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. The federal Health Center Program began over fifty years ago as part of President Lyndon B. Johnson’s “War on Poverty.” The aim of health centers, founded by leaders of the civil rights movement, is to provide affordable, high quality, comprehensive primary care to medically underserved populations, regardless of their insurance status or ability to pay for services. In addition to medical care, health centers 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. 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 their operations to test and vaccinate hundreds of thousands of patients each month, while continuing to provide important primary 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. 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.
The Community Health Center Chartbook highlights important research and data on Health Center Program Grantees and 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.
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Section 1

Who Health Centers Serve
Figure 1-1

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

- 1 in 9 Children and Adolescents
- 1 in 7 Racial/Ethnic Minorities
- 1 in 6 Medicaid Beneficiaries
- 1 in 5 Uninsured Persons
- 1 in 3 People in Poverty

Health Centers Serve Populations with Complex Needs

- 1 million Agricultural Workers and Families
- 1.3 million Patients Experiencing Homelessness
- 5.7 million Patients at Public Housing Sites
- 767,000 School-Based Health Center Patients
- 389,000 Veterans
- 7.4 million Patients Best Served in a Language Other than English

Source: 2021 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.
Health Centers Serve a Disproportionate Share of Populations with Complex Needs

*Number of individuals experiencing homelessness in the US reflects the point-in-time analysis, and therefore may be an underrepresentation.

**Health center population defined as public housing patients includes all patients served at a health center located in or immediately accessible to a public housing site. National data includes the total number of people receiving housing assistance, including dependents, from all relevant HUD programs.

Health Centers Provide Affordable Care to All Patients Regardless of Income

90% of health center patients live at or below 200% of the Federal Poverty Level (FPL)

- Over 200% FPL, 10%
- 151 - 200% FPL, 8%
- 101 - 150% FPL, 15%
- 100% FPL and Below, 67%

Note: FPL = federal poverty level, which was $12,880 per year for an individual in 2021. Percentages of health center patients in each category are based on patients with known income. Source: 2021 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS.
Health Centers Serve all Patients Regardless of Insurance Status

80% of health center patients are uninsured or publicly insured.

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: 2021 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS.
Figure 1-6

Health Centers Serve a Disproportionate Share of Low-income and Uninsured Individuals in the US

<table>
<thead>
<tr>
<th></th>
<th>Percent of U.S. Population</th>
<th>Percent of Health Center Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 200% FPL</td>
<td>29%</td>
<td>90%</td>
</tr>
<tr>
<td>At or Below 100% FPL</td>
<td>13%</td>
<td>67%</td>
</tr>
<tr>
<td>Medicaid*</td>
<td>15%</td>
<td>48%</td>
</tr>
<tr>
<td>Uninsured</td>
<td>9%</td>
<td>20%</td>
</tr>
</tbody>
</table>

Note: FPL = federal poverty level, which was $12,880 per year for an individual in 2021. * Medicaid alone and not in combination with other insurance.

Sources: (1) 2021 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS. (2) U.S. Census Bureau, 2021 American Community Survey 1-Year Estimates, Tables S1701, S2704, S2701
Health Center Patients are from Diverse Racial and Ethnic Backgrounds

63% of health center patients have a racial and/or ethnic minority identity, compared to 42% of the general U.S. population.

Notes: Figures may not add to 100% due to rounding, and patients of Hispanic ethnicity may identify with another racial category. Percentages are based on known race and/or ethnicity. Sources: (1) 2021 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS. (2) U.S. Census Bureau, 2021 ACS 1-Year Experimental Data Table.
Figure 1-8

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

Percent of Adults Reporting:

<table>
<thead>
<tr>
<th>Chronic Condition</th>
<th>U.S. Population</th>
<th>Health Center Patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hypertension*</td>
<td>32%</td>
<td>45%</td>
</tr>
<tr>
<td>High Cholesterol</td>
<td>36%</td>
<td>42%</td>
</tr>
<tr>
<td>Asthma</td>
<td>10%</td>
<td>21%</td>
</tr>
<tr>
<td>Diabetes**</td>
<td>11%</td>
<td>21%</td>
</tr>
<tr>
<td>Health is Fair or Poor</td>
<td>15%</td>
<td>42%</td>
</tr>
</tbody>
</table>

*Reflects 140/90 mmHg threshold for hypertension
**Other than during pregnancy.

