



# Workforce Professional Development Series

*Session 3: Using the National Health Service Corps (NHSC) to Recruit Clinicians*  
*Thursday, February 16, 2023*

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# ASSOCIATION OF CLINICIANS FOR THE UNDERSERVED



Access to Care & Clinician Support

Recruitment & Retention

National  
Health  
Service Corps

Resources

Training

Networking

- National Cooperative Agreement awarded in 2014
- Funded by the Bureau of Primary Healthcare
- One of 21 National Training and Technical Assistance Partners (NTTAPs)
- Produces **FREE** Resources, Training, and Technical Assistance

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Contact us: [info@chcworkforce.org](mailto:info@chcworkforce.org)



# HOUSEKEEPING



- This session is being recorded and the **recording** will be sent via email to everyone who registered
- Use the **Chat** box to ask questions and share comments and thoughts
- Send a message to **Mariah Blake** if you are experiencing technical difficulties.
- Please complete the **evaluation** at the end of the session



# PURPOSE OF THE WORKFORCE PD SERIES



**To provide a space for professional development and collaboration to support your workforce recruitment and retention efforts.**

# TODAY'S PRESENTERS



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# Using the National Health Service Corps (NHSC) to Recruit Clinicians

Workforce Professional Development Series | February 16, 2023  
Presenter: Amanda Pears Kelly & Molly Meinbresse



# OBJECTIVES



1. Explain benefits of being an NHSC-approved site
2. Describe application process
3. Discuss challenges onboarding new NHSC clinicians
4. Understand the NHSC: Empowering Clinicians for Resiliency & Transformative Care Initiative
5. Identify ways clinicians and sites can participate in NHSC Initiative
6. Brainstorm ideas to support NHSC clinicians

# WHO IS IN THE ROOM TODAY?

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FQHCs

PCAs

Others



# NATIONAL HEALTH SERVICE CORPS (NHSC)



- Operated by U.S. Department of Health and Human Services, HRSA, and Bureau of Health Workforce
- **20,215 participants** nationwide (in service)
- Providing primary care, dental, behavioral and mental health, and midwifery services
- ~21,000 NHSC-approved sites
- Serving **23.6 million** people



# BENEFITS OF BEING AN NHSC-APPROVED SITE



- Recruit primary care clinicians
  - Minimum 2-year commitment
  - Want to work in a Health Professional Shortage Area (HPSA)
- Support provided by Bureau of Healthcare Workforce
  - Division of Regional Offices
  - State Primary Care Offices
- [Health Workforce Connector](#)
  - Search for applicants, post jobs
- Network with other NHSC-approved sites

## Health Workforce Connector

Connecting Skilled Health Professionals to Communities in Need

Sites and Opportunities  Opportunities  Sites

**Keyword\***

Job Title, Discipline, or Site Name

**Location**

City, State, or Zip Code

Search

# WHAT CLINICAL DISCIPLINES ARE ELIGIBLE?

## Scholarship Program + Students to Service (S2S) Loan Repayment Program (LRP)

- Physicians (MD/OD)
- Nurse Practitioners
- Nurse Midwives
- Dentists (DDS/DMD)
- Physician Assistants





# WHAT CLINICAL DISCIPLINES ARE ELIGIBLE?



[Loan Repayment Program \(LRP\)](#) + [Substance Use Disorder \(SUD\)](#)

[Workforce LRP](#) + [Rural Community LRP](#)

- Same as the NHSC Scholar and S2S LRP program plus...
- Health Service Psychologists
- Licensed Clinical Social Workers
- Psychiatric Nurse Specialists
- Marriage & Family Therapists
- Licensed Professional Counselors
- Other specific disciplines per program

# WHICH ONE IS RIGHT FOR YOU?

PROGRAM TYPE	NHSC Loan Repayment Program	NHSC SUD Workforce Loan Repayment Program	NHSC Rural Community Loan Repayment Program
DISCIPLINES ELIGIBLE FOR ALL PROGRAMS	Physicians (DO/MD) • Nurse Practitioners (NP) • Physician Assistants (PA) • Certified Nurse Midwives (CNM) Health Service Psychologists (HSP) • Licensed Clinical Social Workers (LCSW) • Psychiatric Nurse Specialists (PNS) Marriage and Family Therapists (MFT) • Licensed Professional Counselors (LPC)		
DISCIPLINES ELIGIBLE FOR SPECIFIC PROGRAMS	<p>+</p> <p>Dentists (DDS/DMD) Dental Hygienists (RDH)</p>	<p>+</p> <p>Substance Use Disorder (SUD) Counselors Pharmacists (PHARM) Registered Nurses (RN)</p>	<p>+</p> <p>Substance Use Disorder (SUD) Counselors Pharmacists (PHARM) Registered Nurses (RN) Certified Registered Nurse Anesthetists (CRNA)</p>
AWARD AMOUNT	UP TO \$50K full-time / UP TO \$25K part-time	UP TO \$75K full-time / UP TO \$37.5K part-time	UP TO \$100K full-time / UP TO \$50K part-time
SERVICE COMMITMENT	2 YEARS	3 YEARS	

