Community
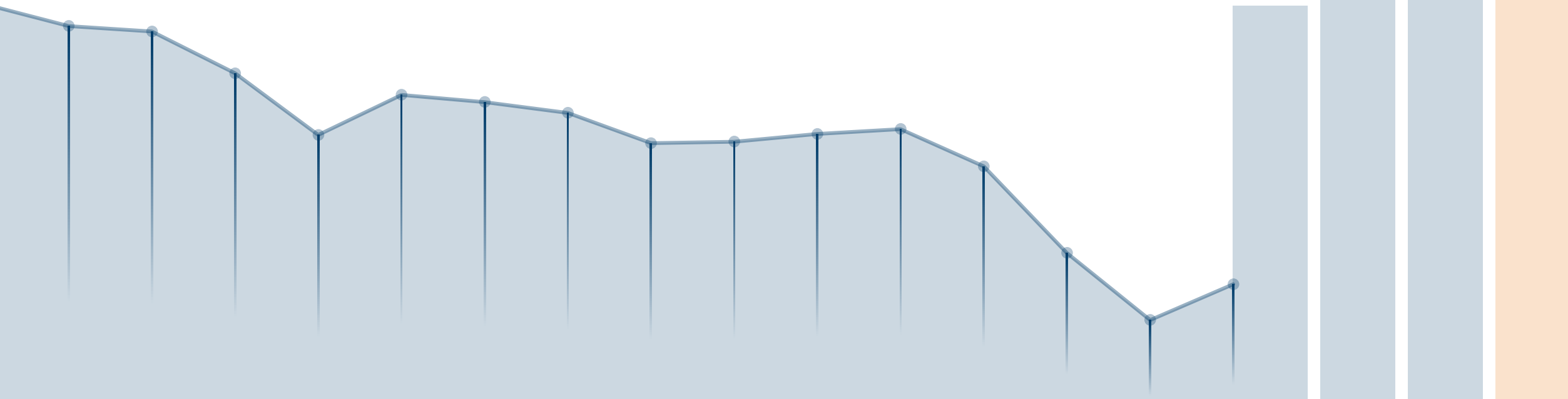
Health

Center

Chartbook 2021

National Association of
Community Health Centers

About Community Health Centers

The National Association of Community Health Centers (NACHC) is pleased to present the Community Health Center Chartbook, an overview of the Health Center Program and the communities they serve. Health centers began over fifty years ago as part of President Lyndon B. Johnson's "War on Poverty." Their aim then, as it is now, is to **provide affordable, high quality, comprehensive primary care to medically underserved populations, regardless of their insurance status or ability to pay for services.** A growing number of health centers also provide dental, behavioral health, pharmacy, and other important services. No two health centers are alike, but they all share one common purpose: to provide primary and preventive health care services that are coordinated, culturally and linguistically competent, and community-directed.

Health centers play a critical role in the U.S. health care system, delivering care to over **30 million* people today.** They stand as evidence that communities can improve health, reduce health disparities, generate taxpayer savings, and deal with a multitude of costly and significant public health and social problems – including substance use disorder, mental illness, natural disasters, and homelessness – if they have the resources to do so. In response to COVID-19, health centers quickly pivoted in order to provide testing to hundreds of thousands of patients each month, while working to continue important health care services. Their work during this time has been vital to slowing the virus's spread and reopening communities. Across the country, health centers produce positive results for their patients and for the communities they serve before and during the pandemic. Federal and state support, along with third party reimbursement, are critically important to keep pace with escalating health care needs and rising costs among populations served by health centers.

Who health centers serve, what they do, and their impressive record of accomplishments in keeping communities healthy are represented in this chartbook.

* Includes patients of federally-funded health centers, look-alikes, and expected patient growth for 2020.

About this Chartbook

The Community Health Center Chartbook highlights important research and data on Health Center Program Grantees, as well as other Federally-Qualified Health Centers (FQHCs). In this document, unless otherwise noted, the term "health center" is generally used to refer to organizations that receive grants under the Health Center Program as authorized under section 330 of the Public Health Service Act, as amended (referred to as "grantees"). Data and research sources can be found at the bottom of each figure. Most slides draw from the Uniform Data System (UDS) maintained by the Bureau of Primary Health Care, HRSA, DHHS. UDS data included in this chartbook are limited to health centers that meet the federal grant requirements and receive federal funding from the Bureau of Primary Health Care. For more information about UDS data, visit **https://bphc.hrsa.gov/uds/datacenter.aspx**.

NATIONAL ASSOCIATION OF
Community Health Centers

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Section 5: Health Center Services and Staffing *(Continued...)*

Section 6: Challenges in Meeting Demand for Care

NATIONAL ASSOCIATION OF
Community Health Centers

Section 1

Who Health Centers Serve

Figure 1-1

Health Centers Serve
1 in 11 People in the U.S.
Including...

1 in 8 Children

1 in 7 Racial/Ethnic Minorities

1 in 5 Medicaid Beneficiaries

1 in 5 Uninsured Persons

1 in 3 People in Poverty
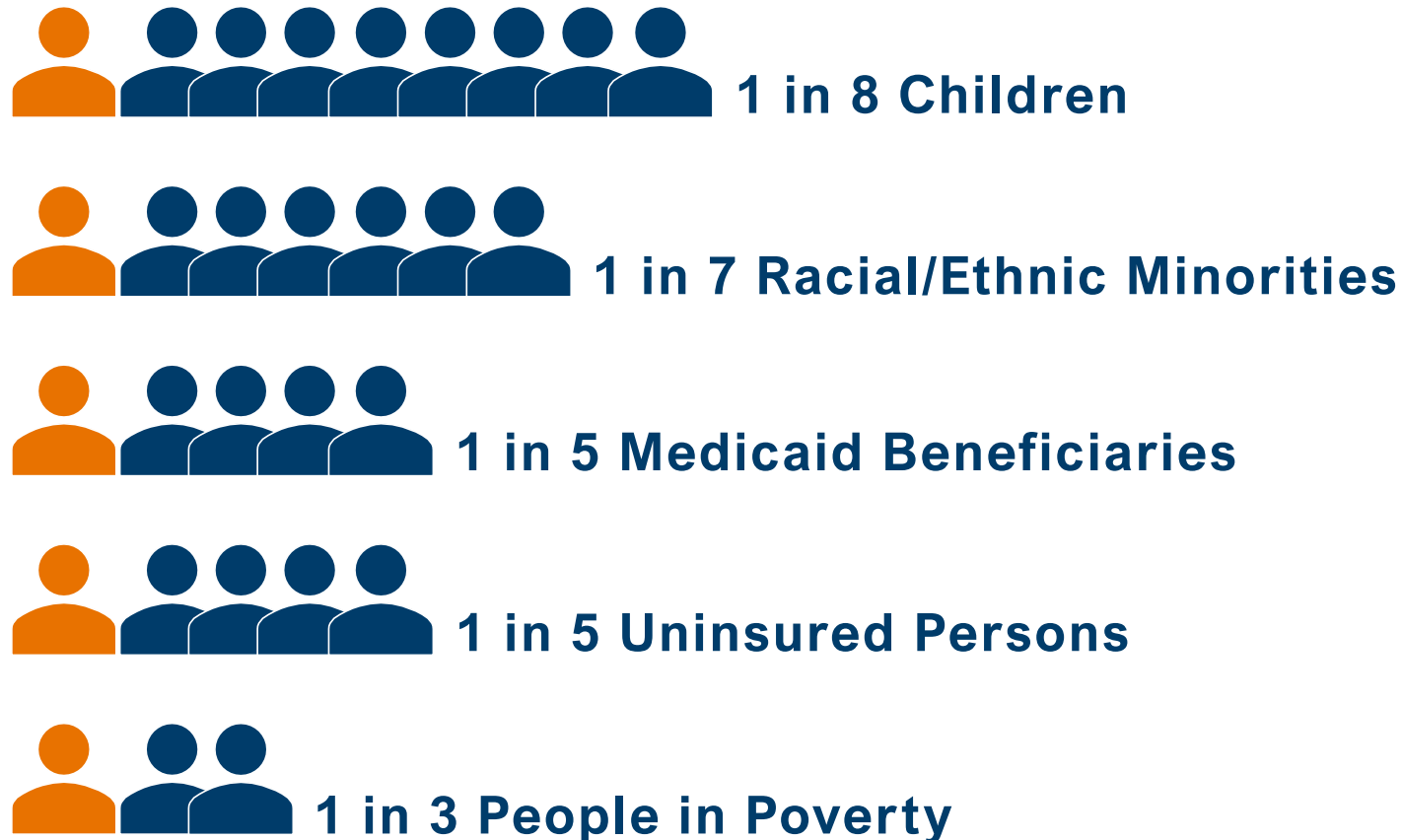
Figure 1-2

Health Centers Serve Many Special Populations

398,788
Veterans

885,553
School-Based Health
Center Patients

1,459,446
Patients
Experiencing
Homelessness

1,031,049
Agricultural Worker
Patients

5,165,074
Public Housing
Patients

7,356,355
Patients Best Served in a Language
Other than English

Source: 2019 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.
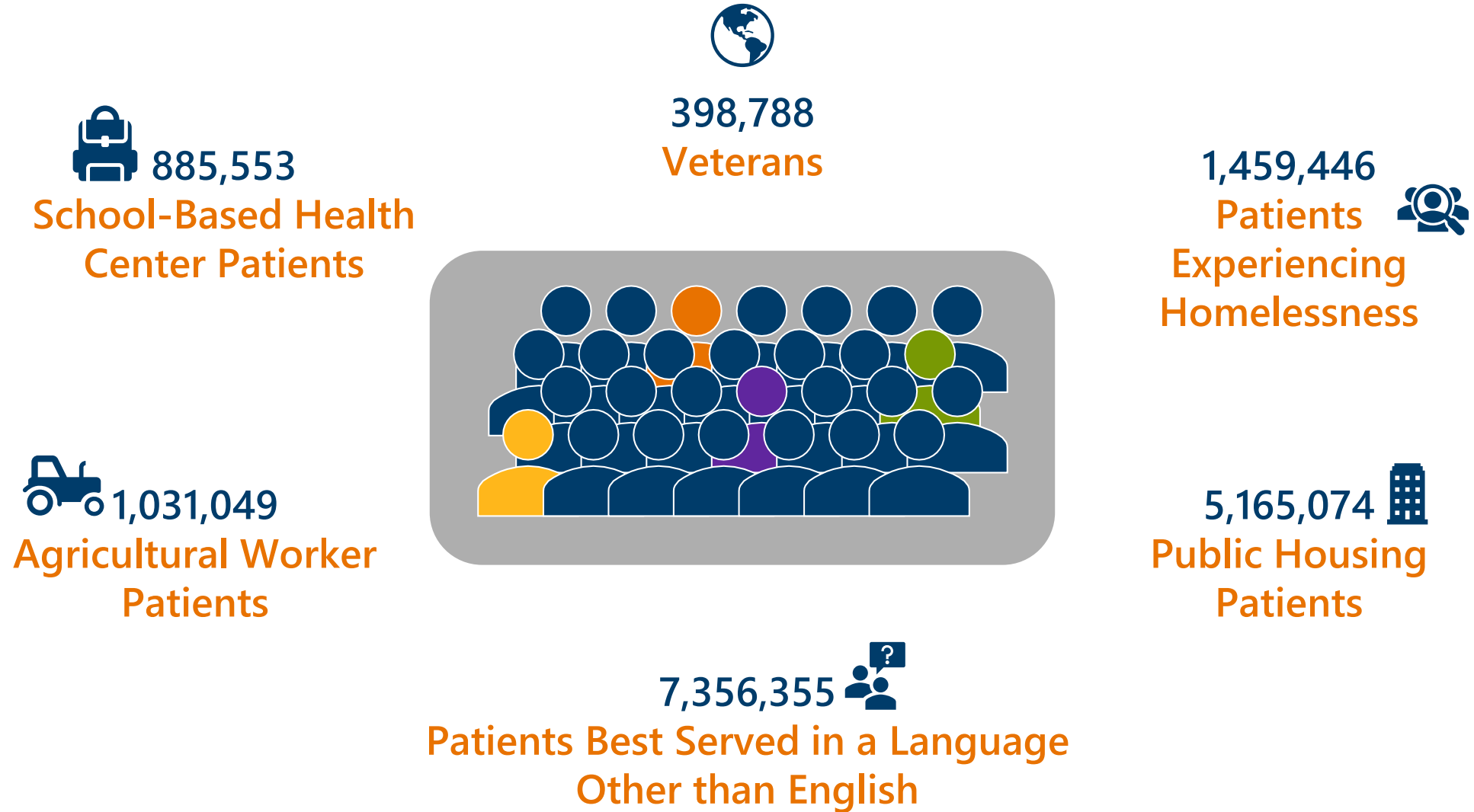
Figure 1-3

Health Centers Serve Greater Proportions of Special Populations

■ U.S. Population   ■ Health Center Population

Agricultural Workers: 0.90%, 3%

Individuals Experiencing Homelessness: 0.20%, 5%

Residents of Public Housing*: 0.60%, 17%
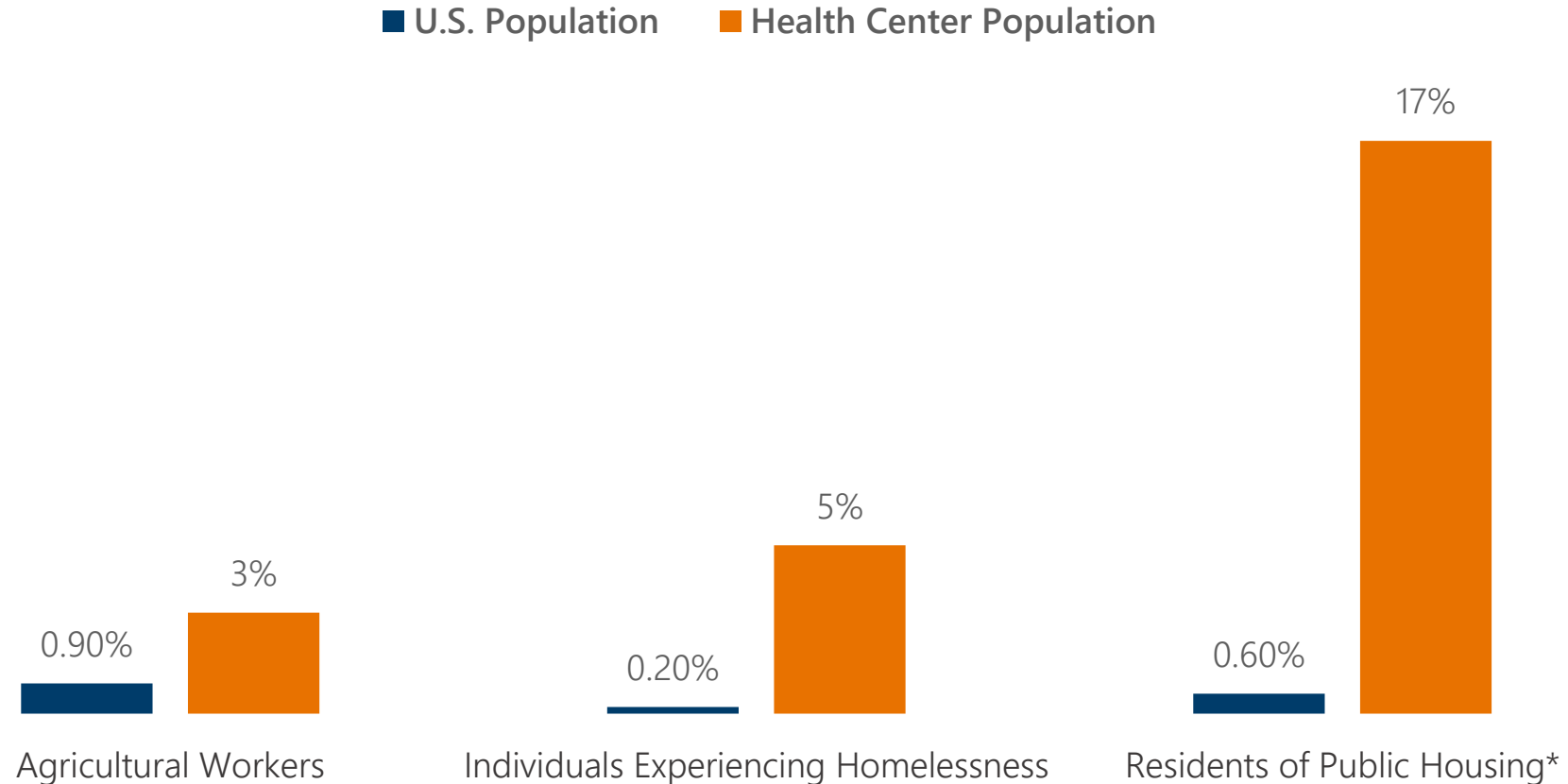
* Health center population defined as residents of public housing includes all patients served at a health center located in or immediately accessible to a public housing site.
Sources: (1) 2019 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS. (2) Legal Services Corporation: Agricultural-Worker Population Estimates, Final Estimates, July 2016. (3) U.S. Department of Housing and Urban Development. The 2019 Annual Homeless Assessment Report (AHAR) to Congress, January 2020. (4) U.S. Department of Housing and Urban Development. Picture of Subsidized Households Dataset, 2019.

Figure 1-4

Health Center Patients are Predominately Low-Income

**91% of health center patients
are in or near poverty.**

101 - 150% FPL

15%

151 - 200% FPL

8%

Over 200% FPL

9%

100% FPL and Below

68%
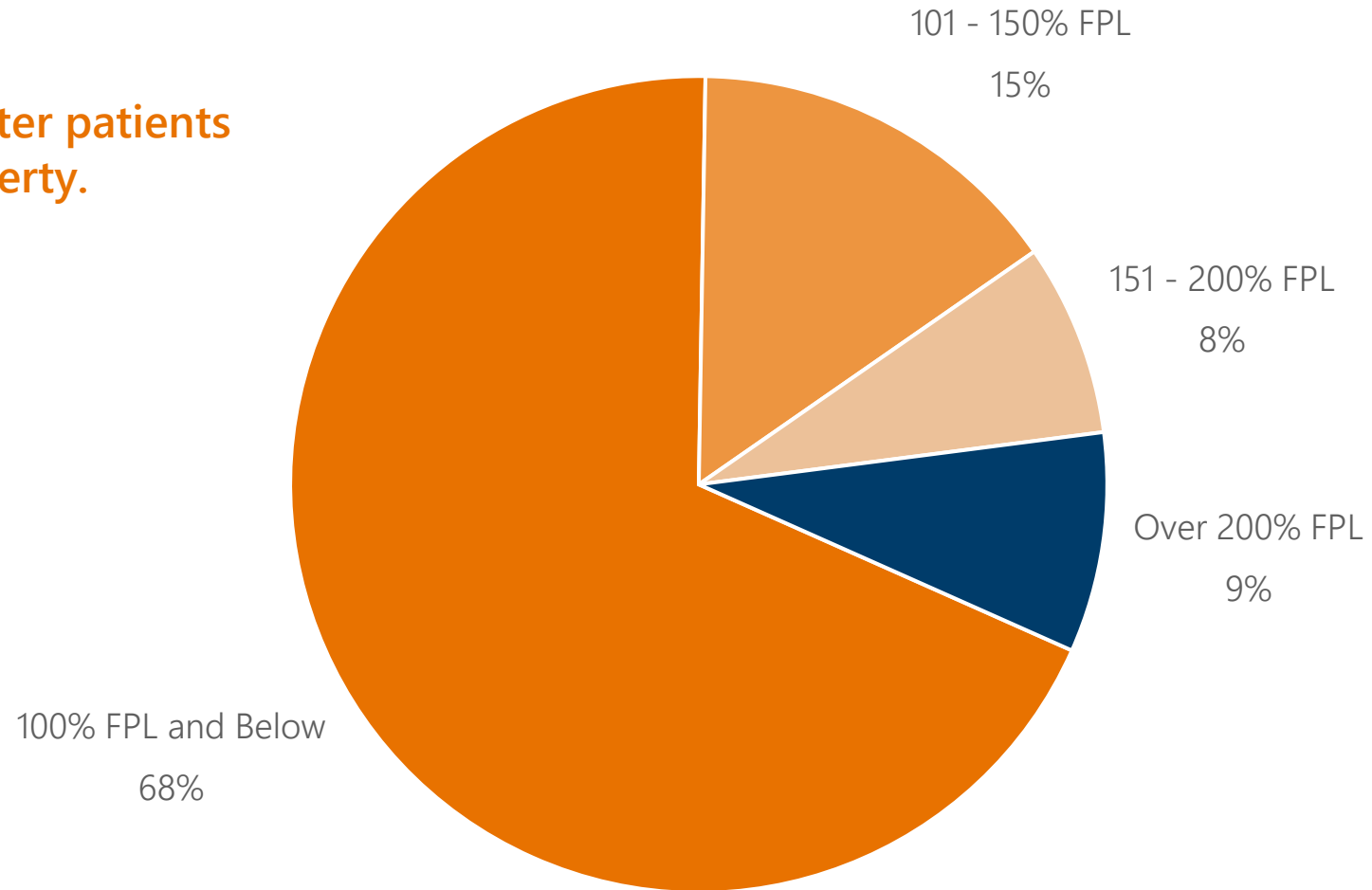
Note: FPL = federal poverty level. Percentages of health center patients in each category are based on patients with known income.
Source: 2019 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS.

Figure 1-5

Most Health Center Patients are Uninsured or Publicly Insured

81% of health center patients are uninsured or publicly insured.

48%

23%

19%

10%

1%

Medicaid

Uninsured

Medicare

Other Public Insurance
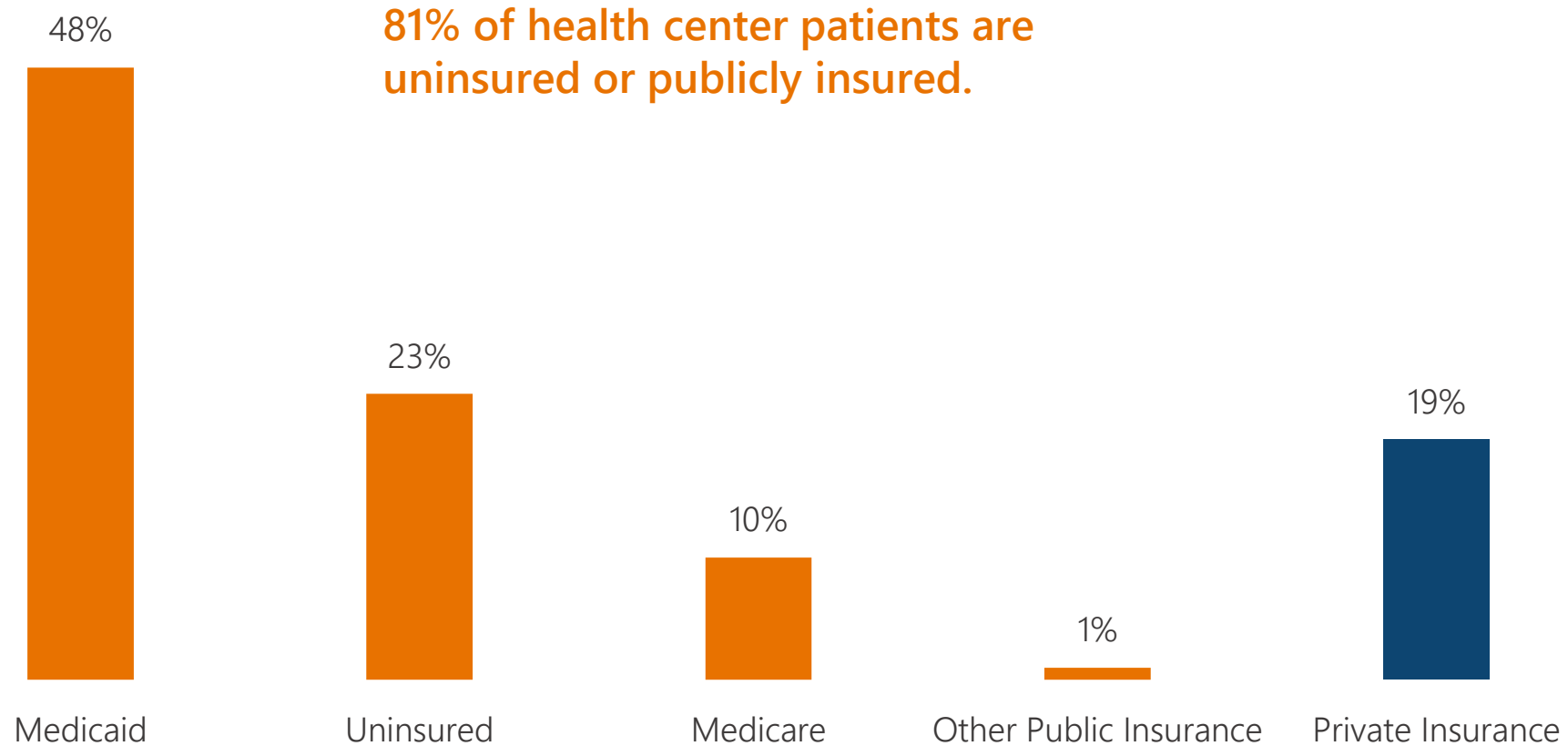
Private Insurance

Note: Percentage for "Other Public Insurance" includes non-Medicaid CHIP, or coverage where states contract CHIP through private third-party payers and not Medicaid.
Source: 2019 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS.

Figure 1-6

Health Center Patients' Health Insurance Coverage Is Unique Among Ambulatory Care Providers

Category	CHC	Emergency Department	Private Physician
Private Insurance	19%	31%	60%
Other / Unknown	1%	14%	8%
Medicare	10%	19%	25%
Uninsured	23%	8%	3%
Medicaid	48%	40%	14%
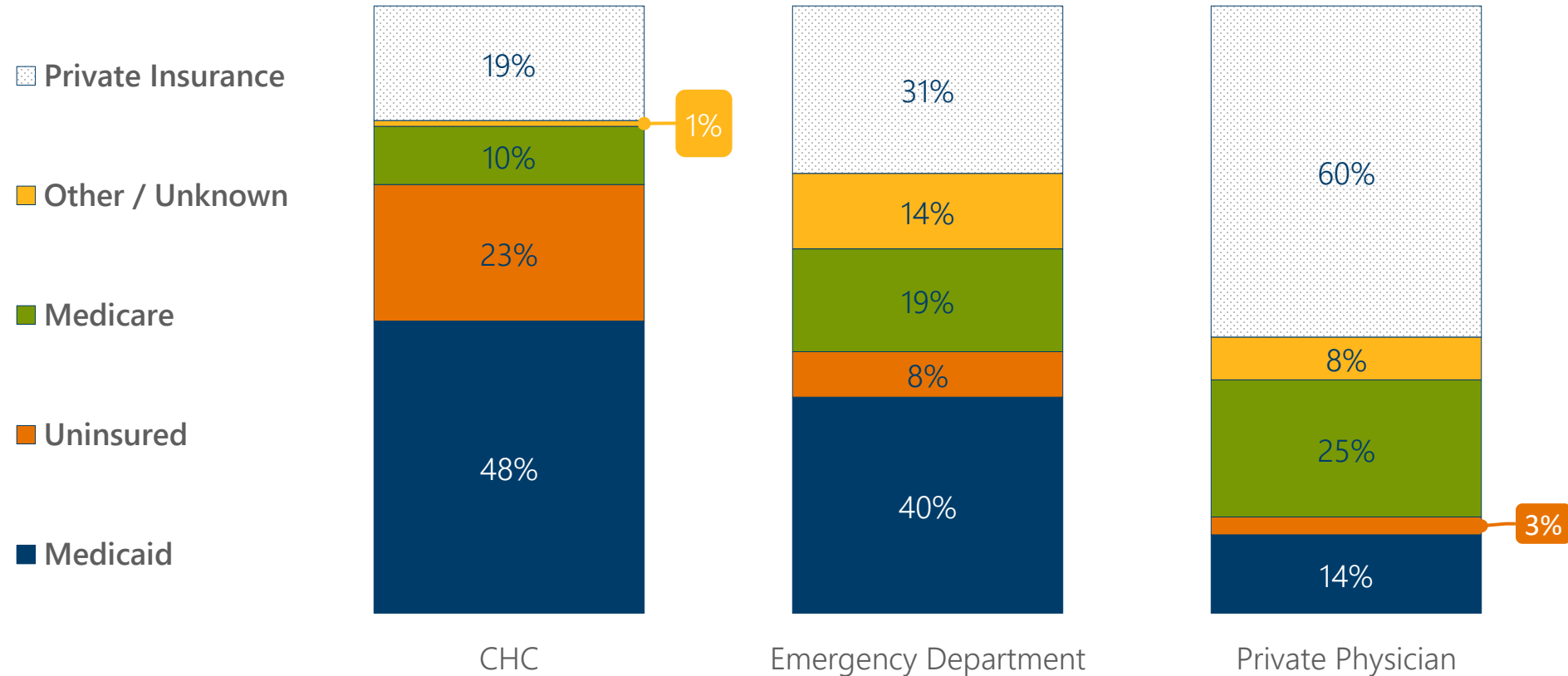
Notes: Percentages may not add to 100% due to rounding and private physician and emergency department numbers allow for more than one category to be indicated. Dual eligible patient visits were removed from the Medicaid category in NAMCS/NHAMCS data for private physicians and emergency department visits. This was done to be more comparable with conventional groupings of Medicare and Medicaid patients when reporting UDS data for health centers.

Sources: (1) 2019 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS. (2) National Hospital Ambulatory Medical Care Survey, 2017. Table 6. Expected Sources of Payment at Emergency Department. United States. (3) National Ambulatory Medical Care Survey, 2016. Table 6. Expected Sources of Payment at Office Visits: United States, 2016.

Figure 1-7

Health Centers Serve More Medicare and Medicaid Dual Eligibles than Other Ambulatory Care Providers

Medicare Only Patients

Dual Eligible Patients

Total Medicare Patients

Nationally, 19% of the Medicare population is dually enrolled in Medicaid.