Note: The Health Center Patient Survey is currently underway, and this chart will be updated once data becomes available.
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

* COPD = chronic obstructive pulmonary disease
** Excludes tobacco and alcohol use disorders

Health Centers are More Likely to Treat Patients with Chronic Conditions than Private Practices

Note: Rates are based on primary care and mental health visits.
Health Centers Serve Patients Throughout the Life Cycle
Selected Age Groups, Represented Two Ways

Figure 1-11

Under 18: 8,635,363

Ages 18-44: 10,849,947

Ages 45-64: 7,418,722

Ages 65+: 3,289,246

Source: 2021 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS.
Health Center Patients Ages 65 and Older are the Fastest Growing Age Group Over the Past Decade

Number of Health Center Patients by Age Group, 2010 – 2020

Source: 2010 & 2021 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS.
Section 2
Expanding Access to Care
Figure 2-1
Federally-Funded Health Center Organizations, 2021

1,373 federally-funded health Center organizations

Notes: National figure includes health centers in every state and territory. Some territories are not shown in the map above.
Source: 2021 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS.
Figure 2-2
Growth in Health Center Organizations and Sites, 2010 - 2021

Source: 2010 - 2021 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS.
Figure 2-3
Growth in Health Center Patients and Visits, 2010 - 2021

Source: 2010 - 2020 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS.
Dental Behavioral Health Vision Pharmacy Enabling Services*

2010 (1,124 total) 2021 (1,373 total) Increase (%)

* 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.

Source: 2010 & 2021 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS.
Health Center Physicians Accept Medicaid Reimbursement at Higher Rates than Other Providers

Expected Source of Payment

Figure 2-5
Figure 2-6
Health Center Patients by Insurance Status, 2010 – 2021
(In Millions)

Source: 2010 - 2021 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.
Percent of Medicaid Beneficiaries Served by Health Centers, 2021

Health centers provide care to 18% of all Medicaid beneficiaries

Notes: Medicaid enrollee data for Puerto Rico and other island territories is currently unavailable. Please contact research@nachc.org with questions.

Figure 2-8

Percent of the Uninsured Population Served by Health Centers, 2021

Health centers provide care to 22% of all uninsured individuals

Notes: Data not available for DC, Puerto Rico, and other island territories. Please contact research@nachc.org with questions.
Sources: (1) 2021 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS. (2) Kaiser Family Foundation, Health Insurance Coverage of the Total Population, 2021.
Section 3

High Quality Care and Reducing Health Disparities
Health Centers Achieve Higher Rates of Hypertension and Diabetes Control than the National Average, Despite Serving More At-Risk Patients

Figure 3-1

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

Figure 3-2

<table>
<thead>
<tr>
<th>Race/Origin</th>
<th>National</th>
<th>Health Centers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hispanic/Latino</td>
<td>7.3%</td>
<td>7.3%</td>
</tr>
<tr>
<td>American Indian or Alaska native</td>
<td>7.9%</td>
<td>7.4%</td>
</tr>
<tr>
<td>Native Hawaiian or Other Pacific Islander</td>
<td>8.3%</td>
<td>8.0%</td>
</tr>
<tr>
<td>Asian</td>
<td>8.5%</td>
<td>8.3%</td>
</tr>
<tr>
<td>More than one race</td>
<td>8.9%</td>
<td>8.5%</td>
</tr>
<tr>
<td>Black/African American</td>
<td>13.8%</td>
<td>12.8%</td>
</tr>
</tbody>
</table>

Sources: (1) 2021 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS. (2) NACHC analysis of CDC WONDER. Data downloaded November 5, 2021.
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.