# APPLYING TO BECOME AN NHSC-APPROVED SITE

- Two options
  - Never been approved
  - Previously approved and currently inactive
- One application per site location
- Ensure eligibility
  - Located in primary medical, dental, or mental health HPSA
  - Site meets criteria → [Site Reference Guide](#)
- [Customer Service Portal](#)
  - Click on Start a NHSC Site App
  - 6-8 weeks for approval



# AUTO-APPROVED SITES: Who is eligible?

- FQHCs
- FQHC Look-Alikes
- Indian Health Service Facilities
- Tribally-operated 638 Health Programs
- Urban Indian Health Programs
- Federal prisons
- Immigration and Customs Enforcements Health Service Corps

# WHAT ARE THE REQUIREMENTS?



- Federal HPSA designation
- Comprehensive primary care services
- No discrimination policy
- No one denied due to inability to pay
- Sliding Fee Schedule (200% FPL)
- Recruitment and retention plan
- National Practitioner Data Bank (NPDB) to credential clinicians

## RESOURCES

[NHSC New Site Application Webinar](#)

[State Primary Care Office](#)



# HOW TO RECRUIT NHSC PARTICIPANTS



## Post job opportunities on Bureau of Health Workforce (BHW) Customer Service Portal



## Participate in Virtual Job Fairs



[Home](#) » [Job Search](#) » [Attend a Virtual Job Fair](#)

