Advancing Quality in Health Centers
Bureau of Primary Health Care Update

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U.S. Department of Health and Human Services
Health Resources and Services Administration
Bureau of Primary Health Care
MA Health Centers
Calendar Year 2012

MA Health Centers
36 Grantees
3 Look Alikes

In 2012, 36 Health Center Grantees Served 638,623 patients:

• 19.78% were uninsured
• 90.65% were at or below 200% of poverty
• 55.30% Female
  • 58.70 nationally
• 22.21% Children < age 18
  • 31.58% nationally
• 8.36% Seniors age 65+
  • 7.16% nationally

• Served by (FTEs):
  – 455.92 Physicians
  – 282.57 Nurse Practitioners, Physician Assistants, and Certified Nurse Midwives

Source: Uniform Data System, 2012
In the last four years, ACA funding has:

• Expanded Access
  – Established more than 550 health center new access points
  – Expanded service capacity at more than 1,100 health centers
  – Constructed more than 800 new sites and renovated nearly 1,900 sites

• Supported Outreach & Enrollment
  – Funded outreach and enrollment activities in nearly 1,160 health centers and 50+ Primary Care Associations
  – As of March 2014, health centers trained nearly 14,500 outreach and enrollment workers nationwide
  – Health centers educated or assisted more than 4.7 million individuals on affordable insurance options
In the last four years, ACA funding has:

• Improved Quality and Patient Outcomes
  – Awarded more than 130 expanded HIV treatment & care grants
  – Supported more than 1,700 quality improvement grants; targeting the development of patient-centered medical homes
  – Supported more than 40 Health Center Controlled Networks that facilitate health information technology enable quality improvement
Health Center EHR Adoption
National and MA - 2012

2015 Goal: 100% of Health Centers use EHR at All Sites

2012 Goal: 50% of Health Centers use EHR at All Sites

Source: Uniform Data System, 2012
Health Center PCMH Recognition
National and MA

Data as of March 31, 2014
PCMH Recognized Includes: NCQA, Joint Commission, and AAAHC
Health Center Performance and Healthy People 2020 Goals, National and MA-2012

Percentage of Health Centers Meeting or Exceeding Healthy People 2020 Goals

- Hypertension Control
- Diabetes Control
- Early Entry to Prenatal Care
- Low Birthweight

2014 Goal: 20+% of Health Centers Meet or Exceed HP 2020 Goals

Source: 2012 UDS and Healthy People 2020
## Range of Clinical Performance

<table>
<thead>
<tr>
<th></th>
<th>High</th>
<th>Low</th>
<th>MA Average</th>
<th>National Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diabetes Control</td>
<td>89%</td>
<td>39%</td>
<td>74%</td>
<td>70%</td>
</tr>
<tr>
<td>Timely entry into Prenatal Care</td>
<td>96%</td>
<td>60%</td>
<td>79%</td>
<td>70%</td>
</tr>
<tr>
<td>Hypertension Control</td>
<td>92%</td>
<td>49%</td>
<td>65%</td>
<td>64%</td>
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<tr>
<td>Low Birth Weight</td>
<td>15%</td>
<td>0%</td>
<td>6%</td>
<td>7%</td>
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<tr>
<td>Childhood Immunizations</td>
<td>94%</td>
<td>0%</td>
<td>46%</td>
<td>42%</td>
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<tr>
<td>Cervical Cancer Screening</td>
<td>86%</td>
<td>32%</td>
<td>66%</td>
<td>57%</td>
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<tr>
<td>Asthma Therapy</td>
<td>100%</td>
<td>30%</td>
<td>65%</td>
<td>73%</td>
</tr>
</tbody>
</table>

New and Anticipated Health Center Program Policies

- FINAL Governance PIN
- FINAL Revised Total Budget PIN
- Updated Site Visit Guide
- FINAL Sliding Fee Discount Program PIN
- Program Requirements “Manual”

To access these and forthcoming policies, visit:
http://www.bphc.hrsa.gov/policiesregulations/policies/index.html
• Awarded: $150 Million for 236 New Access Points

• Awarded: $58 Million in 1,157 one-time Outreach and Enrollment Grants to Health Centers

• $35 Million for PCMH Capital Awards

• $50 Million for Mental Health Service Expansion - Behavioral Health Integration

• $110 Million in Base Adjustments

• $300 Million for Expanded Services
• $4.6 billion, including $3.6 billion from the Affordable Care Act Community Health Center Fund.

