



# Primary Care Clinician Recruitment: Utilizing the National Health Service Corps Programs

Community Health Care Association of New York State (CHCANYS)  
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Anne Venner, MA  
Regional Supervisor, Region II/New York Office  
Division of Regional Operations  
Bureau of Health Workforce  
Health Resources and Services Administration  
U.S. Department of Health and Human Services



# Health Resources and Services Administration

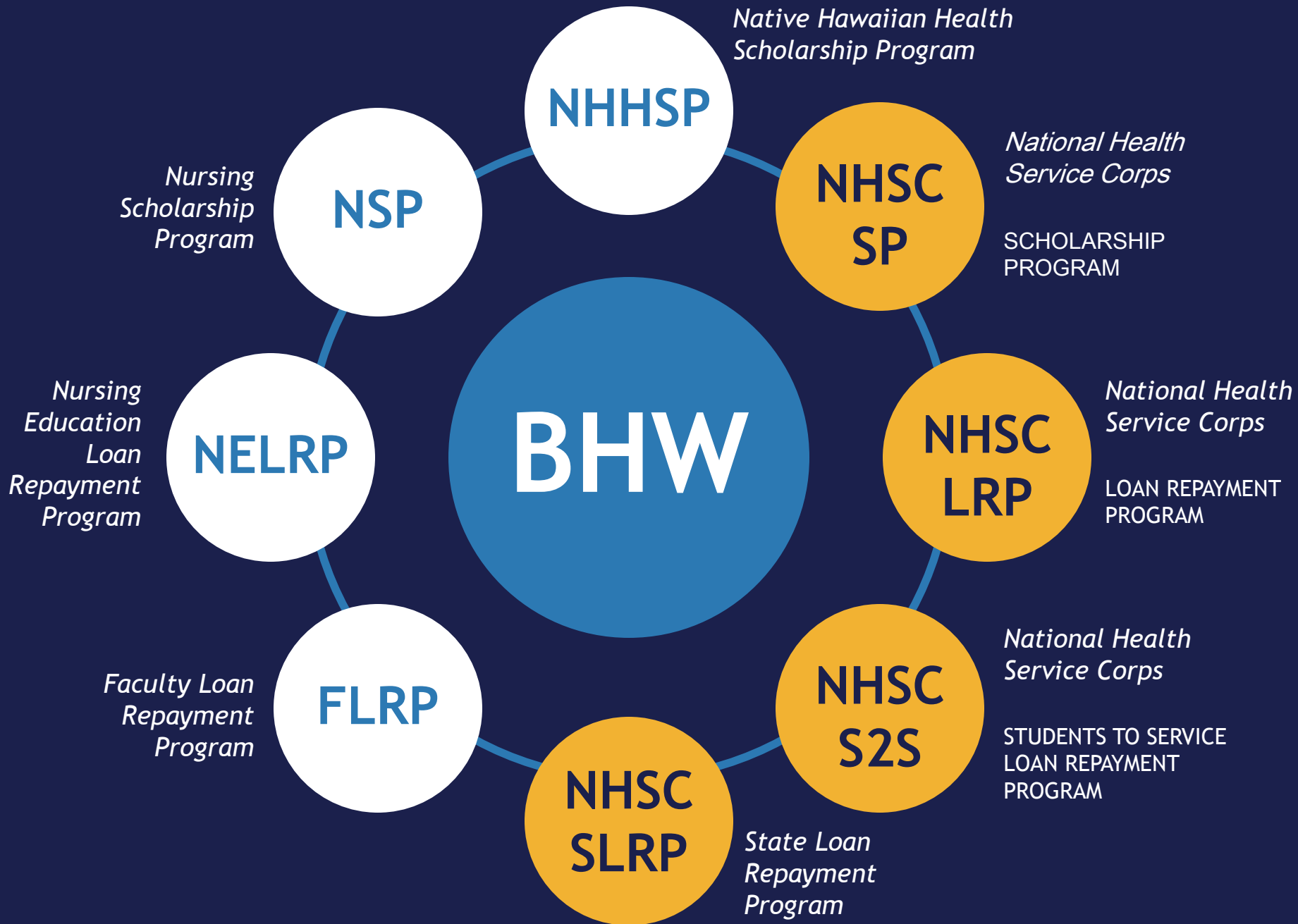
- **HRSA focuses on improving access to health care services for people who are economically, geographically or medically vulnerable**
- **Mission: To improve health and achieve health equity through access to quality services, a skilled health workforce and innovative programs**