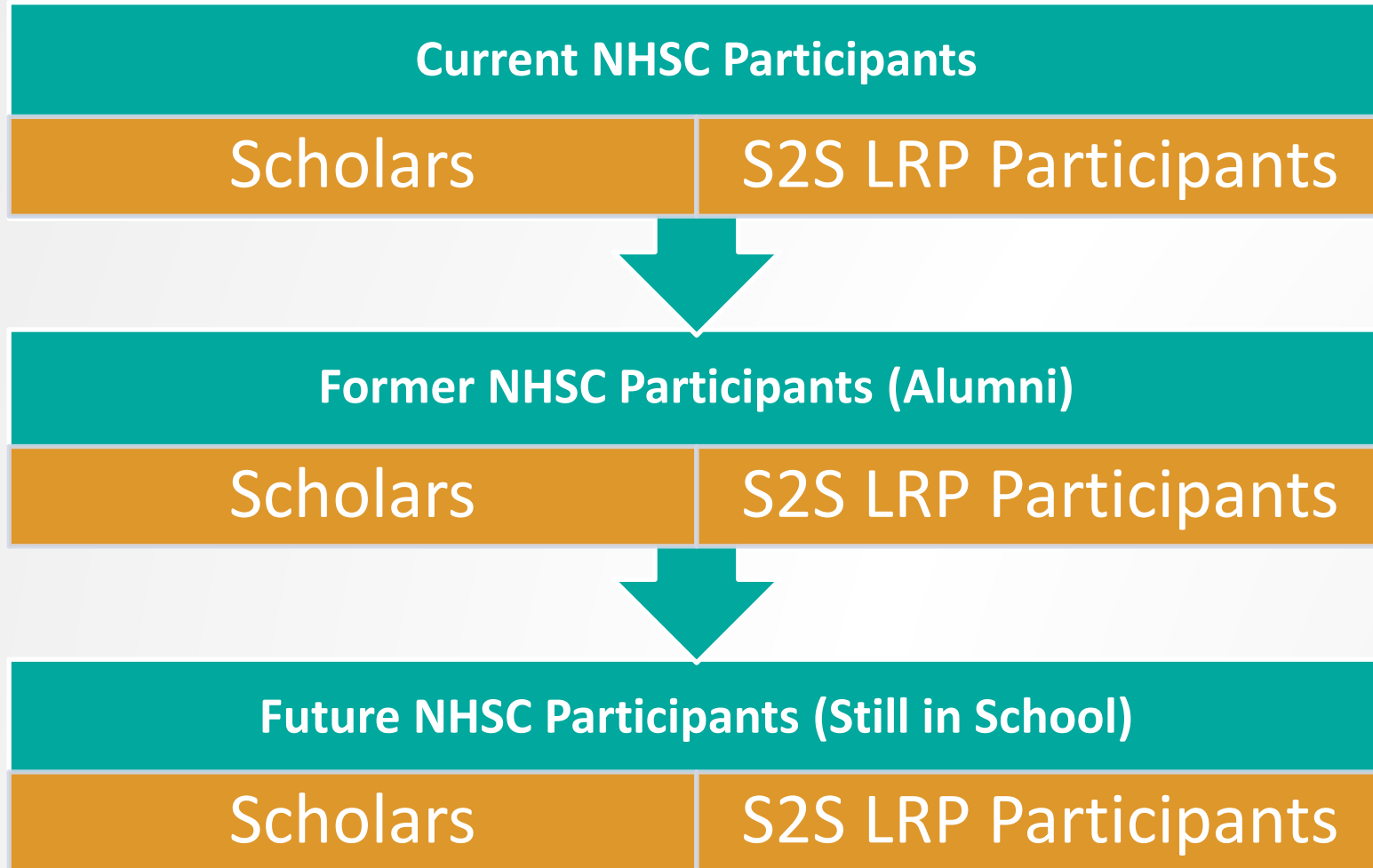
## Attend a Virtual Job Fair

Our virtual job fairs (VJFs) are free. They connect health care sites with job-seeking clinicians.

We invite clinicians and trainees to come learn about medical, nursing, dental

# NHSC Focus Groups (February 2020)

# WHO WAS INCLUDED?



**48 Total  
Participants**

What challenges do sites experience when hiring and onboarding new NHSC clinicians?

# STRENGTHS OF NHSC PROGRAM

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- **Skill development**
  - Diversity of patients and clinical/social issues
- **Scholarships and loan repayments provided by NHSC**
- **Intrinsic rewards**
  - Gaining experience serving historically marginalized communities



# WEAKNESSES OF NHSC PROGRAM

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- **Lack of standardized/comprehensive site onboarding**
  - Needed more clinical guidance and mentorship
- **Limited ability to perform certain procedures or care**
  - Only basic procedures allowed
- **Did not anticipate level of resourcefulness required**

# TRAINING AND TA NEEDS

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- Social determinants of health
- Understanding local community history and needs
- Payment models
  - Especially government-run
- Scheduling models
- Professional mentor relationships
- Practice models
  - Improved onboarding might resolve this

# REACTIONS TO THE FOCUS GROUPS RESULTS

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- What resonates?
- What's missing?
- How do you think answers would change if the focus groups were conducted after the COVID pandemic began?

# The NHSC: Empowering Clinicians for Resiliency & Transformative Care Initiative

# PURPOSE OF THE INITIATIVE

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Cultivate readiness of NHSC Scholars and S2S LRP participants to provide care to underserved communities by:

- Assisting participants in becoming culturally competent
- Understanding root causes of health inequities
- Promoting clinician wellness and addressing burnout

# AREAS OF FOCUS

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Provider  
Wellness

Organizational  
Resiliency

Health  
Inequities

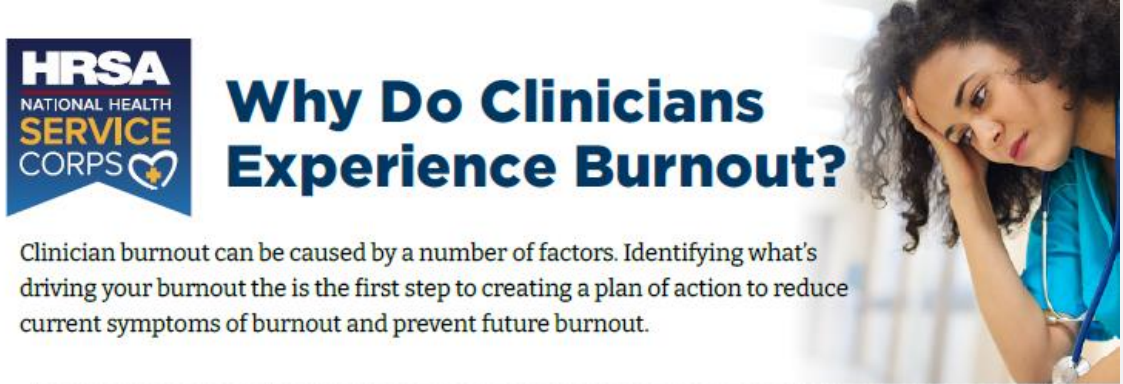
Social  
Determinants  
of Health

Community  
Partnerships &  
Advocacy

# 2023 SCHEDULE OF EVENTS

## Series 1 – Clinician Well-Being & Self-Care (Feb-Mar)




- 5 Webinars
- 4 Executive Summaries
- 8 Infographics



**HRSA**  
NATIONAL HEALTH  
**SERVICE**  
CORPS

### Why Do Clinicians Experience Burnout?

Clinician burnout can be caused by a number of factors. Identifying what's driving your burnout is the first step to creating a plan of action to reduce current symptoms of burnout and prevent future burnout.