• $100 million to fund 150 new health center sites to serve an additional 900,000 patients.

• $860 million for one-time quality improvement and capital development awards.

• Continuation of mandatory funding for health centers in FY 2016, 2017, and 2018 at $2.7 billion annually.
Health Center Quality Awards

PCMH Recognition Award
- Health centers recognized as PCMHs by July 1st are eligible
- Annual award added to base adjustment for health centers that maintain PCMH recognition

Quality Improvement Award
- Based on 2013 UDS submissions
- Four categories:
  - EHR Reporters – reports on whole universe using EHR
  - Top Improvers – compared to self
  - High Performers – compared to peers using quartile rankings
  - Clinical Excellence – highest performers compared to national standards in key clinical areas
Health Center Program
Quality Strategy

Better Care • Healthy People & Communities • Affordable Care

**Strategy Implementation**

1. Programs/Policies
2. Funding
3. Technical Assistance
4. Data/Information
5. Partnerships/Collaboration

**Priorities & Goals**

1. Implementation of QI/QA Systems
   *Health Centers fully implement their QI/QA plans*
2. Adoption and Meaningful Use of EHRs
   *Health Centers implement EHRs across all sites & providers*
3. Patient-Centered Medical Home Recognition
   *Health Centers receive PCMH recognition*
4. Improving Clinical Outcomes
   *Health Centers meet/exceed HP2020 goals on at least one UDS clinical measure*
5. Workforce/Team-Based Care
   *Health Centers are employers/providers of choice and support team-based care*
Recent amendments to 42 CFR Part 6 (“FTCA Coverage of Certain Grantees and Individuals”)

- Immunization campaigns for all, not just children
- Clarification that there is coverage for conducting or participating in Health fairs or Immunization Campaigns
- FTCA coverage for services provided to non-health center patients in individual emergency situations
  - Health center provider caring for a health center patient
  - Asked to temporarily treat or assist in treating a non-health center patient’s emergency situation
    - Health center has documentation that the provision of individual emergency treatment is a condition of employment at the health center
- Effective December 23, 2013
- FTCA Policy Manual update & technical assistance coming soon
In 2012, approximately 60% of health centers used EHR data to report on at least one UDS clinical measure.

70% of health centers QI/QA committee minutes demonstrated use of clinical data to drive QI activities in their 2014 FTCA deeming applications.

HIT facilitates the patient centered medical home model of care and will becoming increasingly important as PCMH standards evolve.

Timely access to accurate data and information will be critical to health center success moving forward.
HRSA encourages and supports health centers to transform their practices and participate in the PCMH recognition process to:
  - increase access;
  - improve the quality of care and outcomes for health center populations; and
  - provide care in a cost effective manner.

HRSA/BPHC will cover recognition process fees and provide technical assistance resources for practice transformation.