100%

CHC: 39%

Emergency Department: 21%

Private Physician: 6%

0%

CHC   Emergency Department   Private Physician

Figure 1-8

Health Center Patients are
Disproportionately Poor, Uninsured, and Publicly Insured

■ **U.S. Population** ■ **Health Center Population**
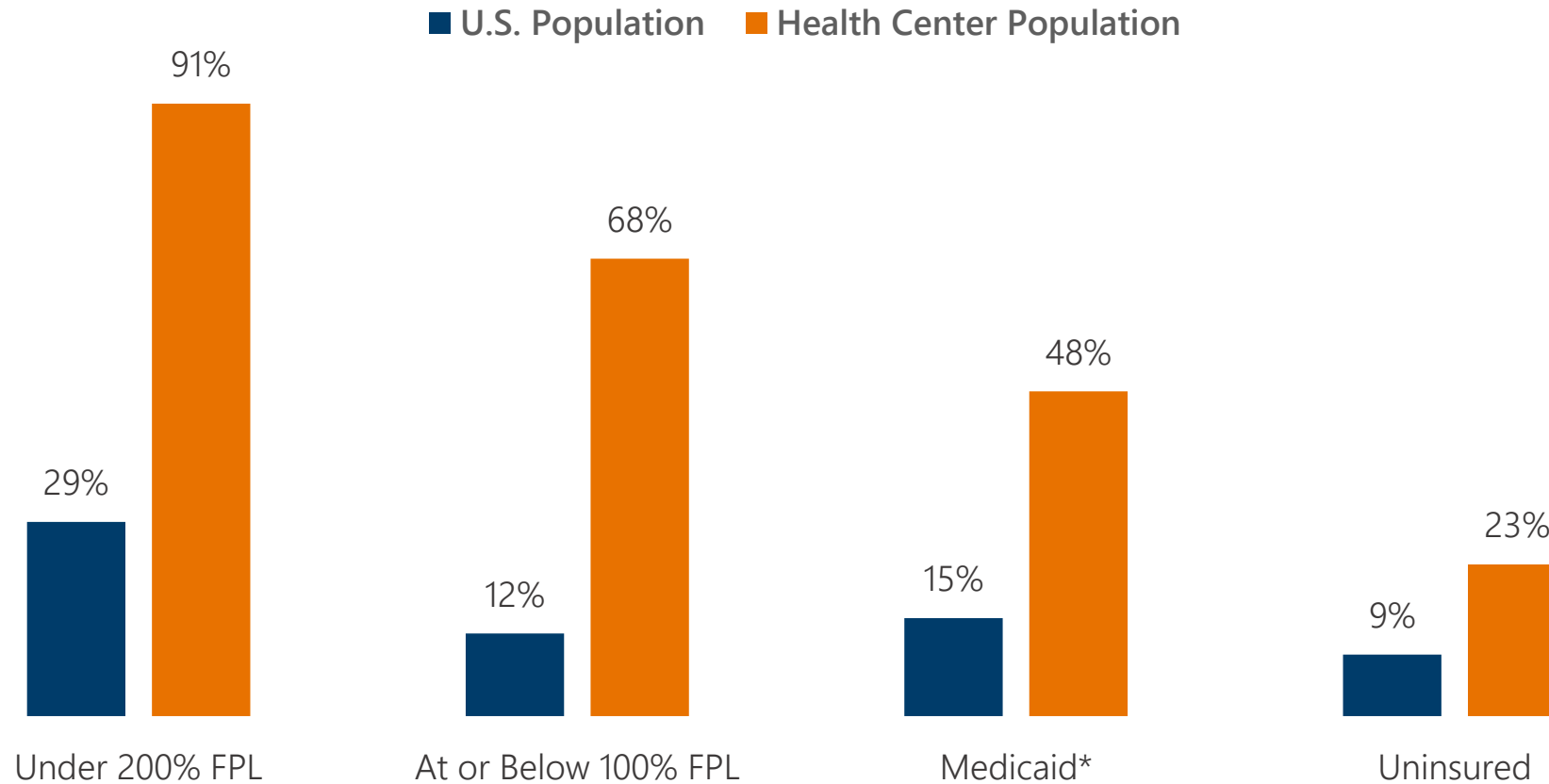
Note: FPL = federal poverty level.
* Medicaid alone and not in combination with other insurance.
Sources: (1) 2019 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS. (2) U.S. Census Bureau, 2019 American Community Survey 1-Year Estimates, Tables S1701, S2704, S2701

Figure 1-9

Health Center Patients are Disproportionately Members of Racial/Ethnic Minority Groups

■ **Health Center Population**   ■ **U.S. Population**

Hispanic / Latino
37%
18%

African American / Black
22%
13%

Asian American / Native Hawaiian / Pacific Islander
5%
6%

Multiracial
3%
3%

American Indian / Alaska Native
1.5%
0.9%

White, Non-Hispanic
36%
60%

Nationally, 62% of the health center patients are members of racial/ethnic minorities compared to 40% of the general U.S. population.
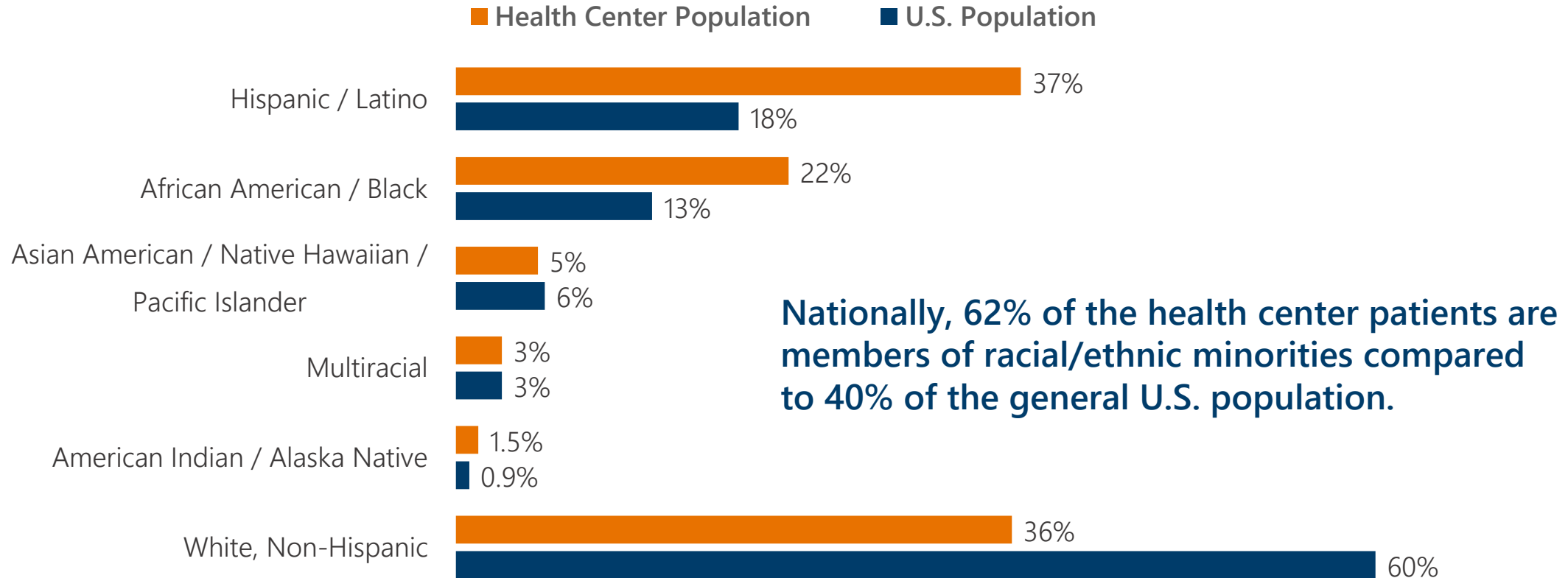
Notes: Figures may not add to 100% due to rounding and patients of Hispanic ethnicity can identify with any racial category. Based on known race and/or ethnicity.
Sources: (1) 2019 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS. Note: National racial/ethnic minority estimate calculated using the Reference Guide for UDS Data Reports Available to Health Centers, CY 2019, Bureau of Primary Health Care, HRSA, DHHS. (2) U.S. Census Bureau, 2019 American Community Survey 1-Year Estimates, Tables B03002 and B02010.

Figure 1-10

Health Center Patients Suffer from Chronic Conditions at Higher Rates than the General Population

■ **U.S. Population**   ■ **Health Center**

Percent of Adults who Report Ever Being Told They Have:

	Hypertension	High Cholesterol	Asthma	Diabetes*
U.S. Population	32%	36%	14%	11%
Health Center	45%	42%	21%	21%

Percent of Adults Reporting:

	Health is Fair or Poor
U.S. Population	18%
Health Center	42%
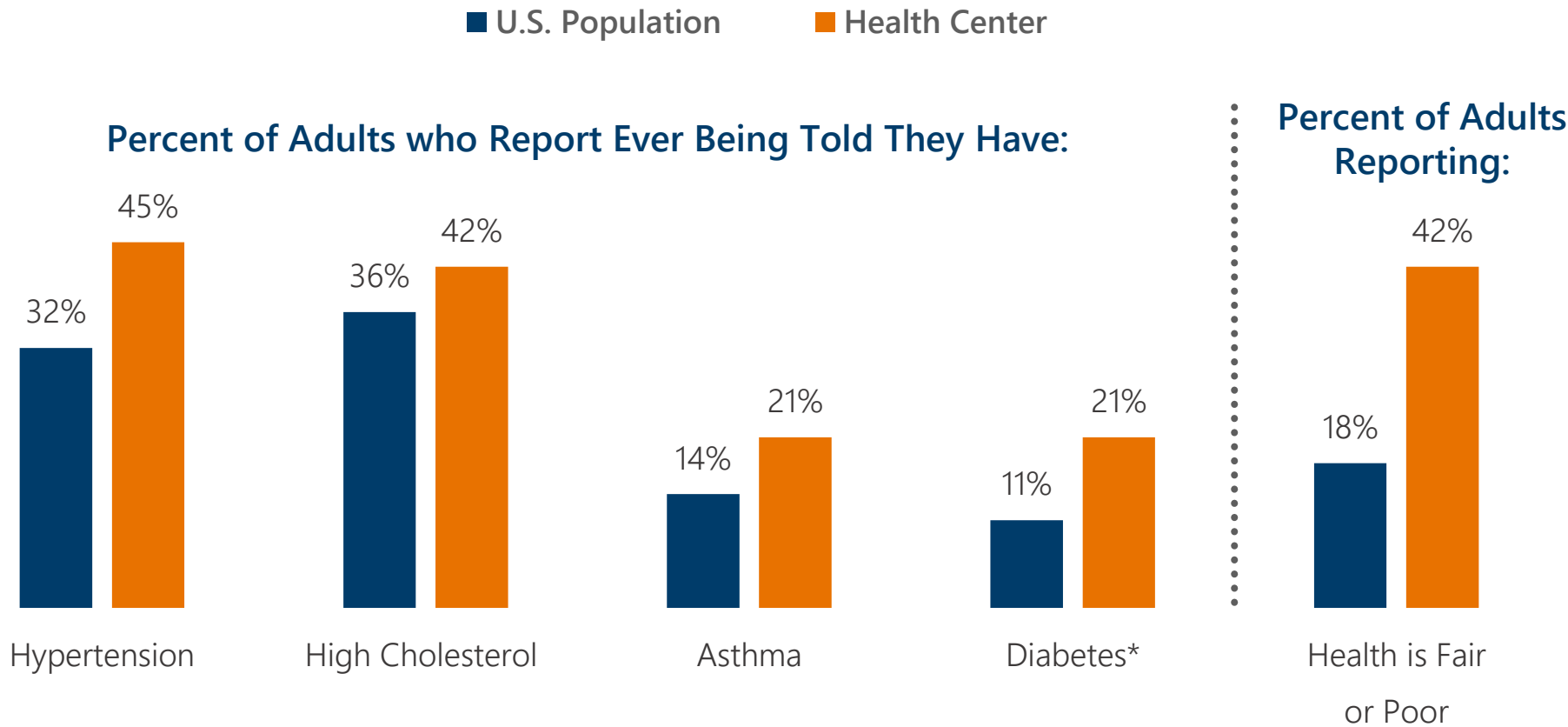
* Other than during pregnancy.
Note: Includes only adult population ages 18 and older.
Sources: (1) 2014 Health Center Patient Survey. Bureau of Primary Health Care, HRSA, DHHS. (2) Kaiser Family Foundation. Health Status Indicators. 2015. Note: Used for High Cholesterol, Hypertension, Diabetes, and Self-Reported Health Status. Centers for Disease Control and Prevention. (3) Behavioral Risk Factor Surveillance System. BRFSS Prevalence Trends and Data. 2016. Note: Used for Asthma; estimate is the median crude prevalence rate for all U.S. States, Territories, and D.C.

Figure 1-11

Health Center Patients are Growing Increasingly Complex, with Higher Rates of Chronic Conditions than in Previous Years

Percent Growth in Health Center Patients Diagnosed with Selected Chronic Conditions, 2013 - 2017

Legend:
- Overweight/Obesity
- COPD*
- Substance Use Disorder**
- HIV
- Depression
- Diabetes
- Growth in Total Patients

Values at 2017: 146%, 143%, 73%, 44%, 39%, 30%, 25%
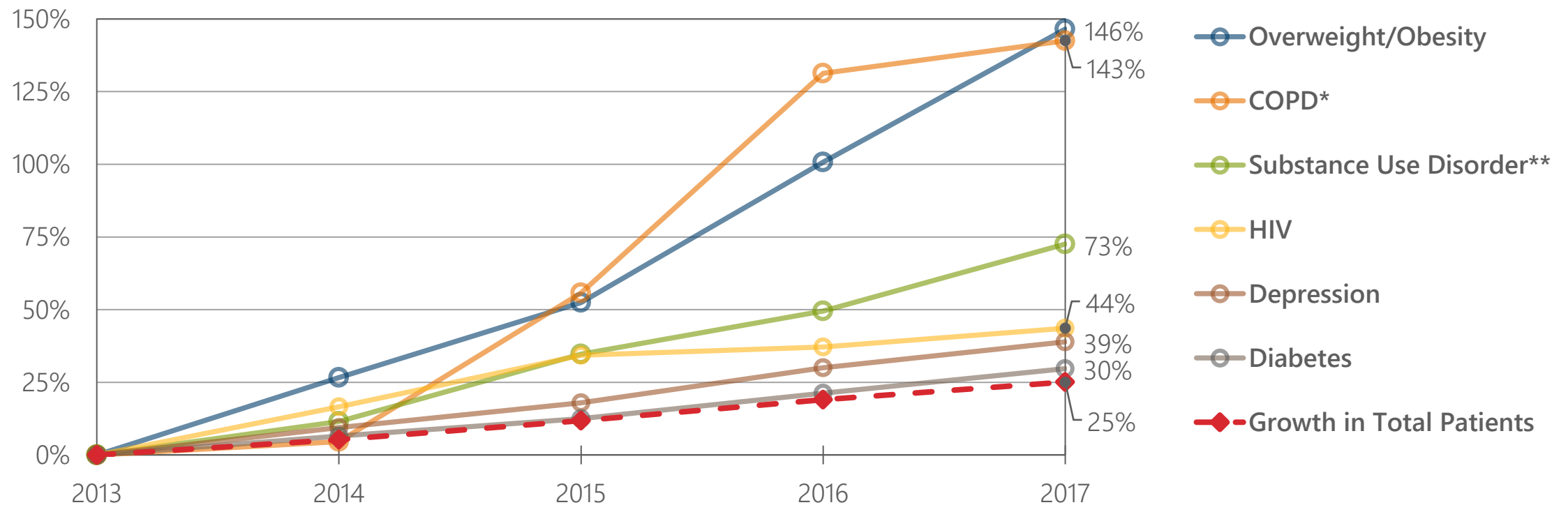
* COPD = chronic obstructive pulmonary disease
** Excludes tobacco and alcohol use disorders
Source: National Association of Community Health Centers. Health Centers are Providing Care to Growing Numbers of Patients with Complex Needs. May 2019. Available from http://www.nachc.org/research-and-data/research-fact-sheets-and-infographics/

Figure 1-12

Health Centers are More Likely to Have Patients with Chronic Conditions than Private Practices
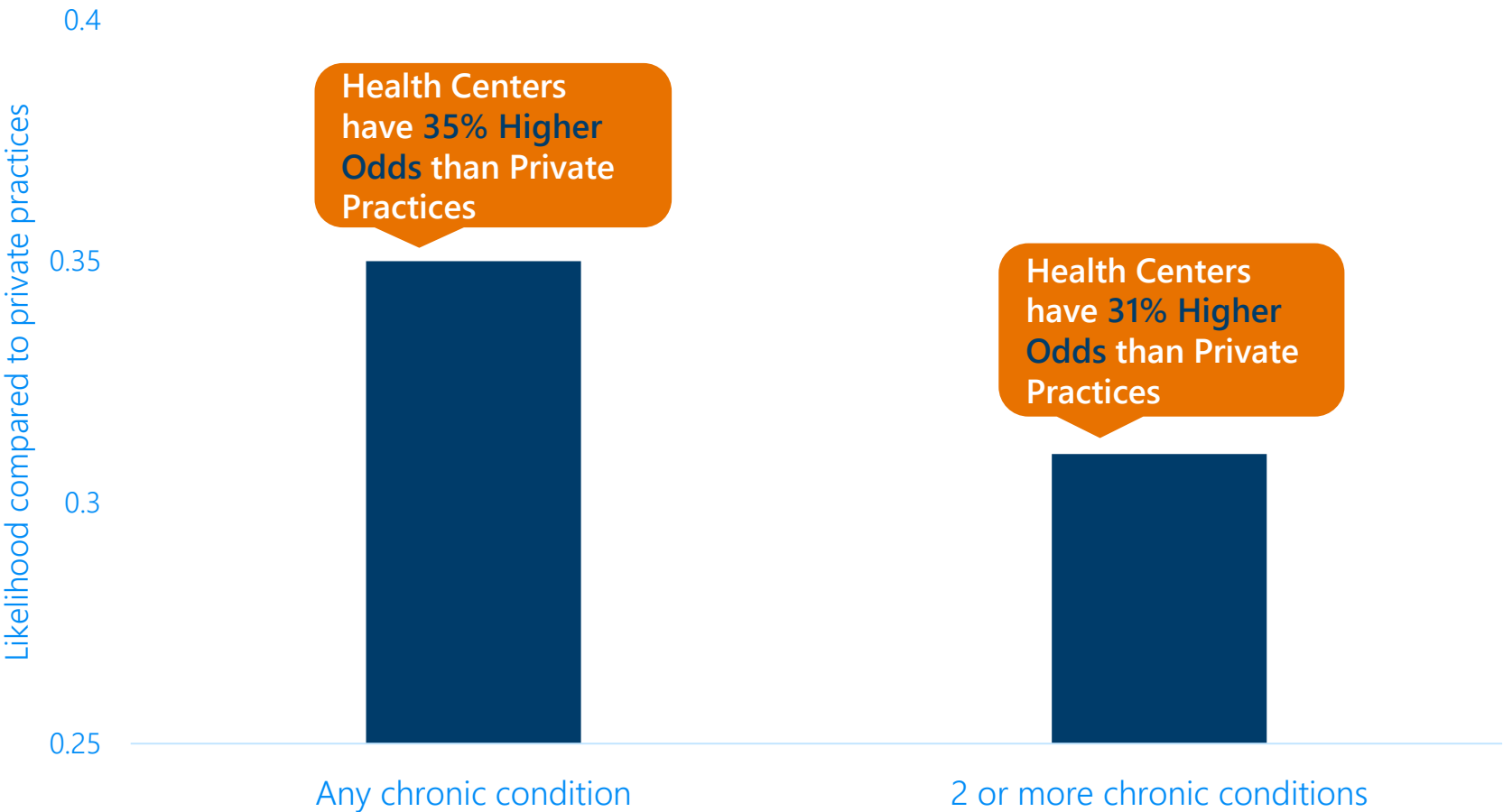
Likelihood compared to private practices

Health Centers have 35% Higher Odds than Private Practices

Health Centers have 31% Higher Odds than Private Practices

0.4

0.35

0.3

0.25

Any chronic condition

2 or more chronic conditions

Figure 1-13

Health Centers Serve Patients Throughout the Life Cycle

Selected Age Groups, Represented Two Ways
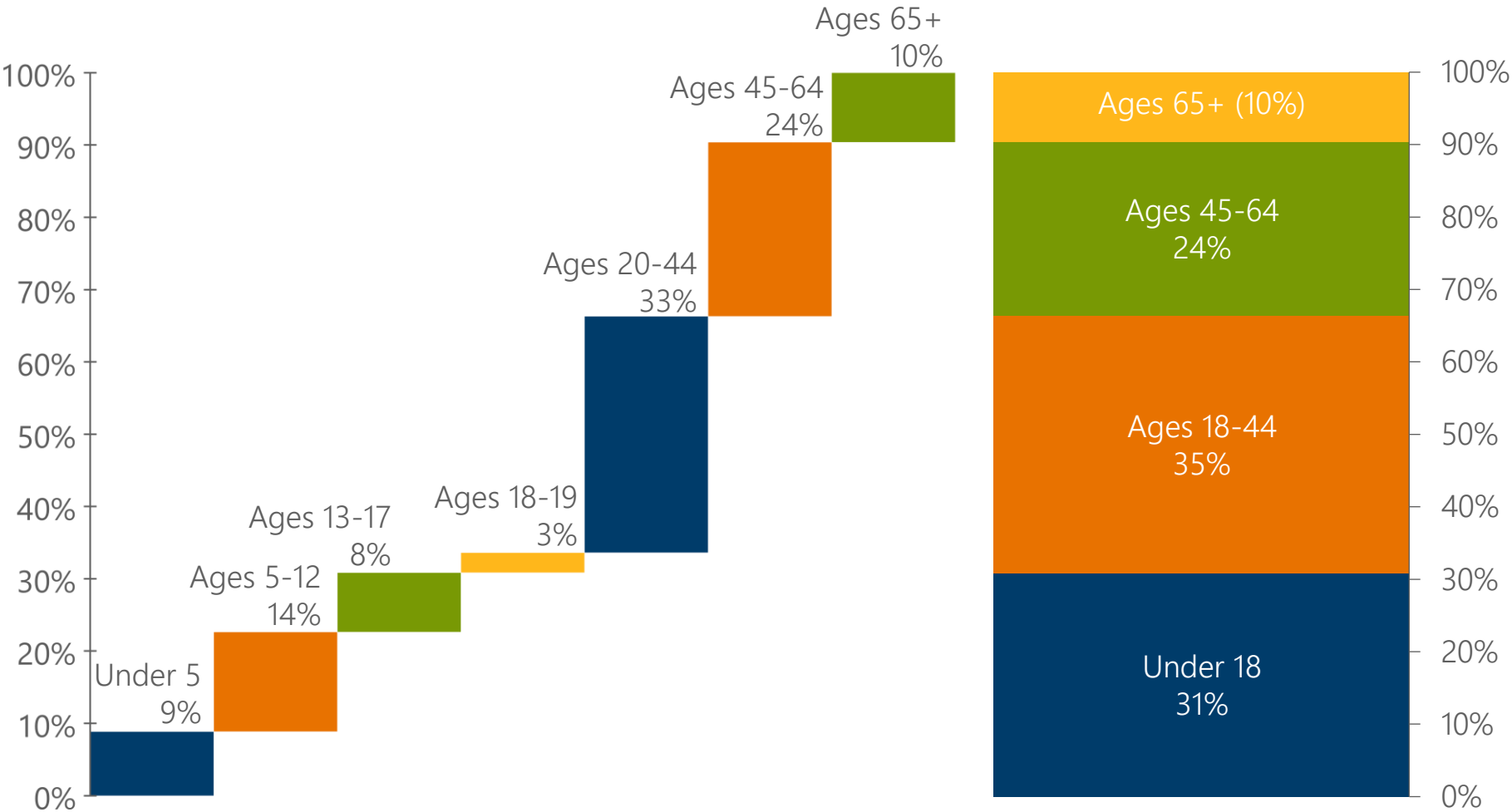
Figure 1-14

Health Center Patients Ages 65 and Older are the Fastest Growing Age Group

Number of Health Center Patients by Age Group, 2014 - 2019
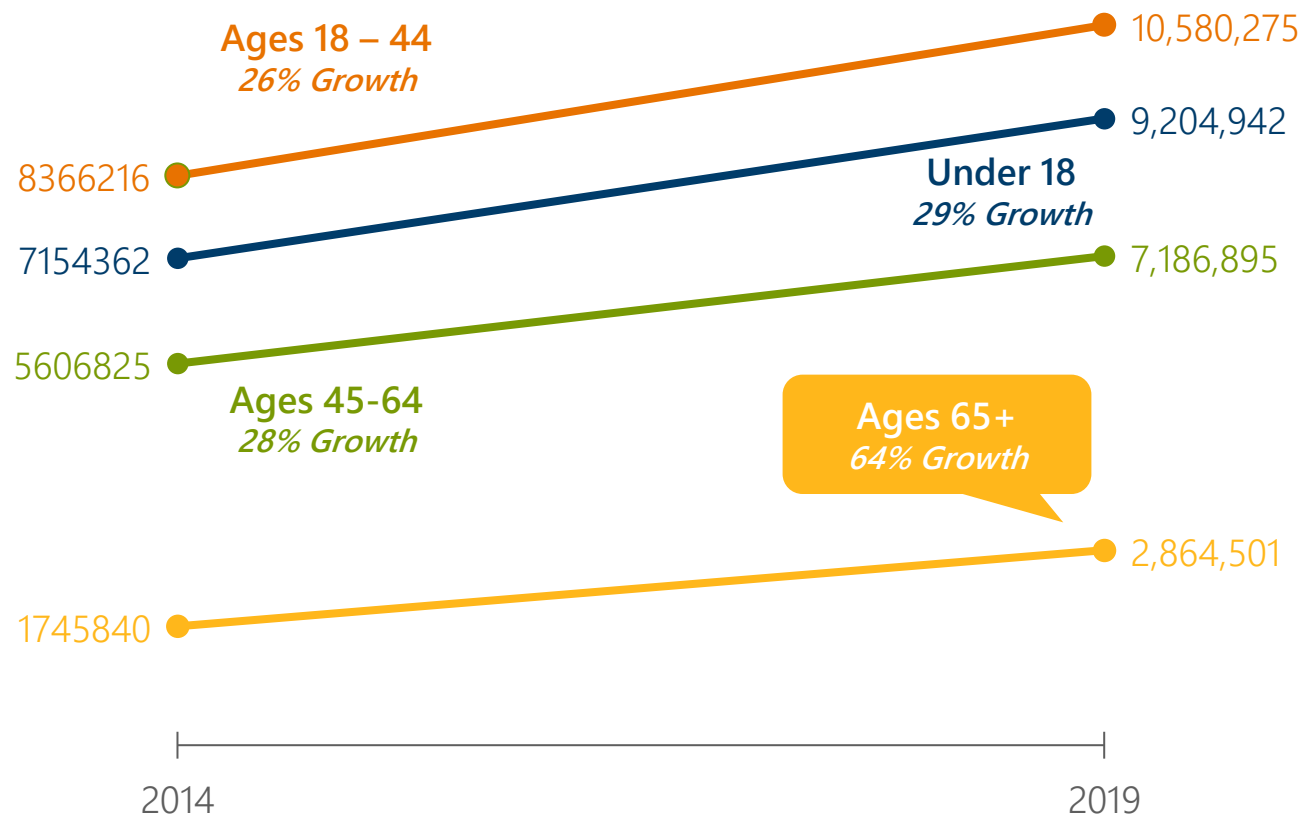
Ages 18 – 44
26% Growth

10,580,275

Under 18
29% Growth

9,204,942

8366216

7154362

7,186,895

5606825

Ages 45-64
28% Growth

Ages 65+
64% Growth

2,864,501

1745840

2014

2019

Section 2

Expanding Access to Care
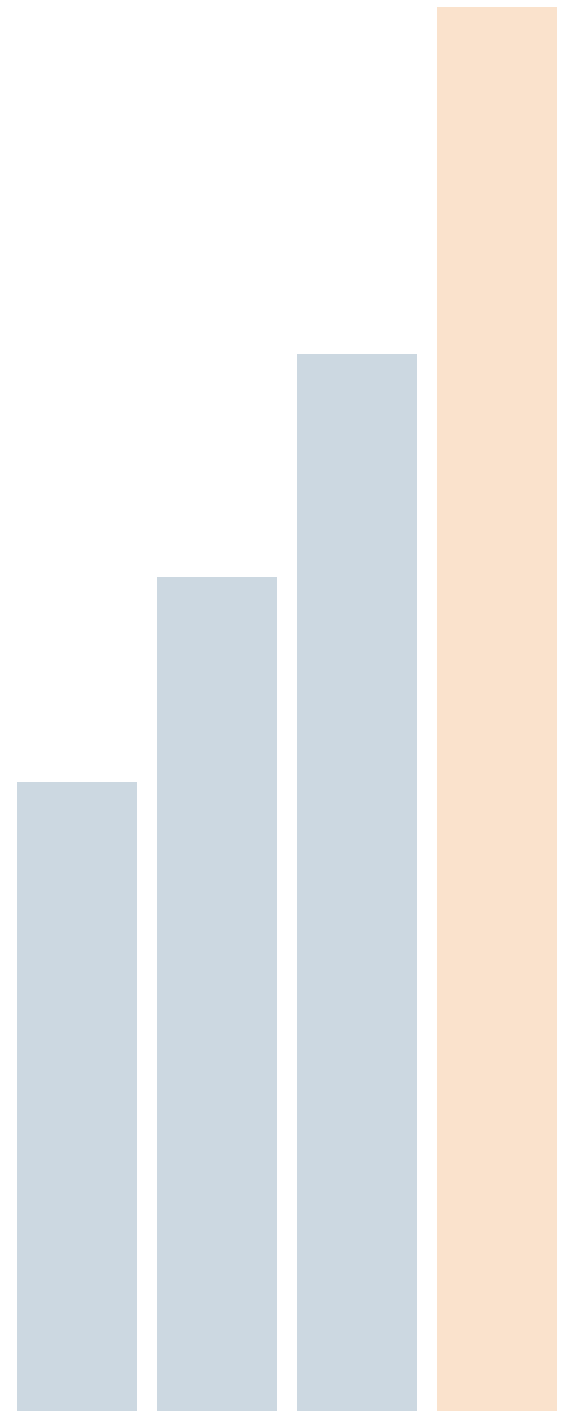
Figure 2-1

Number of Federally-Funded Health Center Organizations, 2019
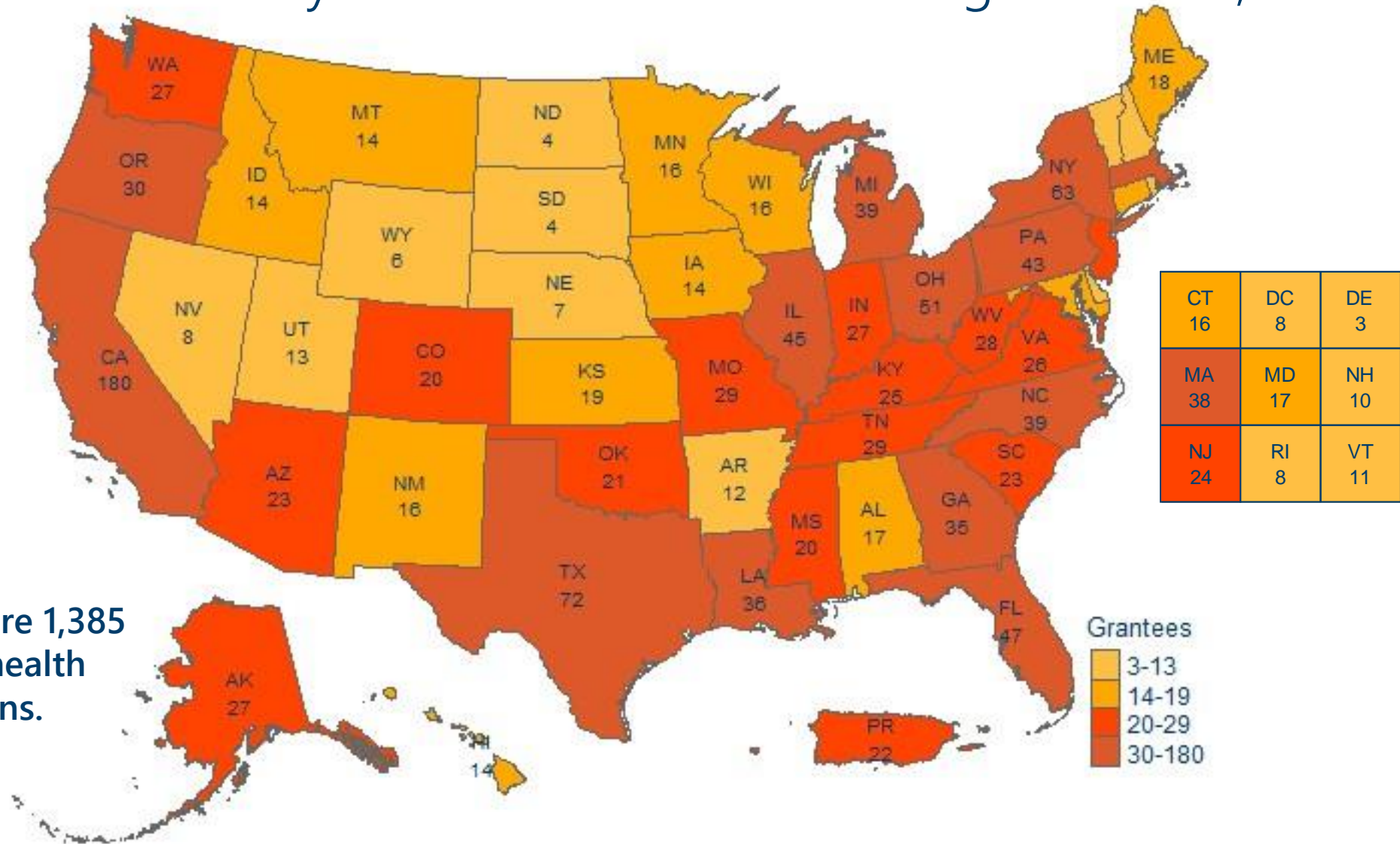
| WA 27 | MT 14 | ND 4 | MN 16 | | | ME 18 |

Nationally, there are 1,385 federally-funded health center organizations.

CT 16	DC 8	DE 3
MA 38	MD 17	NH 10
NJ 24	RI 8	VT 11

State values shown on map:
WA 27, OR 30, ID 14, MT 14, ND 4, MN 16, WI 16, MI 39, NY 63, ME 18, NV 8, UT 13, CO 20, KS 19, MO 29, IL 45, IN 27, OH 51, WV 28, VA 26, PA 43, CA 180, AZ 23, NM 16, OK 21, AR 12, KY 25, TN 29, NC 39, SC 23, GA 35, MS 20, AL 17, WY 6, SD 4, NE 7, IA 14, TX 72, LA 36, FL 47, AK 27, HI 14, PR 22

Grantees
- 3-13
- 14-19
- 20-29
- 30-180

Notes: National figure includes health centers in every state, territory, and D.C. Some territories are not shown in the map above. Binned by quartile for states and territories shown.
Source: 2019 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS.