 <b>WORKLOAD &amp; JOB DEMANDS</b>	<ul style="list-style-type: none"><li>• Too many patient appointments scheduled per day</li><li>• Not enough time for you to spend with each patient</li><li>• Physical and mental demands of the job are too high</li><li>• Clinic is understaffed</li></ul>
 <b>CONTROL &amp; FLEXIBILITY</b>	<ul style="list-style-type: none"><li>• Little control over your work schedule or workload</li><li>• Lack of autonomy</li><li>• Lack of input into resolving workplace issues</li></ul>
 <b>SOCIAL SUPPORT &amp; COMMUNITY AT WORK</b>	<ul style="list-style-type: none"><li>• Lack of support from organizational leadership and coworkers</li><li>• Lack of feedback or guidance regarding patient care</li></ul>



# 2023 SCHEDULE OF EVENTS



## Series 2 – Fostering Resilience at the Organizational Level (Apr-Jul)

- 8 Webinars
- 2 Guides
- 2 Infographics
- 1 Compendium of Resources



### 10 Ways to Support Clinicians During a Crisis



It is critical for healthcare organizations to act before, during, and after a crisis to reduce the risk of clinician trauma and burnout. Establishing clinician support systems, making workflows more efficient, and regularly monitoring and addressing clinician burnout can mitigate the impact of crises on the workforce and increase organizational capacity to continue providing high-quality patient care.<sup>1</sup> This resource provides organizational strategies to support your staff during a crisis.

**1**

Gain a better understanding of burnout in your organization

Implement a [well-being assessment](#)



**2**

Identify strategies to reduce administrative burden

[Eliminate unnecessary documentation requirements](#) or [hire scribes](#)

**3**

Offer more flexible work arrangements

Offer more part-time, telework, and job-sharing opportunities



**4**

Protect the physical safety of staff

[Assess exposure risk level of work hazards and implement appropriate safety controls](#)



# 2023 SCHEDULE OF EVENTS



## Series 3 – Health Inequities & Social Determinants of Health (Aug-Oct)

- 7 Webinars
- 1 Community Assessment Guide
- 8 Infographics



Social Determinants of Health:

### Neighborhoods and Built Environments

*The Environment Where Your Patients Live, Work, and Go to School Impacts Their Health*

Understanding how environmental conditions uniquely impact your patients will help you provide the highest quality care. Some examples of interventions that NHSC clinicians can incorporate into practice are provided below and could be explored further if patients in your community are experiencing environmental hazards.

An infographic titled "Neighborhoods and Built Environments" illustrating environmental health hazards. It features four circular callouts: "Air Quality" (contaminants cause respiratory diseases, cardiovascular diseases, cancer, asthma, low weight, and pre-term births), "Extreme Heat" (causes heat stroke, hyperthermia, and death, and complicates chronic conditions), "Water Quality" (contaminated water causes gastrointestinal illnesses, kidney failure, neurological illnesses, and cancer), and "Crime & Violence" (higher rates in low-income communities). A central text box provides patient education tips: "Educate your patients on how to avoid certain air contaminants in their homes (e.g., tobacco smoke, mold from water leaks)." and "Educate your patients to take cover when temperatures get dangerously hot and to seek medical attention if experiencing heat-related illnesses. Help patients connect to programs that provide air conditioners." The background shows a stylized cityscape with colorful buildings.

**Air Quality**  
Contaminants in outdoor and indoor air can cause (1) respiratory diseases, cardiovascular diseases, and cancer in adults; (2) asthma in children, and (3) low weight and pre-term births.<sup>34</sup>

**Extreme Heat**  
Extreme heat can cause heat stroke, hyperthermia, and death. It can also cause complications with chronic health conditions.<sup>5</sup>

**Water Quality**  
Drinking water can be contaminated with chemicals and microorganisms that cause health issues, like gastrointestinal illnesses, kidney failure, neurological illnesses, and cancer.<sup>32</sup>

**Crime & Violence**  
Low-income communities have higher rates of violence victimization, including

*Educate your patients on how to avoid certain air contaminants in their homes (e.g., tobacco smoke, mold from water leaks).*

*Educate your patients to take cover when temperatures get dangerously hot and to seek medical attention if experiencing heat-related illnesses. Help patients connect to programs that provide air conditioners.*

# HOW TO GET INVOLVED

Encourage NHSC clinicians to **participate in webinar series** and **utilize resources**

- Scholars
- S2S LRP Participants

Send us speaker recommendations!

Assist Site POCs in identifying appropriate participants for organizational-level trainings

- Update Site POC list with NHSC
- Provide link to [join mailing list](#)

# SUPPORTING NHSC PARTICIPANTS

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- What can you implement right away?
- What conversations will you need to have to make changes?
- Who needs to be included in those conversations?

THANK YOU!

# CONTACT US!

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# QUESTIONS





**Thank you!**  
**Join us for the next session!**

Thursday, March 16, 2023, 2-3 PM ET

**Representation matters: Diversity, Equity, and  
Inclusion Among Healthcare Professionals**

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