CMS Advanced Primary Care Practice Demonstration
  - Almost 500 FQHC sites participating in demonstration
  - Goal: NCQA Level III Recognition by October 2014
Integrated Care

• HIV Care
  – HIV supplemental funding
  – Upcoming collaboration with CDC to increase capacity to treat HIV in primary care

• Behavioral Health
  – UDS measure for 2014
  – Behavioral health integration funding opportunity

• Oral Health
  – Developing a UDS measure for 2016
  – Possible service expansion opportunities
Technical Assistance Resources
Technical Assistance (TA) Resources

• National and state-based support for training and technical assistance:
  o National Cooperative Agreements
  o State/Regional Primary Care Associations
  o State Primary Care Offices

• Federal TA Support:
  o Project Officer
  o TA Calls/Trainings
  o Onsite Consultant Support
  o BPHC TA Website

For more information visit the BPHC TA Website:  
http://www.bphc.hrsa.gov/technicalassistance/index.html
Single point of contact to assist grantees and stakeholders with information in the following areas:

- BHCMIS – System in EHB (Electronic Handbook)
- Health Center Quarterly Reporting (HCQR)/ARRA 1512
- Reporting Uniform Data System (UDS)
- Federal Torts Claims Act (FTCA) for Health Centers and Free Clinics

Phone: 1-877-974-BPHC (2742)  
Email: bphchelpline@hrsa.gov.

Available Monday to Friday (excluding Federal holidays), from 8:30 AM – 5:30 PM (ET), with extra hours available during high volume periods.
Outreach and Enrollment Inbox (for general O/E questions)

bphc-oe@hrsa.gov

PCA Outreach and Enrollment Inbox
(for PCA questions and issues)

bphc-pca-oe@hrsa.gov

BPHC O/E supplemental funding TA web page

http://bphc.hrsa.gov/outreachandenrollment/

Other important websites:

https://www.healthcare.gov/
https://www.cuidadodesalud.gov/es/
http://www.hrsa.gov/affordablecareact/
2012 Performance Data publicly available at:

UDS Website:
- Data analysis tools
- Data download functionality
- UDS Grantee/State/National Summaries
- Health Center Trend Reports
- State and National Roll-up Reports
- Reporting and Training Resources

UDS Mapper: www.udsmapper.org
- HRSA has developed a mapping and support tool driven primarily from data within the UDS
- Webinar trainings on using Mapper functionality available: http://www.udsmapper.org/webinars.cfm
ECRI risk management and patient safety resources are available to Health Center Program grantees and Free Clinics. Resources include:

- Risk management courses
- Continuing medical education (CME) credits at no cost to health care providers
- Links to archived audio-conferences/webinars to supplement evidence-based risk management training
- Guidance articles, self-assessment tools, ready-made training materials on patient safety, quality and risk management for the health center and free clinic setting
- Risk & Safety E-news

Visit: [www.ecri.org/clinical_RM_program](http://www.ecri.org/clinical_RM_program).
All Health Center and Primary Care Associations are encouraged to explore and participate in the following key HHS public health initiatives:

• Affordable Care Act Key Resources
  https://www.healthcare.gov/
  https://www.cuidadodesalud.gov/es/

• Affordable Care Act and HRSA Programs
  http://www.hrsa.gov/affordablecareact/

• Health Centers Hire Veterans Challenge
  http://www.bphc.hrsa.gov/veterans/index.html
Primary Health Care and Public Health Leadership

- National Quality Strategy
  http://www.ahrq.gov/workingforquality/nqs/
- Tobacco Cessation
  http://betobaccofree.hhs.gov/index.html
- HHS Action Plan to Reduce Racial and Ethnic Health Disparities
- National Prevention Strategy
- National HIV/AIDS Strategy
Primary Health Care and Public Health Leadership

• National Oral Health Initiatives
  http://www.hrsa.gov/publichealth/clinical/oralhealth/

• Behavioral Health Initiatives
  http://bphc.hrsa.gov/technicalassistance/tatopics/clinicalcareservices/index.html#Behavioral

• Healthy Weight Collaborative
  http://www.collaborateforhealthyweight.org/

• Million Hearts Campaign
  http://millionhearts.hhs.gov/

• Text4baby
  http://www.cdc.gov/women/text4baby/index.htm

• Viral Hepatitis Initiative
  http://www.hhs.gov/ash/initiatives/hepatitis/index.html
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