**Goal I: Improve Access to Quality Care and Services**

**Goal II: Strengthen the Health Workforce**

**Goal III: Build Healthy Communities**

**Goal IV: Improve Health Equity**





# NHSC Story From the Field

- **Kevin Mahoney**

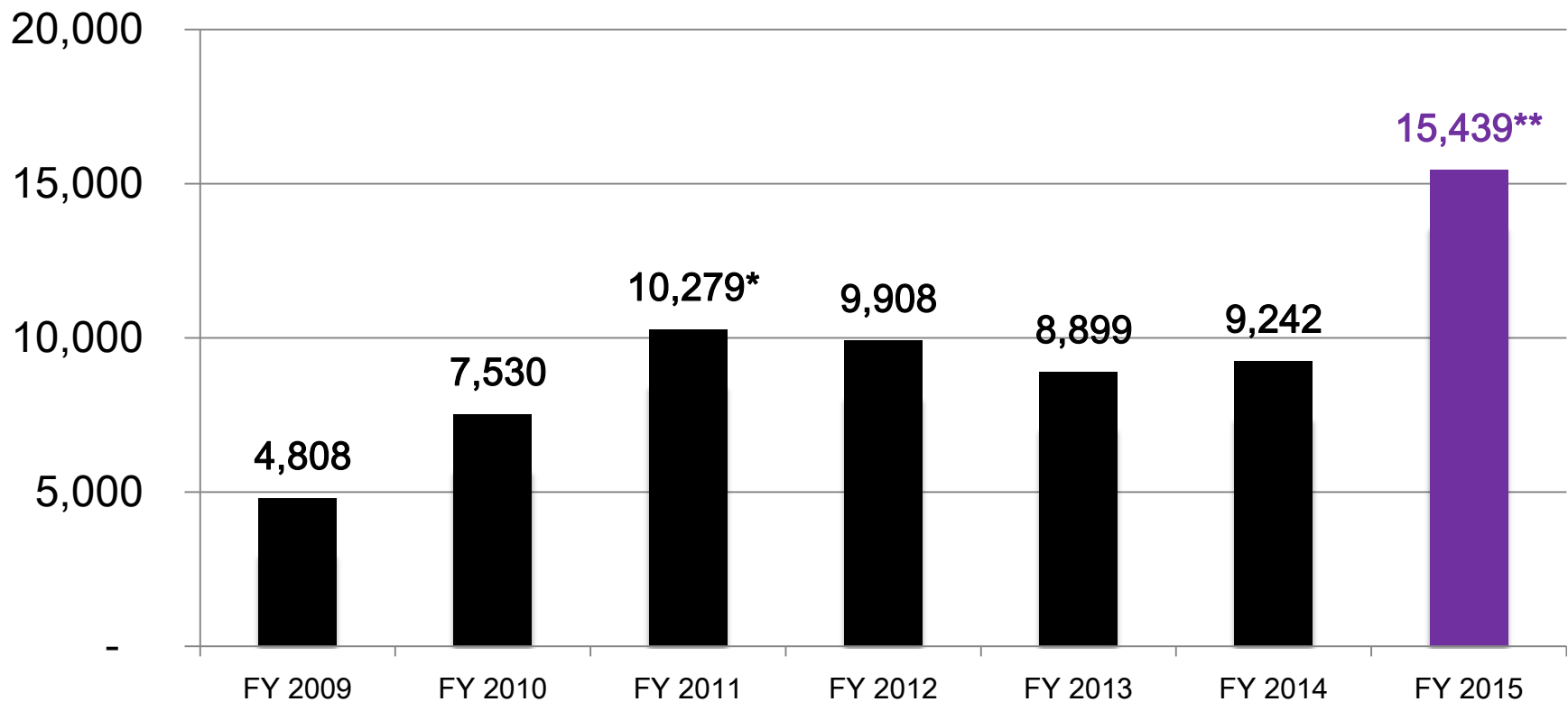
NHSC Member, Loan Repayment Program

Utica, NY

