

Today, Tomorrow, and Beyond

Primary Care Association (PCA)/Health Center Controlled Network(HCCN)

National Conference, November 18-20, 2019

Findings from the Pop-Up Listening Wall

TOP THREE recommendations for health center expansion (5-10 years)

1. **Infrastructure** (Health IT, equipment, major supplies) (68%)
2. **Eliminate threat** of funding cliff (52%)
3. **Expansion of quality improvement** programs and systems (47%)

Relevancy of 5 Strategic Priority Areas

1. **Workforce Shortages and Turnover** (97%)
2. **Limited Financial Resources** (72%)
3. **System Disruption** (54%)
4. **Competition** (36%)
5. **Emerging Public Health Issues** (33%)

“We have to rethink who we are...
we are the answer to health care reform.”

Leadership and Culture

“Is the leadership we have now [going to] get us where we need to go?”
“How to embrace change and build resilience”

Data Utilization & Technology

“We need to get better at everything virtual”
“Grow [with] what we do in data”

Emerging Workforce

“Welcome, Millennials and Gen Z!”
Mentoring and Training, Growing, and Hiring from Within

Collaboration & Partnerships and Ensuring a Strong Foundation

“We need to get better at strategic partnerships.”
“Pay attention to infrastructure... can’t [keep adding] more...without foundational support.”