



## FQHCs and Quality of Care

### Developing a Culture of Quality throughout the Health Center Program

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# Today's Presentation



## National Overview

- Health Center Program Performance
- Primary Health Care Focus

## Primary Health Care Updates

- Policy
- Funding
- Quality and Data
- 2010 Priorities

## Additional HRSA Resources



*Improve the health of the Nation's underserved communities and vulnerable populations by assuring access to comprehensive, culturally competent, quality primary health care services*





# Health Center Requirements



- **Community Need:**
  - Located in medically underserved areas (MUA) or serves medically underserved populations (MUP)
- **Services:**
  - Provide comprehensive primary care services
  - Provide enabling services such as education, translation and transportation that promote access to health care
  - Services available to all with fees adjusted upon ability to pay
- **Management and Finance:**
  - Meet performance and accountability requirements regarding administrative, clinical, and financial operations
- **Governance:**
  - Governed by a community board composed of a majority (51%) of health center patients who represent the population served

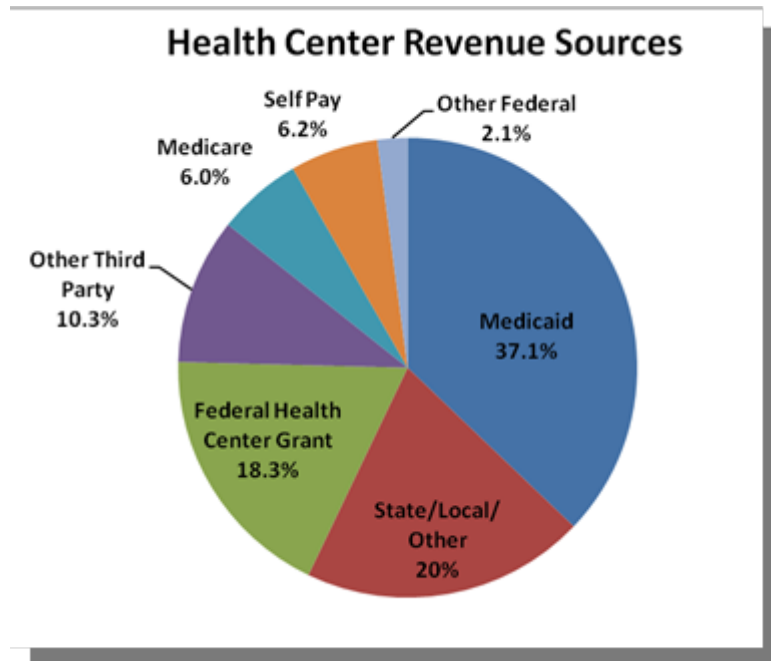
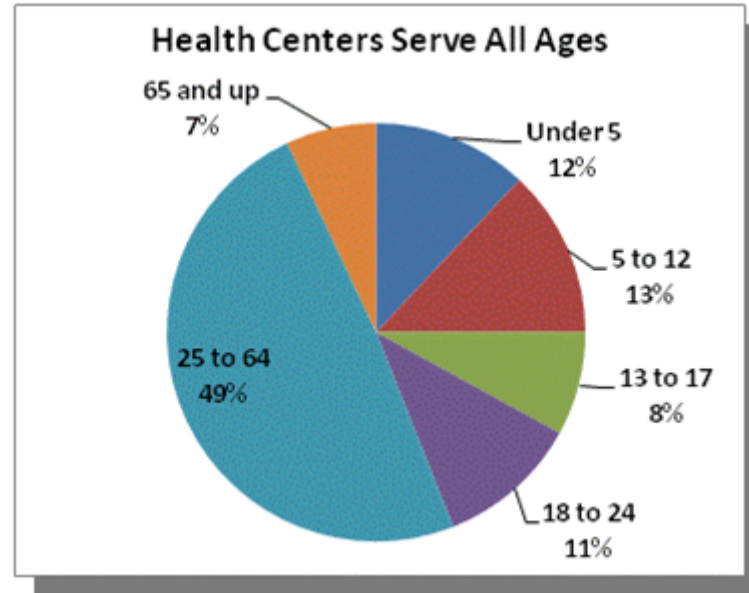