Figure 3-3
Enabling Services at Health Centers 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 16 percentage-point higher likelihood of getting a flu shot
- A 12 percentage-point higher likelihood of getting a routine checkup
- 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.).
Health Centers Exceed Medicaid Managed Care Organization (MCO) High Performance Benchmark Scores

Notes: Quality measures include 1) control of diabetes (share of patients with diabetes with HbA1c between 7% and 9%), 2) control of hypertension (share of patients with hypertension with blood pressure < 140/90), 3) pap tests (share of female patients ages 24 – 64 who received Pap test within past three years).

Health Centers Provide More Preventive Services than Other Primary Care Providers

Figure 3-5

Medicaid Patients Receiving New Medication for Uncontrolled Hypertension

- 9% Patient Visits to Other Providers
- 21% Health Center Patient Visits

Asthma Education for Asthmatic Patients

- 15% Patient Visits to Other Providers
- 24% Health Center Patient Visits

Tobacco Cessation Education for Smoking Patients

- 19% Patient Visits to Other Providers
- 33% Health Center Patient Visits

Health Education

- 37% Patient Visits to Other Providers
- 51% Health Center Patient Visits

Immunization for 65 Years & Older

- 65% Patient Visits to Other Providers
- 70% Health Center Patient Visits

Pap Smear in the Last 3 Years

- 81% Patient Visits to Other Providers
- 85% Health Center Patient Visits

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
- HRSA-Funded Health Center: 7%
- Other Clinics: 15%
- Private Physician: 13%

Delays in Medical Care
- HRSA-Funded Health Center: 6%
- Other Clinics: 17%
- Private Physician: 14%

Unable to get Dental Care
- HRSA-Funded Health Center: 13%
- Other Clinics: 23%
- Private Physician: 21%

Source: Pourat, N.; Chen, X.; Lee, C; et al. HRSA-funded Health Centers Are an Important Source of Care and Reduce Unmet Needs in Primary Care Services, Medical Care 57(12) - p 996-1001. December 2019.
**Figure 3-7**

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

*Includes women below 100% FPL or at 100% FPL and below.*

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

*Includes women below 100% FPL or at 100% FPL and below.*

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

* Includes individuals below 100% FPL or at 100% FPL and below.

**Sources:**
Section 4

Cost-Effective Care
Figure 4-1

Health Centers are Participating in New Payment and Delivery System Models

Percent of Health Centers Reporting that Their Organization:

- Could Receive Financial Incentives for Achieving Clinical Care Targets: 51% (2013), 75% (2018)

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

Figure 4-2

- 23% Lower Spending
  - Emergency Room: $1,845 vs. $1,430
  - Primary Care: $2,047 vs. $1,496

- 27% Lower Spending
  - Inpatient Care: $2,948 vs. $1,964

- 33% Lower Spending
  - Other Outpatient Care: $2,704 vs. $2,324

- 14% Lower Spending
  - Rx Drug Spending: $1,964 vs. $1,430

- 11% Lower Spending
  - Total Spending: $9,889 vs. $7,518

Note: Non-health centers include private physician offices and outpatient clinics.
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.


Figure 4-3
Health Centers Have Lower Total Spending Per Medicaid Patient Compared to Other Providers

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.

Health center revenue accounted for 2.1% of total Medicaid spending in 2021; health centers serve 18% of all Medicaid beneficiaries.
Health Center Medicare Patient Costs are Lower Compared to Patients of Other Providers

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

High Health Center Penetration is Associated with Lower Medicare Spending Among Low-Income Residents

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

Note: High health center penetration corresponds to a 54% health center penetration rate among low-income residents; low health center penetration corresponds to a 3% health center penetration rate among low-income residents; average health center penetration rate among low-income residents was 21%.