Figure 2-2

Growth in Health Center Organizations and Sites, 2009 - 2019

Legend: ■ Grantees ●— Sites

Health Center Grantee Organizations (left axis, 0–1,600):
- 2009: 1,131
- 2010: 1,124
- 2011: 1,128
- 2012: 1,198
- 2013: 1,202
- 2014: 1,278
- 2015: 1,375
- 2016: 1,367
- 2017: 1,373
- 2018: 1,362
- 2019: 1,385

Service Delivery Sites (right axis, 0–16,000):
- 2009: 7,257
- 2010: 6,949
- 2011: 7,621
- 2012: 8,912
- 2013: 9,170
- 2014: 8,801
- 2015: 9,754
- 2016: 10,404
- 2017: 11,056
- 2018: 11,744
- 2019: 12,785
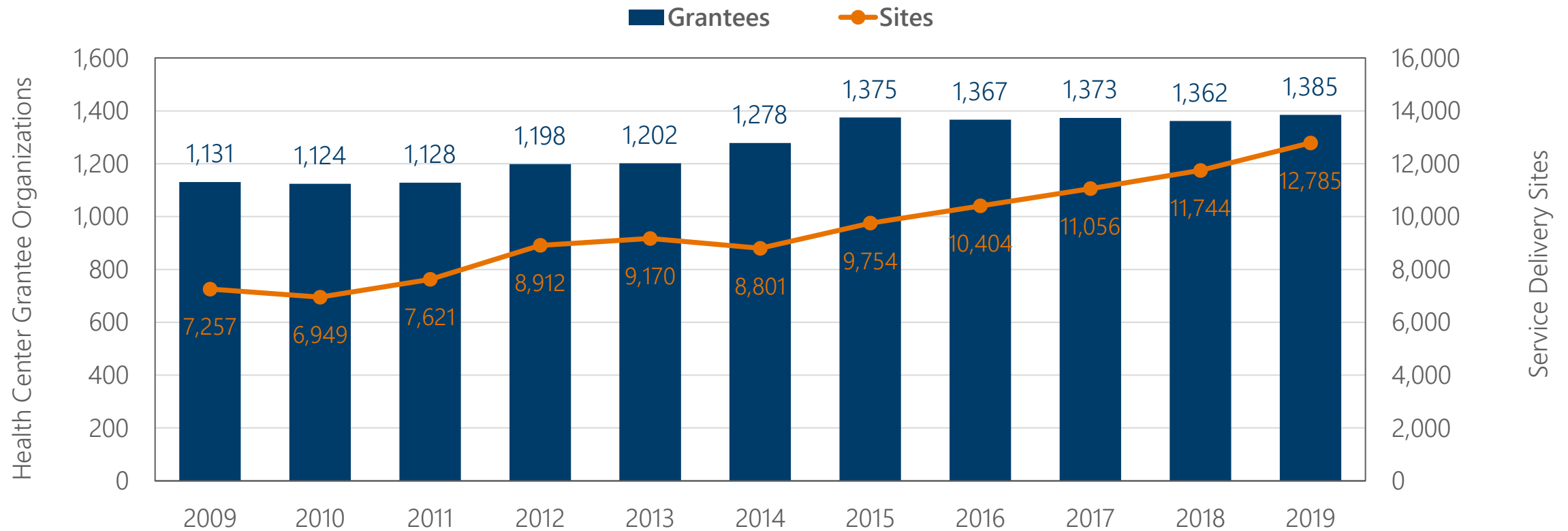
Figure 2-3

Growth in Health Center Patients and Visits, 2009 - 2019

Legend: Total Patients (bars), Total Patient Visits (line)

Year	Total Patients (In Millions)	Total Visits (In Millions)
2009	18.8	73.8
2010	19.5	77.1
2011	20.2	80.0
2012	21.1	83.8
2013	21.7	85.6
2014	22.9	90.4
2015	24.3	97.0
2016	25.9	104.1
2017	27.2	110.4
2018	28.4	115.8
2019	29.8	122.3

Source: 2009 - 2019 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS.
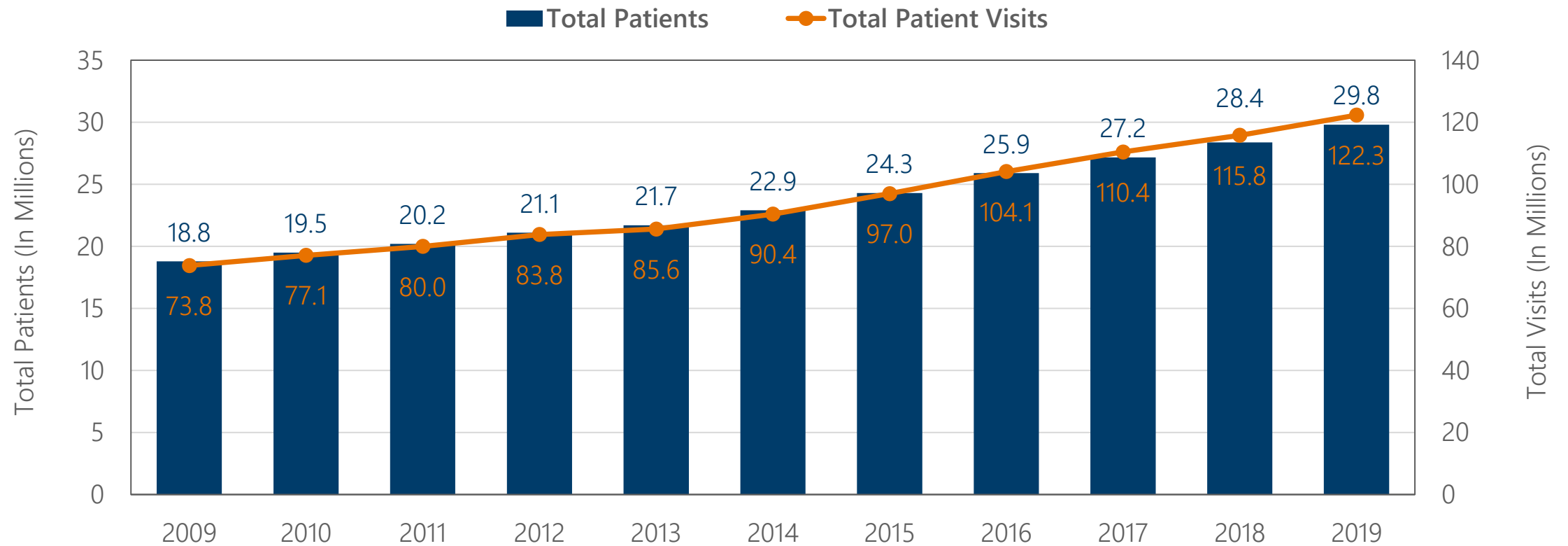
Figure 2-4

Health Centers Have Expanded Their Capacity to Provide More Services Onsite

Number of Health Centers Employing Staff for Selected Services
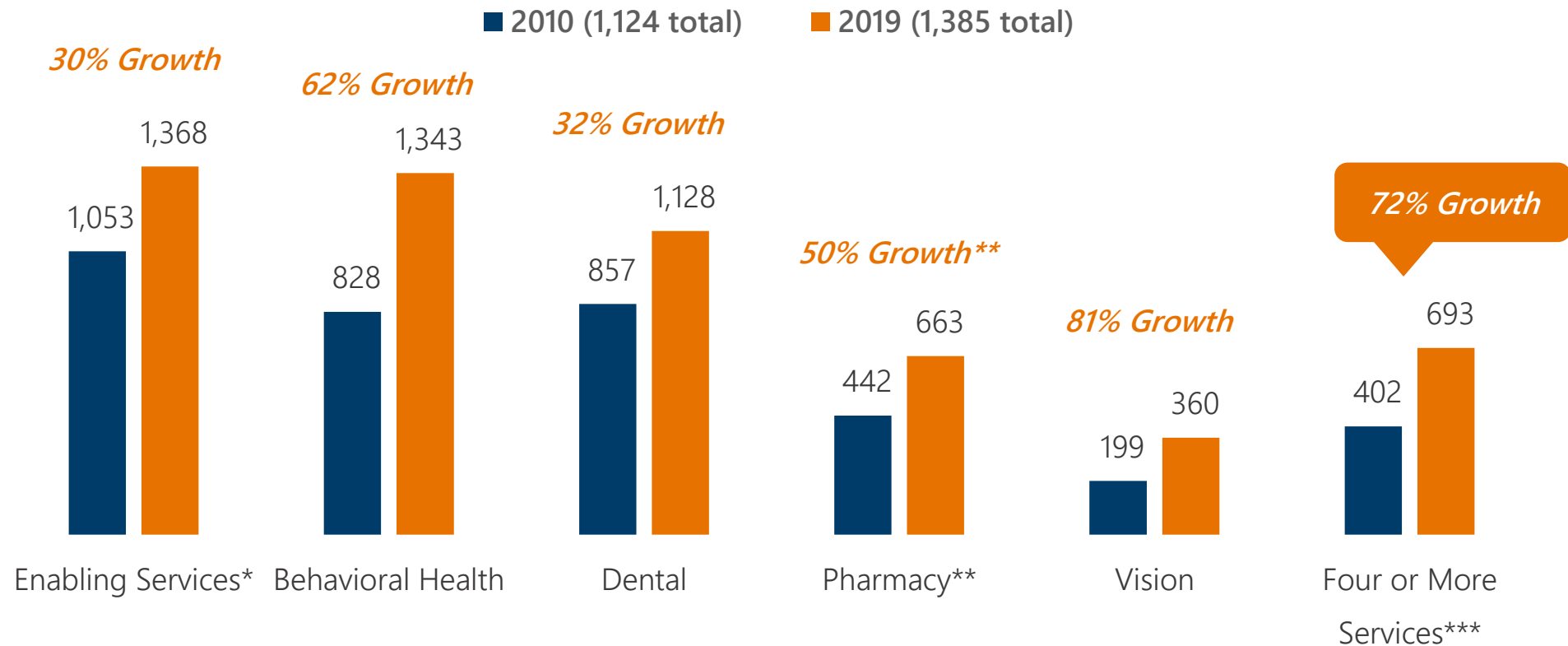
■ 2010 (1,124 total)   ■ 2019 (1,385 total)

30% Growth — Enabling Services*: 1,053 / 1,368
62% Growth — Behavioral Health: 828 / 1,343
32% Growth — Dental: 857 / 1,128
50% Growth** — Pharmacy**: 442 / 663
81% Growth — Vision: 199 / 360
72% Growth — Four or More Services***: 402 / 693

* The Health Resources and Services Administration (HRSA) defines enabling services as, "non-clinical services that do not include direct patient services that enable individuals to access health care and improve health outcomes." Examples of enabling services include case management, translation/interpretation, transportation, and health education. (HRSA Health Center Program Terms and Definitions, n.d.).
** Pharmacy services only include staff employed by health centers and do not include contract pharmacies operating in health center sites.
*** Four or more services are based on service types provided in the chart: enabling services, behavioral health, dental, pharmacy, and/or vision. The maximum number of services is five.
Source: 2010 & 2019 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS.

Figure 2-5

Health Centers Have Higher Rates of Accepting New Patients Compared to Other Primary Care Providers

■ **Private Practice Physicians** ■ **Health Centers**

New Medicaid Patients
- 73%
- 99%

New Medicare Patients
- 87%
- 97%

New Private Insurance Patients
- 92%
- 93%

New Self-Pay / Uninsured Patients
- 95%
- 99%

Any New Patients
- 95%
- 99%
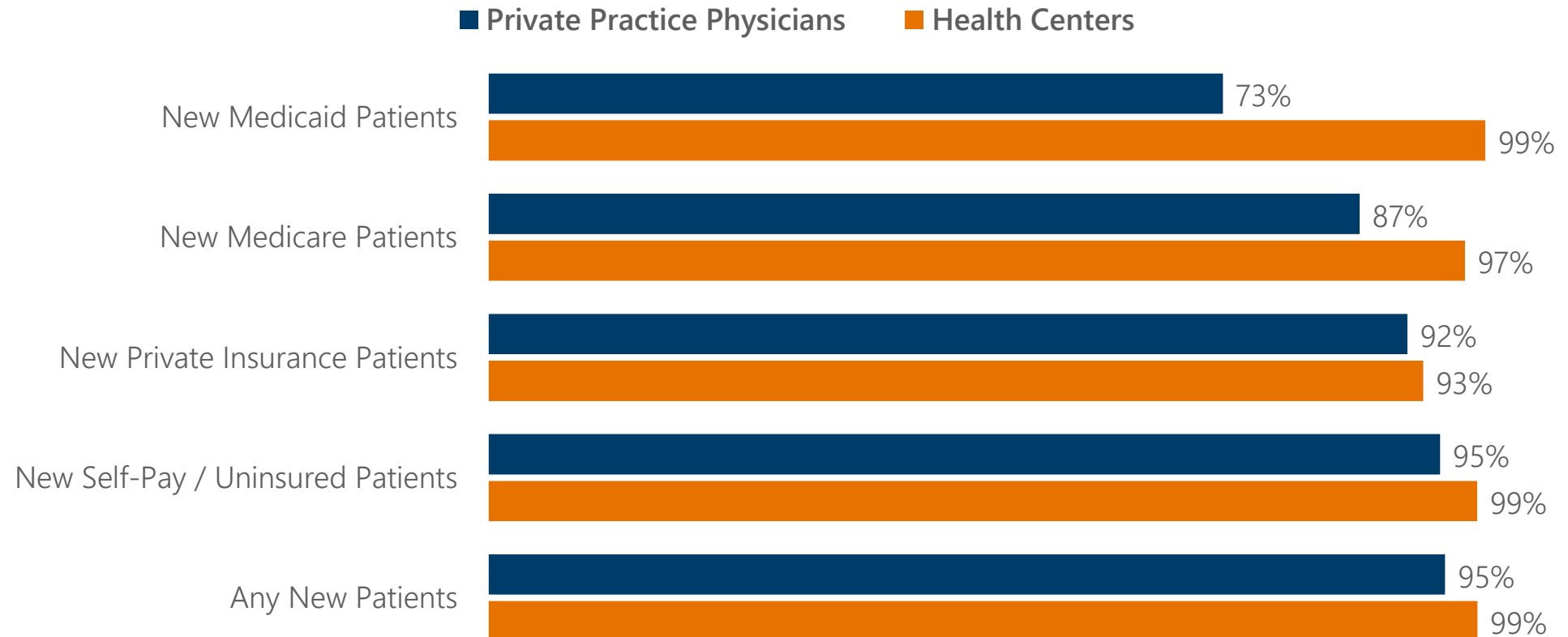
Figure 2-6

Health Center Patients by Insurance Status, 2009 – 2019

(In Millions)

Medicaid

Year	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Medicaid	6.9	7.5	8	8.4	8.8	10.7	11.9	12.7	13.3	13.7	14.2
Uninsured	7.2	7.3	7.4	7.6	7.6	6.4	5.9	6.1	6.2	6.4	6.8
Private	2.7	2.7	2.9	3	3.1	3.6	4.1	4.4	4.8	5.2	5.6
Medicare	1.4	1.5	1.6	1.7	1.8	2	2.2	2.4	2.6	2.7	2.9
Other	0.5	0.5	0.5	0.5	0.4	0.3	0.2	0.3	0.3	0.3	0.3
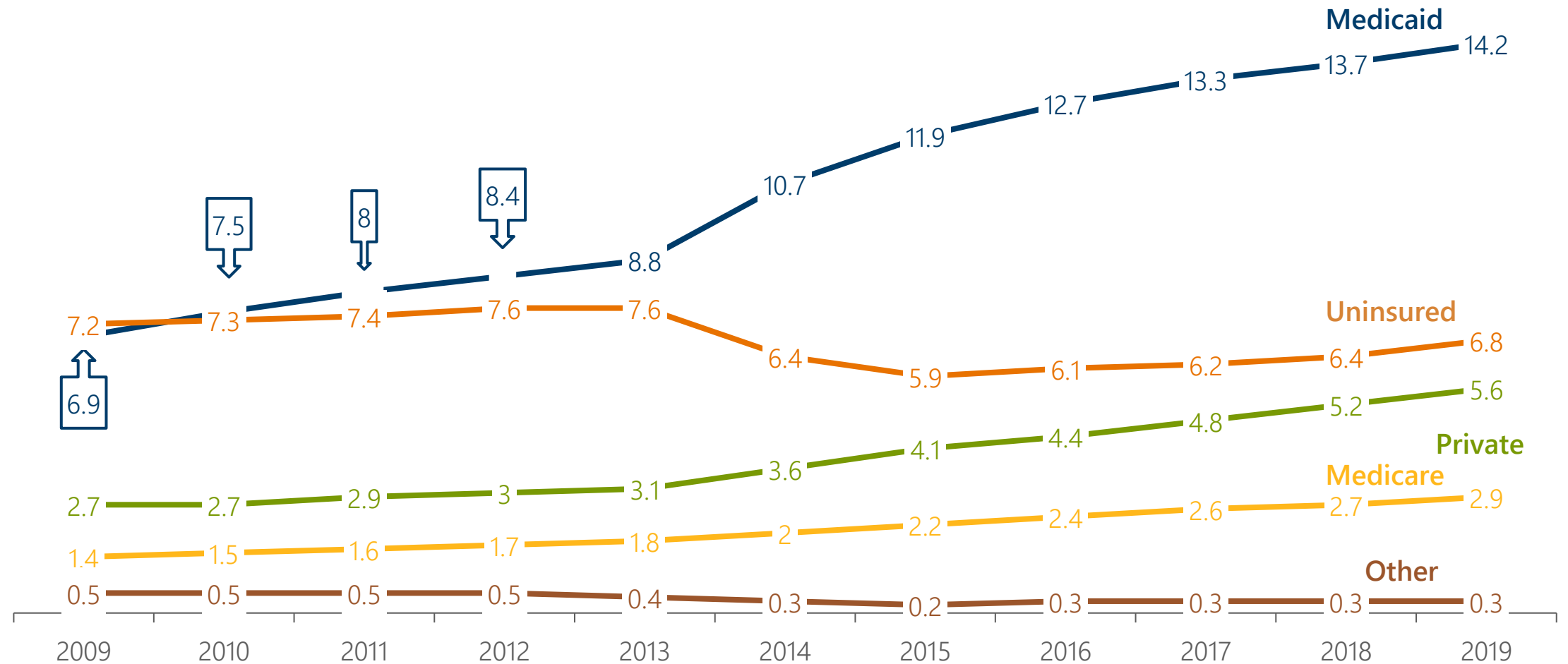
Figure 2-7

Percent of Medicaid Beneficiaries Served by Health Centers, 2019

CT 28%	DC 40%	DE 7%
MA 24%	MD 12%	NH 17%
NJ 18%	RI 35%	VT 32%

Nationally, health centers serve 19% of all Medicaid beneficiaries.

Map state values:
WA 40%, MT 16%, ND 12%, MN 8%, ME 21%, OR 23%, ID 19%, SD 18%, WI 16%, MI 16%, NY 20%, NV 7%, UT 9%, WY 10%, IA 15%, PA 14%, CA 30%, CO 25%, NE 12%, IL 28%, IN 21%, OH 16%, WV 32%, VA 8%, KS 22%, MO 32%, KY 18%, NC 8%, AZ 20%, NM 19%, OK 12%, AR 11%, TN 9%, SC 14%, TX 11%, MS 14%, AL 11%, GA 9%, LA 18%, FL 16%, AK 18%, HI 27%, PR 25%

Legend:
- 7-11%
- 12-16%
- 17-22%
- 23%+
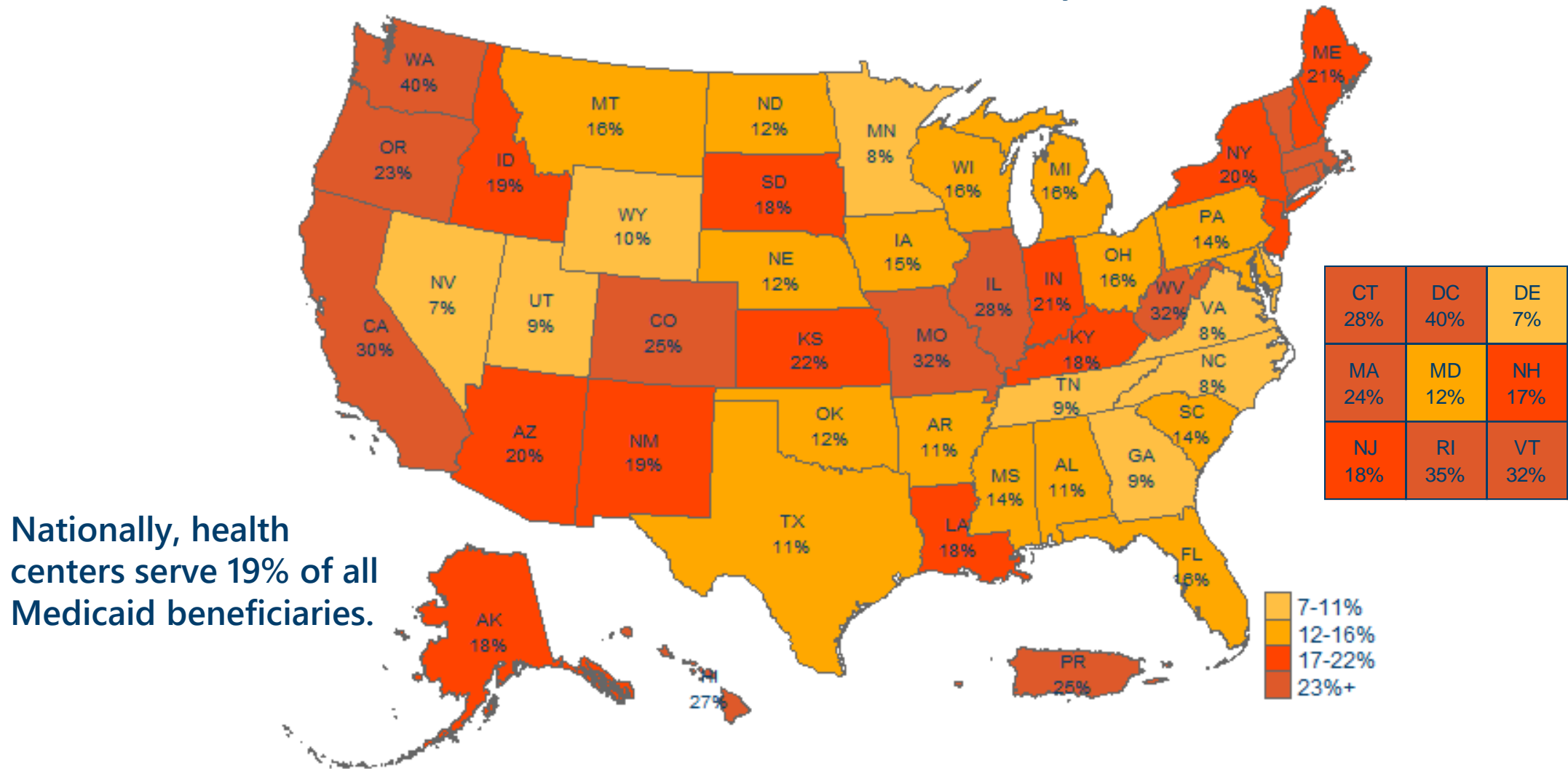
Notes: National figure excludes health center Medicaid patients in territories and does not include Puerto Rico. Binned by quartile for states and territories shown.
Sources: NACHC Analysis of (1) 2019 Uniform Data System (UDS). Bureau of Primary Health Care, HRSA, BPHC. (2) Kaiser Family Foundation. Monthly Medicaid and CHIP Enrollment, December 2019. (3) Puerto Rico estimate based on NACHC analysis of 2019 UDS and U.S. Census Bureau, 2019 American Community Survey 1-Year Estimates, Table S2704.

Figure 2-8

Percent of the Uninsured Population Served by Health Centers, 2019

Nationally, health centers provide care to 23% of the uninsured population.

CT 32%	DC NA	DE 25%
MA 53%	MD 20%	NH 16%
NJ 51%	RI 52%	VT 67%

WA 41%
OR 25%
ID 35%
MT 27%
ND 23%
MN 21%
WI 17%
MI 18%
ME 28%
NY 33%
PA 18%
NV 4%
UT 27%
CO 36%
WY 14%
SD 19%
NE 36%
IA 36%
IL 33%
IN 17%
OH 16%
WV 34%
VA 13%
CA 34%
AZ 16%
NM 41%
KS 31%
MO 26%
KY 28%
NC 23%
TN 21%
SC 21%
OK 14%
AR 17%
MS 30%
AL 35%
GA 15%
TX 13%
LA 20%
FL 21%
AK 31%
HI 37%
PR 23%

Legend:
- 4-17%
- 18-26%
- 27-36%
- 37%+
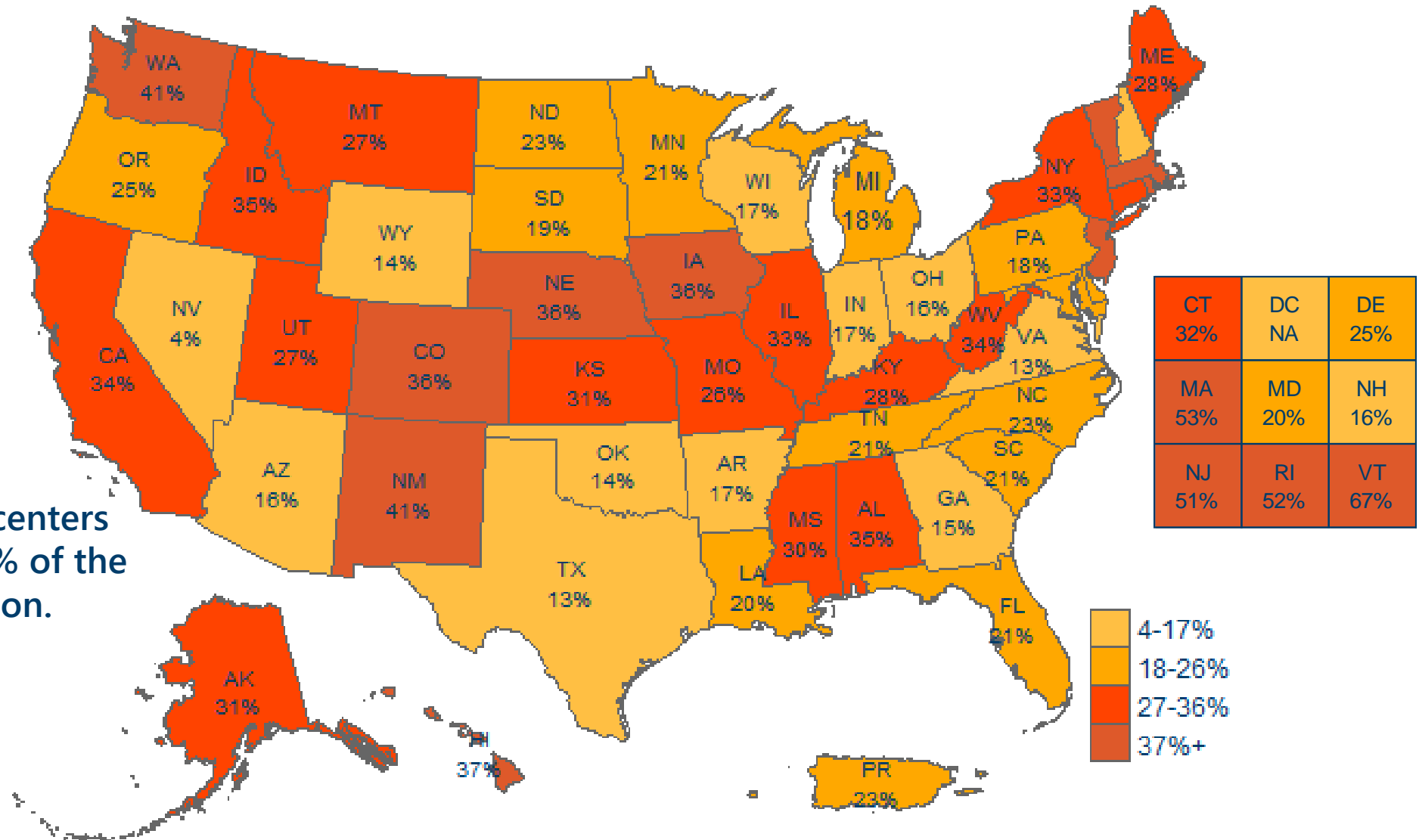
Notes: National figure includes health centers in every state, DC, and Puerto Rico. Binned by quartile for states and territories shown.
Sources: (1) NACHC Analysis of 2019 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS. (2) U.S. Census Bureau. 2019 American Community Survey, 1-Year Estimates, Table S2701.

Section 3

High Quality Care and Reducing Health Disparities

Figure 3-1

Health Centers Achieve Higher Rates of Hypertension and Diabetes Control than the National Average, Despite Serving More At-Risk Patients*

■ **National**   ■ **Health Center**

% of Population with Hypertension Under Control**   % of Population with Diabetes Under Control***
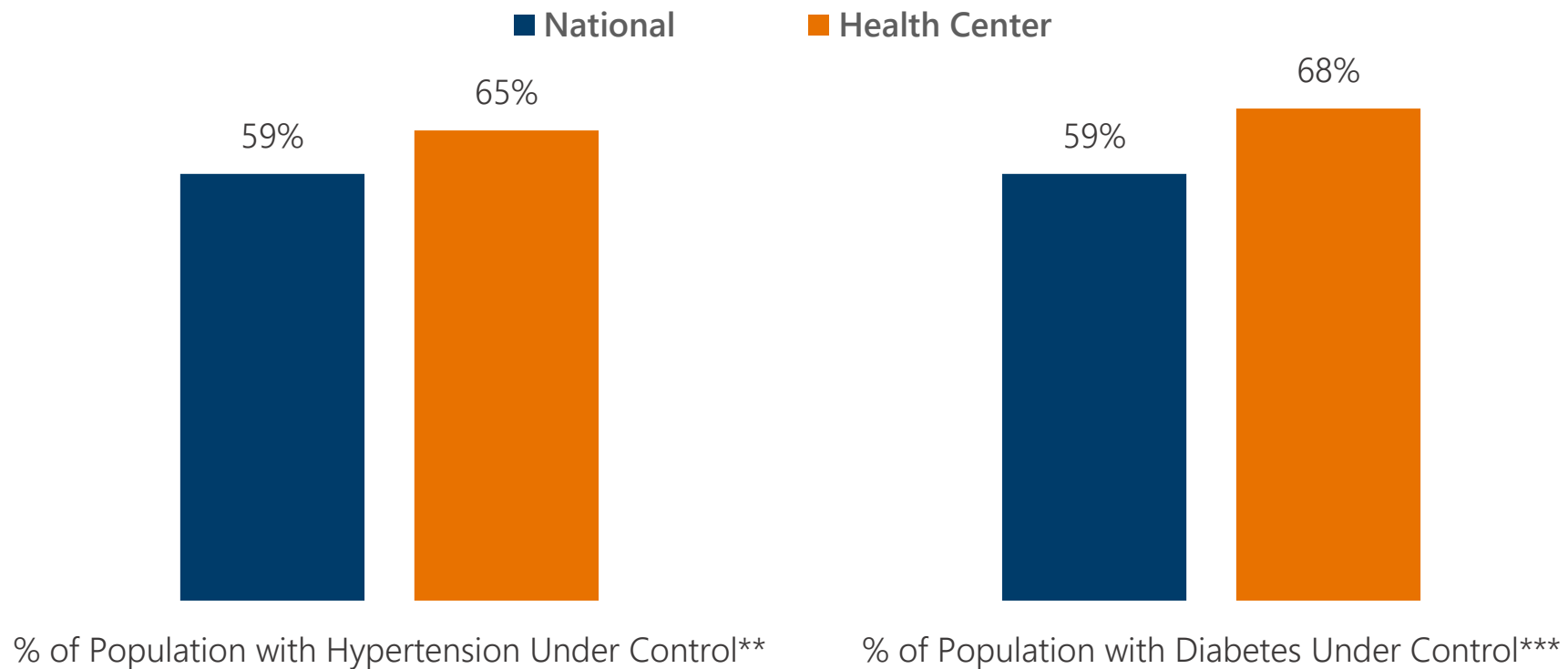
* To see a comparison of the prevalence of chronic conditions for health center patients, see Figures 1-10 and 1-11.
** Estimated percentage of hypertensive patients with blood pressure < 140/90.
*** Estimated percentage of diabetic patients with Hba1c < 9% for diabetes.
Source: Bureau of Primary Health Care. 2020. Health Center Program Fact Sheet. Available from https://bphc.hrsa.gov/sites/default/files/bphc/about/healthcenterfactsheet.pdf

Figure 3-2

Many Health Centers Exceed Healthy People 2020 Goals

Meet or Exceed at Least One Goal — 99%

Dental Sealants for Children — 66%

Hypertension Control — 61%

Access to Prenatal Care — 57%

Low Birth Weight — 44%

0% — 100%

Percent of Health Center Grantees
Meeting Healthy People 2020 Goal
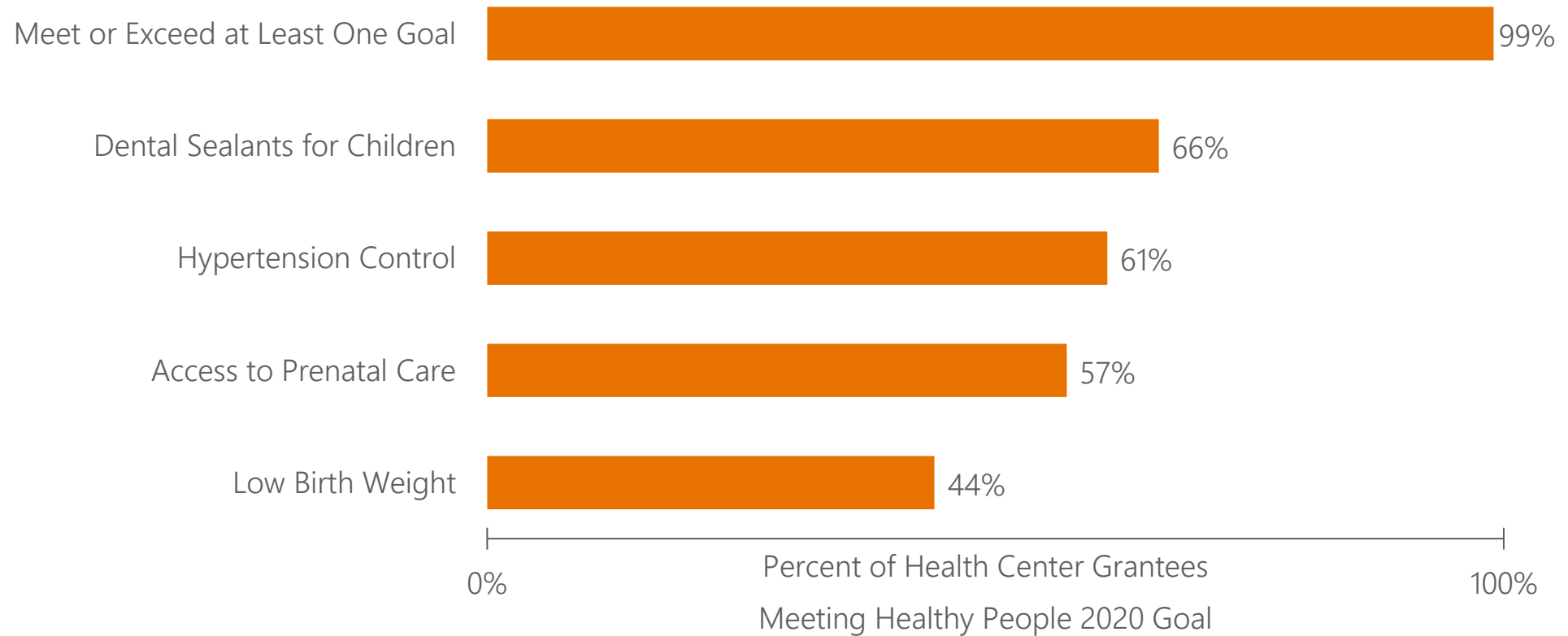
Note: Healthy People 2020 goals are based on national health objectives to identify and reduce the most significant, preventable threats to health. For more on Healthy People 2020, visit https://www.cdc.gov/dhdsp/hp2020.htm
Sources: (1) 2019 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS. (2) Office of Disease Prevention and Health Promotion. Healthy People 2020. 2020 Topics and Objectives.