# Health Center Program Overview Calendar Year 2008



## 17.1 Million Patients

- 92% Below 200% poverty
- 38% Uninsured
- 40% Racial Minority; 33% Hispanic
- 934,000 Homeless Individuals
- 834,000 Migrant/Seasonal Farmworkers
- 157,000 Residents of Public Housing



## 67 Million Patient Visits

- 1,087 Grantees – half rural
- 7,500+ Service Sites

## Over 113,000 Staff

- 8,441 Physicians
- 5,100 NPs, PA, & CNMs



# Health Center Program National Presence



## Health Centers and Sites

April 2010



- Health Center Sites
- Health Center Grantees

Source: HRSA Health Center  
Office of Quality Improvement  
April 12, 2010



# Health Center Performance Calendar Year 2008



## Among Health Center Patients:

- 65% entered prenatal care in the first trimester
- Rate of low birth weight babies (7.6%) continues to be lower than national estimates (8.2%)
- 70% of children have appropriate immunizations
- 73% Diabetic Patients with HbA1c  $\leq 9$
- 62% Hypertensive Patients with Blood Pressure  $\leq 140/90$
- \$588 Cost per Patient; \$129 per Visit



For more information: <http://www.bphc.hrsa.gov/about/performanceasures.htm>



# The Affordable Care Act



- **The Affordable Care Act (ACA) provides \$11 billion in funding for the operation, expansion, and construction of health centers throughout the Nation.**
- **This increased funding will double the number of patients seen by health centers over the next 5 years, making primary health care available for an additional 20 million people.**





# The Affordable Care Act



- Other key ACA provisions for health centers:
  - Teaching Health Centers
  - Funding for National Health Service Corps
  - Nurse-Managed Health Clinics
  - Community-Based Collaborative Care Networks
  - Medicare Payment Changes



