

2013 Region VIII Health Center Needs Assessment CHAMPS Region VIII Summary Report

Executive Committee – April 2013

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2013 Region VIII Health Center Needs Assessment Survey

Total Started Survey: 221 respondents from 59 Region VIII Health Center Program Grantees & FQHC Look-Alikes (HCs – 95%)

1. PARTICIPANT DEMOGRAPHICS

Participation by State

- Colorado: 56 respondents from 18 HCs (100%)
- Montana: 64 respondents from 17+ HCs (94%)
- North Dakota/South Dakota: 42 respondents from 10 HCs (100%)
- Utah: 51 respondents from 11 HCs (100%)
- Wyoming: 8 respondents from 3+ HCs (60%)

Participation by Funding

- 330(g) Migratory and Seasonal Agricultural Workers:
20+ respondents from 10+ HCs (91% of HCs with MH funding)
- 330(h) Health Care for the Homeless:
46+ respondents from 13+ HCs (93% of HCs with HCH funding)
- 330(i) Residents of Public Housing:
4+ respondents from 1 HC (100% of HCs with PH funding)
- 2012 New Access Point New Start ("Newly Funded"):
8+ respondents from 4 HCs (100% of Newly Funded HCs)
- Functioning FQHC Look-Alikes:
1+ respondents from 1 HC (50% of FQHC LAs)

Participation by Years Employed by Health Center

Answer Options	Count	%
0-3 years	87	39.4%
4-9 years	61	27.6%
10+ years	73	33.0%

Participation by Role(s) Held at Health Center

Answer Options	Count	%
CEO/Executive Director	45	20.4%
CFO/Finance Director	26	11.8%
CIO/Information Technology Director	8	3.6%
COO/Operations Director	16	7.2%
CDO/Dental Director	4	1.8%
CMO/Medical Director	16	7.2%
Clinic Director/Manager	32	14.5%
Communications/Public Affairs Director/Manager	5	2.3%
Development Director/Grants Administrator	14	6.3%
Human Resources Director/Manager	11	5.0%
Medical Billing Manager/Supervisor	13	5.9%
Quality Improvement Director/Officer	16	7.2%
Other (please specify)	49	22.2%

2. NEED FOR T/TA IN PROGRAM REQUIREMENTS AND ADDITIONAL AREAS

Respondents were asked to rank their HC's need for training and technical assistance (T/TA) activities on 128 total topics:

- 109 within five Health Center Program Requirement Areas (Need, Services, Management & Finance-Fiscal Operations/Systems Requirements, Management & Finance-Workforce, and Governance)
- 19 within Additional Areas (including Emergency Preparedness, emerging legislative and health environment issues, etc.)

Respondents were asked to select "Unknown," "Low Need," "Moderate Need," or "High Need" for each topic. They also were allowed to entirely skip any topic.

- Ratings provided in this report are based on weighting of these responses:
 - Each "Low Need" received 1 point, each "Moderate Need" received 2 points, and each "High Need" received 3 points.
 - Responses of "Unknown" are not included in the calculation of average ratings.
 - **Average Rating = sum of points, divided by total number of respondents selecting a "Need" category**
 - 0.00-0.99: overall low need for T/TA
 - 1.00-1.99: overall moderate need for T/TA
 - 2.00-3.00: overall high need for T/TA

Region VIII Overall: Top Ranked Topics Needing T/TA (Average Ratings of 2.00+)