Figure 3-3

Health Center Patients Have Lower Rates of Low Birth Weight than National Average, Despite Health Centers Serving More At-Risk Patients

■ **National**　■ **Health Center**

Category	National	Health Center
All Births	8.3%	8.1%
White	7.1%	7.1%
Hispanic / Latino	7.6%	6.7%
American Indian or Alaska Native	8.1%	6.4%
Native Hawaiian or Other Pacific Islander	7.5%	8.1%
Asian	8.7%	7.6%
More than One Race	9.0%	7.8%
Black or African American	13.8%	12.0%
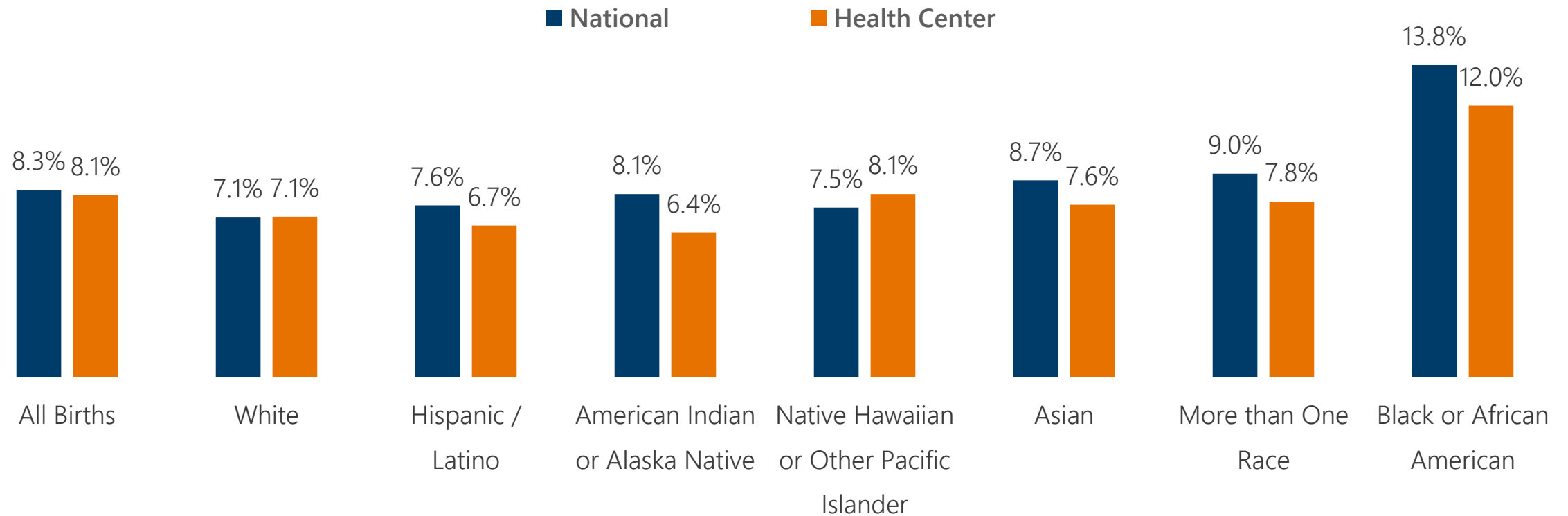
Figure 3-4

Enabling Services* are a Defining Characteristic of Health Centers and Help Improve Access to Care and Patient Satisfaction

Health Center Patients Who Used Enabling Services* Had:

1.9 more health center visits in the past year (on average)

A 12 percentage-point higher likelihood of getting a routine checkup

A 16 percentage-point higher likelihood of getting a flu shot

An 8 percentage-point higher likelihood of being satisfied with care

* The Health Resources and Services Administration (HRSA) defines enabling services as, "non-clinical services that do not include direct patient services that enable individuals to access health care and improve health outcomes." Examples of enabling services include case management, translation/interpretation, transportation, and health education. (HRSA Health Center Program Terms and Definitions, n.d.).

Note: This figure compares health center patients who used enabling services to patients that did not use enabling services.

Source: Yue et al. Enabling Services Improve Access to Care, Preventive Services, and Satisfaction Among Health Center Patients. Health Affairs 38(9). September 2019.

Figure 3-5

Health Centers Exceed Medicaid Managed Care Organization (MCO) High Performance Benchmark Scores

■ Average Rate in High-Performing Health Centers   ■ Average Rate in All Health Centers

— Medicaid MCO High Performance Benchmark (75th Percentile)

Diabetes Control: 79%, 71%, 62%

Blood Pressure Control: 73%, 63%, 62%

Pap Test: 81%, 72%, 54%
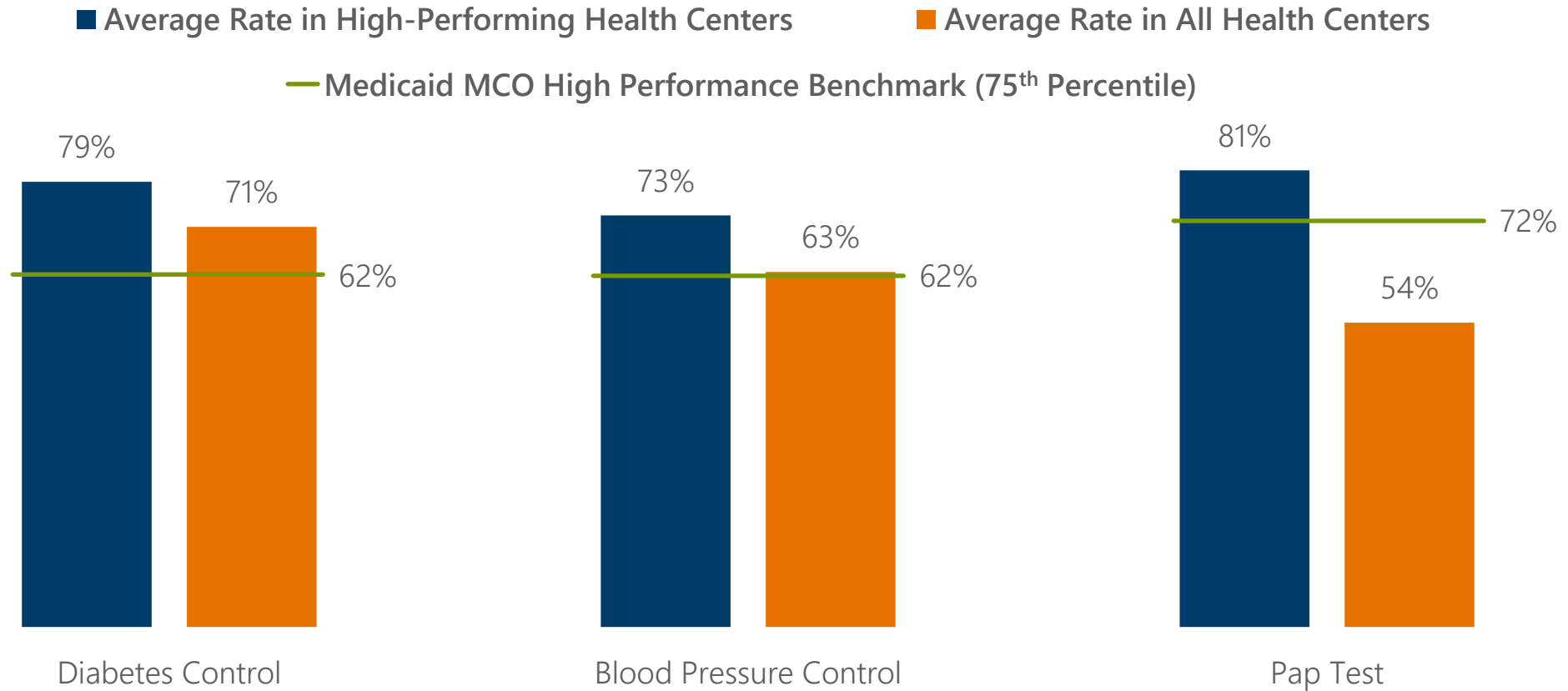
Notes: Quality measures include control of diabetes: share of patients with diabetes with HbA1c between 7% and 9%; control of hypertension: share of patients with hypertension with blood pressure < 140/90; Pap tests: share of female patients age 24 – 64 who received Pap test within past three years.
Source: Shin P, Sharac J, Rosenbaum S, Paradise J. Quality of Care in Community Health Centers and Factors Associated with Performance. Kaiser Commission on Medicaid and the Uninsured Report #8447 (June 2013).

Figure 3-6

Health Centers Provide More Preventive Services than Other Primary Care Providers

Medicaid Patients Receiving New Medication for Uncontrolled Hypertension
- 9%
- 21%

Asthma Education for Asthmatic Patients
- 15%
- 24%

Tobacco Cessation Education for Smoking Patients
- 19%
- 33%

Health Education
- 37%
- 51%

Immunization for 65 Years & Older
- 65%
- 70%

Pap Smear in the Last 3 Years
- 81%
- 85%

■ **Patient Visits to Other Providers**
■ **Health Center Patient Visits**
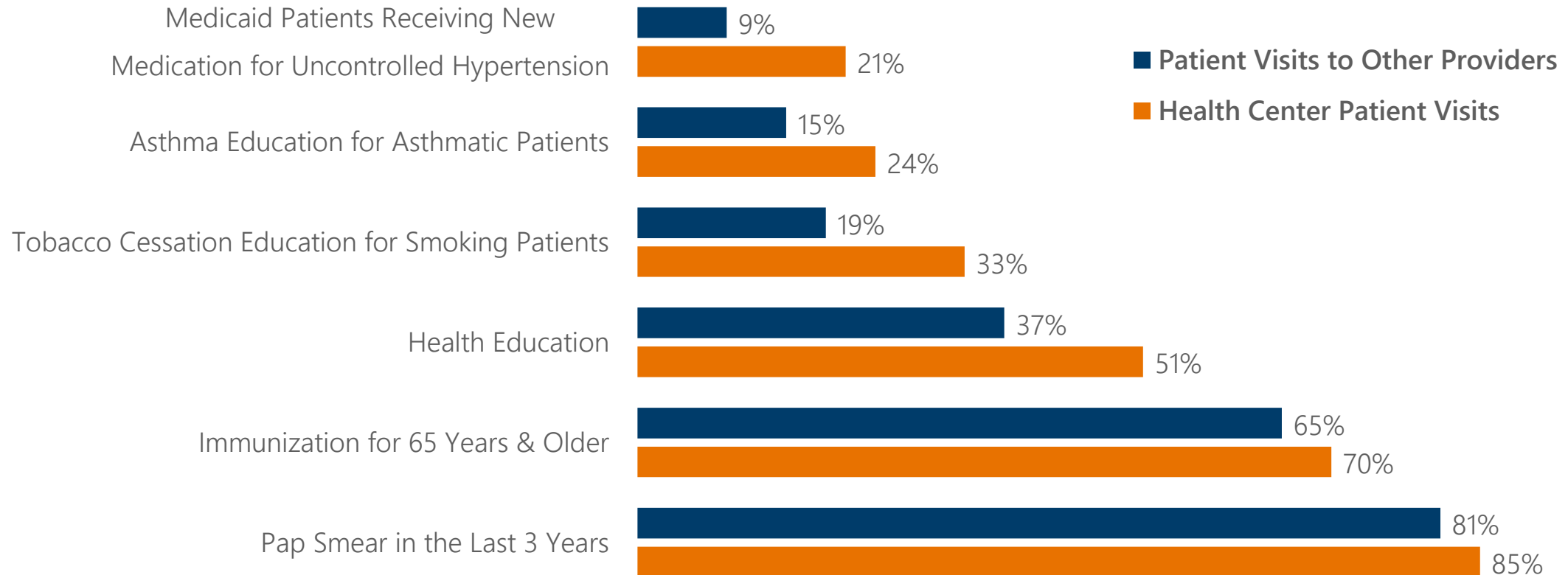
Sources: (1) Shi L, Tsai J, Higgins PC, Lebrun La. (2009). Racial/Ethnic and Socioeconomic Disparities in Access to Care and Quality of Care for U.S. Health Center Patients Compared with Non-Health Center Patients. J Ambul Care Manage 32(4): 342 – 50. (2) Shi L, Leburn L, Tsai J and Zhu J. (2010). Characteristics of Ambulatory Care Patients and Services: A Comparison of Community Health Centers and Physicians' Offices J Health Care for Poor and Underserved 21(4): 1169-83. (3) Hing E, Hooker RS, Ashman JJ. (2010). Primary Health Care in Community Health Centers and Comparison with Office-Based Practice. J Community Health. 2011 Jun; 36(3): 406 - 13. (4) Fontil et al. Management of Hypertension in Primary Care Safety-Net Clinics in the United States: A Comparison of Community Health Centers and Private Physicians' Offices. Health Services Research. April 2017. 52:2.

Figure 3-7

Health Centers Reduce Unmet Health Care Needs

**Percent of Patients Experiencing Unmet Care Needs or
Delayed Care by Source of Care**

Unable to Get Medical Care
- 7%
- 15%
- 13%

Delays in Medical Care
- 6%
- 17%
- 14%

Unable to get Dental Care
- 13%
- 23%
- 21%

■ HRSA-Funded Health Center   ■ Other Clinics   ■ Private Physician
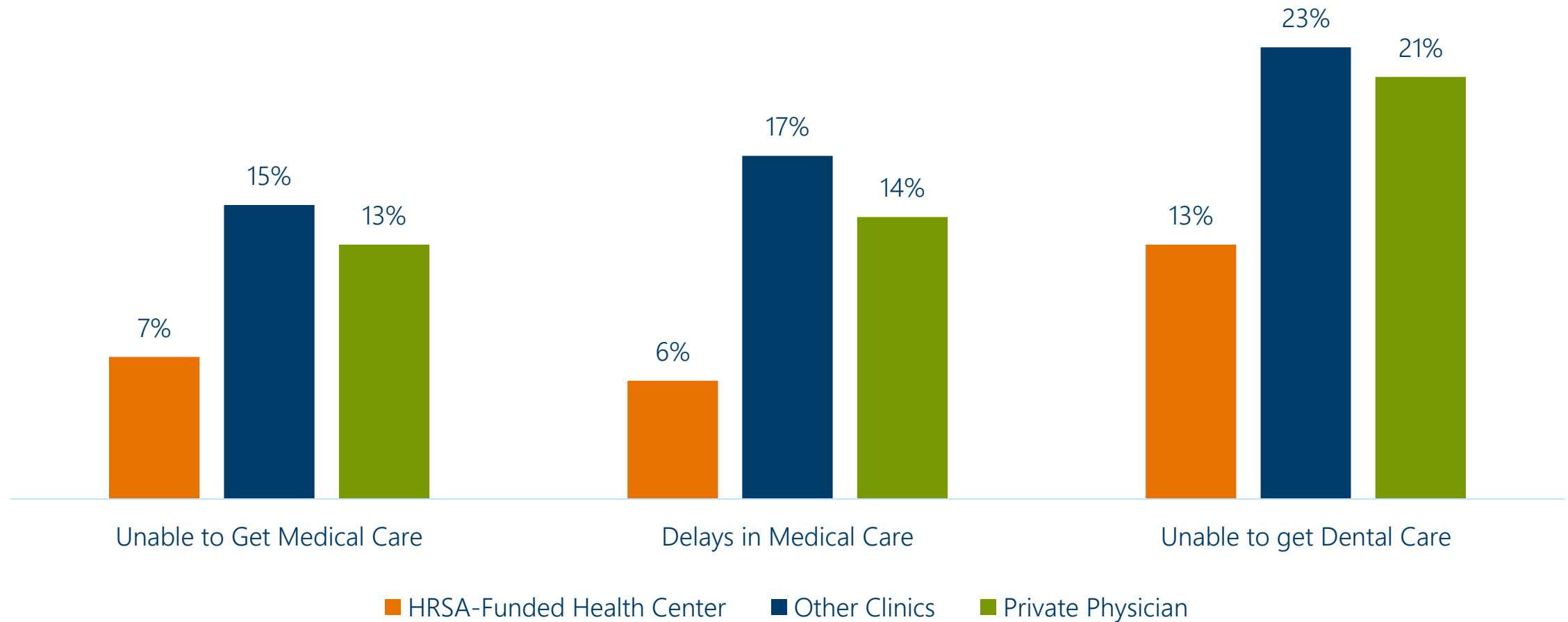
Figure 3-8

Women at Health Centers are More Likely to Receive **Mammograms** than Their Counterparts Nationally
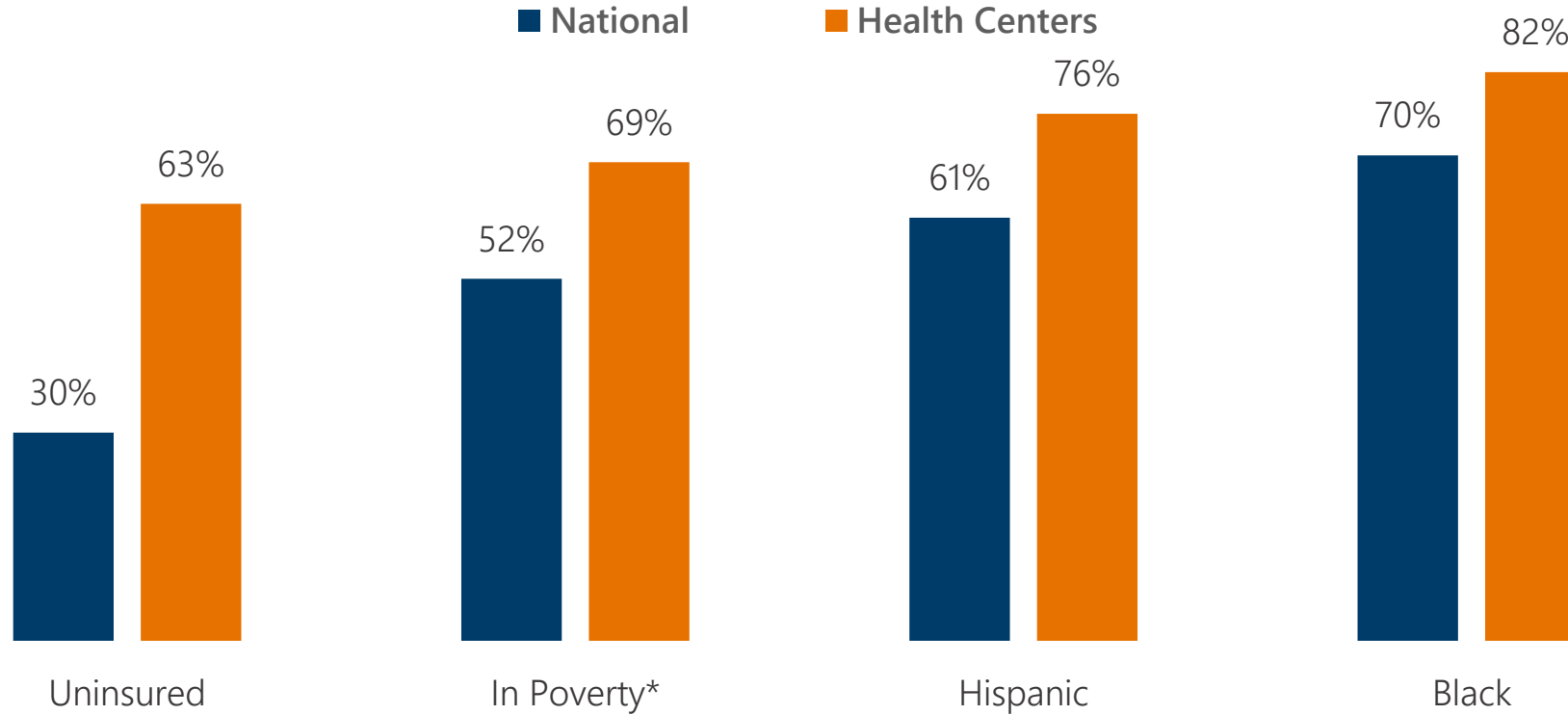
■ **National** ■ **Health Centers**

	Uninsured	In Poverty*	Hispanic	Black
National	30%	52%	61%	70%
Health Centers	63%	69%	76%	82%

* Includes women below 100% FPL or at 100% FPL and below.
Sources: (1) Health Resources and Services Administration, 2014 Health Center Patient Survey. Female Health Center Patients Aged 40+ Who Had a Mammogram in the Past 2 Years. (2) National Center for Health Statistics. Health, United States, 2016: With Chartbook on Long-term Trends in Health. Hyattsville, MD. 2017. Table 70. Use of Mammography Among Women Aged 40 and Over, by Selected Characteristics: United States, Selected Years 1987 - 2015.

Figure 3-9

Women at Health Centers are More Likely to Receive **Pap Smears** than Their Counterparts Nationally
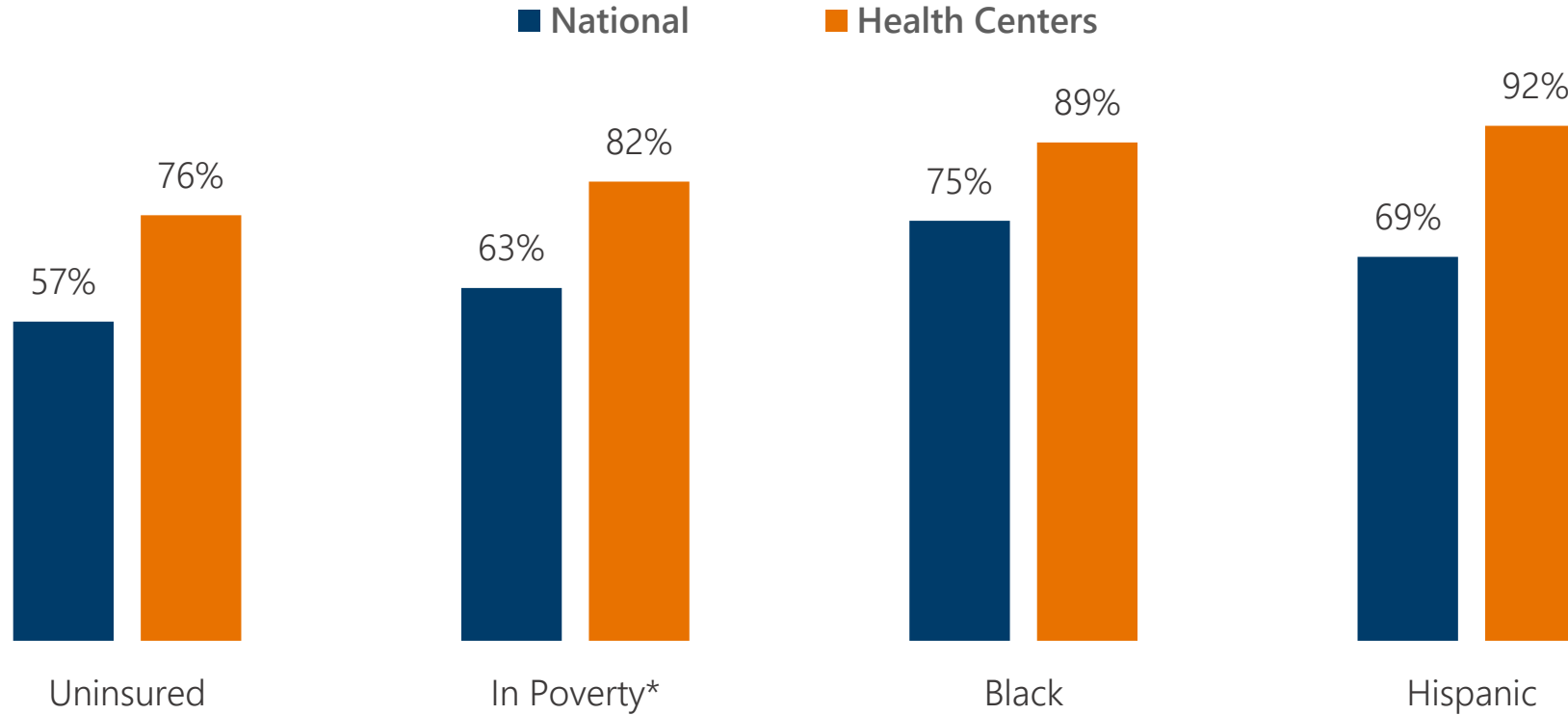
■ National ■ Health Centers

Uninsured: National 57%, Health Centers 76%
In Poverty*: National 63%, Health Centers 82%
Black: National 75%, Health Centers 89%
Hispanic: National 69%, Health Centers 92%

* Includes women below 100% FPL or at 100% FPL and below.
Sources: (1) Health Resources and Services Administration, 2014 Health Center Patient Survey. Female Health Center Patients Aged 18+ Who Had a Pap Smear in the Past 3 Years. (2) National Center for Health Statistics. Health, United States, 2016: With Chartbook on Long-term Trends in Health. Hyattsville, MD. 2017. Table 71. Use of Pap Smears Among Women Aged 18 and Over, by Selected Characteristics: United States, Selected Years 1987 – 2015.

Figure 3-10

Health Center Patients are More Likely to Receive **Colorectal Cancer Screenings** than Their Counterparts Nationally

■ National   ■ Health Centers

	In Poverty*	Hispanic	Black
National	43%	44%	56%
Health Centers	57%	55%	55%
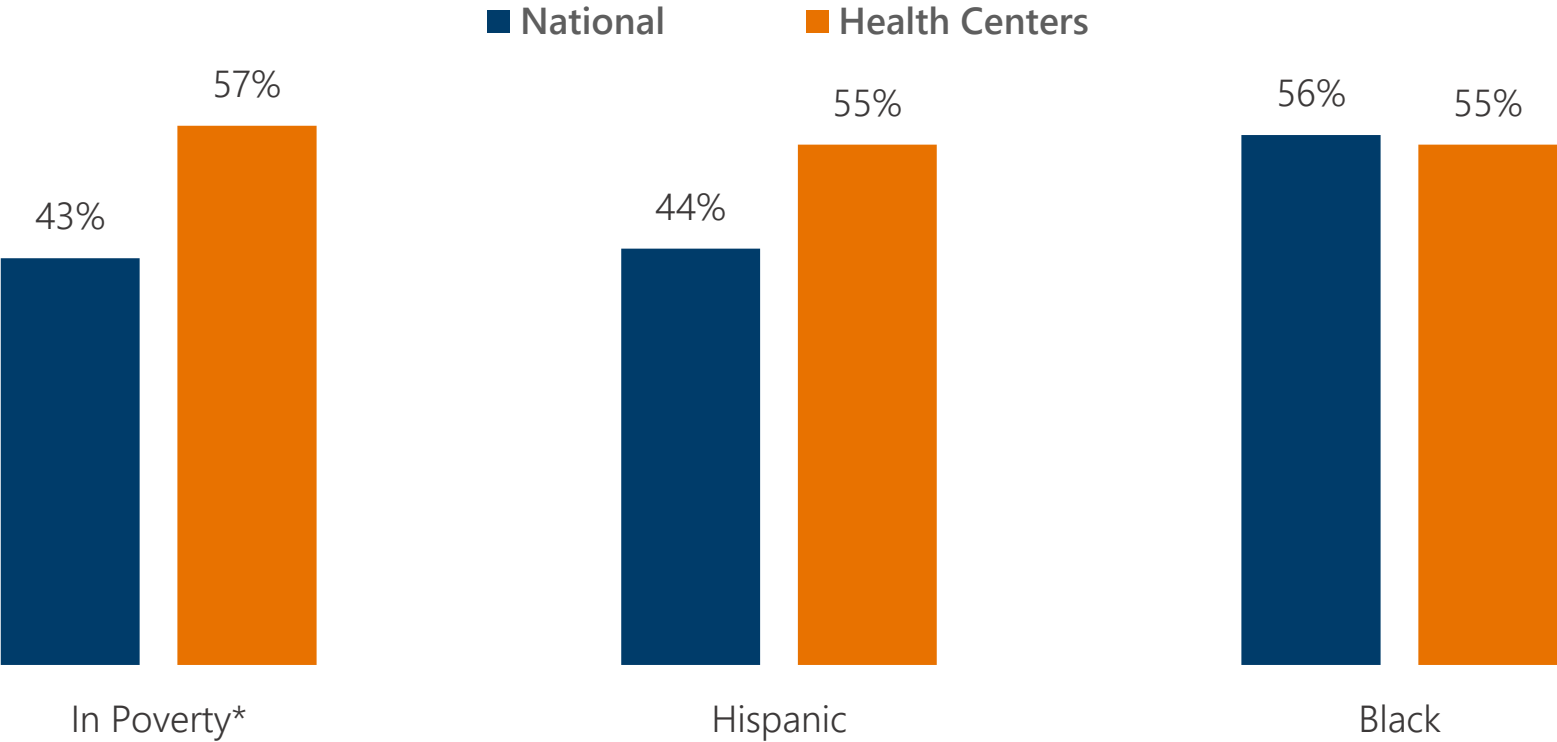
* Includes individuals below 100% FPL or at 100% FPL and below.
Sources: (1) Health Resources and Services Administration, 2014 Health Center Patient Survey. Health Center Patients Aged 50+ Who Ever Had a Colonoscopy. (2) National Center for Health Statistics. Health, United States, 2016: With Chartbook on Long-term Trends in Health. Hyattsville, MD. 2017. Table 72. Use of Colorectal Tests or Procedures Among Adults Aged 50-75, by Selected Characteristics: United States, Selected Years 2000 - 2015.

Figure 3-11

Health Centers Have Higher Odds of Delivering High-Value Care and Avoiding Low-Value Screenings Compared to Private Practices

Measures of High-Value Care

Measures of Low-Value Care (To Avoid)

Health Centers Have **1.4 Greater Odds** to Succeed On This Measure than Private Practices.

1.8

2.6

11

1.9

1.7

Prescribing Statins in Diabetes

Prescribing Treatment for Osteoporosis

Prescribing β-Blockers in CHF*

Avoid EKG* Screening at General Medical Exam**

Avoid Urinalysis at General Medical Exam**

Avoid CBC* Screening at General Medical Exam**

* Definitions: CHF = congestive heart failure; EKG = electrocardiogram; CBC = complete blood counts
** In the absence of symptoms during a general medical exam
Note: Health centers performed better on an additional measure not shown in the figure. Health centers had 41% lower odds of prescribing antibiotics for an upper respiratory infection, a measure of low-value care.
Source: Oronce, C.I.A. & Fortuna, C.J. Differences in Rates of High-Value and Low-Value Care Between Community Health Centers and Private Practices. Journal of General Internal Medicine. 2019. Available from https://link.springer.com/article/10.1007/s11606-019-05544-z

Figure 3-12

Percent of Health Centers with Patient-Centered Medical Home Recognition, December 2019

Nationally, 76% of health centers have achieved Patient-Centered Medical Home recognition.
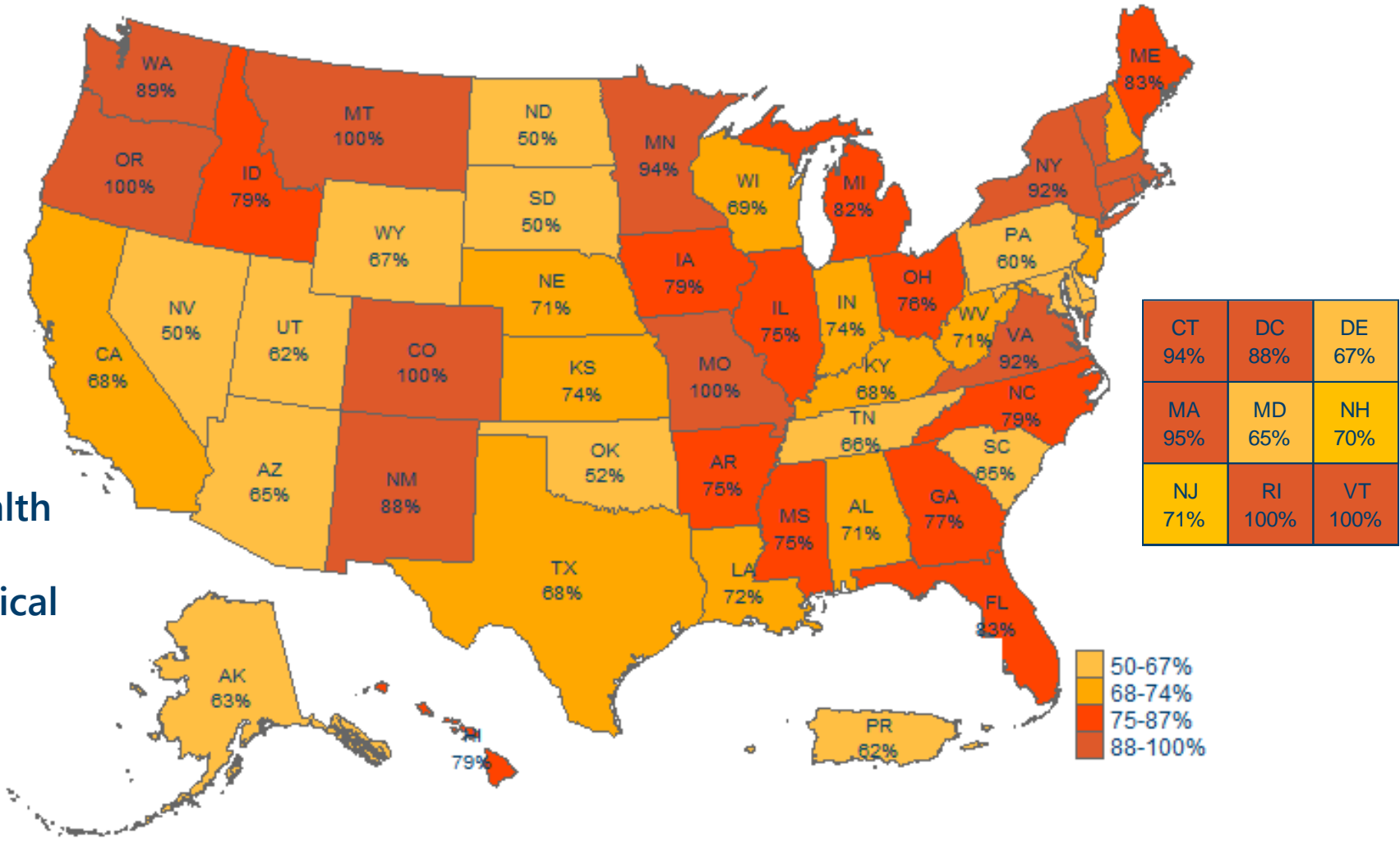
WA 89%
MT 100%
ND 50%
MN 94%
ME 83%
OR 100%
ID 79%
SD 50%
WI 69%
MI 82%
NY 92%
WY 67%
IA 79%
PA 60%
NV 50%
UT 62%
NE 71%
IL 75%
IN 74%
OH 76%
WV 71%
VA 92%
CA 68%
CO 100%
KS 74%
MO 100%
KY 68%
NC 79%
AZ 65%
NM 88%
OK 52%
AR 75%
TN 66%
SC 65%
TX 68%
MS 75%
AL 71%
GA 77%
LA 72%
FL 83%
AK 63%
HI 79%
PR 62%

CT 94%	DC 88%	DE 67%
MA 95%	MD 65%	NH 70%
NJ 71%	RI 100%	VT 100%

50-67%
68-74%
75-87%
88-100%

Notes: National figure includes all 1,385 health centers in every state, territory, and D.C. Some territories are not shown in the map above. Binned by quantile for states and territories shown.
Source: Communication with the Bureau of Primary Health Care, HRSA, DHHS, November –December 2020.

