.53	53%	61%	68%	73%	79%	
		13) Clinical Quality - Hypertension (controlled)	UDS 2018 (Table 7)	The portion of hypertensive patients sampled that had blood pressure reading below 140/90 when last seen during the year	<=0.50	50%	56%	63%	69%	74%	
		14) Year-end staff individuals per FTE-Dentists	UDS 2018	Count of individual dentists at year end, divided by dentist FTE	<1 or >=2.00	0.9	1.0	1.2	1.6	2.0	
		15) Year-end Psychiatrist,Psychologist per FTE	UDS 2018	Count of individual psychiatrists & psychologists at year end, divided by FTE in same positions	<1 or >=2.08	0.9	1.0	1.3	1.7	2.1	
		16) Year-end LCSW per FTE	UDS 2018	Count of individual licensed clinical social workers at year end, divided by LCSW FTE	<1 or >=1.84	0.9	1.0	1.1	1.5	1.8	
Retention	Service Area*	County Health Rankings (2019 edition)	The number of violent crimes (homicide, forcible rape, robbery, and aggravated assault) per 100,000 population annually in counties containing the health center's core service area*	>=628.78	238	315	424	488	629		

\* Service areas based on closest approximation to ZCTA-based Core Service Area from which the health center derives 75% of patients

\*\* Measure changed slightly from prior years due to data availability

\*\*\* Measures that are valid for less than 10% of Health Centers will not show a distribution in this section. Not applicable to non-numeric measures.