Area	Topic	Avg. Rating
G. MANAGEMENT & FINANCE – Fiscal Operations/Systems Requirements	ICD-10 Preparation	2.29
K. Additional – Other	New Payment Models	2.24
G. MANAGEMENT & FINANCE – Fiscal Operations/Systems Requirements	Coding Education	2.21
K. Additional – Other	Medicaid Expansion	2.19
H. MANAGEMENT & FINANCE – Workforce	Supervisor/Manager Training	2.12
C. SERVICES-PCMH	PCMH Training for Staff (e.g., MAs, Front Office, Mid-level Management, etc.)	2.11
H. MANAGEMENT & FINANCE – Workforce	Leadership Development	2.09
H. MANAGEMENT & FINANCE – Workforce	Productivity Benchmarking	2.08
G. MANAGEMENT & FINANCE – Fiscal Operations/Systems Requirements	Coding Auditing	2.08
K. Additional – Other	Insurance Exchanges	2.06
H. MANAGEMENT & FINANCE – Workforce	Succession Planning	2.03
C. SERVICES-PCMH	Continuous Team-Based Healing Relationships (Care Teams)	2.01
A. NEED	Understanding and Utilizing Data Effectively	2.00
G. MANAGEMENT & FINANCE – Fiscal Operations/Systems Requirements	Billing Best Practices	2.00

2. NEED FOR T/TA IN PROGRAM REQUIREMENTS AND ADDITIONAL AREAS, continued

HEALTH CENTER PROGRAM REQUIREMENTS

Top Ranked Topics By Program Requirements Area	RVIII Rank	RVIII Avg. Rating
A. NEED		
Marketplace Analysis	44	1.84
Statewide Strategic Planning	41-T	1.85
Understanding and Utilizing Data Effectively	13-T	2.00
B. SERVICES – Health Information Technology (HIT)		
Health Information Security Policies and Procedures	51-T	1.80
Health Information Workflow Audits	28-T	1.92
Patient Portals	28-T	1.92
C. SERVICES – Patient-Centered Medical Home (PCMH)		
Care Management/Coordination	17	1.95
Continuous Team-Based Healing Relationships (Care Teams)	12	2.01
PCMH Training for Staff (e.g., Medical Assistants, Front Office, Mid-level Mgmt, etc.)	6	2.11
D. SERVICES – Expansion (New/Increased Services)		
Behavioral Health Services	18-T	1.94
Mental Health Integration	22-T	1.93
Substance Abuse Services	22-T	1.93
E. SERVICES – Risk Management		
Corporate Compliance	22-T	1.93
FTCA Deeming Application	80-T	1.69
FTCA Provider Training	45-T	1.83
F. SERVICES – Other		
Community Awareness and Education	33-T	1.88
Patient Education	62-T	1.76
Quality Assurance/Quality Improvement	47-T	1.82
Referral and Tracking	62-T	1.76
G. MANAGEMENT & FINANCE – Fiscal Operations/Systems Requirements		
Billing Best Practices	13-T	2.00
Coding Auditing	8-T	2.08
Coding Education	3	2.21
ICD-10 Preparation	1	2.29
H. MANAGEMENT & FINANCE – Workforce		
Leadership Development	7	2.09
Productivity Benchmarking	8-T	2.08
Succession Planning	11	2.03
Supervisor/Manager Training	5	2.12
I. GOVERNANCE		
Board Member Training	22-T	1.93
Corporate Compliance Roles & Responsibilities	41-T	1.85
Quality Assurance/Quality Improvement Roles & Responsibilities	57-T	1.77

2. NEED FOR T/TA IN PROGRAM REQUIREMENTS AND ADDITIONAL AREAS, continued

ADDITIONAL AREAS

Top Ranked Topics By Additional Areas	RVIII Rank	RVIII Avg. Rating
J. Emergency Preparedness (EP)		
Business Continuity Planning	30-T	1.91
Communication Methods and Best Practices for Emergencies	37-T	1.86
PIN/PAL Requirements for Emergency Preparedness	53	1.79
K. Other		
Insurance Exchanges	10	2.06
Medicaid Expansion	4	2.19
New Payment Models	2	2.24

3. NEED FOR T/TA IN CLINICAL & FINANCIAL PERFORMANCE MEASURES

Participants were asked to rank their HC's TOP THREE Clinical and Financial Performance Measures with the highest need for support via additional T/TA activities, including:

- 16 Clinical Performance Measures, plus "Unknown"
- 5 Financial Performance Measures, plus "Unknown"

Respondents were asked to select "1st Highest Need," "2nd Highest Need," or "3rd Highest Need;" each could be chosen only once. They also were allowed to entirely skip any or all of the "Need" options. Rankings provided in this report are based on weighting of these responses:

- Each "1st Highest Need" received 3 points, each "2nd Highest Need" received 2 points, and each "3rd Highest Need" received 1 point.
- **Rating = average of points for each measure, multiplied by the number of respondents choosing a rank for that measure**

Region VIII Overall: Top 3 Ranked CLINICAL Performance Measures Needing T/TA

Rank	Clinical Performance Measure	Region VIII
1	Controlled diabetes (HbA1c levels)	114.75
2	Cervical cancer screening (including PAP test)	99.84
3	Weight assessment and counseling for children/adolescents	88.00

Region VIII Overall: Top 2 Ranked FINANCIAL Performance Measures Needing T/TA

Rank	Financial Performance Measure	Region VIII
1	Total cost per patient	178.34
2	Medical cost per medical visit	171.76

4. FACTORS CONTRIBUTING TO AND RESTRICTING SUCCESS

Respondents were asked to identify the top three factors that would CONTRIBUTE to, and the top three factors that would RESTRICT, their health center's ability to successfully meet Health Center Program requirements and performance measures over the next three years. Some respondents chose to respond by listing up to three items currently existing within their health center, while others listed up to three items that would most impact their health center's ability to succeed.

A. Factors CONTRIBUTING to Success

Responses were assessed for similarities in theme; overall:

- **60% of the responses addressed staff in some way**, including:
 - 35% of all responses that addressed having the correct staff attitudes and/or aptitudes
 - 34% that addressed staffing levels, including:
 - 13% that addressed retention
 - 11% that addressed recruitment
- **42% addressed funding or finances**
- 28% addressed training and/or technical assistance
- 16% addressed IT, EHRs, EMRs, etc.
- 16% addressed BPHC requirements and measures
- 12% addressed services
- 10% addressed patients, community, partnerships, etc.

B. Factors RESTRICTING Success

Again, responses were assessed for similarities in theme; overall:

- **59% of the responses addressed staff in some way**, including:
 - 33% of all responses that addressed staffing levels
 - 28% that addressed staff attitudes/aptitudes
- **51% addressed funding or finances**
- 16% addressed patients, community, partnerships, competition, etc.
- 15% addressed BPHC requirements and measures
- 13% addressed training and/or technical assistance
- 12% addressed IT, EHRs, EMRs, etc.

5. PREFERRED METHODS FOR RECEIVING TRAINING & TECHNICAL ASSISTANCE

Respondents were asked to rate their preference for various methods for receiving training and technical assistance (T/TA); they were asked to select "Unknown," "Low Preference," "Moderate Preference," or "High Preference" for each topic. They also were allowed to entirely skip any method.

- Ratings provided in this report are based on weighting of these responses:
 - Each "Low Preference" received 1 point, each "Moderate Preference" received 2 points, and each "High Preference" received 3 points.
 - Responses of "Unknown" are not included in the calculation of average ratings.
 - **Average Rating = sum of points, divided by total number of respondents selecting a "Preference" category**
 - 0.00-0.99: overall low preference for method
 - 1.00-1.99: overall moderate preference for method
 - 2.00-3.00: overall high preference for method

Top Preferred Methods for Receiving Training and Technical Assistance

Training/TA Method	RVIII Rank	RVIII Avg. Rating
PCA-Provided One-on-One Answers (No Charge)	1	2.24
PCA-Sponsored Face-to-Face Training (Costs Offset by Registration Fees)	3	2.12
PCA-Sponsored Webinars/Webcasts (Costs May be Offset by Registration Fees)	2	2.18