Figure 3-13

Health Centers are Leaders in Patient-Centered Medical Home (PCMH) Certification and Adoption of PCMH Elements
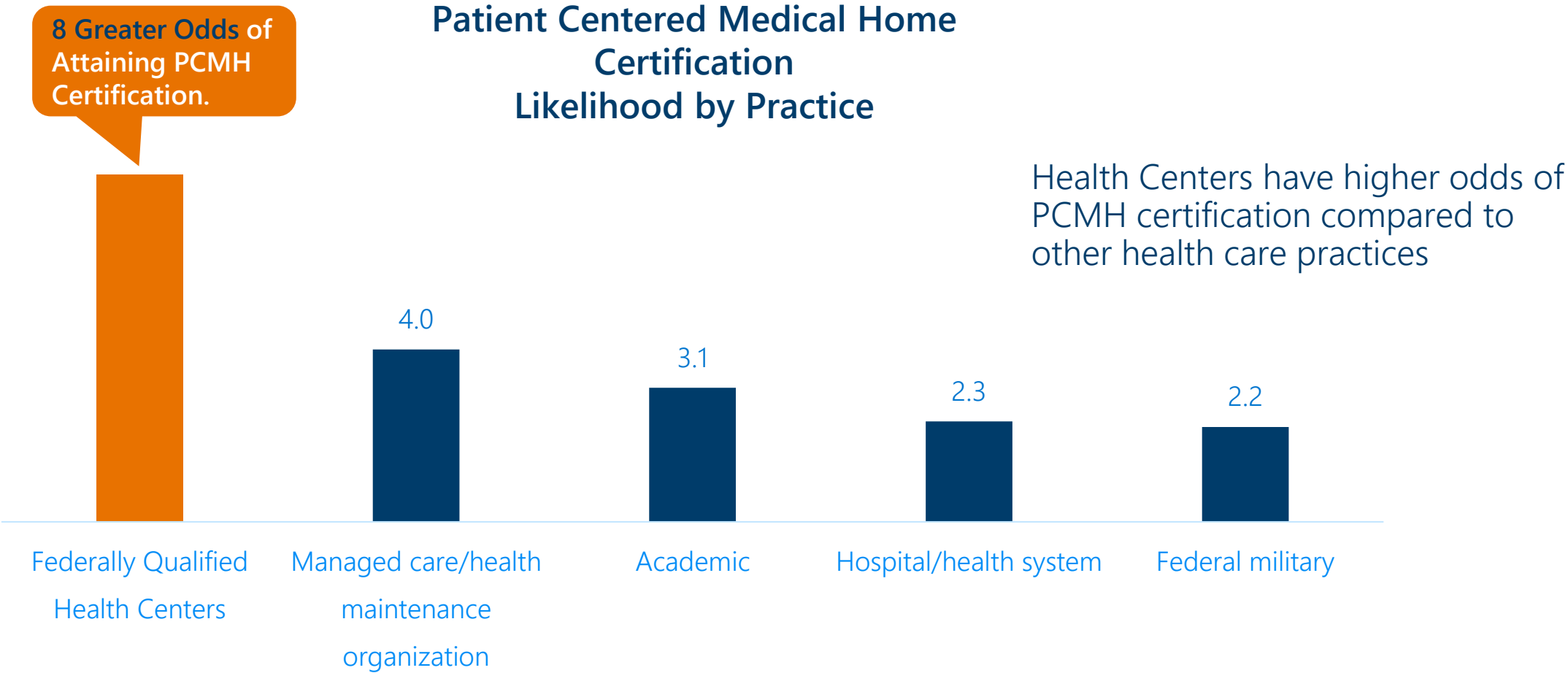
Patient Centered Medical Home Certification Likelihood by Practice

8 Greater Odds of Attaining PCMH Certification.

Health Centers have higher odds of PCMH certification compared to other health care practices

| 4.0 | 3.1 | 2.3 | 2.2 |

Federally Qualified Health Centers | Managed care/health maintenance organization | Academic | Hospital/health system | Federal military

Section 4

Cost-Effective Care
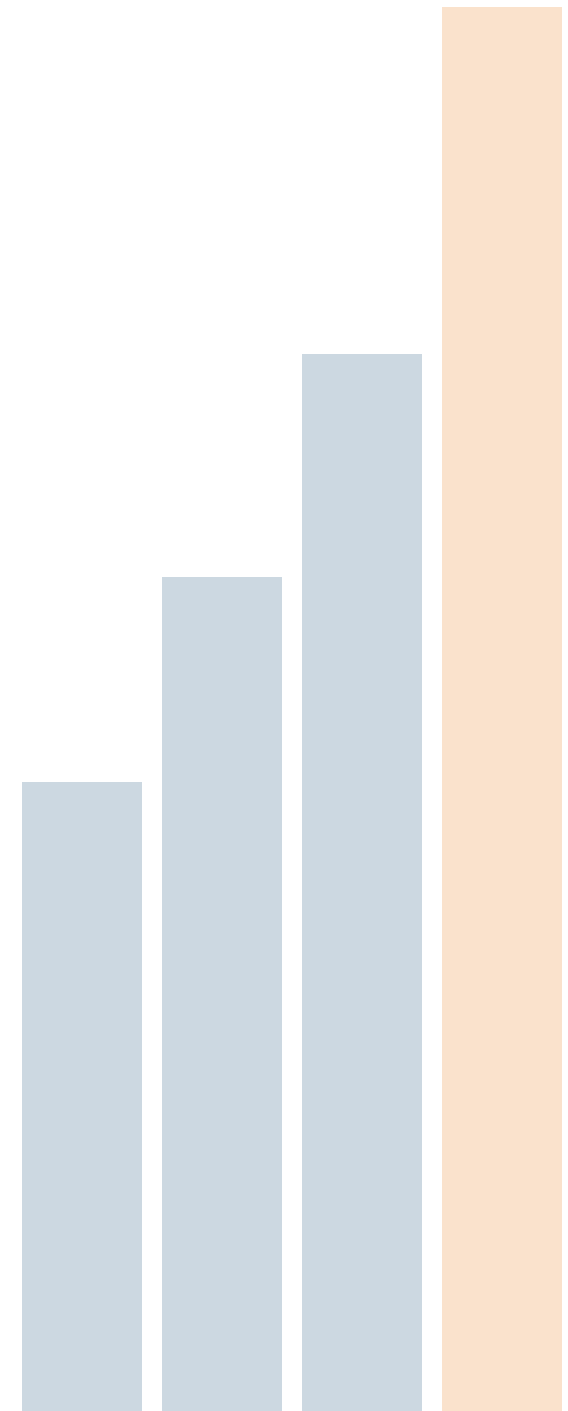
Figure 4-1

Health Centers are Increasingly Participating in New Payment and Delivery System Models

Percent of Health Centers Reporting that Their Organization:

2013
2018

Could Receive Financial Incentives for High Patient Satisfaction
23%
37%

Currently Partipicates in an Accountable Care Organization
27%
39%

Could Receive Financial Incentives for Achieving Clinical Care Targets
51%
75%
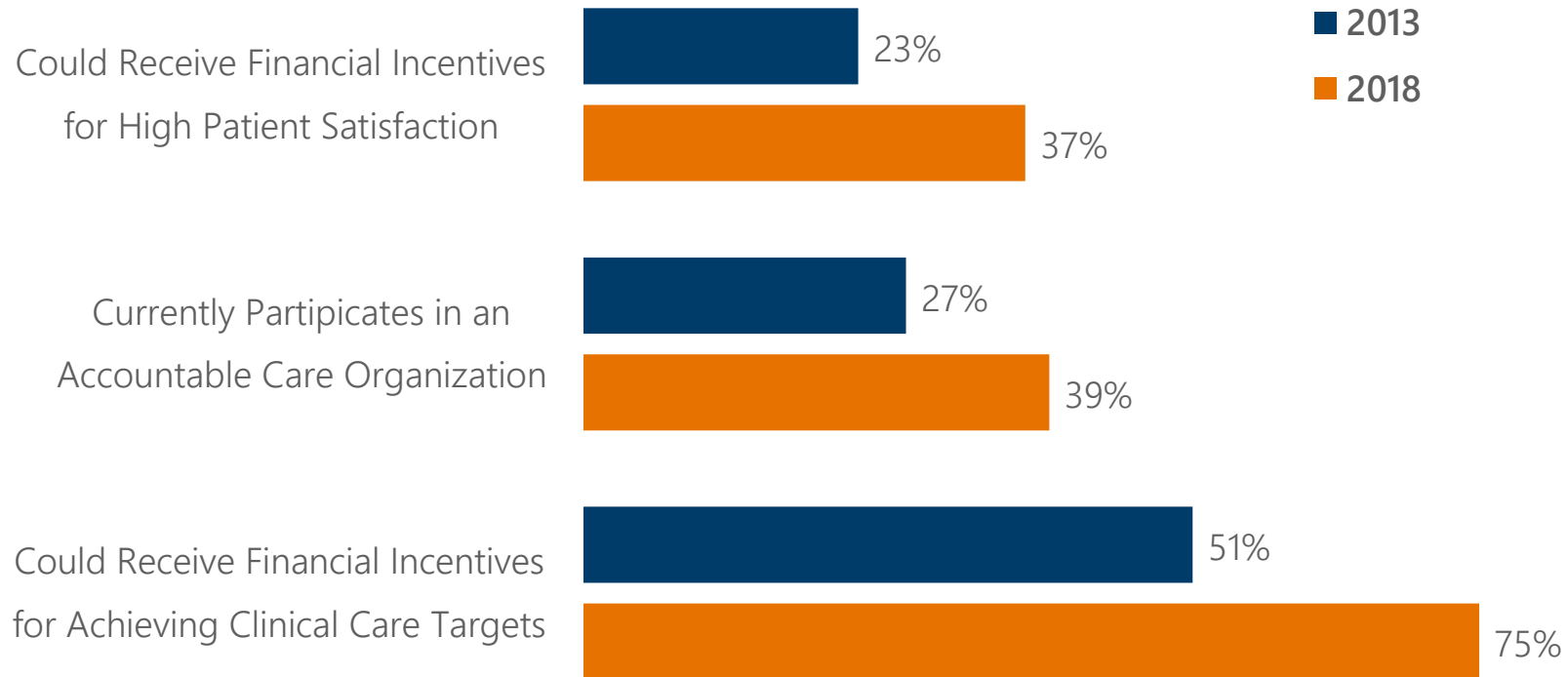
Figure 4-2

Health Centers Save 24% Per **Medicaid Patient**
Compared to Other Providers

- ■ Non-Health Centers
- ■ Health Centers

24% Lower Total Spending

11% Lower Spending
$244 $216

23% Lower Spending
$1,845 $1,430

27% Lower Spending
$2,047 $1,496

33% Lower Spending
$2,948 $1,964

14% Lower Spending
$2,704 $2,324

$9,889
$7,518

Emergency Room   Primary Care   Inpatient Care   Other Outpatient Care   Rx Drug Spending   Total Spending
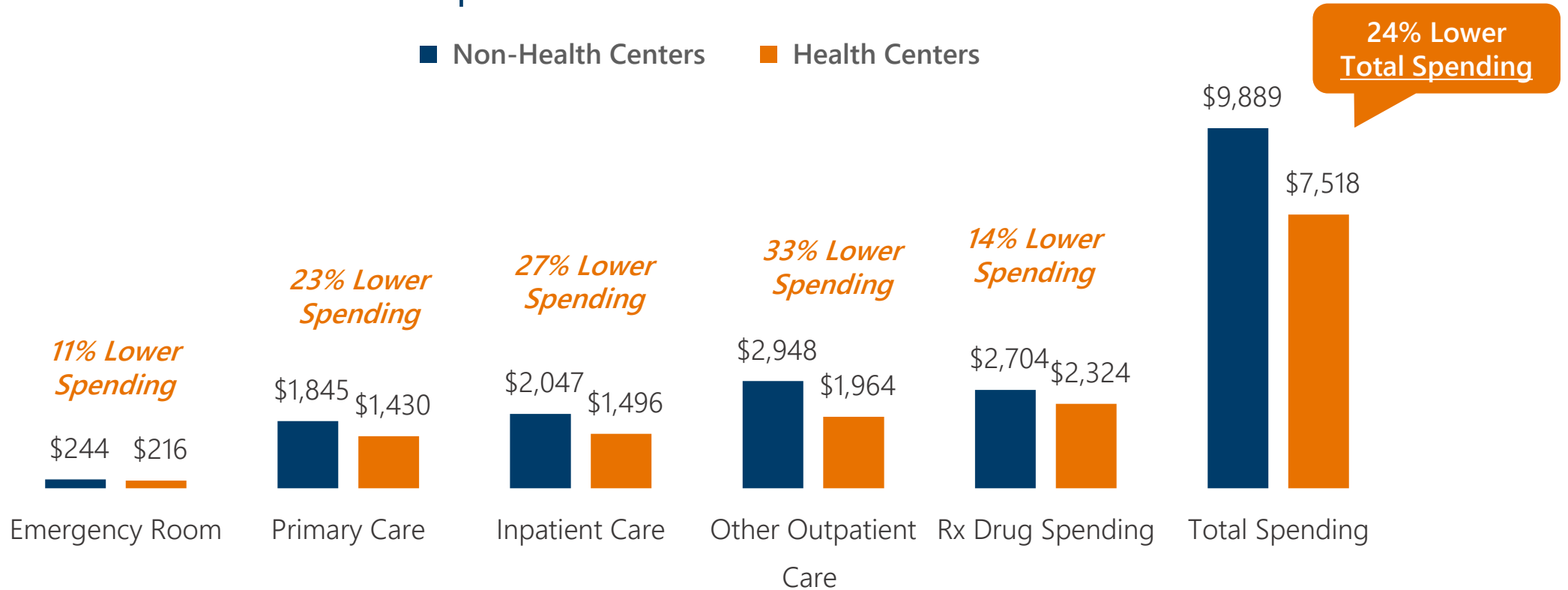
Note: Non-health centers include private physician offices and outpatient clinics.
Source: Nocon et al. Health Care Use and Spending for Medicaid Enrollees in Federally Qualified Health Centers Versus Other Primary Care Settings. AJPH. November 2016. 106(11): 1981-1989.

Figure 4-3

Health Centers Have Lower Total Spending Per Medicaid Patient Compared to Other Providers

AL	CA	CO	CT	FL	IA	IL	MS	NC	TX	VT	WV
63% Lower	22% Lower	26% Lower	19% Lower	32% Lower	27% Lower	27% Lower	19% Lower	29% Lower	22% Lower	15% Lower	18% Lower
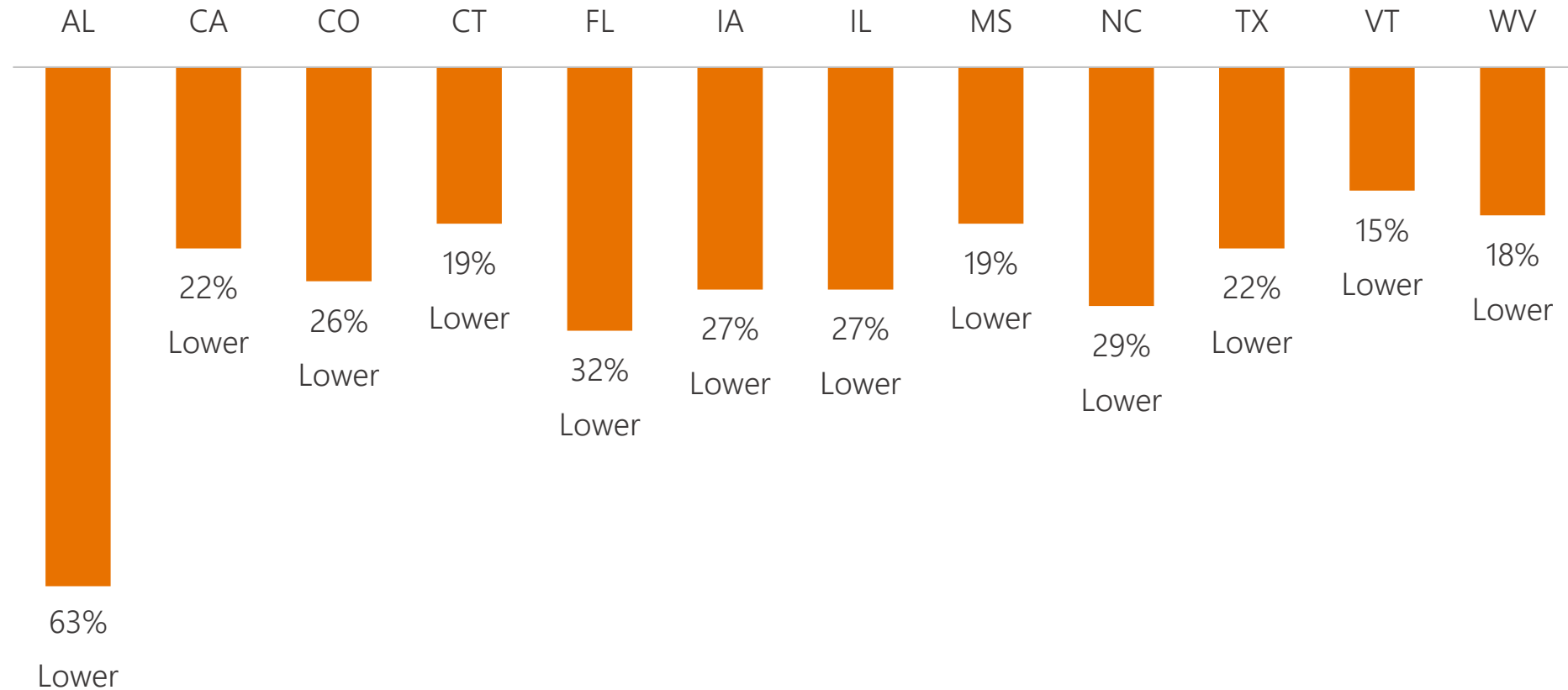
Notes: Other Providers (or "non-health centers") include private physician offices and outpatient clinics. MT was included in the national-level analyses but did not have a large enough sample size to be included in the adjusted state-level analyses.
Source: Nocon et al. Health Care Use and Spending for Medicaid Enrollees in Federally Qualified Health Centers Versus Other Primary Care Settings. AJPH. November 2016. 106(11): 1981-1989.

Figure 4-4

Health Center Medicaid Revenues as a Percent of Total Medicaid Expenditures

CT 2.8%	DC 5.3%	DE 0.6%
MA 2.0%	MD 1.0%	NH 1.3%
NJ 1.0%	RI 4.6%	VT 2.9%

WA 5.6%
MT 2.4%
ND 0.9%
MN 0.6%
ME 1.8%
OR 4.2%
ID 2.5%
WI 2.2%
NY 2.2%
SD 1.2%
MI 1.5%
PA 1%
WY 1.1%
OH 1.3%
NV 0.9%
UT 1.3%
CO 3.3%
NE 1%
IA 1.6%
IL 2.7%
IN 2%
WV 3.4%
VA 0.7%
CA 4.6%
KS 1.3%
MO 2.5%
KY 1.9%
NC 0.7%
AZ 2.9%
NM 2.3%
OK 1.3%
AR 1.2%
TN 0.8%
SC 1.6%
MS 0.6%
AL 0.9%
GA 0.7%
TX 1%
LA 1.3%
FL 1.6%
AK 4.7%
HI 4.6%

Nationally, health center revenues account for 2.2% of Medicaid service expenditures...
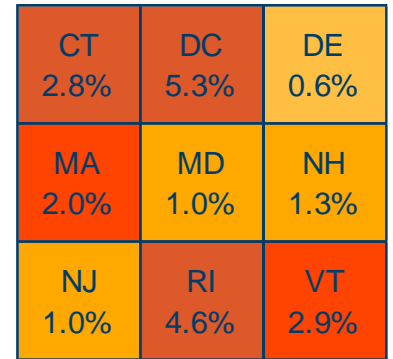
...While serving 19% of all Medicaid beneficiaries.
(see figure 2-7)

- 0.0-0.9%
- 1.0-1.5%
- 1.6-2.5%
- 2.6-5.6%

Figure 4-5

Health Centers are Associated with Lower Total Costs of Care for **Medicare** Patients Compared to Other Providers

Outpatient Clinics — $3,580

Physician Offices — $2,667

Health Centers — $2,370

Costs for health center Medicare patients are 10% lower than physician office patients and 30% lower than outpatient clinics.

Source: Mukamel, D.B., White, L.M., Nocon R.S., et al. Comparing the Cost of Caring for Medicare Beneficiaries in Federally Funded Health Centers to Other Care Settings. Health Serv Res. April 2016. 51(2): 625-644.

Figure 4-6

Medicare Spending is Lower in Areas Where Health Centers Serve More Low-Income Residents

Low Health Center Penetration Area — $9,542

All Areas — $9,222

High Health Center Penetration Area — $8,616

$0

$10,000

Total Cost Per Medicare Beneficiary

Areas with high health center penetration have 10% ($926) lower Medicare spending per beneficiary.

Figure 4-7

Health Centers Save 35% Per **Child** Compared to Other Providers

■ **Other Providers**   ■ **Health Centers**

35% Lower Total Spending

$1,751

$1,133

40% Lower Spending

$697

$418

49% Lower Spending

$320

$163

69% Higher Spending

$106

$179

Emergency Dept.   Prescription Drugs   Ambulatory Care   Total Spending

Source: Bruen B, Ku L. Community Health Centers Reduce the Costs of Children's Health Care. Geiger Gibson/RCHN Community Health Foundation Research Collaborative. Policy Research Brief #48. June 20, 2017.

Figure 4-8

Health Centers Save $1,263 (or 24%) Per Patient Per Year

Total Health Expenditures Per Patient Per Year

$5,306

$4,043

Non-Health Center Users

Health Center Users

Sources: NACHC analysis based on Ku et al. Using Primary Care to Bend the Curve: Estimating the Impact of a Health Center Expansion on Health Care Costs. GWU Department of Health Policy. Policy Research Brief No. 14. September 2009.
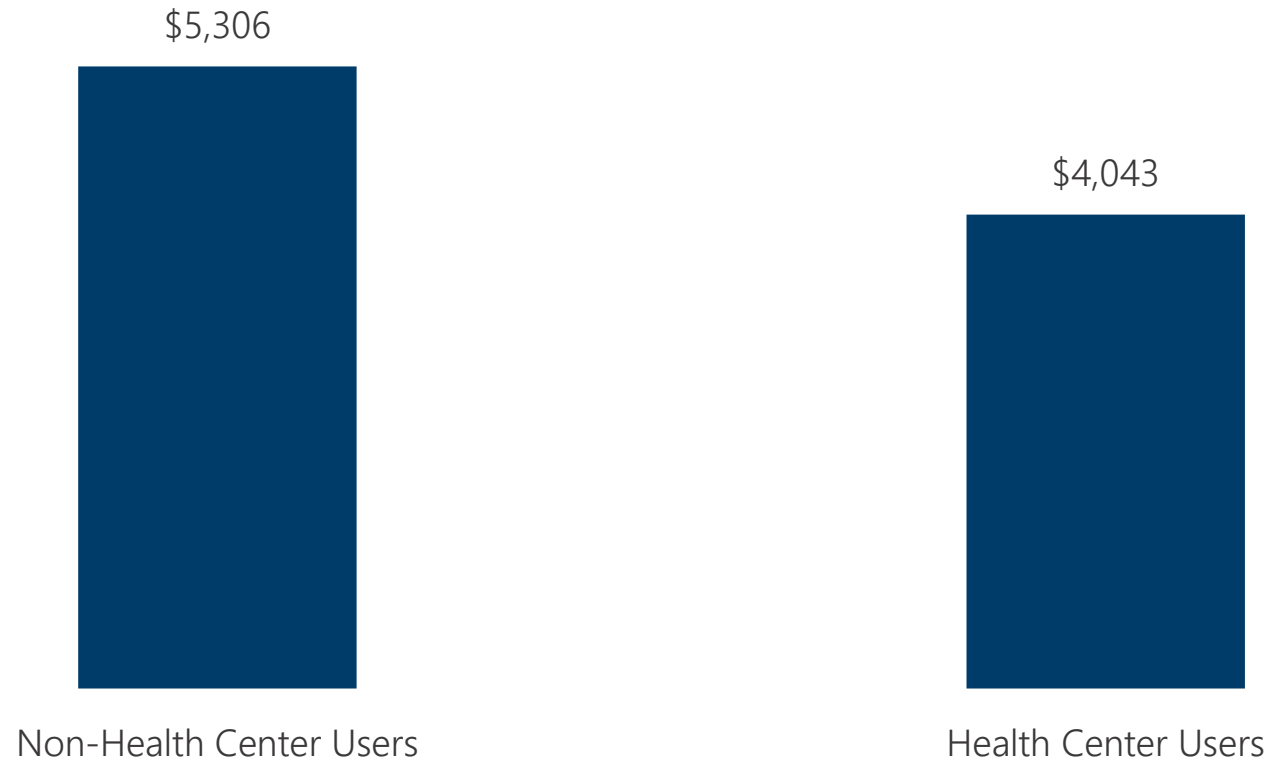
Section 5

Health Center Services and Staffing

Figure 5-1

Growth in Health Center Clinical Staff, 2009 – 2019

In Full-Time Equivalent

■ 2009　■ 2019

	Physicians	Behavioral Health Staff	NPs, PAs, CNMs	Nurses	Dental Staff
2009	9,125	4,510	5,758	10,626	8,474
2019	14,083	15,679	14,591	19,273	19,698
Increase	54% Increase	248% Increase	153% Increase	81% Increase	132% Increase

Figure 5-2

Health Center Care Team Staff Provide a Broad Array of Services

Total Care Team: 163,922 Full-Time Equivalent (FTE)

Pharmacy Services 4%

Behavioral Health 10%

Dental Services 12%

Enabling Services & Other Programs 19%

Other Professional Services 1.2%

Vision Services 0.6%

Medical Services 54%

Note: Percentages may not add to 100% due to rounding.
Source: 2019 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.
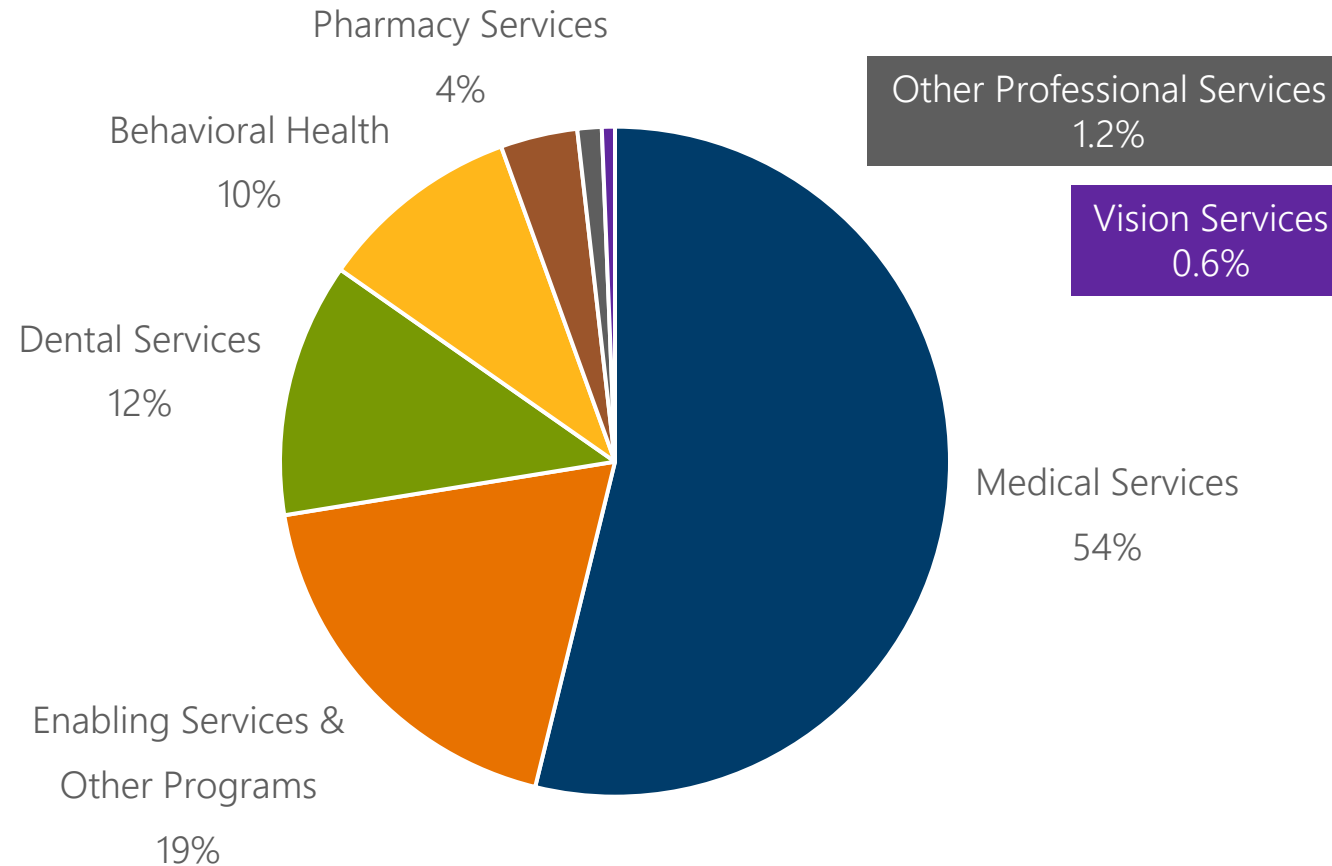
Figure 5-3

Health Centers Test Hundreds of Thousands of Patients for COVID-19 Each Week in 2020

Number of Patients

1,600,000
1,400,000
1,200,000
1,000,000
800,000
600,000
400,000
200,000
-

April May June July August September October November December January February

Each week, 194,900 health center patients were tested and 25,300 tested positive.*

■ Patients Tested ━●━ Patients Tested Positive
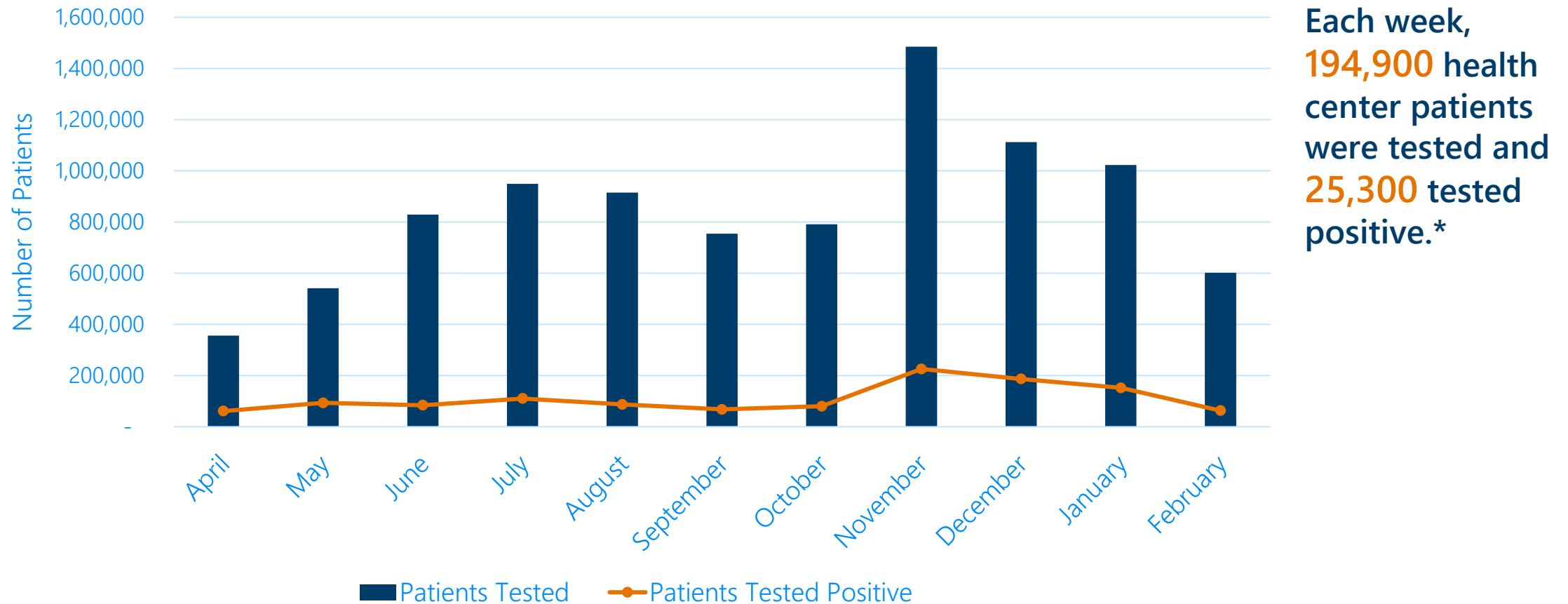
*Percentages are based on an average of weekly data collected between April 3 and February 25, 2020; response rate varied from 56% to 72%.
Note: Survey data are preliminary and do not reflect all health centers. Some duplication of patients and staff tested from week to week may occur. For more information, please visit https://bphc.hrsa.gov or contact research@nachc.org.
Source: Bureau of Primary Health Care, Health Resources and Services Administration, Health Center COVID-19 Survey.