[http://www.nhsc.hrsa.gov/corpsexperience/  
memberstoriesvideos/index.html](http://www.nhsc.hrsa.gov/corpsexperience/memberstoriesvideos/index.html)



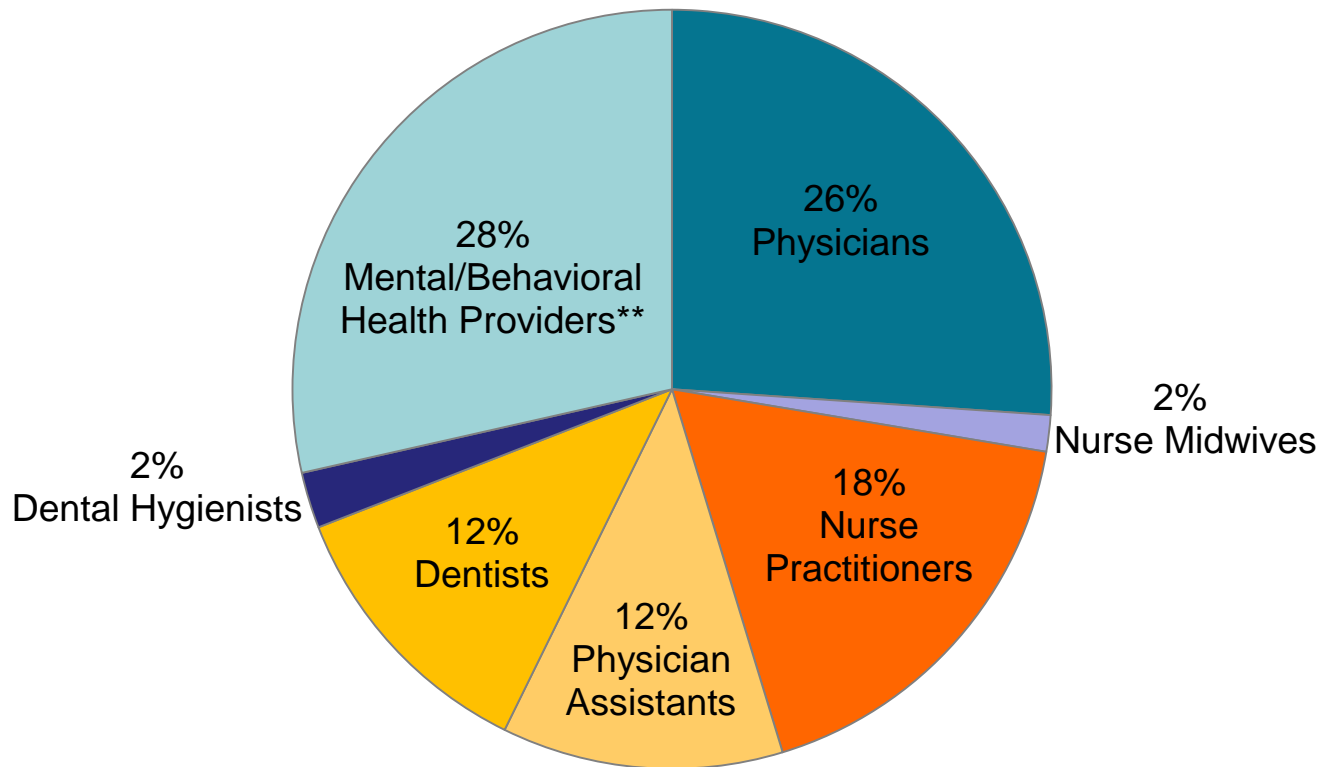
## NHSC Field Strength Growth & Projections FY 2009 - 2015



\*FY 2011 included funding from the Recovery Act, Affordable Care Act, and Base Appropriations.