Figure 4-7

Health Centers Save 35% Per Child Compared to Other Providers

- **35% Lower Total Spending**
- **69% Higher Spending**
- **49% Lower Spending**
- **40% Lower Spending**

<table>
<thead>
<tr>
<th>Emergency Dept.</th>
<th>Prescription Drugs</th>
<th>Ambulatory Care</th>
<th>Total Spending</th>
</tr>
</thead>
<tbody>
<tr>
<td>$106 Other Providers</td>
<td>$320 Other Providers</td>
<td>$697 Health Centers</td>
<td>$1,751 Health Centers</td>
</tr>
<tr>
<td>$179 Health Centers</td>
<td>$163 Other Providers</td>
<td>$418 Health Centers</td>
<td>$1,133 Other Providers</td>
</tr>
</tbody>
</table>

Health Centers Save $1,263 Per Patient Per Year

Total Health Expenditures Per Patient Per Year

$5,306

$4,043

24% Savings

Non-Health Center Patients

Health Center Patients

Section 5

Health Center Services and Staffing
Figure 5-1

Growth in Health Center Clinical Staff, 2010 – 2021

In Full-Time Equivalent

<table>
<thead>
<tr>
<th>Staff</th>
<th>2010</th>
<th>2020</th>
<th>2021</th>
<th>% Growth, 2010-2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physicians</td>
<td>9,592</td>
<td>5,095</td>
<td>6,362</td>
<td>55%</td>
</tr>
<tr>
<td>Behavioral Health</td>
<td>14,858</td>
<td>17,415</td>
<td>16,134</td>
<td>242%</td>
</tr>
<tr>
<td>NPs, PAs, CNMs</td>
<td>11,365</td>
<td>20,877</td>
<td>18,749</td>
<td>154%</td>
</tr>
<tr>
<td>Nurses</td>
<td>9,452</td>
<td>11,365</td>
<td></td>
<td>84%</td>
</tr>
<tr>
<td>Dental Staff</td>
<td></td>
<td>9,452</td>
<td></td>
<td>98%</td>
</tr>
</tbody>
</table>

Notes: NP, PA, CNM stand for Nurse Practitioners, Physician Assistants, Certified Nurse Midwives, respectively. Behavioral health staff includes mental health and substance abuse staff.
Source: 2010, 2020, & 2021 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS
Figure 5-2

Health Center Care Team Staff Provide a Broad Array of Services

Total Care Team: 164,771 Full-Time Equivalent (FTE) Employees

- Medical Services: 56%
- Dental Services: 11%
- Behavioral Health: 11%
- Vision Services: 1%
- Enabling Services & Other Programs: 16%
- Other Professional Services: 1%
- Pharmacy Services: 4%
- Other Professional Services: 1%

Source: 2021 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.
Percentages are based on an average of weekly data collected between January 1, 2021 and December 17, 2021; 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.

Health Centers Provided Thousands of COVID-19 Tests and Vaccines Each Week in 2021

Figure 5-3

Each week, health centers tested 150,000 patients and administered 253,000 vaccines, on average*
Health Centers Have Played a Pivotal Role in Fighting the COVID-19 Pandemic

To date, health centers have administered...

- **22.2 million vaccines**
  - 72% of which have gone to patients of racial/ethnic minority backgrounds

- **20 million tests**
  - 61% of which have gone to patients of racial/ethnic minority backgrounds

...and distributed:

- **7.2 million N95 masks**
- **7.9 million at-home test kits**

Source: Bureau of Primary Health Care, Health Resources and Services Administration, Health Center COVID-19 Survey.
Note: Data is from survey collected between January 2021 – August 2022. Response rate varied from 68% - 72%. For more information, please visit https://bphc.hrsa.gov or contact research@nachc.org.
Medical Services Staff represent 56% of the Total Care Team, as 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: 2021 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.

*Medical Services Staff represent 56% of the Total Care Team, as 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: 2021 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.
Health Centers are Hiring Non-Physician Providers at Higher Rates than Physicians

Since 2018, health centers have employed more NP/PA/CNMs than physicians.