Figure 5-4

Health Centers Rapidly Expanded Their Ability to Test Patients for COVID-19

Ability to test: 80% (3-Apr), 96% (6-Nov)
Walk up Testing: 34% (3-Apr), 82% (6-Nov)

■ 3-Apr ■ 6-Nov

Figure 5-5

Health Center Medical Services Staff, 2019

Total Medical Team: 86,401 Full-Time Equivalent

Share of Total Care Team*
54%

Other Medical Personnel
45%

Total NPs/PAs/CNMs
17%

Total Physicians
16%

Nurses
22%

Pediatricians
22%

Internists
15%

OB/GYN
10%

Family Physicians
46%

General Practitioners
4%

Other Specialty Physicians
4%
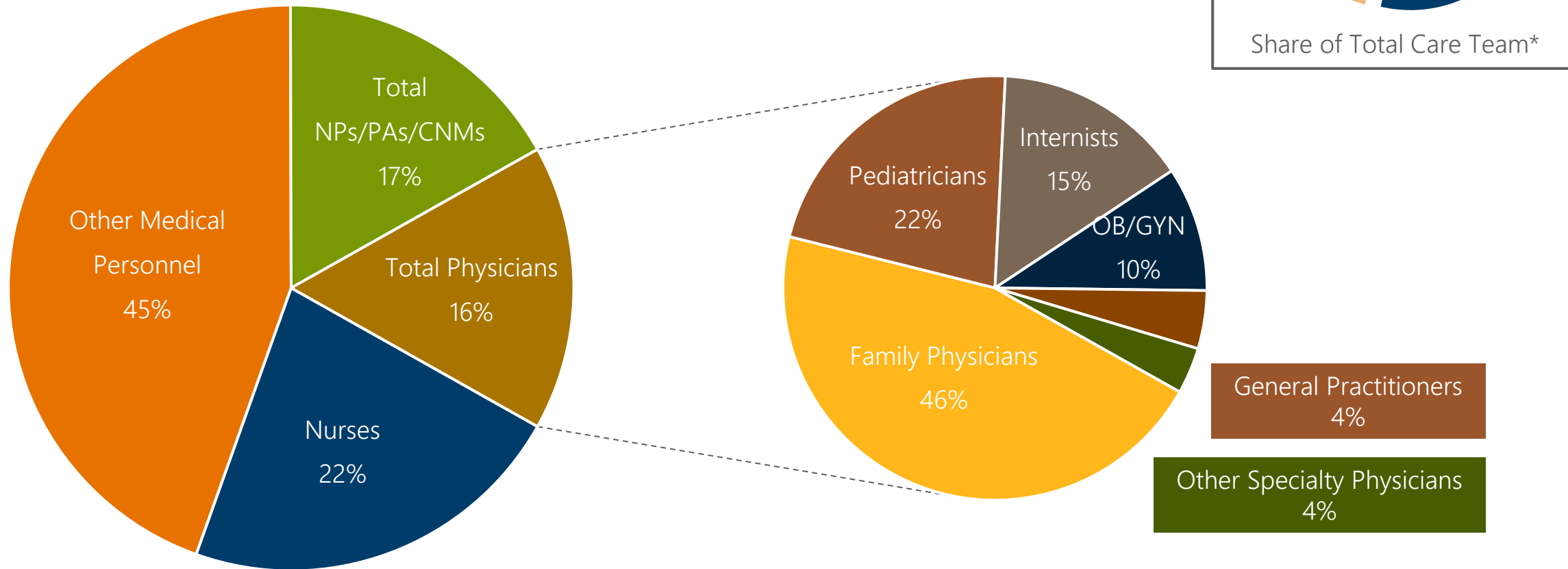
* Total Care Team is shown in Figure 5-2.
Notes: NP/PA/CNM stands for Nurse Practitioners, Physician Assistants, and Certified Nurse Midwives. Other Medical Personnel include, but are not limited to, medical assistants, nurses' aides, laboratory personnel and X-Ray personnel. Percentages may not add to 100% due to rounding.
Source: 2019 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.

Figure 5-6

Health Centers are Hiring Non-Physician Providers at Higher Rates than Physicians

Legend: ■ NP/PA/CNMs ■ Total Physicians ●— Ratio

Y-axis (left): Number of Full-Time Equivalent — 0 to 35,000
Y-axis (right): Ratio of NP/PA/CNMs to Physicians — 0.00 to 1.00

Year	NP/PA/CNMs	Total Physicians	Ratio
2009	5,758	9,125	0.63
2010	6,362	9,592	0.66
2011	6,933	9,936	0.70
2012	7,555	10,445	0.72
2013	8,156	10,734	0.76
2014	9,092	11,203	0.81
2015	10,332	11,867	0.87
2016	11,485	12,419	0.92
2017	12,621	12,894	0.98
2018	13,613	13,394	1.02
2019	14,591	14,083	1.04

As of 2018, health centers employed more NP/PA/CNMs than physicians.

Notes: NP, PA, and CNM stand for Nurse Practitioner, Physician Assistant, and Certified Nurse Midwife, respectively.
Source: 2009 - 2019 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.

Figure 5-7

Health Center Enabling Services & Other Programs Staff, 2019

Total: 29,872 Full-Time Equivalent

Case Managers
34%

Other
Programs/Services
19%

Eligibility Assistance
Workers
15%

Patient/Community
Education Specialists
9%

Outreach Workers
9%

Community Health
Workers
5%

Share of Total Care Team*

18%
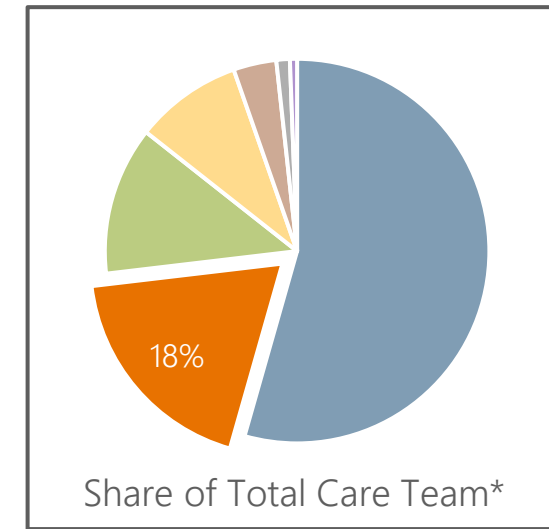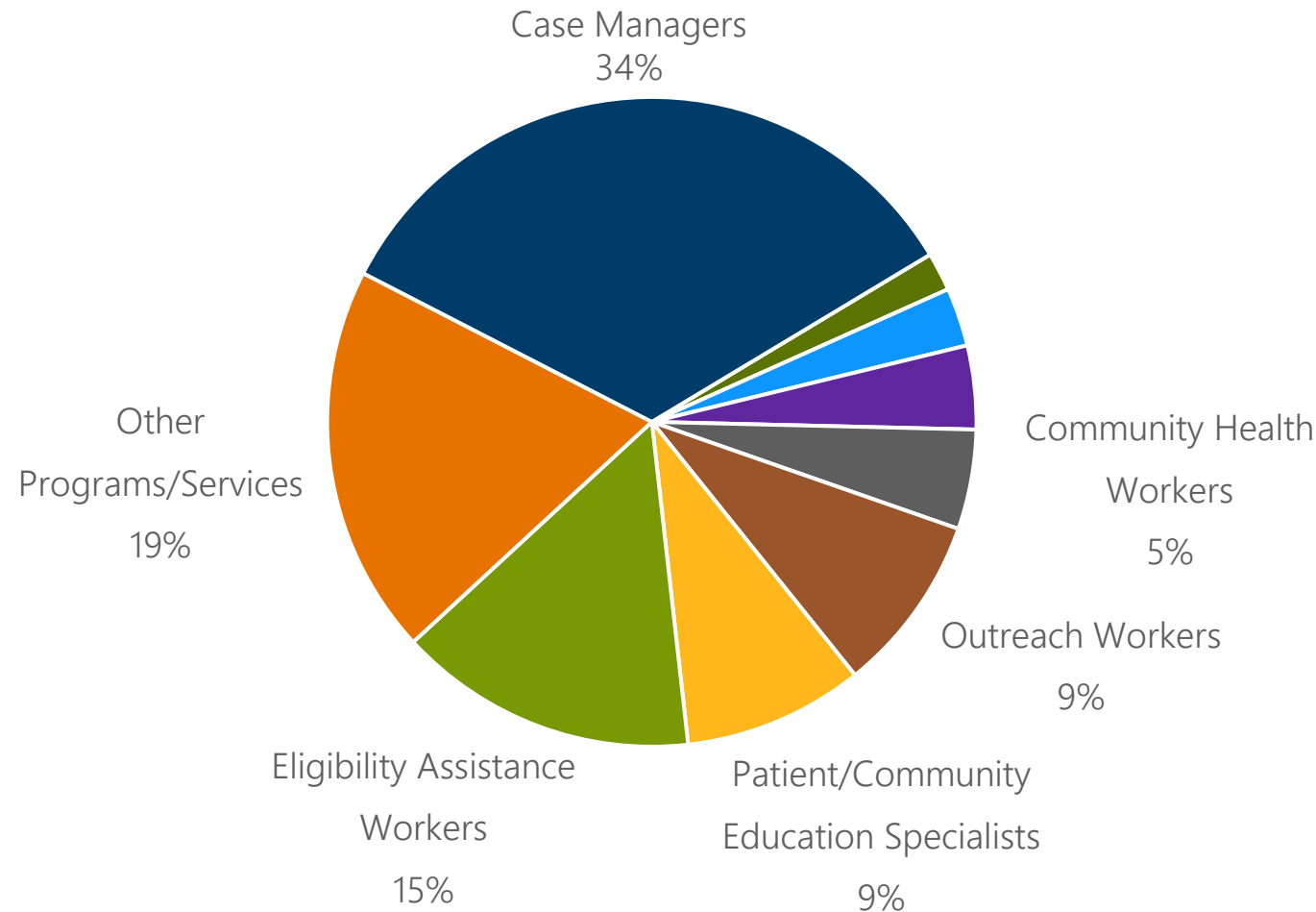
Other Enabling Services
2%

Transportation Staff
3%

Interpretation Staff
4%

* Total Care Team is shown in Figure 5-2.
Note: Percentages may not add to 100% due to rounding.
Source: 2019 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.

Figure 5-8

Percent of Health Centers Offering
Case Management Services Onsite, 2019
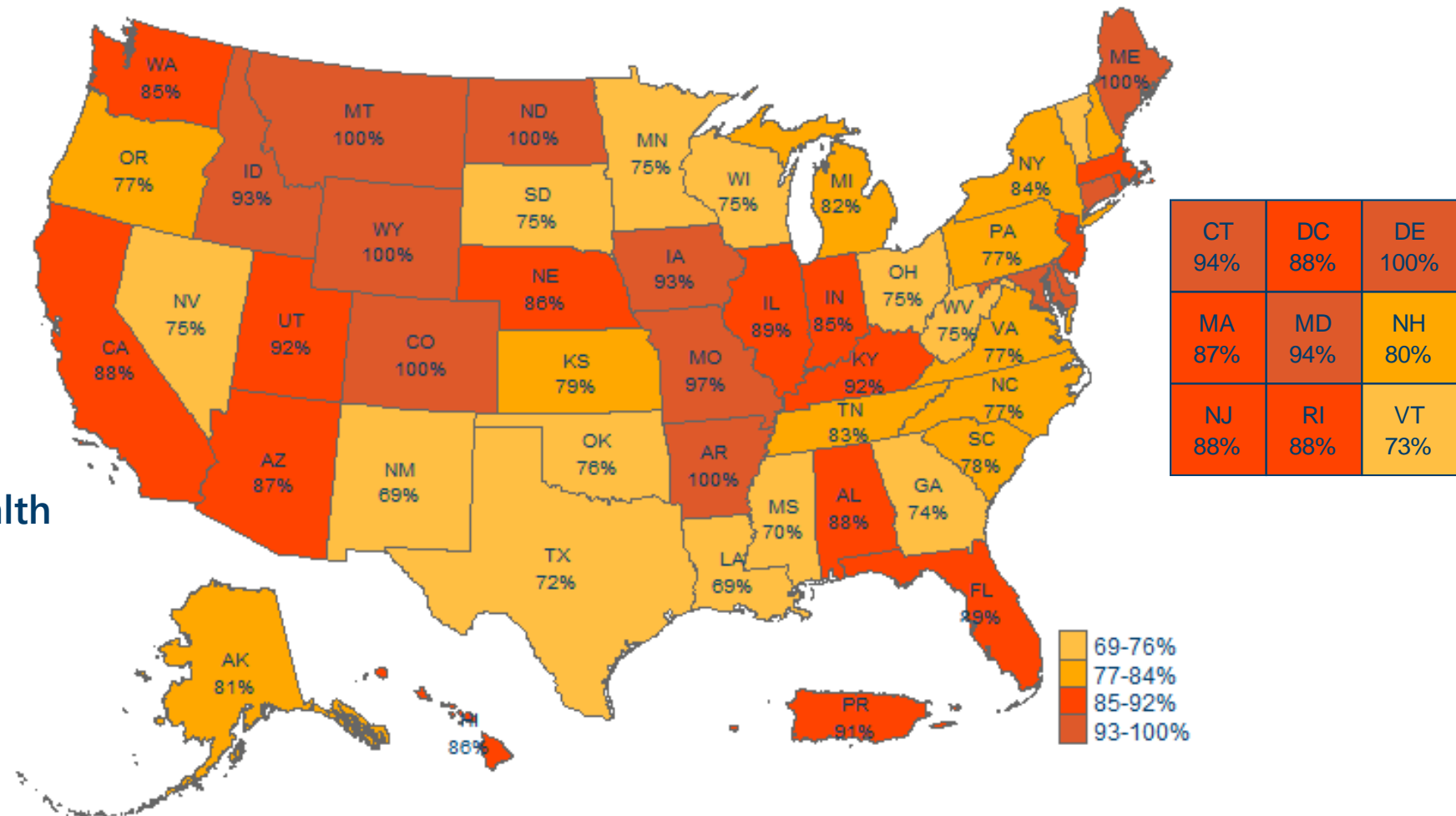
Nationally, 83% of health centers provide case management onsite.

WA 85%
OR 77%
ME 100%
MT 100%
ND 100%
MN 75%
NY 84%
ID 93%
SD 75%
WI 75%
MI 82%
PA 77%
WY 100%
IA 93%
OH 75%
NV 75%
UT 92%
NE 86%
IL 89%
IN 85%
WV 75%
VA 77%
CA 88%
CO 100%
KS 79%
MO 97%
KY 92%
NC 77%
AZ 87%
NM 69%
OK 76%
AR 100%
TN 83%
SC 78%
MS 70%
AL 88%
GA 74%
TX 72%
LA 69%
FL 89%
AK 81%
HI 86%
PR 91%

CT 94%	DC 88%	DE 100%
MA 87%	MD 94%	NH 80%
NJ 88%	RI 88%	VT 73%

69-76%
77-84%
85-92%
93-100%

Notes: National figure includes all 1,385 health centers in every state, territory, and D.C. Some territories are not shown in the map above. Binned by quartile for states and territories shown. Based on the number of health centers employing more than 0 full-time equivalent case management staff.
Source: 2019 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.

Figure 5-9

Health Center Dental Staff, 2019

Total: 19,698 Full-Time Equivalent

Dentists
27%

Dental Assistants,
Aides, Techs,
Other
58%

Dental Hygienists
14%

Share of Total Care Team*

12%

* Total Care Team is shown in Figure 5-2.
Note: Percentages may not add to 100% due to rounding.
Source: 2019 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.

Figure 5-10

Percent of Health Centers Offering
Dental Services Onsite, 2019

Nationally, 81% of health centers provide dental services onsite.

CT 100%	DC 75%	DE 100%
MA 84%	MD 65%	NH 80%
NJ 83%	RI 100%	VT 91%

States on map:
WA 100%, MT 93%, ND 75%, MN 81%, WI 94%, MI 82%, ME 94%, NY 84%, OR 67%, ID 79%, SD 75%, PA 91%, OH 78%, WY 33%, NE 100%, IA 93%, IL 87%, IN 74%, WV 75%, VA 81%, NV 38%, UT 92%, CO 100%, KS 89%, MO 100%, KY 60%, NC 69%, CA 83%, AZ 74%, NM 94%, OK 76%, AR 83%, TN 55%, SC 57%, MS 95%, AL 59%, GA 71%, TX 88%, LA 75%, FL 89%, AK 74%, HI 100%, PR 73%

Legend:
30-74%
75-83%
84-92%
93-100%

Notes: National figure includes all 1,385 health centers in every state, territory, and D.C. Some territories are not shown in the map above. Binned by quartile for states and territories shown. Based on the number of health centers employing more than 0 full-time equivalent dental staff.
Source: 2019 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.

Figure 5-11

Health Center Behavioral Health Staff, 2019

Total: 15,679 Full-Time Equivalent

Psychiatrists
6%

Licensed Clinical Psychologists
6%

Substance Use Disorder Services
14%

Other Mental Health Staff
19%

Other Licensed Mental Health Providers
26%

Licensed Clinical Social Workers
31%

Share of Total Care Team*

10%

* Total Care Team is shown in Figure 5-2.
Note: Percentages may not add to 100% due to rounding.
Source: 2019 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.

Figure 5-12

Percent of Health Centers Offering
Behavioral Health Services Onsite, 2019

Nationally, 97% of health centers provide behavioral health services onsite.
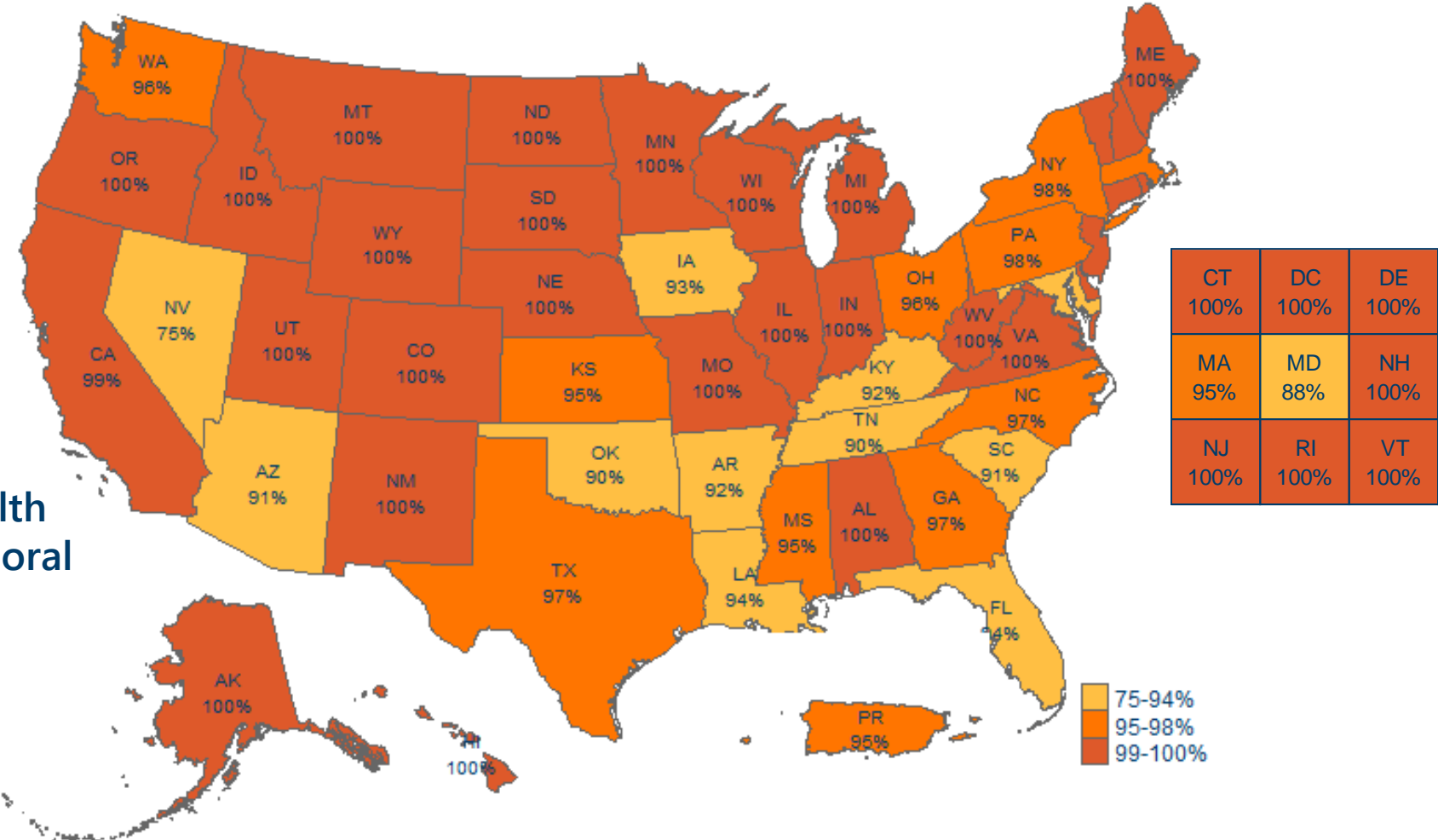
WA 96%
ME 100%
MT 100%
ND 100%
MN 100%
OR 100%
ID 100%
WI 100%
MI 100%
NY 98%
SD 100%
WY 100%
IA 93%
PA 98%
NE 100%
OH 96%
NV 75%
UT 100%
CO 100%
KS 95%
IL 100%
IN 100%
WV 100%
VA 100%
CA 99%
MO 100%
KY 92%
NC 97%
TN 90%
AZ 91%
NM 100%
OK 90%
AR 92%
SC 91%
MS 95%
AL 100%
GA 97%
TX 97%
LA 94%
FL 94%
AK 100%
PR 95%
HI 100%

CT 100%	DC 100%	DE 100%
MA 95%	MD 88%	NH 100%
NJ 100%	RI 100%	VT 100%

75-94%
95-98%
99-100%

Notes: National figure includes all 1,385 health centers in every state, territory, and D.C. Some territories are not shown in the map above. Behavioral Health includes mental health and substance abuse services. Percentages offering services onsite calculated by including all health centers with more than 0 full-time equivalents for each service.
Source: 2019 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.

Figure 5-13

Health Centers Have Responded to an Increasing Need for Substance Use Disorder (SUD) Treatment and Therapy By Building Their Capacity and Integrating Care

Health centers have tripled their behavioral health staff over the past 10 years.
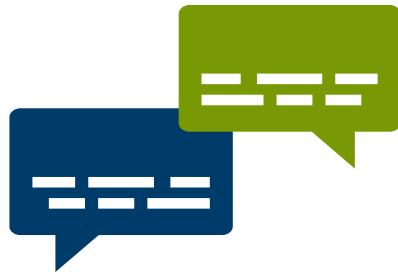
There are 7,100 health center physicians, certified nurse practitioners, and physician assistants with authorization to provide medication-assisted treatment for opioid addiction.

Health center providers performed evidence-based screening, intervention, and referral procedure (SBIRT) for more than 1.3 million patients in 2019.

Nearly 143,000 patients received medication-assisted treatment for opioid use disorder in 2019.

Figure 5-14

Health Centers Have Responded to an Increasing Need for Substance Use Disorder (SUD) Treatment and Therapy by Seeing More Patients

Patients for SUD Services 2010 vs. 2019

■ 2010
■ 2019

Visits for SUD Services 2010 vs. 2019

Tobacco Cessation
110.0K
1,232.3K
157.5K
2,356.5K

Other SUD (Including Opioids)
97.9K
637K
700.8K
3,010.2K

Alcohol Dependence
73.1K
384K
310.9K
1,249.6K

Health centers have experienced a more than six-fold increase in patients seeking treatment for opioids and other SUDs.

3,500K — 0K

0K — 3,500K

K = Thousands
Source: 2010 & 2019 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.

Figure 5-15

Percent of Health Centers Offering
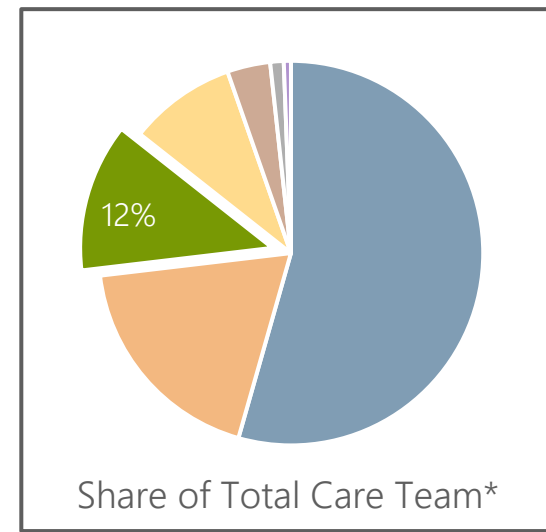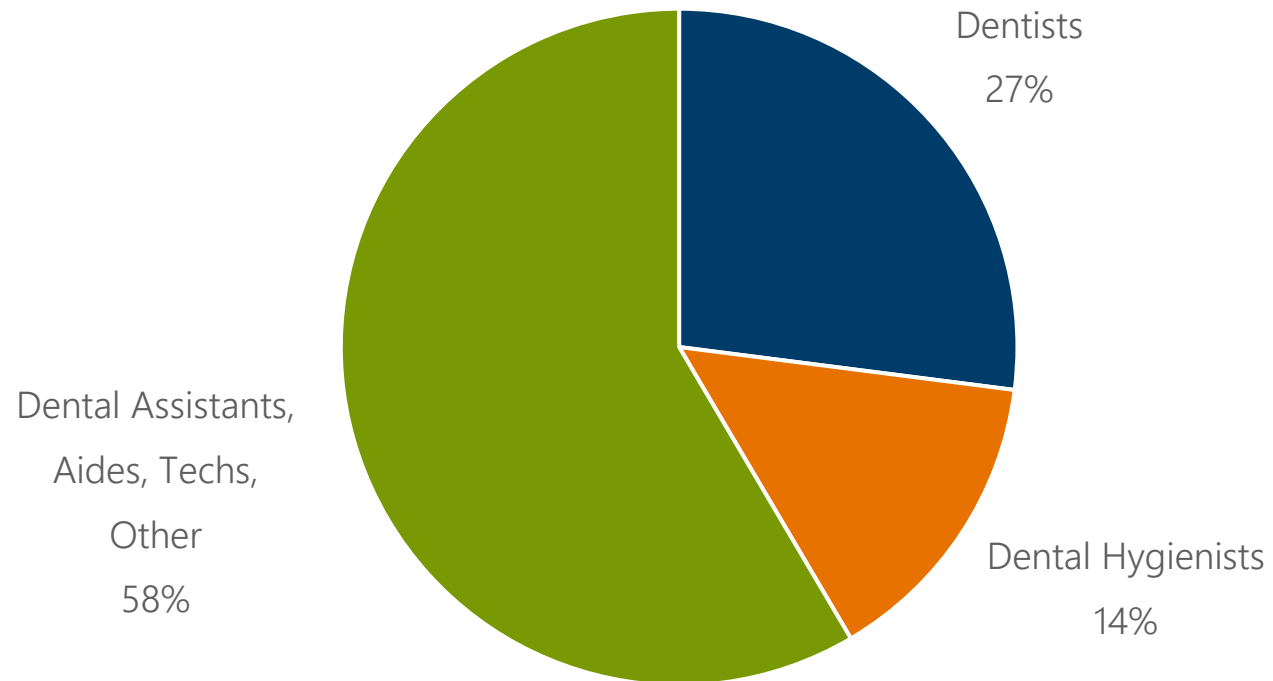# **Vision Services** Onsite, 2019
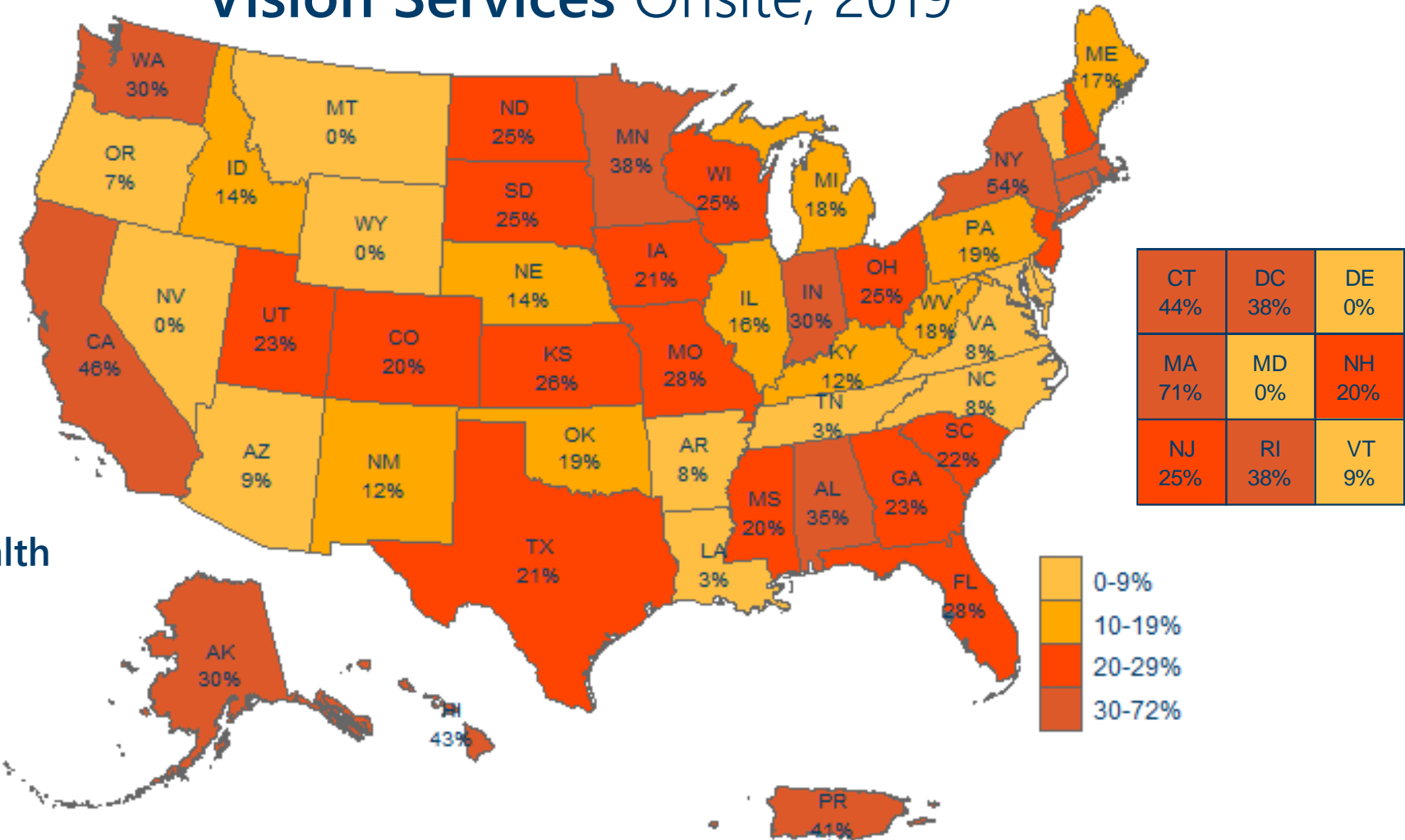
Nationally, 26% of health centers provide vision services onsite.

