



Health Center Recruitment & Retention Data Profile Dashboard Data Summary User's Guide - 2024

Background:

The Association of Clinicians for the Underserved (ACU) has developed the Solutions, Training, and Assistance for Recruitment and Retention (STAR²) 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 STAR² 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.
- **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 April 2024

Category	Measure	Source	Description	Flag Threshold(s)	Measure Centile Distribution Across Health Centers**					
					10th	25th	50th	75th	90th	Curve
Descriptive Measures	1) Number of Sites	UDS 2022	Number of service delivery sites operated by health center	N/A	2	3	7	13	22	
	2) Medical Users	UDS 2022 (Table 5)	Number of medical users seen	N/A	2,307	4,733	10,950	21,405	42,061	
	3) % Non-Patient Service Revenue	UDS 2022 (Tables 9d, 9e)	Portion of total cash income coming from grant, contract, and other sources	N/A	19%	27%	40%	55%	71%	
	4) Special Pop Focus (majority of patients)?	UDS 2022 (Table 4)	Are 'Special Population' users greater than half of all users?	N/A	N/A					
	5) EHR Installed/In-Use?	UDS 2022	Is an Electronic Health Record in use at the health center?	N/A	N/A					
	6) 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	11	15	18	20	21	
	7) % 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%	24%	75%	100%	100%	
	8) FQHC Uninsured Penetration	UDS Service Area Analysis 2022	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	10%	17%	26%	40%	57%	
	9) FQHC Medicaid Penetration	UDS Service Area Analysis 2022	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	12%	21%	33%	48%	62%	
	10) # Grantees serving area	UDS Service Area Analysis 2022	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	5	7	11	21	
	11) Total Pop in SA	UDS Service Area Analysis 2022 (ACS 2017-2021 5-year data)	Total population in the health center's core service area*	N/A	33,786	81,353	195,349	459,196	800,941	
	12) Total Low Income Pop in SA	UDS Service Area Analysis 2022 (ACS 2017-2021 5-year data)	Population with incomes below 200% of the Federal Poverty Level in the health center's core service area*	N/A	11,269	28,502	69,593	157,191	308,057	
	13) % Medicaid Pop	UDS Service Area Analysis 2022 (ACS 2017-2021 5-year data)	Portion of the population in the health center's core service area* covered by Medicaid/CHIP	N/A	15%	18%	23%	29%	36%	
	14) % Uninsured Pop	UDS Service Area Analysis 2022 (ACS 2017-2021 5-year data)	Portion of the population in the health center's core service area* with no insurance coverage	N/A	5%	7%	9%	12%	16%	
	15) % Low Income Pop	UDS Service Area Analysis 2020 (ACS 2017-2021 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	25%	30%	36%	42%	48%	
	16) CHC Grant	UDS 2022	Does the health center receive CHC Grant funding?	N/A	N/A					
	17) HCH Grant	UDS 2022	Does the health center receive HCH Grant funding?	N/A	N/A					
	18) MHC Grant	UDS 2022	Does the health center receive MHC Grant funding?	N/A	N/A					
	19) PH Grant	UDS 2022	Does the health center receive PH Grant funding?	N/A	N/A					
	20) Urban/Rural	UDS 2022	Is the health center classified as Urban or Rural by BPHC?	N/A	N/A					
	21) Primary Care Clinical Training Program Participants?	UDS 2022	Does the health center have Primary Care Clinical Training Program Participants?	N/A	N/A					
	22) Dental Clinical Training Program Participants?	UDS 2022	Does the health center have Dental Clinical Training Program Participants?	N/A	N/A					
	23) Behavioral Health / SUD Clinical Training Program Participants?	UDS 2022	Does the health center have Behavioral Health / SUD Clinical Training Program Participants?	N/A	N/A					
	24) Staff Satisfaction Surveys done at least annually?	UDS 2022	Does the health center have Staff Satisfaction Surveys done at least annually?	N/A	N/A					