\*\* Projected awards

## More than 9,200 NHSC clinicians were working in communities with limited access to health care in 2014\*



\*NHSC Field Strength report (as of September 30, 2014)

\*\*Mental and Behavioral Health Provider disciplines include: Health Service Psychologist, Licensed Clinical Social Worker, Psychiatric Nurse Specialist, Marriage and Family Therapist, and Licensed Professional Counselor



# NHSC Scholarship Program

- **Program Requirements**
  - Full-time student at an accredited school
  - Placement in a HPSA of 14 or higher
  - Minimum of 2-year service commitment after completing training
  - After 2-years, match year for year
- **Eligible Disciplines**
  - Primary Care
  - Dentistry
- **Regional Offices manage Scholar Placement**



# Students to Service Loan Repayment Program

- **FY 2015 Application Cycle OPEN NOW**
- **Program Requirements**
  - Physicians in 4<sup>th</sup> year of training
  - Placement in a HPSA of 14 or higher
  - 3-year service commitment
- **Eligible Disciplines**
  - MD's
  - DO's
  - Must match to primary care residency





# NHSC Loan Repayment Program

- **Program Requirements**
  - 2 years full-time service
  - Serving in a HPSA of 14 or higher
  - Half-time service possible
- **Eligible Disciplines**
  - Primary Care
  - Dentistry
  - Mental / Behavioral Health



# Health Professional Shortage Areas (HPSA)

- Designation to identify areas and population groups with a shortage of health professionals
- The primary factor is the number of health professionals relative to the population with consideration of high need
- Many Federal and State programs use HPSA designations in determining eligibility:
  - NHSC
  - NURSE Corps
  - Medicare Physician Bonus Payments
  - Rural Health Clinic Certification
  - J-1 Visa Waiver Program
  - State Loan Repayment Program
- Search for HPSA designations at <http://hpsafind.hrsa.gov/>

# Types of HPSAs

- **Three types of HPSAs:**
  - Primary Medical Care
  - Dental
  - Mental Health
- **For each discipline category, there are three types of HPSAs:**
  - Geographic area – everyone in the area is considered underserved
  - Population group – only the particular subpopulation is considered underserved
  - Facility – ambulatory care facility, correctional facility, state mental hospital



# Your HPSAs

- **Facility – Auto-HPSA per statute:**
  - Federally Qualified Health Centers (FQHCs)
  - FQHC Look-Alikes
  - Indian Health Service clinics
  - Tribally-run Health Clinics
  - Urban Indian Health Clinics
  - Dual-funded Community Health Centers (CHCs)/Tribal Health Clinics
  - Certified Rural Health Clinics meeting NHSC guidelines and has Certificate of Eligibility with Sliding Fee Scale



# Data Used to Score HPSA Designation

Determining Factors of HPSA Score	Primary Care HPSA	Dental HPSA	Mental Health HPSA
Population to Provider Ratio	X	X	X
Percent of Population Below 100% Poverty	X	X	X
Travel Time or Distance to Nearest Source of Care	X	X	X
Infant Mortality Rate or Low Birth Weight	X		
Access to Fluoridated Water		X	
Youth and Elderly Ratios			X
Substance and Alcohol Abuse Prevalence			X

## Process for NHSC Auto-approval of Health Center Grantees and Look-Alikes

Award Notice to Health Center Grantee,  
New Access Point, or Notice of Designation to Look-Alikes

- BPHC notifies BHW Shortage Designation Branch of NAP grantees and Look-Alikes
- SDB creates facility HPSA Designation and associated HPSA score for NAPs
- SDB notifies NAPS and Division of Regional Operations (DRO) upon HPSA Designation

- Grantee identifies site in scope and Project Officer then verifies and approves site(s) as implemented in scope
- BHW DRO verifies sites in 'scope of project' as well as services provided for NAPS in EHB, as well as newly-designated Look-Alikes
- DRO solicits information necessary for activation from scope-verified NAPs and designated Look-Alikes with internal checklist