CT 44%	DC 38%	DE 0%
MA 71%	MD 0%	NH 20%
NJ 25%	RI 38%	VT 9%

Map values:
WA 30%, OR 7%, ID 14%, MT 0%, WY 0%, NV 0%, CA 46%, UT 23%, AZ 9%, NM 12%, CO 20%, ND 25%, SD 25%, NE 14%, KS 26%, OK 19%, TX 21%, MN 38%, IA 21%, MO 28%, AR 8%, LA 3%, WI 25%, IL 16%, IN 30%, MI 18%, OH 25%, KY 12%, TN 3%, MS 20%, AL 35%, GA 23%, NY 54%, PA 19%, WV 18%, VA 8%, NC 8%, SC 22%, FL 28%, ME 17%, AK 30%, HI 43%, PR 41%

Legend:
0-9%
10-19%
20-29%
30-72%

Notes: National figure includes all 1,385 health centers in every state, territory, and D.C. Some territories are not shown in the map above. Binned by quartile for states and territories shown. Based on the number of health centers employing more than 0 full-time equivalent vision staff.
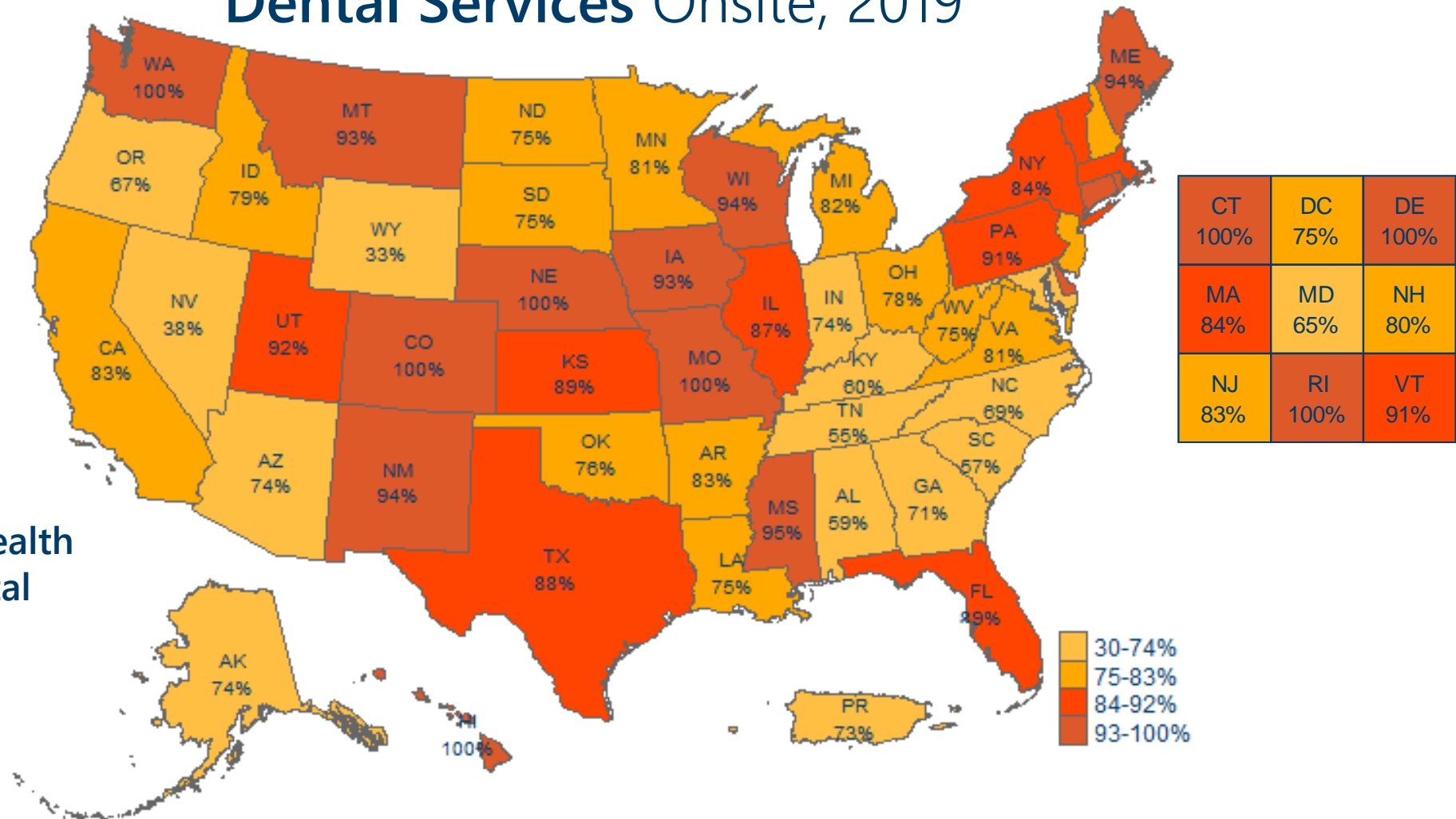Source: 2019 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.

Figure 5-16

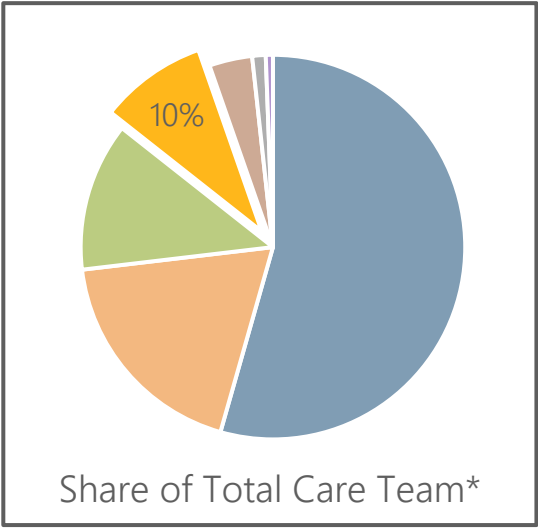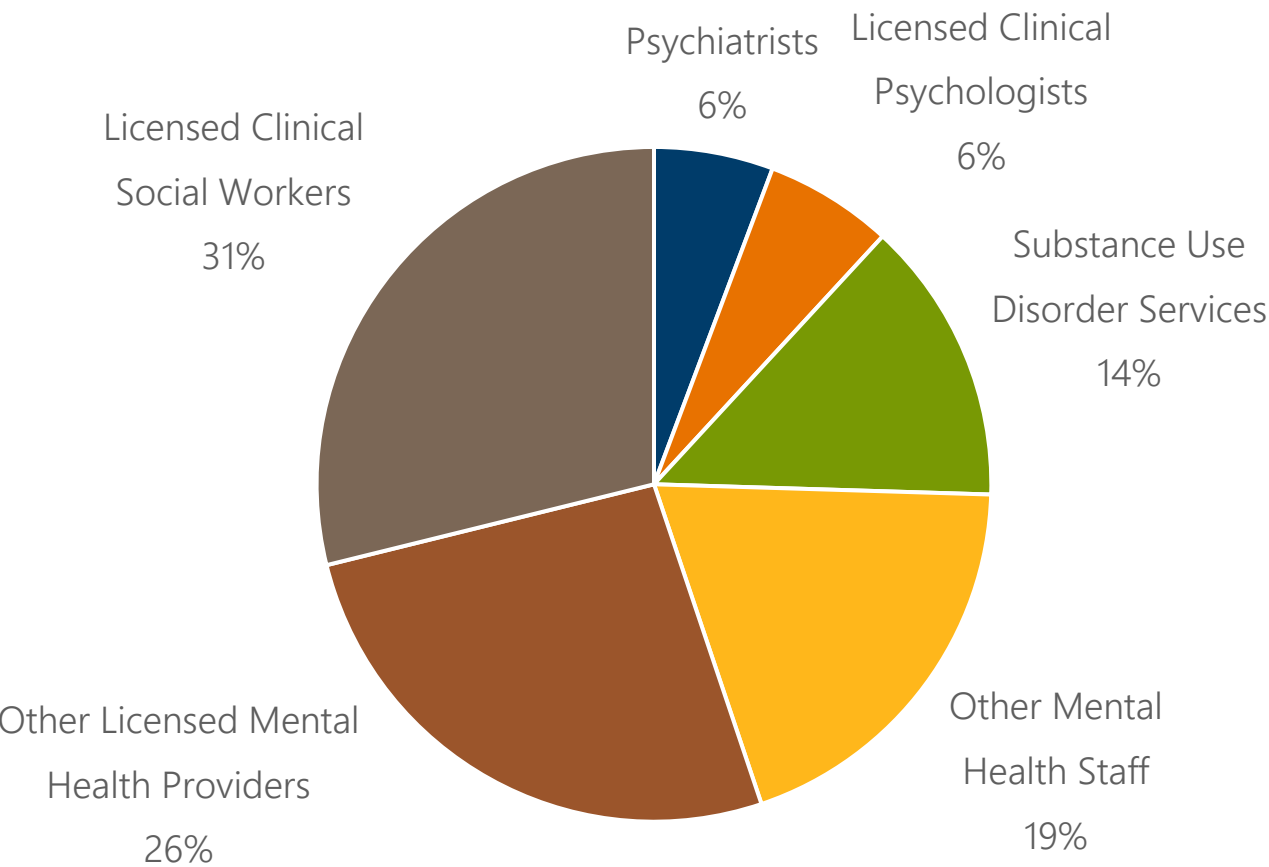# Percent of Health Centers Offering
Pharmacy* Services Onsite, 2019

WA 96%
MT 71%
ND 25%
MN 38%
ME 17%
OR 70%
ID 64%
WY 67%
SD 75%
WI 44%
MI 49%
NY 30%
PA 33%
NV 38%
UT 62%
CO 80%
NE 43%
IA 57%
IL 22%
IN 37%
OH 53%
WV 61%
VA 42%
CA 37%
KS 42%
MO 41%
KY 52%
NC 51%
AZ 52%
NM 88%
OK 57%
AR 33%
TN 41%
SC 87%
TX 53%
MS 40%
AL 47%
GA 57%
LA 31%
FL 88%
AK 41%
HI 64%
PR 86%

CT 31%	DC 38%	DE 0%
MA 50%	MD 41%	NH 50%
NJ 29%	RI 38%	VT 36%

Nationally, 48% of health center provide pharmacy services onsite.

0-37%
38-43%
44-58%
59-96%

* Pharmacy services only include staff employed by health centers and do not include contract pharmacies operating in health center sites.
Notes: Figures do not include contract pharmacies operating in health centers. Based on the number of health centers employing more than 0 full-time equivalent pharmacy staff. National figure includes all 1,385 health centers in every state, territory, and D.C. Some territories are not shown in the map above. Binned by quartile for states and territories shown.
Source: 2019 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.

Figure 5-17

Percent of Health Centers **Four or More Services** Onsite, in Addition to Medical Care

(Services include Case Management, Dental, Behavioral Health, Vision, and Pharmacy*)

Nationally, 45% of health centers offer four or more services in addition to medical care.
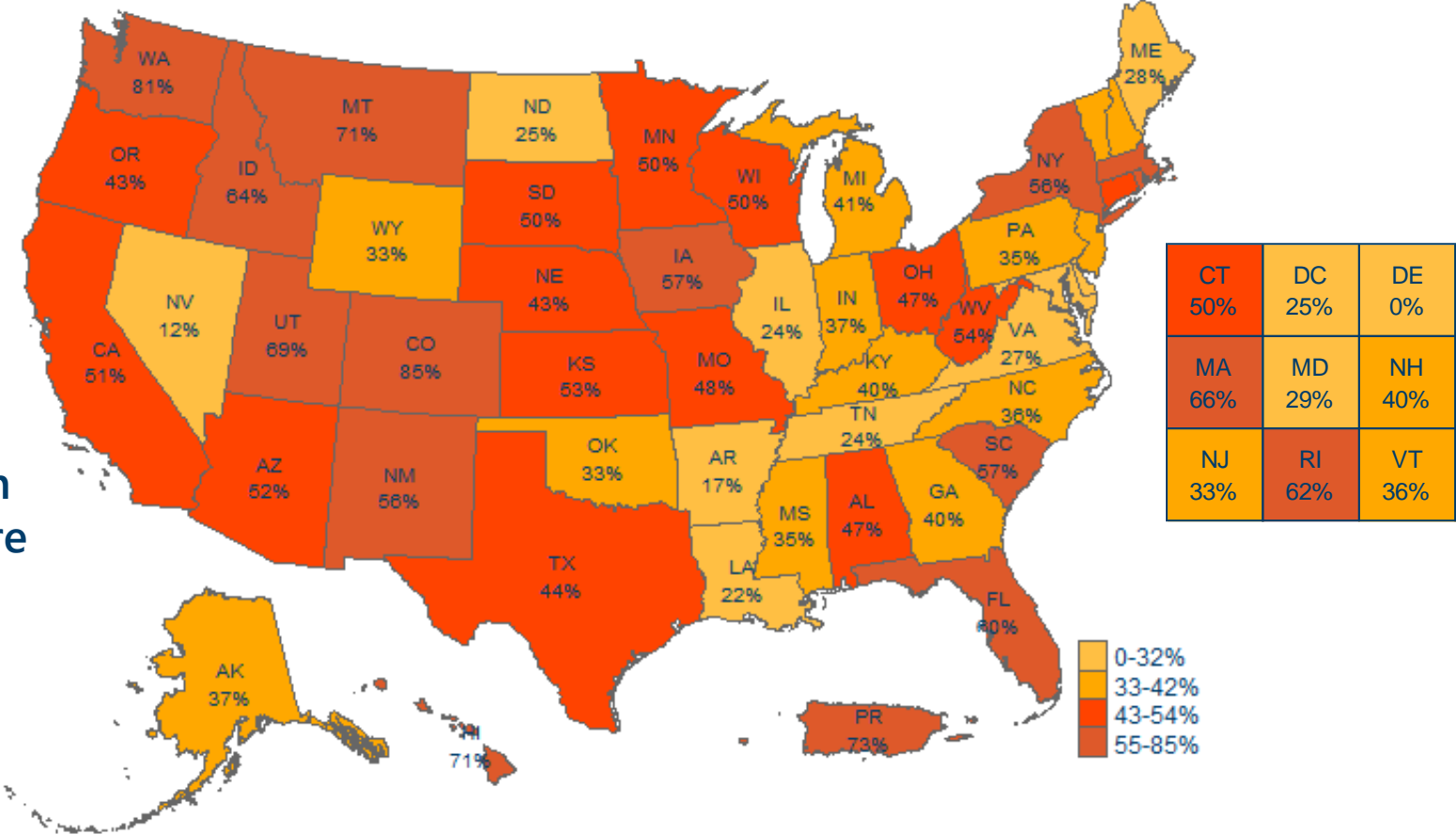
State	%
WA	81%
MT	71%
ND	25%
MN	50%
ME	28%
OR	43%
ID	64%
WI	50%
MI	41%
NY	56%
SD	50%
WY	33%
PA	35%
NV	12%
NE	43%
IA	57%
OH	47%
UT	69%
IL	24%
IN	37%
WV	54%
VA	27%
CA	51%
CO	85%
KS	53%
MO	48%
KY	40%
NC	36%
TN	24%
SC	57%
AZ	52%
NM	56%
OK	33%
AR	17%
GA	40%
AL	47%
MS	35%
TX	44%
LA	22%
FL	40%
AK	37%
HI	71%
PR	73%

CT 50%	DC 25%	DE 0%
MA 66%	MD 29%	NH 40%
NJ 33%	RI 62%	VT 36%

Legend:
- 0-32%
- 33-42%
- 43-54%
- 55-85%

* Pharmacy services only include staff employed by health centers and do not include contract pharmacies operating in health center sites.
Notes: National figure includes all 1,385 health centers in every state, territory, and D.C. Some territories are not shown in the map above. Based on the number of health centers employing more than 0 full-time equivalent staff in each service type.
Source: 2019 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.

Figure 5-18

Percent of Health Centers Using Telehealth, 2019

Nationally, 43% of health centers use telehealth.
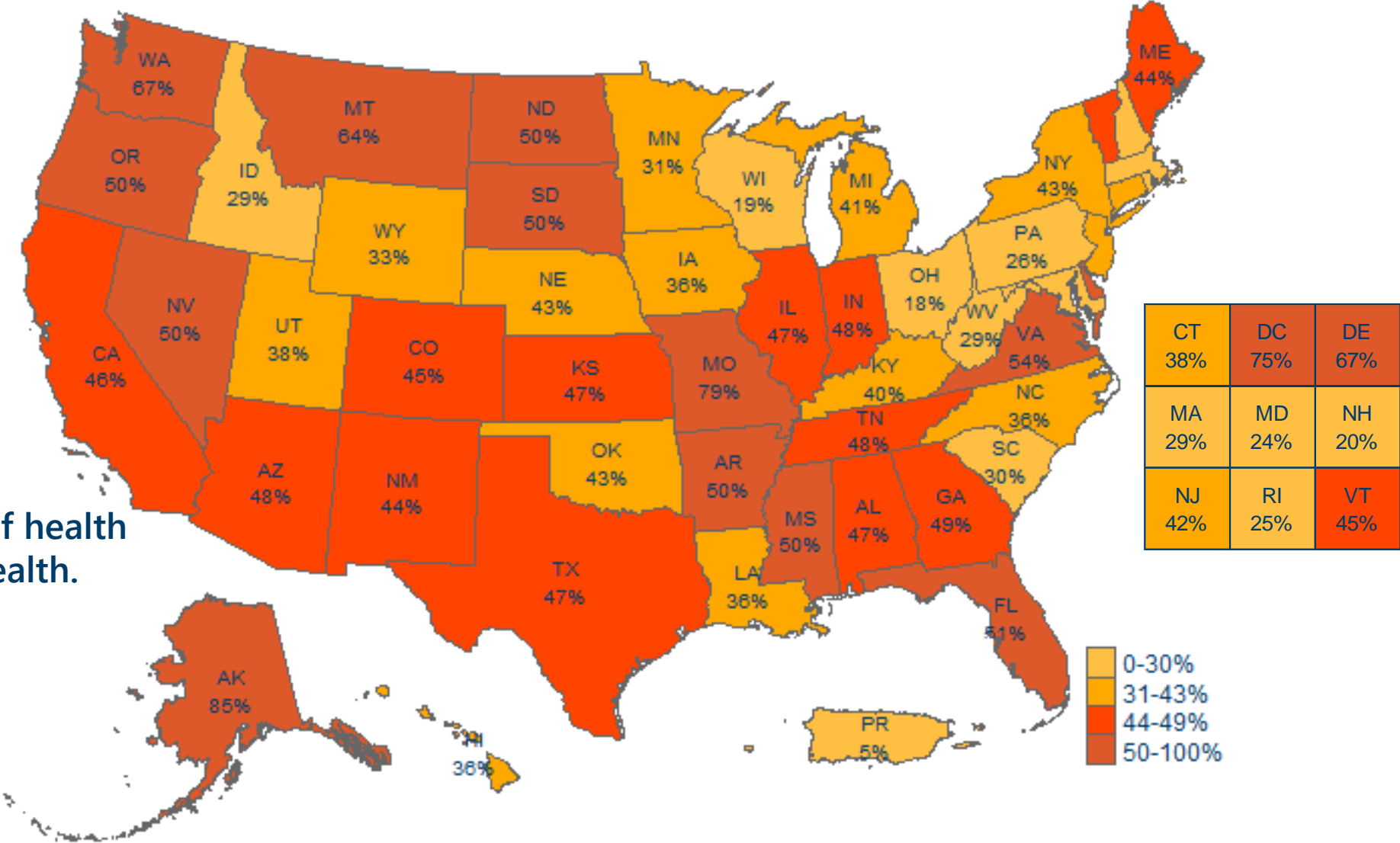
WA 67%				
MT 64%	ND 50%	MN 31%		ME 44%
OR 50%	ID 29%			WI 19%	MI 41%	NY 43%
	WY 33%	SD 50%			PA 26%
NV 50%		IA 36%		OH 18%		VA 54%
UT 38%	NE 43%	IL 47%	IN 48%	WV 29%	
CA 46%	CO 45%	KS 47%	MO 79%	KY 40%	NC 36%
			TN 48%	SC 30%
AZ 48%	NM 44%	OK 43%	AR 50%		
			MS 50%	AL 47%	GA 49%
TX 47%	LA 36%		FL 51%

CT 38%	DC 75%	DE 67%
MA 29%	MD 24%	NH 20%
NJ 42%	RI 25%	VT 45%

AK 85%

HI 36%

PR 5%

Legend:
- 0-30%
- 31-43%
- 44-49%
- 50-100%

Notes: National figure includes all 1,385 health centers in every state, territory, and D.C. Some territories are not shown in the map above.
Source: 2019 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.

Figure 5-19

Health Centers are Using Telehealth to Expand Access to Needed Services

Number of Health Centers Offering Selected Telehealth Services by Urban/Rural Status, 2019

Service	Urban	Rural	Total
Behavioral Health	226	232	458
Primary Care*	89	104	193
Health Consultation and Education**	87	82	169
Manage Chronic Conditions	51	60	111
Dermatology	25	36	61
Oral Health	19	16	35
Disaster Management	6	6	10
Other	53	36	89
2 or More Services	168	170	338

■ Urban (309 of 800 Using Telehealth)
■ Rural (283 of 585 Using Telehealth)
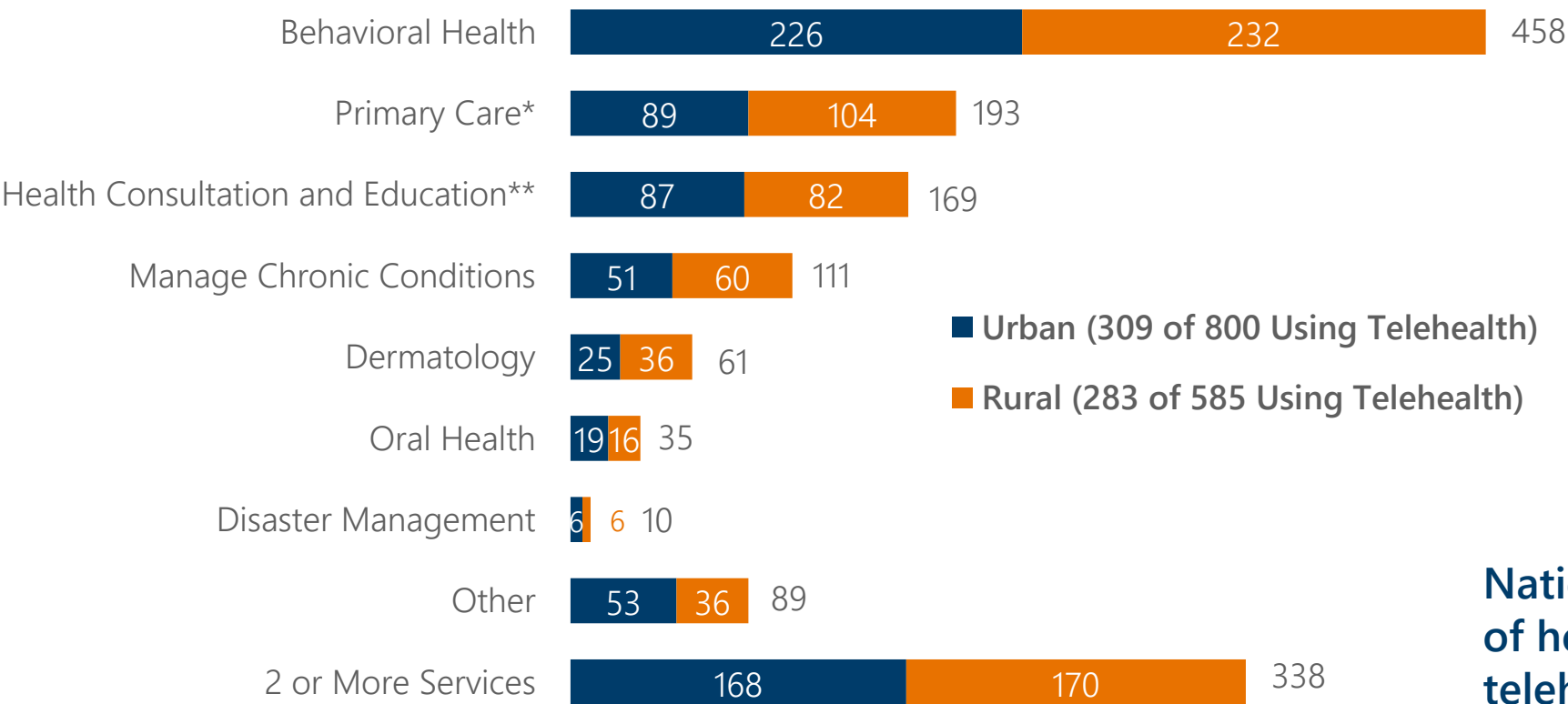
Nationally, 592 (43%) of health centers use telehealth for a variety of services.

Source: 2019 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.
*Primary care includes radiology
**Health Consultation and Education includes consumer health education, provider-to-provider consultation, nutrition and dietary consultation

Figure 5-20

Health Centers are Adopting Innovative Telehealth Services At Higher Rates than Other Primary Care Providers

Providers Using Telehealth for:

- Primary Care Physicians
- Health Centers

Consulting with Other Providers
- 8%
- 26%

Interacting with Patients
- 13%
- 23%

Telehealth Modalities Used:

Remote Patient Monitoring
- 7%
- 2%

Store and Forward
- 7%
- 9%

Video-Conferencing
- 10%
- 38%
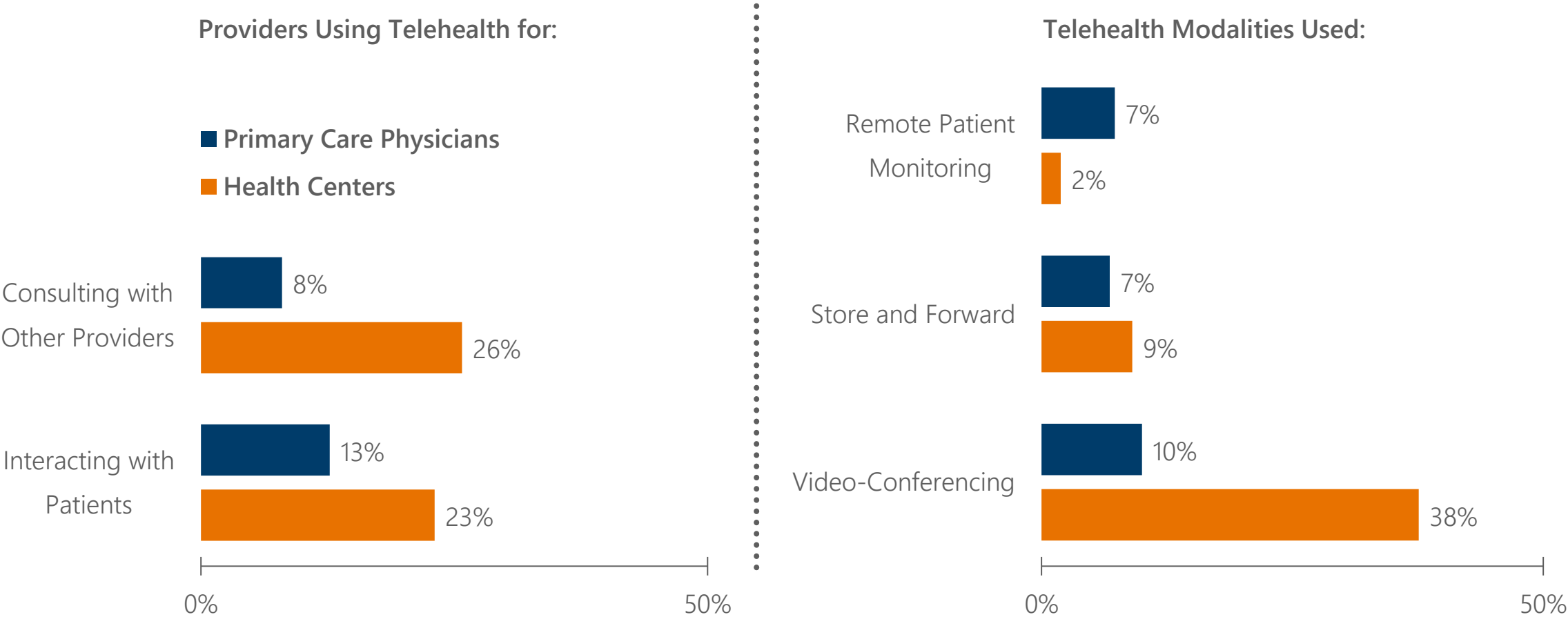
Note: Percentages for health centers base on all health centers, including those that do or do not use telehealth in 2018.
Sources: (1) 2018 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS. (2) Kane, C. K. and Gillis, K. The Use of Telemedicine by Physicians: Still the Exception Rather than the Rule. Health Affairs 37(12). December 2018.

Figure 5-21

Percent of Health Centers Using Telehealth for Interacting with Patients, 2019

(Note: Percentages include only health centers utilizing telehealth)

WA 56%
MT 89%
ND 50%
MN 60%
WI 67%
MI 56%
ME 75%
NY 67%
OR 80%
ID 50%
SD 100%
PA 45%
NV 75%
WY 100%
IA 60%
IL 57%
IN 69%
OH 89%
WV 38%
VA 50%
UT 80%
CA 43%
CO 67%
KS 56%
MO 61%
KY 90%
NC 71%
TN 79%
AZ 73%
NM 57%
OK 56%
AR 50%
SC 86%
MS 50%
AL 38%
GA 71%
TX 56%
LA 62%
FL 79%
AK 65%
HI 40%
PR 100%

CT 17%	DC 83%	DE 50%
MA 27%	MD 50%	NH 50%
NJ 60%	RI 50%	VT 80%

17-49%
50-59%
60-74%
75-100%
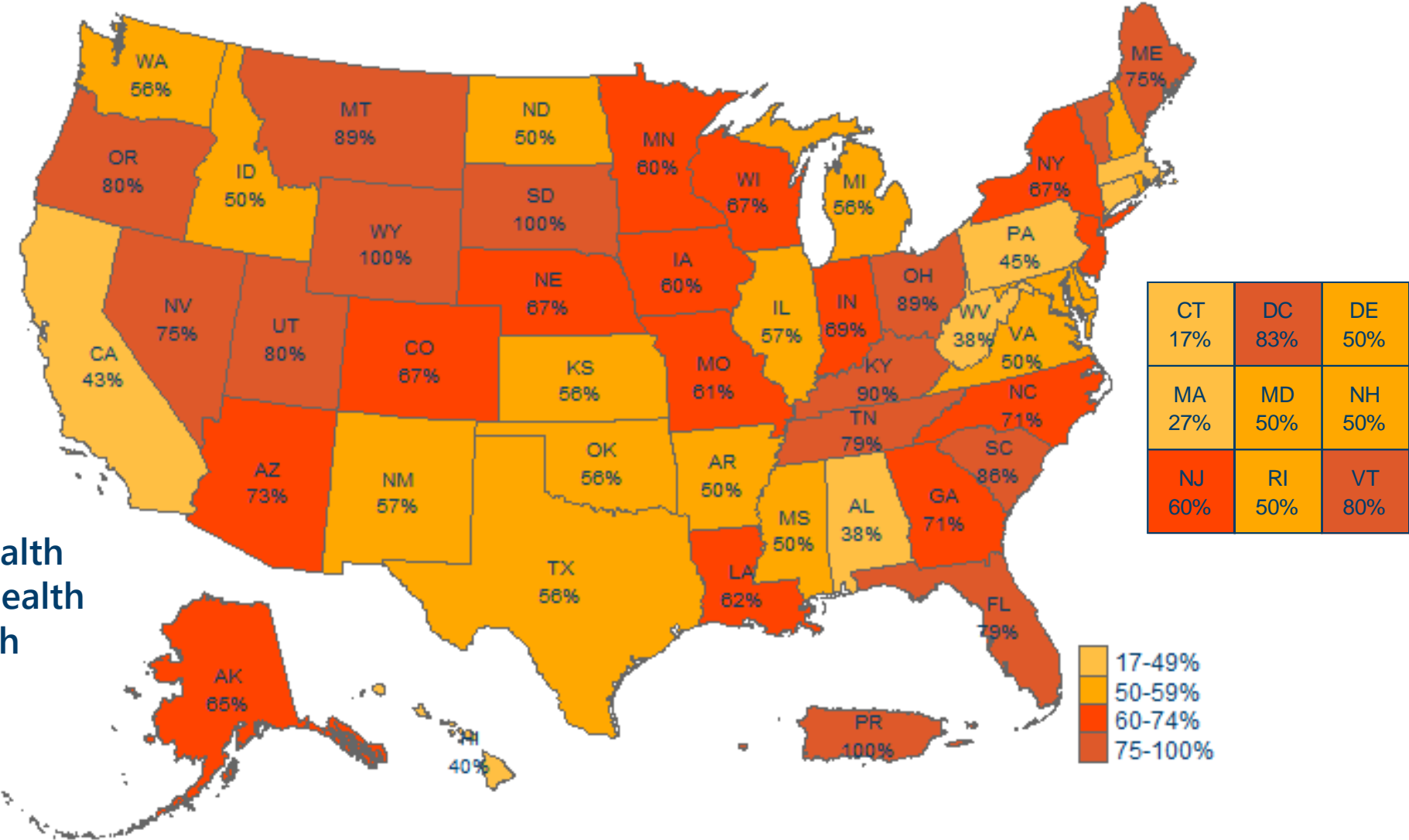
Nationally, 60% of health centers utilizing telehealth used it to interact with patients.

Figure 5-22

Percent of Health Centers Using Telehealth for eConsults With Other Providers, 2019

(Note: Percentages include only health centers utilizing telehealth)

WA 72%
ME 25%
MT 33%
ND 100%
MN 40%
OR 33%
ID 50%
SD 100%
WI 67%
MI 69%
NY 41%
WY 50%
IA 60%
PA 73%
NE 67%
IN 46%
OH 33%
NV 75%
UT 60%
CO 44%
IL 57%
WV 88%
VA 79%
CA 72%
KS 56%
MO 65%
KY 40%
NC 36%
TN 36%
SC 57%
AZ 36%
NM 43%
OK 44%
AR 50%
AL 75%
GA 53%
TX 53%
MS 50%
LA 38%
FL 25%
AK 78%
HI 80%
PR 0%

CT 83%	DC 33%	DE 50%
MA 82%	MD 50%	NH 50%
NJ 50%	RI 50%	VT 20%

Nationally, 56% of health centers utilizing telehealth used it to consult with other providers.

20-40%
41-50%
51-70%
71-100%

Source: 2019 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.

