The Health Center Program
Quality Improvement

National Network for Oral Health Access Annual Conference
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Primary Care Mission and Strategies

Improving the health of the Nation’s underserved communities and vulnerable populations by assuring access to comprehensive, culturally competent, quality primary health care services.

- Increase access to primary health care services
- Modernize primary care infrastructure and delivery system
- Improve health outcomes and health equity
- Promote performance-driven, innovative organizations

Increase Value of Health Center Program
## FY 2016 Funding

<table>
<thead>
<tr>
<th>Priority</th>
<th>Funding</th>
<th>Amount</th>
<th>Awards</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access</td>
<td>Outreach and Enrollment</td>
<td>$7 M</td>
<td>93</td>
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<tr>
<td></td>
<td>Substance Abuse Service Expansion</td>
<td>$94 M</td>
<td>271</td>
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<td></td>
<td>Oral Health Service Expansion</td>
<td>$155.9 M</td>
<td>420</td>
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<td></td>
<td>Zika Response</td>
<td>$5.7 M</td>
<td>23</td>
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<tr>
<td>Modernize</td>
<td>Health Infrastructure Investment Program</td>
<td>$262.4 M</td>
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<td>Delivery System Health Information Investment</td>
<td>$87.4 M</td>
<td>1,310</td>
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<td>Improve</td>
<td>Quality Improvement Awards</td>
<td>$100.2 M</td>
<td>1,304</td>
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<td>Promote</td>
<td>Health Center Controlled Networks</td>
<td>$36.3 M</td>
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<td>PCMH Recognition for New Grantees</td>
<td>$8.6 M</td>
<td>246</td>
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FY 2017 President’s Budget Request

Includes $5.1 billion to:

• Support quality improvement and performance management activities
• Ensure that current health centers can continue to provide essential health care services to their patient populations
• Serve approximately 27 million patients
• New Access Points

Proposes to extend current mandatory funding at $3.6 billion annually for FY 2018 and FY 2019
Program and Policy Updates

Health Center Compliance Manual

- Establishes a single reference for compliance
- Describes how a health center would demonstrate compliance

Change in Scope Process Update

- Improvements that will streamline the CIS process
- Reduces redundancy

Operational Site Visits
Increase Access to Health Care Services

One in 7 people living at or below the poverty level relies on a HRSA-supported health center for primary medical care.

Over 24 million people receive primary medical, dental or behavioral health care from a health center.

Investments to Increase Access:

- Outreach and Enrollment
- New Access Points
- Expanded Services
Health Center Program - National Impact

Source: HRSA 2015 Uniform Data System (UDS)

1,191,772
HOMELESS

910,172
AGRICULTURAL WORKERS

649,132
SCHOOL-BASED

1,510,842
PUBLIC HOUSING

305,520
VETERANS
Health Centers Serve a High Proportion of Low-Income, Minority and Uninsured Patients


- **At or Below 200% of Poverty**: 33.9% (U.S. Population), 92.2% (Health Center Patient Population)
- **Racial/Ethnic Minority**: 37.0% (U.S. Population), 62.4% (Health Center Patient Population)
- **Uninsured**: 13.4% (U.S. Population), 24.4% (Health Center Patient Population)

Health Center Program
Insurance Status Trends

Source: HRSA Uniform Data System (UDS)
Increase Access to Health Care Services

- 89% health centers provide preventive dental services either directly or via contract
- In 2015, 13.1 million dental visits were provided and nearly 5.2 million dental patients were served in 2015
- 4,108 dentists and 1,920 dental hygienists work at health centers
Increase Access to Health Care Services

Investments to Increase Access to Oral Health:

• **Oral Health Services Expansion (OHSE)**
  • $156 Million supporting 420 Health Centers
  • 1,600 new dentists, dental hygienists, assistants, technicians to serve nearly 785,000 new patients
  • Increase access to oral health care services and improve oral health outcomes

• **Oral Health T/TA National Cooperative Agreement (NCA)**
  • National Network for Oral Health Access (NNOHA)
  • T/TA for health centers to provide new high quality oral health services, enhance quality of oral health services, report on oral health care quality
Modernize Infrastructure & Delivery Systems

98% of health centers have adopted EHRs

68% of health centers have received PCMH recognition

Invested in the modernization of over 1,600 service delivery sites

Investments to Modernize Delivery System:
• Awards to expand/enhance PCMH model
• Awards to increase meaningful use of Health IT and facilitate HIE
Goal: All health centers are PCMH recognized

Next steps on your journey:
- Optimize/enhance your PCMH
  - Team based care
  - Integration of care
  - Patient engagement
- Engage with the Medical Neighborhood
  - Care coordination
- Build Community Partnerships to address social determinants of health
  - Housing
  - Nutrition
  - Education
  - Social Services
  - Aging & Disability Supports
  - Transportation

PCMH & Quality
Health centers that receive PCMH recognition generally performed better on clinical measures than health centers without PCMH recognition.