# Quality Health Care

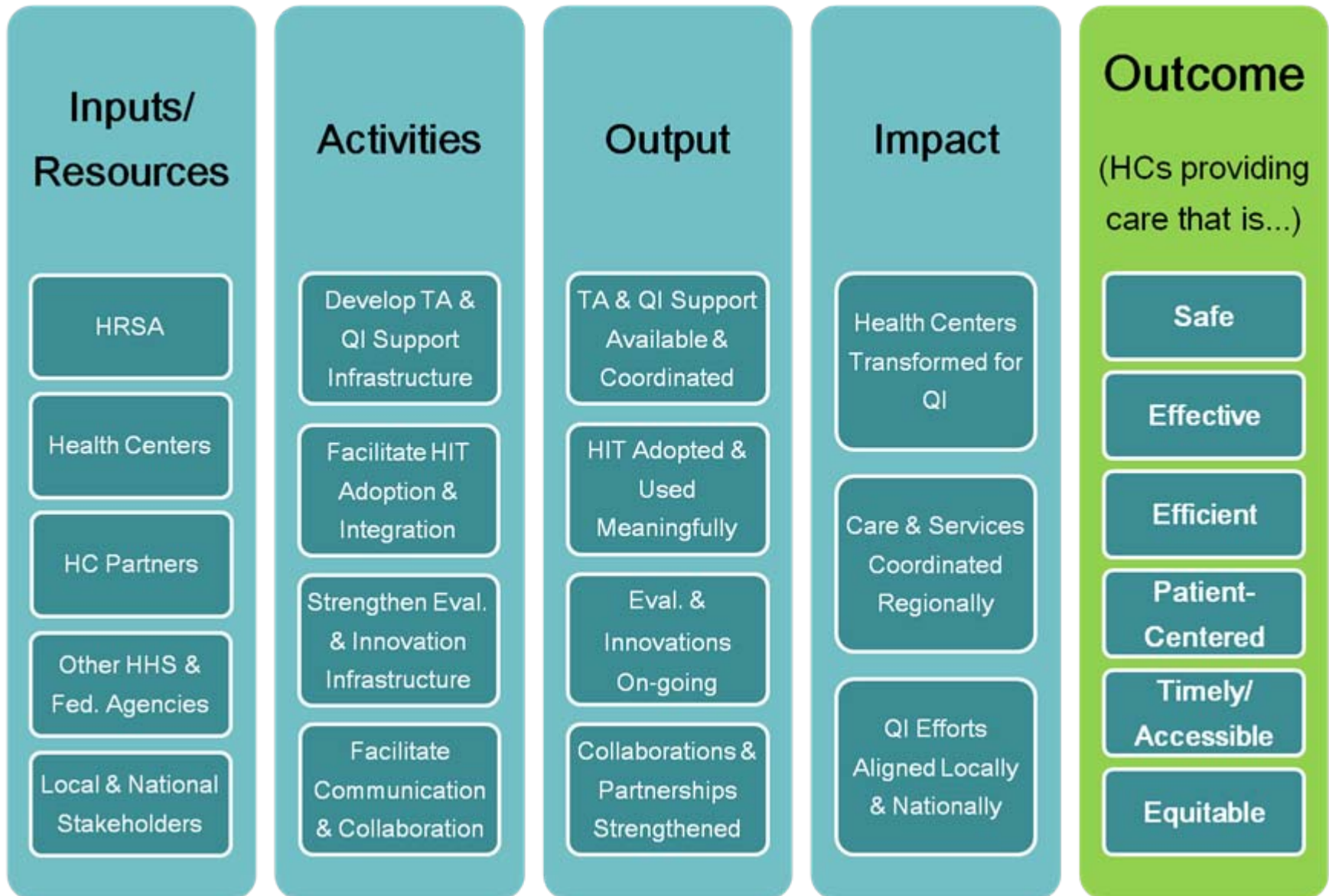


Health care that is...

*...safe, effective, patient-centered,  
timely, efficient, and equitable.*



# BPHC QI Strategy Framework





# Key Components



## Provide TA to Support QI

- Training and Technical Assistance
  - BPHC TA website
  - Webinars/Conference Calls
  - Direct TA through National Cooperative Agreements and Partners
- Policy Guidance
  - QI Template
- Risk Management Support



## Support HIT Adoption

- EHR adoption through Health Center Controlled Networks and CIP (ARRA)
- Work with Federal partners on meaningful use, Beacon Community, Regional Extension Centers.



## Evaluation and Innovations

- Assure quality through data
  - BPHC: UDS, HC Quarterly Reports, Patient Surveys, FTCA Claims, Site visits, Accreditation
  - Other sources: HAB, NCA
  - Public health & community data
- Identify Best-Practices
  - Performance measurement and analysis
  - Case studies
- Translational Research and Demonstrations
  - CHARN, PBRN
  - CMS FQHC APC Demonstration



## Alignment and Integration through Partnerships

- HRSA
  - BCRS: National Health Services Corps.
  - BHPPr: Health Professions Training, Teaching Health Centers
  - HAB: Ryan White
  - MCHB: Title V, Healthy Start
  - ORHP: RHC and Critical Access Hospitals
  - Office of Health IT and Quality
  - Office of Special Health Affairs



## Alignment and Integration through Partnerships

- Federal Partners
  - HHS: OS, AHRQ, CMS, SAMHSA, CDC, IHS
  - Federal wide: ONDCP, VA, HUD, DOE, USDA, etc.
  - States and local governments
- Private Partners
  - Various stakeholder groups
  - Foundations
- National Accreditation and Recognition





## Patient-Centered Medical Homes/ Advanced Primary Care

- Align with and influence national standards
- Build on existing & emerging programs.
- Provide incentives and TA to become PCMH
- Support evaluations & innovations
- Partner with key stakeholders



## Work with HCCNs & PCAs to...

- Support successful EHR adoption
- Prepare HCs for meaningful use
- Support participation in Health Information Exchanges
- Support participation in Practice Based Research Networks
- Utilize EHRs to facilitate quality improvement and risk management



## Health Centers as Public Health Interventions

- Adopt population health approaches
  - Support community needs assessment (e.g. Health Landscape, CHSI, Match, etc.)
  - Examine HC impact on community health and health systems as a whole
  - Partner with public health departments, services and organizations
  - Leverage clinical data to inform population health



# Contact Information



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