Figure 5-23

Behavioral Health Services Were the Most Common Services Delivered Virtually by Health Centers in 2019

Percent of Virtual Visits by Service

478,333 visits were conducted virtually in 2019

Enabling Serivces
18%

Medical Services
27%

Other Services
2%

Behavioral Health Services
53%
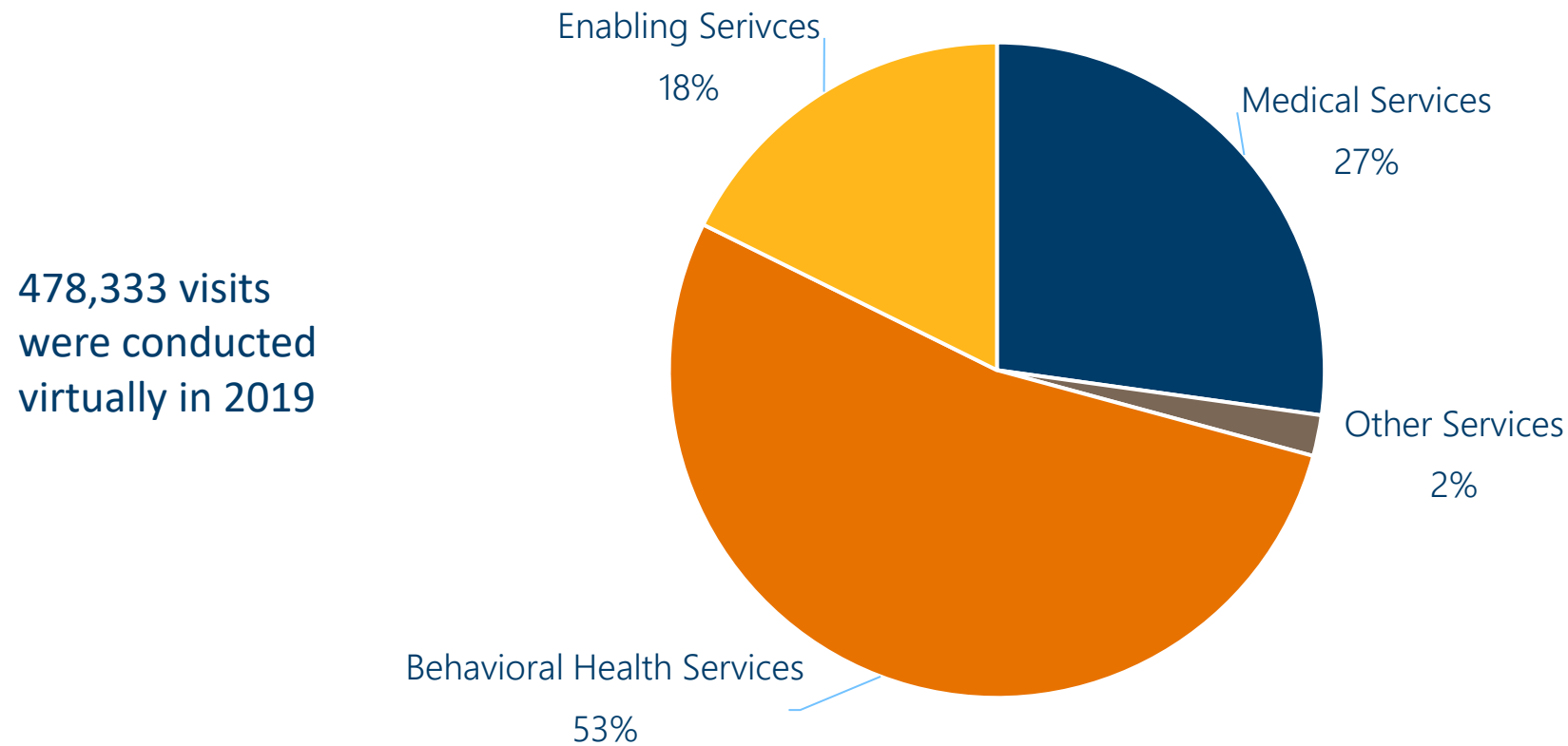
Note: Behavioral health includes services for mental health and substance use disorder; Enabling services includes case management and education specialist services; Other services includes vision, dental, and other professional services.
Source: 2019 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.

Section 6

Challenges in Meeting Demand for Care

Figure 6-1

Payments from Third Party Payers are Less than Cost

100%

Total Charges to Third Party Payers

77%
Collected

58%
Collected

59%
Collected

57%
Collected

0%

Medicaid

Medicare

Other Public Insurance

Private Insurance
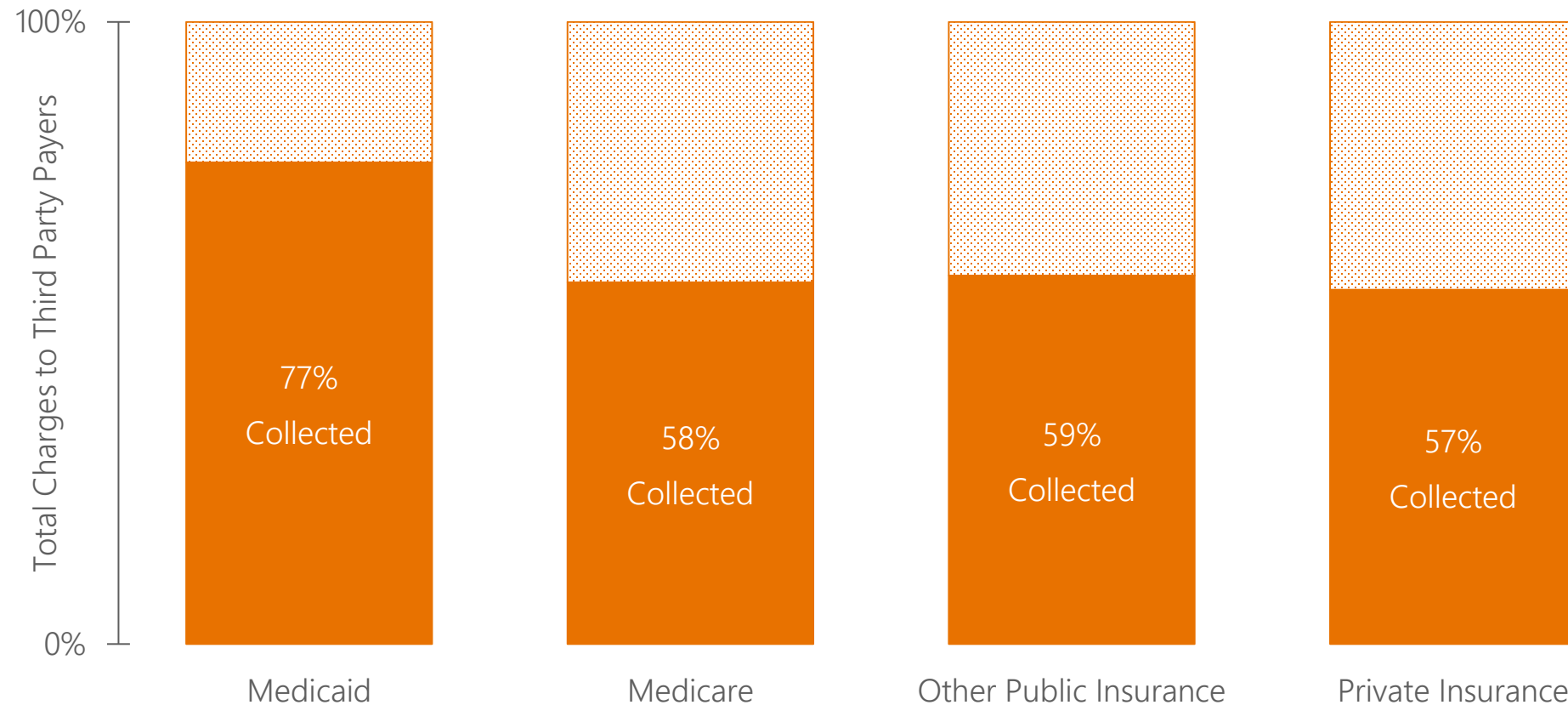
Note: Health centers are non-profits, and thus charges are a proxy for costs.
Source: 2019 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS.

Figure 6-2

Federal Health Center Appropriation History, FY10-FY20

Community Health Center Fund (CHCF) Created, 5-Year Authorization

CHCF Extended, 2-Year Authorization

CHCF Extended, 2-Year Authorization

Short-Term CHCF Extensions*

Legend:
- Community Health Center Fund
- Base Discretionary Appropriation

Data by fiscal year:

Fiscal Year	Total	CHCF	Base Discretionary
FY10	$2.2B		$2.2B
FY11	$2.6B	$1.0B	$1.6B
FY12	$2.8B	$1.2B	$1.6B
FY13	$3.0B	$1.5B	$1.5B
FY14	$3.7B	$2.2B	$1.5B
FY15	$5.1B	$3.6B	$1.5B
FY16	$5.1B	$3.6B	$1.5B
FY17	$5.1B	$3.6B	$1.5B
FY18	$5.4B	$3.8B	$1.6B
FY19	$5.6B	$4.0B	$1.6B
FY20	$5.6B	$4.0B	$1.6B

B = Billions.

*Includes Continuing Resolutions and Health Extender Legislation; Health center mandatory funding for FY20 was not the result of a full reauthorization of the Community Health Center Fund (CHCF), but was covered by a collection of short-term extensions of the previous authorization of the CHCF which occurred in 2018 and initially expired on September 30, 2019.

Source: Federal appropriations are for consolidated health centers under PHSA Section 330. Federally-funded health centers only.

Figure 6-3

Health Center Operating Margins
Are Less than Hospital Operating Margins

Hospitals
Health Centers

4.4%	5.5%	5.5%	6.5%	5.7%	6.4%	7.4%	6.7%	6.4%		
1.8%	3.4%	4.7%	3.4%	1.6%	3.0%	4.3%	3.1%	2.8%	2.1%	0.9%

2009 2010 2011 2012 2013 2014 2015 2016 2017 2018 2019
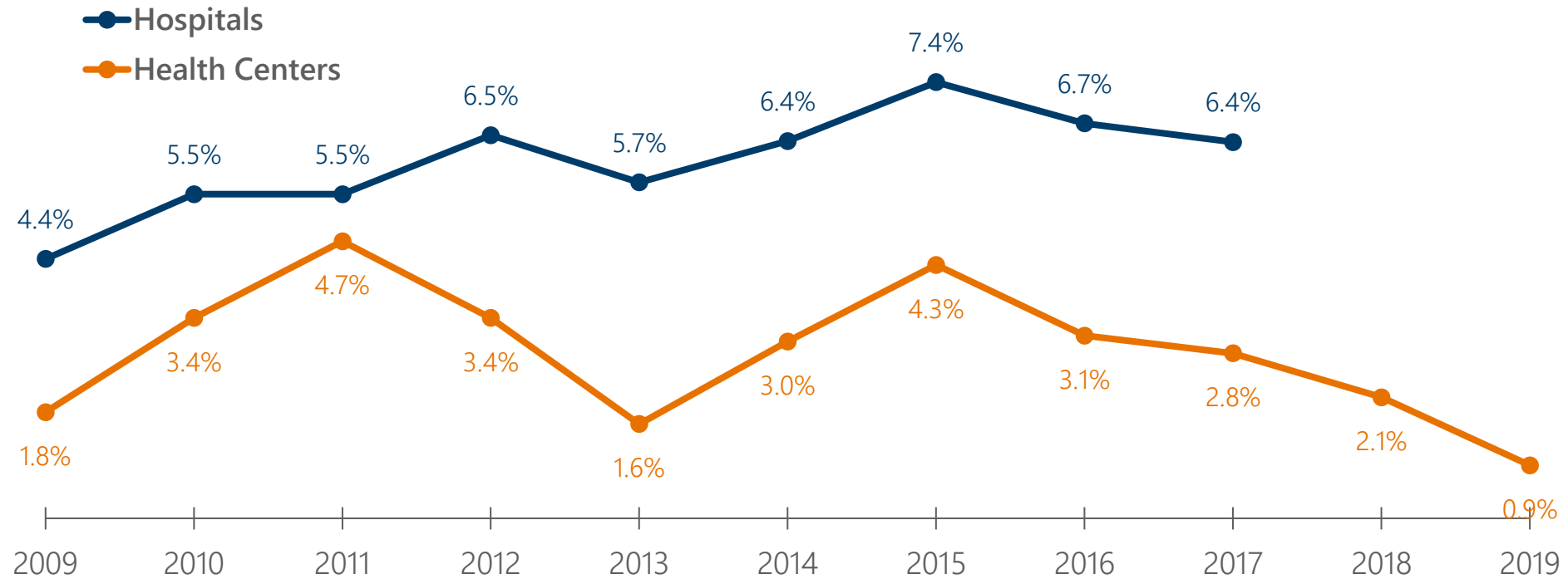
Note: Operating margin data for hospitals after 2016 are unavailable.
Sources: (1) 2009 - 2019 Uniform Data System. Bureau of Primary Health Care, HRSA. DHHS. (2) American Hospital Association. Trendwatch Chartbook 201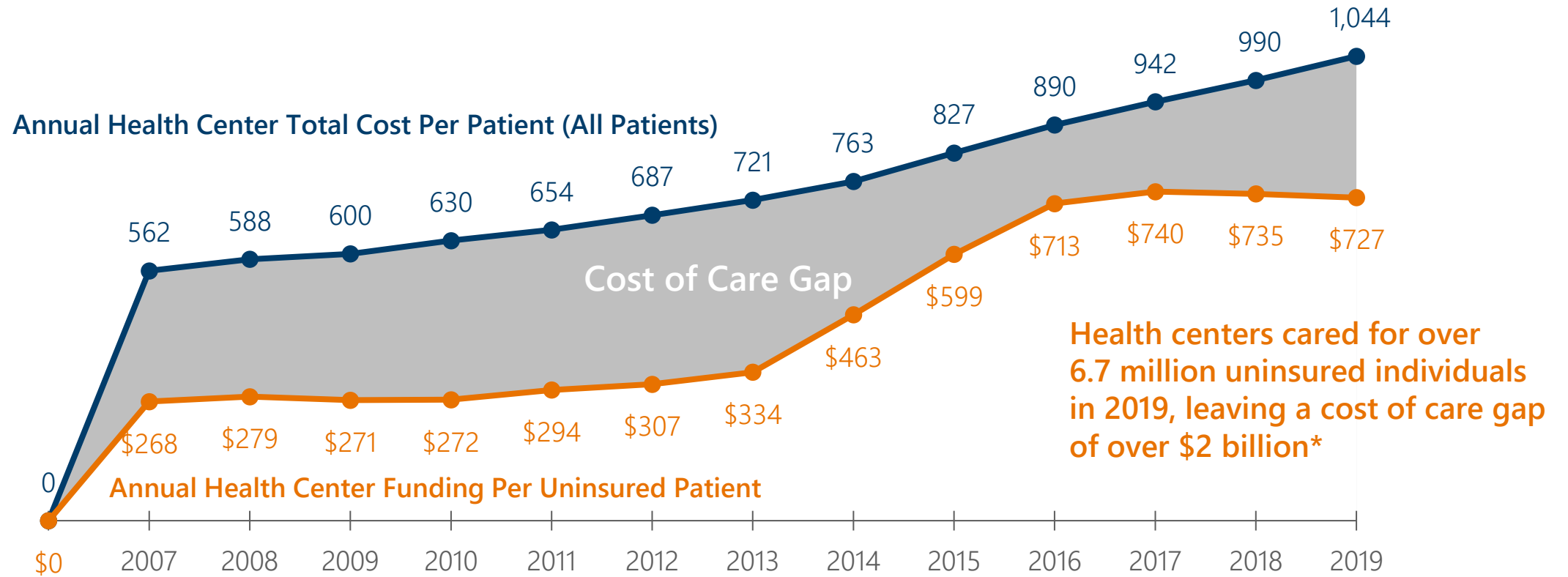9: Trends Affecting Hospitals and Health Systems. Supplementary Data Tables. Table 4.3: Hospital Operating Revenue and Expenses per Adjusted Admission, 1994 – 2017.

Figure 6-4

Health Center Funding Per Uninsured Patient
Is Well Below Total Per Patient Cost

Annual Health Center Total Cost Per Patient (All Patients)

Cost of Care Gap

Annual Health Center Funding Per Uninsured Patient

Health centers cared for over 6.7 million uninsured individuals in 2019, leaving a cost of care gap of over $2 billion*

Blue line (Annual Health Center Total Cost Per Patient): 0, 562, 588, 600, 630, 654, 687, 721, 763, 827, 890, 942, 990, 1,044

Orange line (Annual Health Center Funding Per Uninsured Patient): $0, $268, $279, $271, $272, $294, $307, $334, $463, $599, $713, $740, $735, $727

Years: 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019

* Calculated by taking the difference between 2019 health center total cost per patient (all patients) and 2019 health center funding per uninsured patient, then multiplying by the number of health center uninsured patients in 2019.
Source: 2008 - 2019 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS.

Figure 6-5

Health Centers Experience Difficulty Recruiting Many Clinical Staff

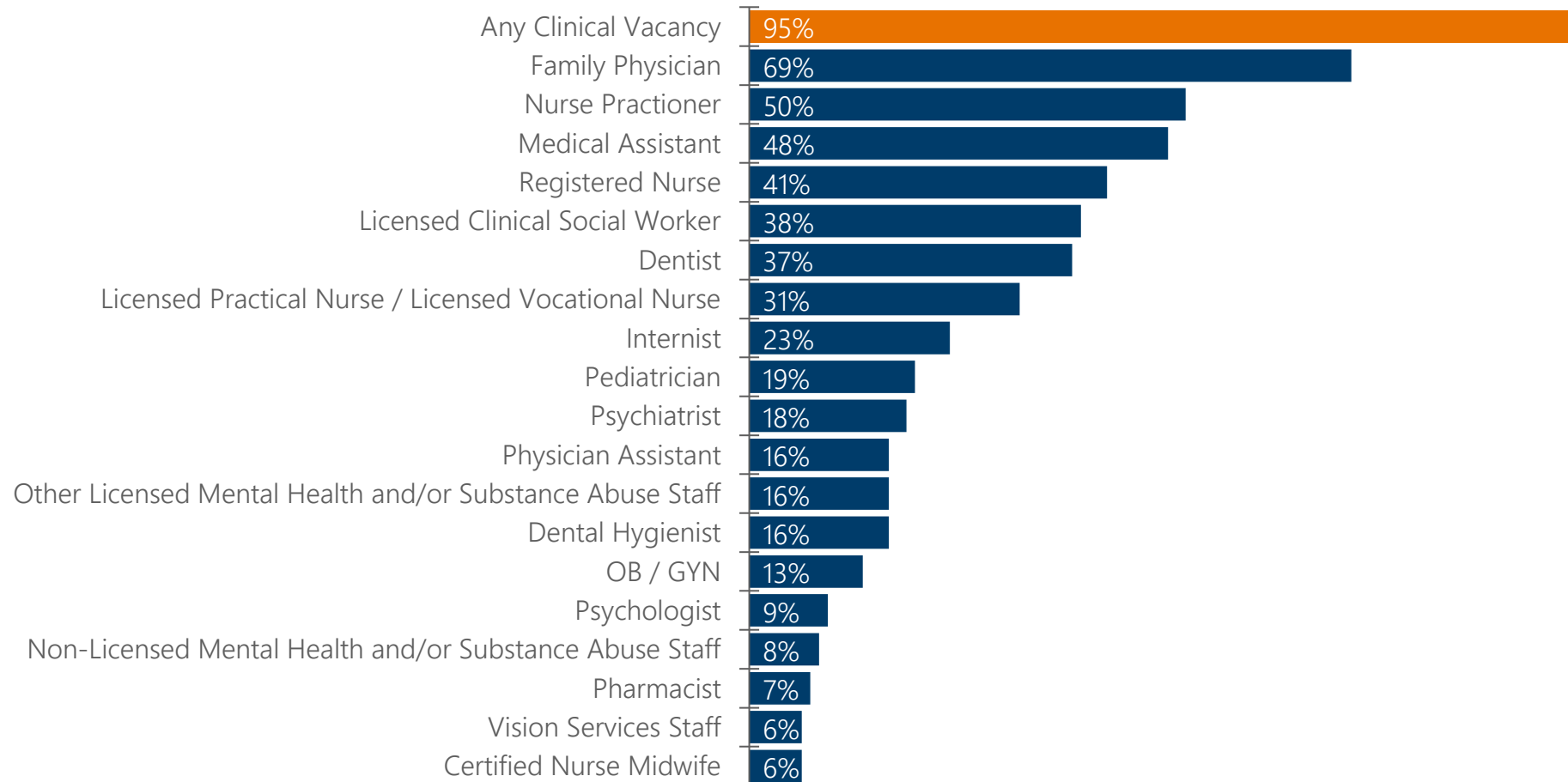### Percent of Health Centers Reporting a Vacancy for Specific Clinical Positions

Position	Percent
Any Clinical Vacancy	95%
Family Physician	69%
Nurse Practioner	50%
Medical Assistant	48%
Registered Nurse	41%
Licensed Clinical Social Worker	38%
Dentist	37%
Licensed Practical Nurse / Licensed Vocational Nurse	31%
Internist	23%
Pediatrician	19%
Psychiatrist	18%
Physician Assistant	16%
Other Licensed Mental Health and/or Substance Abuse Staff	16%
Dental Hygienist	16%
OB / GYN	13%
Psychologist	9%
Non-Licensed Mental Health and/or Substance Abuse Staff	8%
Pharmacist	7%
Vision Services Staff	6%
Certified Nurse Midwife	6%

Figure 6-6

Health Centers Have Unique Challenges Recruiting and Retaining Staff

Percent of Health Centers Reporting Specific Challenges for Recruitment and Retention
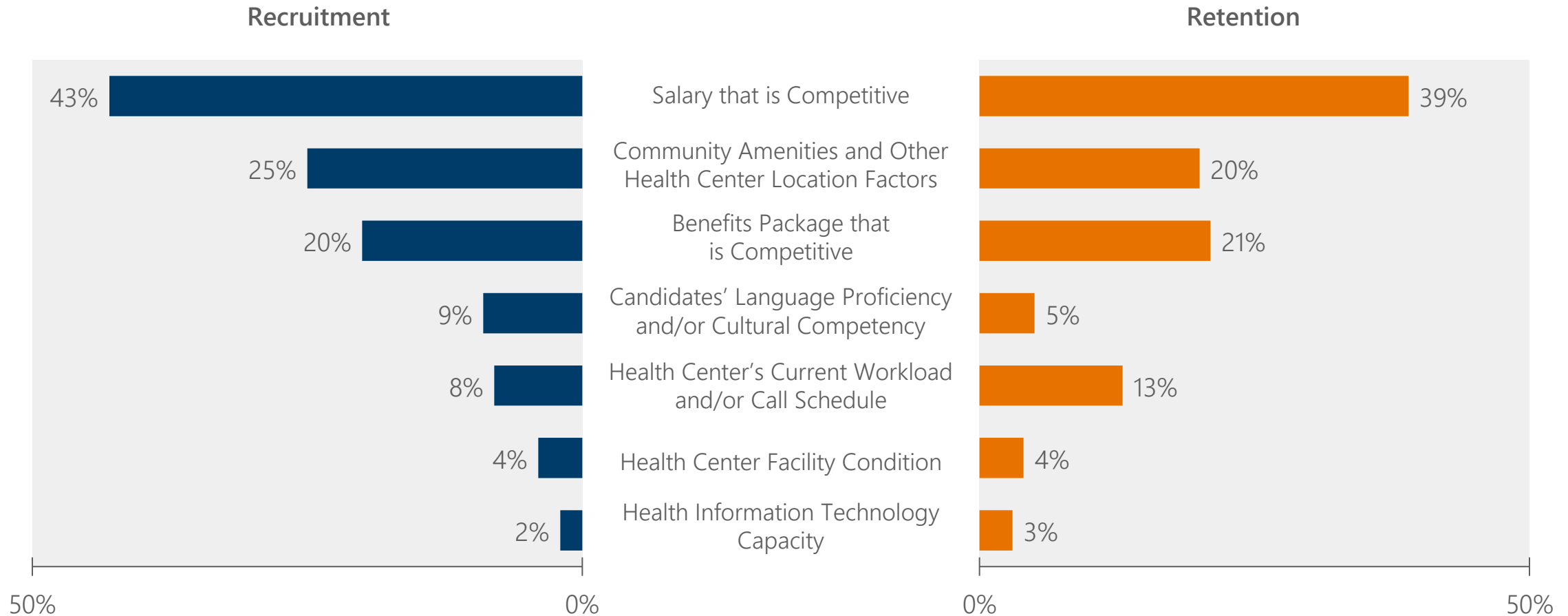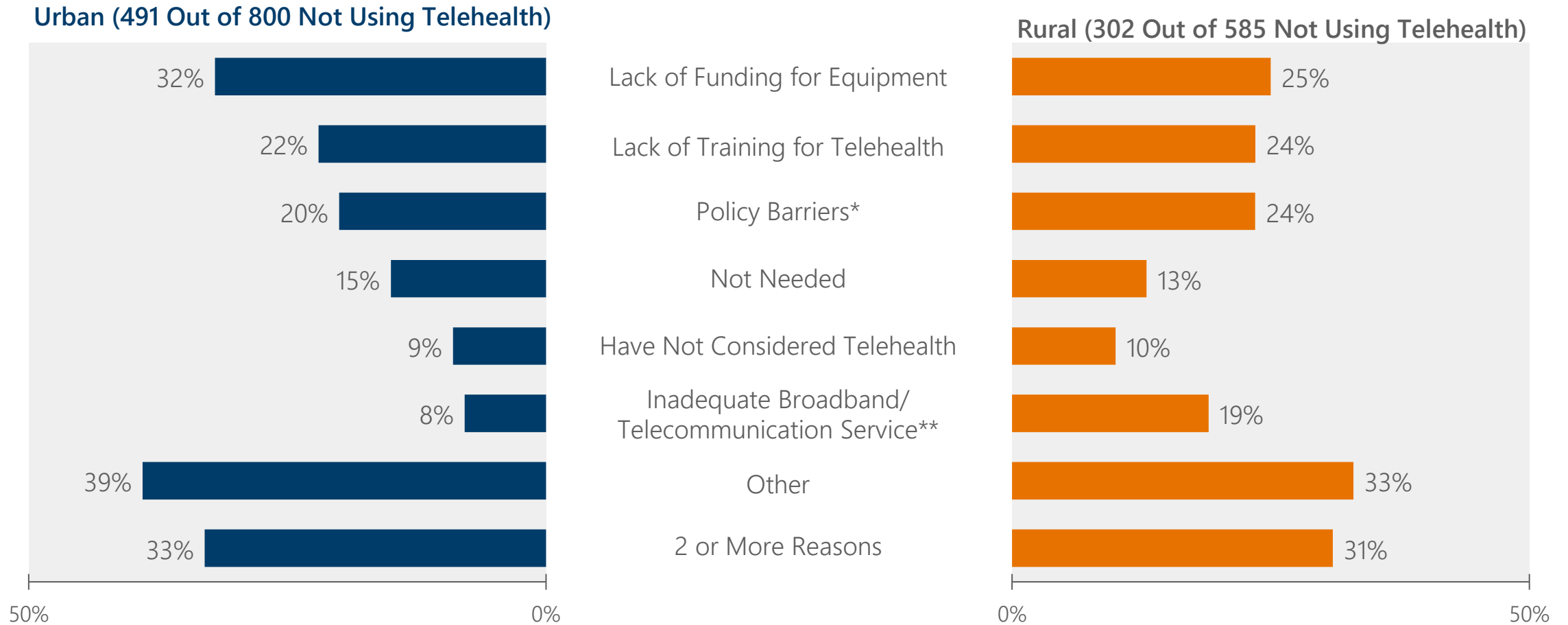
Recruitment		Retention
43%	Salary that is Competitive	39%
25%	Community Amenities and Other Health Center Location Factors	20%
20%	Benefits Package that is Competitive	21%
9%	Candidates' Language Proficiency and/or Cultural Competency	5%
8%	Health Center's Current Workload and/or Call Schedule	13%
4%	Health Center Facility Condition	4%
2%	Health Information Technology Capacity	3%

Source: NACHC. Staffing the Safety Net: Building the Primary Care Workforce at America's Health Centers. 2016. Retrieved from: http://www.nachc.org/research-and-data/research-fact-sheets-and-infographics/

Figure 6-7

Health Centers Face Barriers to Offering Telehealth Services

Percent of Health Centers that Do Not Use Telehealth Reporting Specific Barriers, 2019


Urban (491 Out of 800 Not Using Telehealth)

Rural (302 Out of 585 Not Using Telehealth)

Barrier	Urban	Rural
Lack of Funding for Equipment	32%	25%
Lack of Training for Telehealth	22%	24%
Policy Barriers*	20%	24%
Not Needed	15%	13%
Have Not Considered Telehealth	9%	10%
Inadequate Broadband/Telecommunication Service**	8%	19%
Other	39%	33%
2 or More Reasons	33%	31%

Source: 2019 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.
*Policy barriers include lack of or limited reimbursement; credentialing, licensing, or privileging; or privacy and security.
**Inadequate broadband/telecommunication service includes cost of service or lack of infrastructure.

Figure 6-8

Estimated Percent of County Residents Experiencing Shortages of Primary Care Physicians
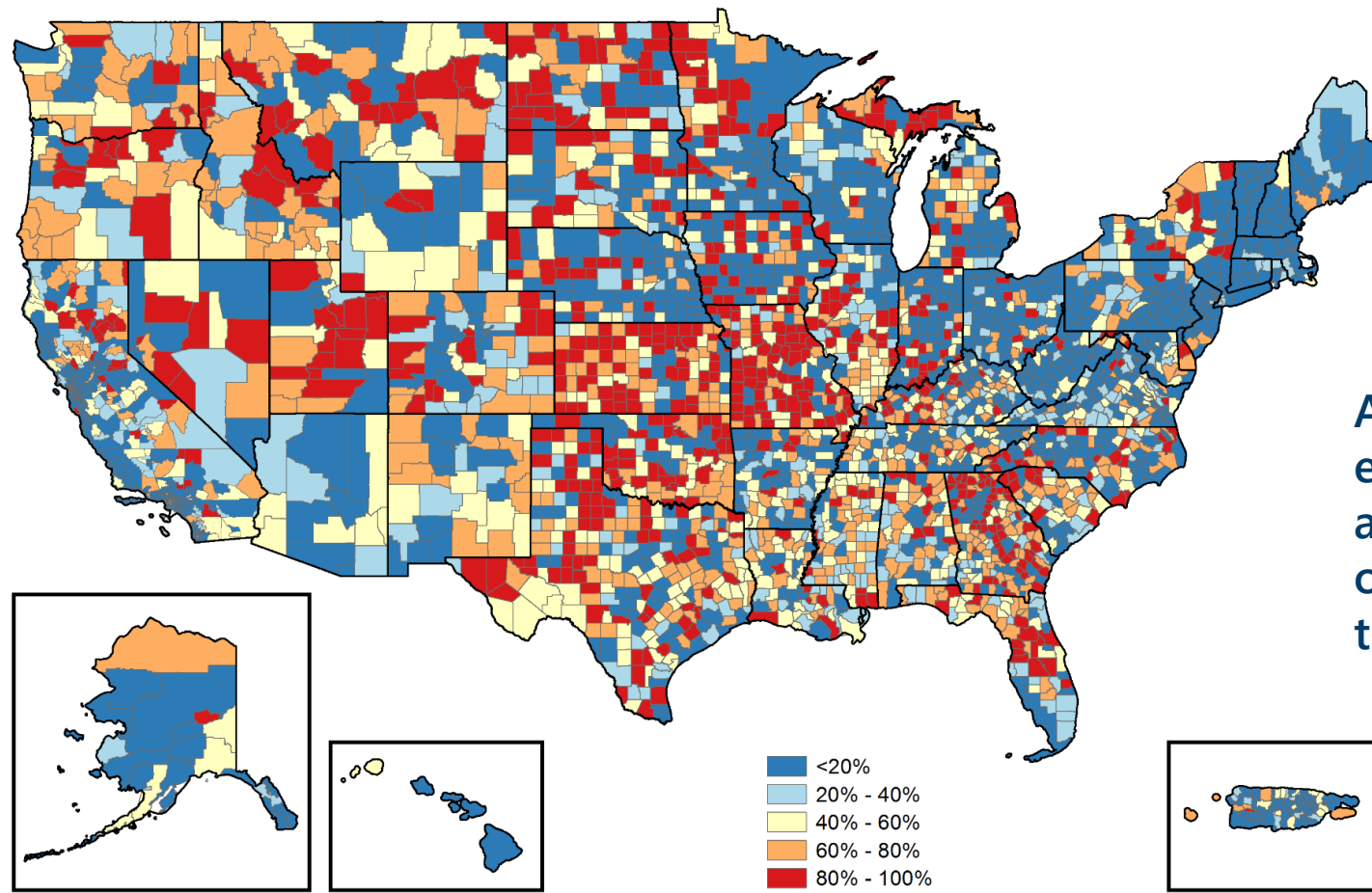
As of 2013, 62 million people experience inadequate or no access to primary care because of shortages of physicians in their communities.

Legend:
- <20%
- 20% - 40%
- 40% - 60%
- 60% - 80%
- 80% - 100%

Figure 6-9

Health Center Capital Project Plans and Funding Needs

As of 2021, 97% of health centers had plans to initiate capital projects within the next several years. These plans represent more than 2,000 capital projects.

These planned projects are estimated to cost $17.5 billion, resulting in 38.5 million patients by 2025

However, almost half of health centers report they are uncertain they can secure funding for these planned projects.

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For more information, email research@nachc.org.

Suggested Citation:

National Association of Community Health Centers. Community Health Center Chartbook. January 2021.