Patient Safety & Risk Management

• Strong patient safety and risk management systems are foundational elements of a high quality, high performing health center

• Continued focus on patient safety is critically important as you modernize and transform care delivery systems and processes
  • EHR/HIT
  • PCMH
  • Service Expansion/Integration

• Health Center Program Requirements speak directly to systems/processes for improving patient safety and risk management
  • Clinical Staffing (Credentialing & Privileging)
  • Quality Assurance/Quality Improvement

• Intersection between FTCA and Health Center Programs
  • Compliance with overlapping program requirements is a pre-requisite for FTCA deeming
100% of health centers demonstrated improvement on one or more clinical quality measures

93% of health centers met/exceeded HP2020 goals on at least one clinical quality measure
  • Added UDS Dental Sealants Measure in 2015
  • Achieved a baseline of 42.5%, which exceeds the Health People 2020 goal of 28.1%.

Investments to Improve Outcomes:
  • Quality Improvement Awards
  • Awards to support integrated care and care coordination
2015 UDS Clinical Quality Measures

- Child/Adolescent BMI & Follow-up
- Adult BMI & Follow-up
- Childhood Immunization
- Tobacco Screening & Cessation
- Asthma & Meds
- Ischemic Vascular Disease: Therapy
- Colorectal Screening
- Cervical Screening
- Coronary Artery Disease: Lipid Therapy
- Early Entry into Prenatal Care
- Low Birthweight
- Hypertension Control
- Diabetes Control
- Depression Screening
- HIV Linkage to Care
- Dental Sealants (NEW)
2015 Quality Improvement Awards: $100.2 million

Award Amounts by Category

- **National Quality Leaders**
  - 70 Awards, $1.9M

- **Health center Quality Leaders**
  - 433 Awards, $8.6M

- **Clinical Quality Improvers**
  - 1,133 Awards, $9.6M

- **EHR Reporters**
  - 716 Awards, $7.2M

- **Access Enhancers**
  - 449 Awards, $4.8M

- **High Value Health Centers**
  - 197 Awards, $5.4M

- **Advancing Health Equity**
  - 212 Awards, $6.2M

- **PCMH Recognition**
  - 923 Awards, $40.5M
2014 Health Center Patient Survey

94% of health center patients rated the overall quality of their provider “very good” or “excellent”

84% of health center patients reported they would definitely refer friends and relatives to a health center for care

Top 3 reasons for choosing a health center for care included convenience, quality of care, and affordability
Promote Performance-Driven, Innovative Organizations

Nearly 35 percent of health centers increased access to integrated care (at least 5 percent increase in medical and at least one other type of patient) in 2015

Support health centers that employ multi-disciplinary teams – 11,800+ physicians and 10,300+ nurse practitioners, physician assistants, certified nurse midwives, and 4,100+ dentists.

Provide linguistically appropriate enabling services (e.g., housing, food, and job support) to more than 2.38 million patients through health centers.

Investments to Promote Performance and Innovation:
• Awards to increase data capacity and operational quality improvement
• Awards to support collaborative learning and best practice dissemination
Shifting Focus to Enhance Quality and Increase Value

Vision: Create a Continuously Learning and Improving Health Center System

Opportunities to accelerate performance:
- Improve data and analytics capacity
- Identify and disseminate best/evidence-based practices
- Support practice transformation and quality improvement activities
- Advance operational performance and business acumen (including governance)
- Participate in delivery system reform

Ideal TA support:
- Data-driven, results focused
- Focuses on performance improvement
- Facilitates/encourages collaboration
- Utilizes practice coaching/facilitation
- Customer-centric, responsive to changing needs based on health care landscape
- Multi-modal, based on educational and knowledge management best practices
Increasing Health Center Value

Access

Cost

Quality

VALUE

Patients & Communities

Providers

Payers
Advancing oral health to improve value of health centers

- Patient-centered health homes and interprofessional team-based care and the integration of oral health and primary care services
- Integration of EMR and EDRs for coordinated care delivery
- Leveraging HIT for data-driven quality improvement and engaging dental programs in quality improvement activities
Are you Ready for the Future: Challenges/Opportunities

What does the future look like?

Financial factors

Environmental considerations

Demonstrate impact
Health Center Program
Technical Assistance Resources

• BPHC Website – http://bphc.hrsa.gov
  – General program information
  – Sign up for the weekly Primary Care Digest email to receive up to date information
• BPHC Helpline – http://www.hrsa.gov/about/contact/bphc.aspx
  – BPHC EHB questions/issues
  – FTCA Inquiries
• BPHC Project Officer – to address specific questions about your health center’s grant or designation
• National Cooperative Agreements and Primary Care Associations http://bphc.hrsa.gov/qualityimprovement/supportnetworks/index.html
Health Center Program
Oral Health Resources

• General Information
  • HRSA Bureau of Primary Health Care: Oral Health and Primary Care Integration:
    http://bphc.hrsa.gov/qualityimprovement/clinicalquality/oralhealth/
  • HRSA Oral Health: http://www.hrsa.gov/publichealth/clinical/oralhealth/
  • CDC- NCCDPHP’s Division of Oral Health: http://www.cdc.gov/OralHealth/
    • Vital Signs: Dental Sealants: http://www.cdc.gov/vitalsigns/

• Technical Assistance
  • National Network for Oral Health Access (NNOHA): http://www.nnoha.org/
  • National Association of Community Health Centers: http://nachc.com/
  • ECRI Resource Page: Dental Services and Oral Health: https://www.ecri.org/components/HRSA/Pages/DentalServices.aspx
Contact Information

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