Category	Measure	Source	Description	Flag Threshold(s)	Measure Centile Distribution Across Health Centers**						
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Recruitment	Health Center	1) NHSC Placement % of MD,DO Staff	HRSA Data Warehouse, UDS 2022	NHSC PC Physician placement FTE as a percentage of the health center's current PC Physician Staff	>=0.07	0%	0%	0%	0%	7%	
		2) NHSC Placement % of NP,PA,CNM Staff	HRSA Data Warehouse, UDS 2022	NHSC non-Physician placement FTE as a percentage of the health center's current staff in those roles	>=0.19	0%	0%	0%	7%	19%	
		3) NHSC Placement % of Dentist Staff	HRSA Data Warehouse, UDS 2022	NHSC Dentist placement FTE as a percentage of the health center's current Dentist Staff	>=0.18	0%	0%	0%	0%	18%	
		4) NHSC Placement % of Psych,LCSW Staff	HRSA Data Warehouse, UDS 2022	NHSC Psychiatrist, Psychologist, and Social Worker placement FTE as a percentage of the health center's current staff in those roles	>=0.16	0%	0%	0%	0%	16%	
		5) Ratio of Avg. Pay per Med FTE to average for same mix	UDS 2022 (Table 5), Bureau of Labor Stats - 2022	Ratio of health center pay per medical FTE compared to the same mix of staff FTE paid at the Bureau of Labor Statistics Avg. for that license/ specialty/ position. Note: A ratio of 1 means the average pay is equivalent	<0.65	65%	76%	89%	103%	120%	
		6) NHSC Vacancies as % of MD,DO Staff	HRSA Data Warehouse, UDS 2022	NHSC PC Physician vacancy listings as a percentage of the health center's current PC Physician Staff	>=0.10	0%	0%	0%	0%	0%	
		7) NHSC Vacancies as % of NP,PA,CNM Staff	HRSA Data Warehouse, UDS 2022	NHSC non-Physician vacancy listings as a percentage of the health center's current staff in those roles	>=0.10	0%	0%	0%	0%	0%	
		8) NHSC Vacancies as % of Dentist Staff	HRSA Data Warehouse, UDS 2022	NHSC Dentist vacancy listings as a percentage of the health center's current Dentist Staff	>=0.25	0%	0%	0%	0%	25%	
		9) NHSC Vacancies as % of Psych,LCSW Staff	HRSA Data Warehouse, UDS 2022	NHSC Psychiatrist, Psychologist, and Social Worker vacancy listings as a percentage of the health center's current staff in those roles	>=0.10	0%	0%	0%	0%	11%	
		10) Language Focus (% Best Served in nonEnglish language)	UDS 2022 (Table 3b)	Portion of the total patients seen at the health center that are best served in a language other than English	>=0.54	0%	2%	12%	33%	54%	
		11) 4 Year Avg Profit/Loss (as % Expenses)	UDS 2019-2022 (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	<-0.12	-12%	-4%	4%	12%	21%	
Recruitment	Service Area *	1) Primary Care MD/DOs per 100k Pop	AMA Masterfile Analysis 2022	Ratio based on the estimated FTE capacity of Primary Care Physicians per 100,000 population in the health center's core service area*	<=9.55	10	13	22	34	48	
		2) Specialist MD/DOs per 100k Pop	AMA Masterfile Analysis 2022	Ratio based on the count of Specialist Physicians per 100,000 population in the health center's core service area *	<=9.86	10	18	31	52	82	
		3) Population Density (pop/sq.mile)	American Community Survey 2017-2021	Population per square mile in the health center's core service area*	<=37	37	100	577	3,229	9,120	
		4) % Limited English Proficiency	American Community Survey 2017-2021 (B16001)	Percent of the population > 5 years old in the health center's core service area* who have limited English proficiency	>=0.25	0.01	0.02	0.06	0.15	0.25	
		5) Regional Price Parity Index (Cost of Living)	Bureau of Economic Analysis, Regional Price Parity 2022	The Patient-Weighted Regional Price Parity Index for the health center's core service area (vs. National Average 100)	>=113.05	86.58	89.58	96.01	105.74	113.05	

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Retention	Health Center	1) Patient Panel per Med provider FTE	UDS 2022 (Table 5)	Medical patients per medical provider FTE (physicians and non-physicians)	>=1131	510	626	776	948	1,132	
		2) Visits per FTE - PC MD,DO	UDS 2022 (Table 5)	Medical visits per provider FTE for physicians	>=3678	1,424	1,922	2,453	2,994	3,678	
		3) Ratio of Visits per PC Team FTE to average for staff mix	UDS 2022 (Table 5)	Ratio showing health center visits per medical FTE compared to the same mix of staff FTE seeing patients at the UDS average for that license/ specialty/ position. Note: A ratio of 1 means the average visits per FTE is equivalent)	>=1.36	59%	74%	92%	112%	136%	
		4) Percent Virtual Visits - Primary Care	UDS 2022 (Table 5)	Percent of visits performed using virtual visit technology	<=0.01	0%	2%	7%	16%	28%	
		5) Percent Virtual Visits - Mental Health	UDS 2022 (Table 5)	Percent of visits performed using virtual visit technology	<=0.02	2%	11%	31%	57%	81%	
		6) Percent Virtual Visits - Substance Use	UDS 2022 (Table 5)	Percent of visits performed using virtual visit technology	<=0.01	0%	0%	11%	38%	73%	
		7) % NonPhysician providers (of Med prov. FTE)	UDS 2022 (Table 5)	Portion of medical provider FTE at the health center that are NP, PA, or CNMs	<=0.33 or >=0.86	33%	47%	61%	74%	86%	
		8) Primary Care Clinical Support Ratio	UDS 2022 (Table 5)	Ratio of nurses and 'other medical personnel' to medical provider FTE (physician and non-physician)	<=1.09	1.1	1.4	1.8	2.2	2.7	
		9) Dental Clinical Support Ratio	UDS 2022 (Table 5)	Ratio of Dental Assistants, Aides, and Techs to Dentists and Hygienists	<=0.61	0.6	0.9	1.3	1.7	2.3	
		10) Clinical Quality - Diabetes (HbA1c<8%)	UDS 2022 (Table 7)	The portion of diabetic patients sampled that had a hemoglobin A1c below 8% when last seen during the year	<=0.59	59%	65%	70%	75%	80%	
		11) Clinical Quality - Hypertension (controlled)	UDS 2022 (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%	

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

** 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.