DRO receives information from SDB, NAPS, and Look-Alikes, creates BMISS site record, and activates sites

Existing grantees/Look-Alikes not currently approved notify DRO of interest in NHSC

Auto-generated approval email sent through BMISS with reference to Welcome Kit and Site Agreement



## Criteria to be an NHSC Site

- Located in a HPSA
- Provide primary care medical, dental, or mental and behavioral health services
- Ensure access to ancillary, inpatient, and specialty referrals
- Provide services regardless of a patient's ability to pay or insurance status
- Accept patients covered by Medicare, Medicaid, and Children's Health Insurance Program (CHIP)
- Provide services on a free or reduced fee schedule based on income (sliding fee scale)
- Do not discriminate in the provision of services
- Use a provider credentialing process when hiring

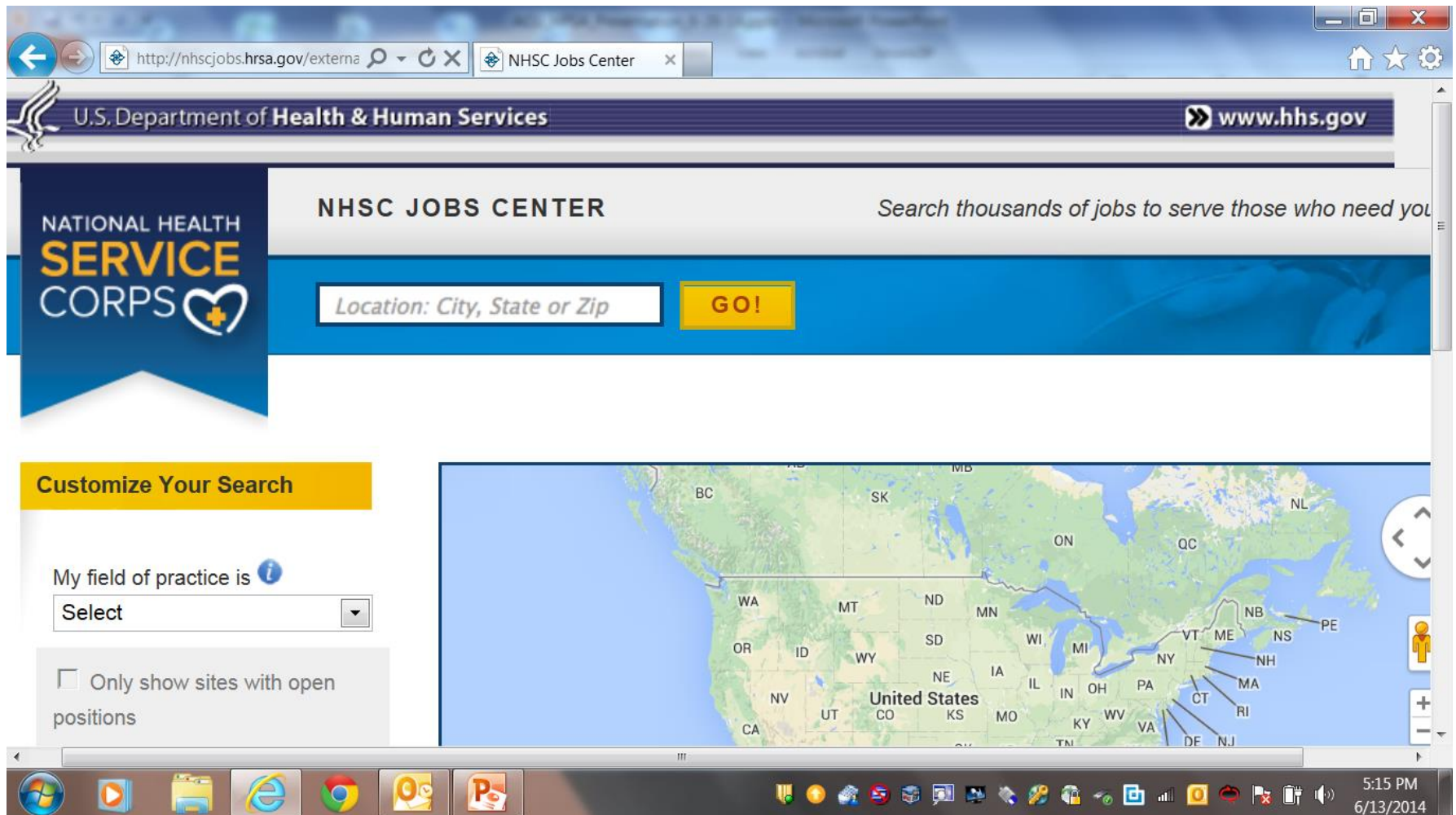


# NHSC Recruitment Tools

- **Corps Community Day**
- **NHSC Jobs Center – [nhscjobs.hrsa.gov](http://nhscjobs.hrsa.gov)**
  - Allows clinicians and students to find primary care jobs at approved NHSC sites
  - Averages more than 34,000 unique visitors per month
- **Virtual Job Fairs - [nhsc.hrsa.gov/corpsexperience/virtualjobfair](http://nhsc.hrsa.gov/corpsexperience/virtualjobfair)**
  - Allows clinicians and students to talk to NHSC-sites in real time
  - 10 fairs 2012-2014
    - more than 1,200 NHSC sites
    - more than 43 states, D.C., and 4 U.S. territories
    - promote more than 1,500 job opportunities
    - more than 2,400 job seekers
- **Social Media** - Facebook, Twitter, YouTube “Stories form the Field”



