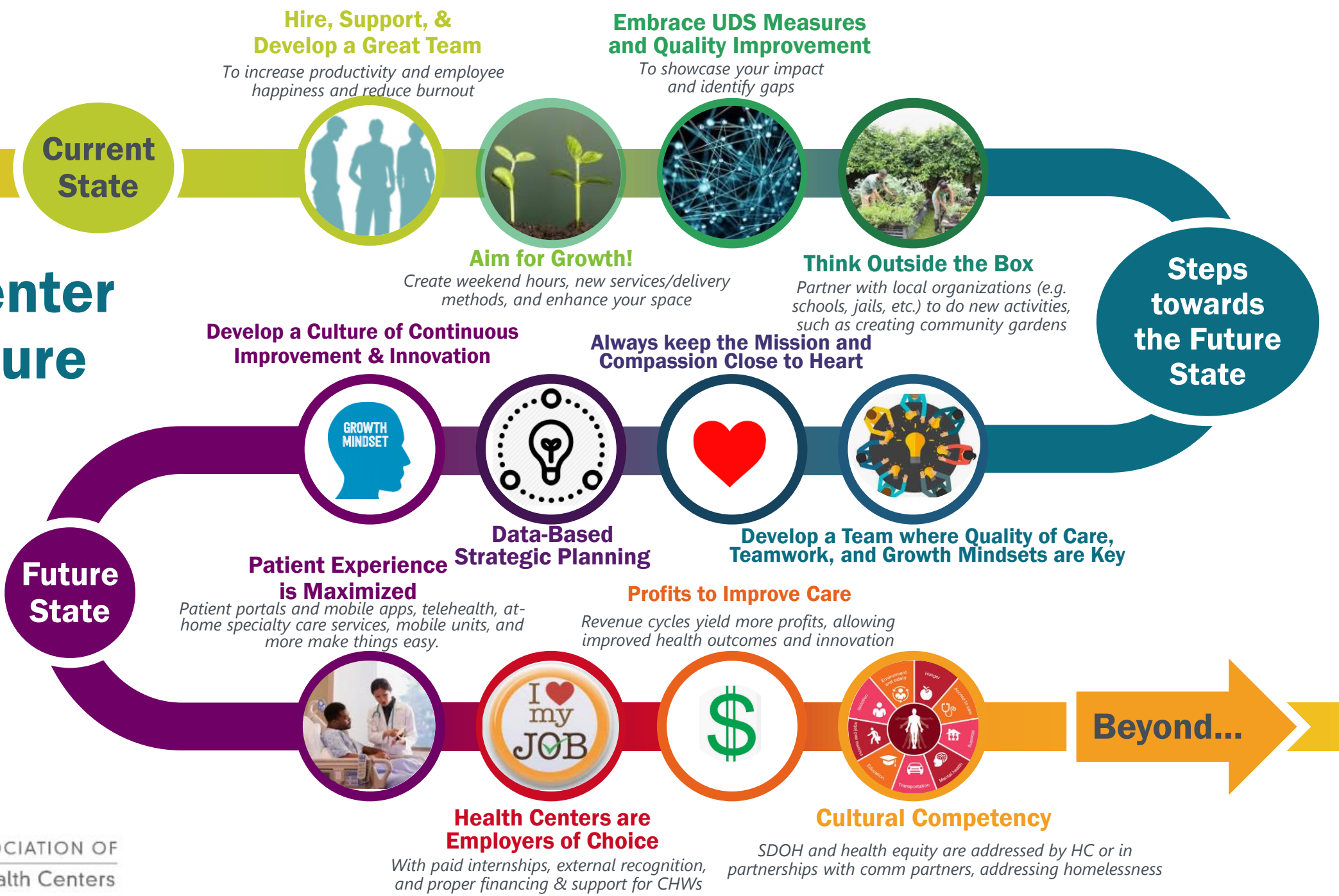


Health Center of the Future

Voices from the Field

Collected at the NACHC Community Health Institute (CHI) August 2019



What important challenges and successes did health centers raise?

Workforce

- * Staff Happiness and Productivity
- * Burnout
- * Lacking coverage
- * Team/Teamwork
- * Provider Buy-In

Resources

- * Constant Funding Cliff
- * OSV Reviewer Subjectivity

Innovation

- * New Services
- * New Partnerships
- * Telehealth
- * Social Determinants of Health

Patient Experience & Outcomes

- * Missed Appointments
- * Health literacy
- * Patient Engagement & Satisfaction
- * Convenience of Earlier, Later, and Weekend Hours

Current State

How do we solve these challenges and achieve these successes?

Develop a Team where Quality of Care, Teamwork, and Growth Mindsets are Key

Develop Systems for Revenue Cycle Management and Conduct Data-Based Strategic Planning

Develop a Culture of Continuous Improvement & Innovation

Explore New Technology & Engage with the Community

Bridging The Gap To...

The Future State

Health Centers are Employers of Choice:
Workforce talent is retained and cultivated; all staff (including CHWs) are properly financed, and workplace culture is strong, positive, and mission-driven.

Improved Revenue Cycle & Resources:
Health centers provide high quality affordable care and receive increased revenue for improved quality health outcomes. Impact is clearly showcased and is data-based.

Quality Improvement and Expansion:
Health centers are innovative, highly efficient, and utilize technology well to provide new and improved services. This means telehealth and expanded services (dental, vision, etc.), improved EMR technology, and addressing SDOH.

Connectivity & Patient Experience:
Health centers have engaging and easy-to-use patient portals, convenient telehealth, at-home, and expanded services, integrated health care, and partnerships with local organizations (jails, schools, community gardens, etc.)