Notes: NP, PA, and CNM stand for Nurse Practitioner, Physician Assistant, and Certified Nurse Midwife, respectively. Source: 2010 - 2020 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.
Enabling Services Staff represent 15% of the Total Care Team, shown in Figure 5-2. Note: Percentages may not add to 100% due to rounding.

Source: 2021 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.
Dental staff represent 11% of the Total Care Team, shown in Figure 5-2.

Note: Percentages may not add to 100% due to rounding.

Source: 2021 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.
82% of health centers provide dental services onsite.

Notes: National figure includes all 1,373 health centers in every state, territory, and D.C. Some territories not shown in the map above. Analysis based on the number of health centers employing more than 0 full-time equivalent dental staff.

Source: 2021 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.
Behavioral Health Staff represent 11% of the Total Care Team, shown in Figure 5-2.

*Note: Percentages may not add to 100% due to rounding.*

Source: 2021 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.

Figure 5-10

Health Center Behavioral Health Staff
Total: 17,415 Full-Time Equivalent

*Behavioral Health Staff represent 11% of the Total Care Team, shown in Figure 5-2. Note: Percentages may not add to 100% due to rounding. Source: 2021 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.*
Health centers have tripled their behavioral health staff over the past 10 years.

Health centers performed evidence-based screening, intervention, and referral procedure (SBIRT) for 1.5 million patients in 2021.

16,769 health center providers are authorized to provide medication-assisted treatment for opioid addiction.

Over 184,000 patients received medication-assisted treatment for opioid use disorder in 2021.

Source: 2010 & 2021 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS.
Health centers are seeing more patients for Substance Use Disorder (SUD) Treatment and Therapy

Health centers experienced a more than 600% increase in patients seeking treatment for opioid use and other SUDs in 10 years.

<table>
<thead>
<tr>
<th>Service</th>
<th>2010</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patients for SUD Services</td>
<td>1,593,395</td>
<td>622,917</td>
</tr>
<tr>
<td>Visits for SUD Services</td>
<td>3,224,647</td>
<td>3,032,052</td>
</tr>
</tbody>
</table>

- Tobacco Cessation: 157,504 in 2020 vs. 700,789 in 2010
- Alcohol Dependence: 310,855 in 2020 vs. 1,397,777 in 2010
- Other SUD (Including Opioids): 3,224,647 in 2020 vs. 700,789 in 2010

Source: 2010 & 2020 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.
25% of health centers provide vision services onsite.

Notes: National figure includes all 1,373 health centers in every state, territory, and D.C. Some territories not shown in the map above. Analysis based on the number of health centers employing more than 0 full-time equivalent vision staff.
Source: 2021 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.
Figure 5-14
Health Centers with Pharmacy Services Onsite, 2021

52% of health centers provide pharmacy services onsite.

Notes: Delaware has zero onsite pharmacy services (not shown). National figure includes all 1,373 health centers in every state, territory, and D.C. Some territories not shown in the map above. Analysis based on the number of health centers employing more than 0 full-time equivalent pharmacy staff. 
Source: 2021 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.
### Health Centers Offering Selected Telehealth Services by Location, 2021

#### Figure 5-15

99.3% (1,364) of health centers use telehealth for a variety of services.

<table>
<thead>
<tr>
<th>Service</th>
<th>Rural</th>
<th>Urban</th>
</tr>
</thead>
<tbody>
<tr>
<td>Behavioral Health</td>
<td>94%</td>
<td>96%</td>
</tr>
<tr>
<td>Primary Care</td>
<td>98%</td>
<td>98%</td>
</tr>
<tr>
<td>Manage Chronic Conditions</td>
<td>62%</td>
<td>62%</td>
</tr>
<tr>
<td>Health Education</td>
<td>15%</td>
<td>27%</td>
</tr>
<tr>
<td>Dermatology</td>
<td>7%</td>
<td>6%</td>
</tr>
<tr>
<td>Oral Health</td>
<td>94%</td>
<td>94%</td>
</tr>
<tr>
<td>Disaster Management</td>
<td>3%</td>
<td>4%</td>
</tr>
</tbody>
</table>