# NHSC Jobs Center ([nhscjobs.hrsa.gov](http://nhscjobs.hrsa.gov))



The screenshot shows a web browser window displaying the NHSC Jobs Center website. The browser's address bar shows the URL <http://nhscjobs.hrsa.gov/externa>. The website header includes the U.S. Department of Health & Human Services logo and the text "U.S. Department of Health & Human Services" and "www.hhs.gov". The main content area features the "NATIONAL HEALTH SERVICE CORPS" logo on the left and the text "NHSC JOBS CENTER" and "Search thousands of jobs to serve those who need you" on the right. Below this is a search bar with the placeholder text "Location: City, State or Zip" and a yellow "GO!" button. A "Customize Your Search" section is visible on the left, containing a dropdown menu for "My field of practice is" (currently set to "Select") and a checkbox for "Only show sites with open positions". On the right side of the page, there is a map of the United States with state abbreviations labeled. The Windows taskbar at the bottom shows various application icons and the system clock indicating 5:15 PM on 6/13/2014.



## NHSC Retention Rates

- **Short term retention rate at 85% in 2013; up from 76% in 2010**
- **85% who fulfilled their NHSC service commitment in FY 2012 and FY 2013 (an estimated 4,500 NHSC Alumni), remained in underserved communities/HPSAs**
  - 61% at same NHSC site
  - 16% within shortage designation
  - 8% at another NHSC site



“The NHSC clinicians working here are some of the most committed, dedicated, mission-driven people I have ever worked with in my life.”

~ Larry Gottlieb, NHSC-approved Site Administrator



## Region 2 Team

**We are here to help!**

- **Anne Venner, MA – [avenner@hrsa.gov](mailto:avenner@hrsa.gov)**
  - Regional Supervisor
  - Upstate New York
- **Jennifer Sermas, PT, MPT, DPT – [jsermas@hrsa.gov](mailto:jsermas@hrsa.gov)**
  - Western New York
- **Steve Auerbach, MD, MPH, FAAP – [sauerbach@hrsa.gov](mailto:sauerbach@hrsa.gov)**
  - New York City, Long Island
- **Apeksha Deshpande, MS, RD – [adeshpande@hrsa.gov](mailto:adeshpande@hrsa.gov)**
  - New Jersey, Puerto Rico, U.S. Virgin Islands