Source: 2021 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 5-16

Health Centers’ Telehealth Utilization Increased Dramatically from 2018 - 2021

% of Health Centers Offering Telehealth Services by Location

Source: 2021 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.
Health Centers are Leaders in Telehealth Innovation

Health centers use telehealth to communicate with:

- Specialists outside the organization: 20%
- Patients at remote locations: 100%

Telehealth Modalities

- Mobile health (mHealth)*: National Sample 7%, Health Centers 7%
- Remote patient monitoring: National Sample 8%, Health Centers 23%
- Store-and-forward telehealth: National Sample 12%, Health Centers 15%
- Real-time telehealth (e.g., live video conferencing): National Sample 93%, Health Centers 99%

*National Sample Mobile health usage not available


Note: National sample includes all provider types, including primary care physicians and specialists
Health centers conducted 26.1 million virtual visits in 2021.

Virtual Visits by Service Type

- Medical Services, 58%
- Behavioral Health Services, 33%
- Enabling Services, 7%
- Other Services, 2%

Note: Behavioral health includes services for mental health and substance use disorder treatment; Enabling services includes case management and education specialist services; Other services includes vision, dental, and other professional services.

Source: 2021 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.
Section 6

Challenges in Meeting Demand for Care
Payments from Third Party Payers are Less than Cost

Note: Health centers are not-for-profit organizations; charges to third party payers are a proxy for costs. % Collected represents the actual amount collected as a percent of total charges to third party payers.

Source: 2021 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS.
Federal Health Center Appropriation History, FY10-FY23

B = Billions

*Includes Continuing Resolutions and Health Extender Legislation; Health center mandatory funding for FY20 and the first quarter of FY21 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. Three-year extension passed in December 2020 provides mandatory funding through October 2023.

Note: FY15 through FY23 mandatory funding reflects sequestration. FY23 funding reflects approximately $95 million reduction due to sequestration.

Health Center Funding Per Uninsured Patient Is Below Per Patient Cost of Care

Figure 6-3

Health centers cared for 6 million uninsured individuals in 2021, leaving a cost of care gap of approx. $2.5 billion* 

*Calculated by taking the difference between 2021 cost per patient (all patients) and 2021 health center funding per uninsured patient, then multiplying by the number of health center uninsured patients in 2021.
Source: 2010 - 2021 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS.
Health Centers Experience Difficulty Recruiting and Retaining Staff

Rank the following categories in order of highest to lowest vacancy in the last 6 months:

- Nurses: 7.7
- Administrative (financial, scheduling, front office): 7.1
- Behavioral Health staff (psychiatrists, social workers, and others): 6.0
- Dental staff (dentists, dental assistants and dental hygienists): 6.0
- Care coordination, outreach and enrollment, community health workers: 5.8
- CNMs, NPs, PAs: 5.8
- Other Medical staff (x-ray personnel and laboratory personnel): 5.6
- Physicians: 4.9
- Other: 3.3
- Vision staff: 2.6

Health Centers Have Unique Challenges Recruiting and Retaining Staff

Percent of Health Centers Reporting Specific Challenges for Recruitment and Retention

- Financial opportunity at larger healthcare organization: 6.6%
- Stressors from ongoing pandemic impacting staff wellbeing: 5.9%
- Professional growth: 4.8%
- Difficulty to secure childcare and/or other issues as a caregiver: 4.6%
- Changed industries (left healthcare): 4.4%
- Did not want to comply with vaccine mandate: 4.3%
- Potential infection exposure: 3.0%
- Other: 2.4%

As of 2021, **106 million people are considered medically disenfranchised** – meaning, they experience limited access to primary care due to a shortage of providers in their community.