

**NATIONAL HEALTH SERVICE CORPS**

**Caring. Dedication. Commitment.**

**National Health Service Corps**  
Maximizing Efforts to Improve the Health of the Nation's Underserved


CHAMPS/NWRPCA 2010 Fall Primary Care Conference  
October 27, 2010

U.S. Department of Health and Human Services  
Health Resources and Services Administration  
Bureau of Clinician Recruitment and Service  
Division of Regional Operations

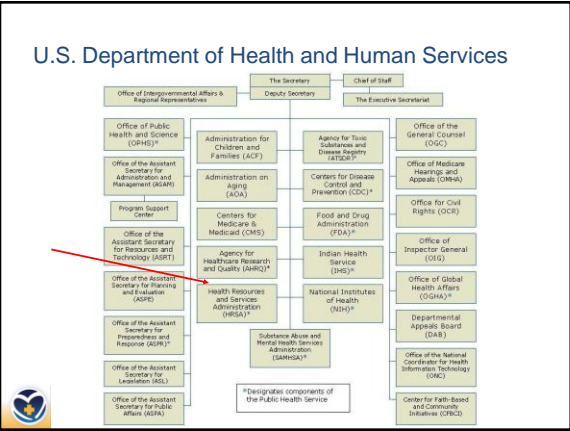


**Overview**

- Organization
- Program Overview
- Site Eligibility & Compliance
- How to Market your Health Center
- Regional Data
- Policy Updates
- NHSC Events & Initiatives




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**Health Resources and Services Administration**


- The "Access Agency"
- Programs Include:
  - › Health centers, YOU, serve about 19M
  - › Care & treatment for 533,000 with HIV/AIDS
  - › Maternal and Child Health
  - › Rural Health
  - › National transplantation system for organ, tissue, and blood stem cells
  - › Health workforce issues



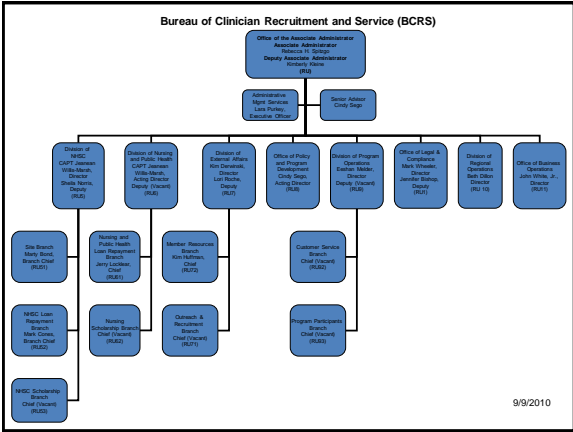
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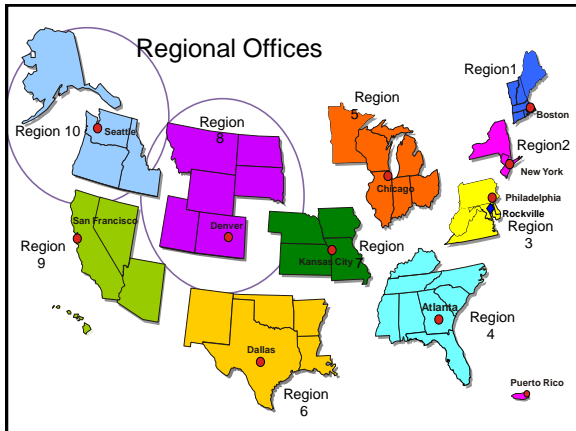
**National Health Service Corps (NHSC)**

- Established in 1970 by Congressional order to address health disparities
- Committed to improving health of Nation's underserved by:
  - › Uniting communities in need with caring health professionals
  - › Supporting communities' efforts to build systems of health care



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## NHSC Commitment

- Nearly 64 million Americans (1/5) lack adequate access to primary health care
- For more than 35 years, NHSC has connected more than 30,000 primary care professionals with underserved communities



## NHSC Programs

- Scholarships (NHSC SP)
- Loan Repayment (NHSC LRP)
- State Loan Repayment (SLRP) –
  - October 1, 2010 - Transferred to Bureau of Clinician Recruitment Service



## NHSC Scholarship Program

- Scholarships to students who commit to practicing primary care in HPSAs of greatest need upon completion of education or training
  - 2010-11 Scholar HPSA requirement is 15 for PAs and 17 for all other disciplines
- Period of service is 2-4 years based on number of years of scholarship support
- Students choose their practice site from a list of approved sites located in areas of greatest need across the country



## Scholars Available

- Certified Nurse Midwives
- Dentists
- Family Nurse Practitioners
- Physician Assistants
- Primary Care Physicians
  - FP, IM, PEDS, & OB/GYN
- Psychiatrists



## Loan Repayment Program (LRP)

- Repayment of educational loans for clinicians who are providing full-time clinical services
- 2-year service commitment with options for additional years
- Maximum repayment during the required initial 2-year contract is \$50,000.
- Site/vacancy must be approved and clinician must also make a separate application to the NHSC



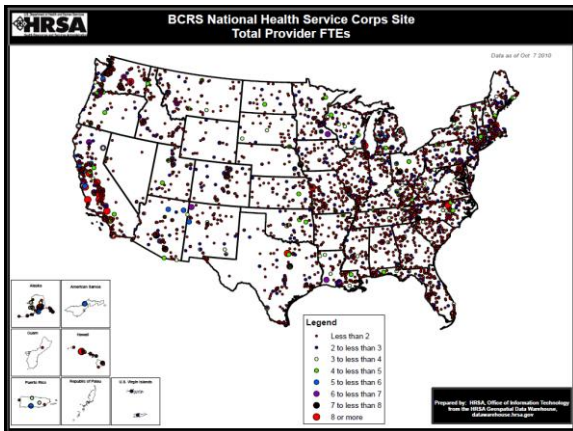
## Recruit LRP Clinicians

- Primary Care Physicians
  - › FP, IM, PED, & OB/GYN
- Primary Care Nurse Practitioners
- Physician Assistants
- Certified Nurse Midwives
- Dentists
- Dental Hygienists



## Recruit these LRP Clinicians

- Mental and Behavioral Health Professionals
  - › Health Service Psychologists
  - › Clinical Social Workers
  - › Licensed Professional Counselors
  - › Marriage and Family Therapists
  - › Psychiatric Nurse Specialists
  - › Psychiatrists



## FY 2010 National Award Activity

Program	2009 Awards	2010 Awards
NHSC LRP	1,650	1814
ARRA NHSC LRP	829	2206
NHSC Part-time LRP	0	220
NHSC SP	88	29
ARRA NHSC SP	70	181
<b>TOTAL</b>	<b>2,637</b>	<b>4,450</b>



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## NHSC SITES: ELIGIBILITY, COMPLIANCE & MAKING IT WORK



## Benefits of becoming an NHSC Site

- Recruit clinicians applying for NHSC loan repayment and, if your HPSA score is high enough, who have received the NHSC Scholarship
- Post clinical vacancies on our online national recruitment database
- Network with other NHSC Member Sites
- Develop linkages with important state and national workforce resources



## Site Eligibility- Types of Sites

- Public or private entity
- Community/Migrant Health Centers
- Rural Health Clinics
- Private practices
- Indian Health Service/Tribal Health Centers
- Prisons – State and Federal
- Community Mental Health Centers



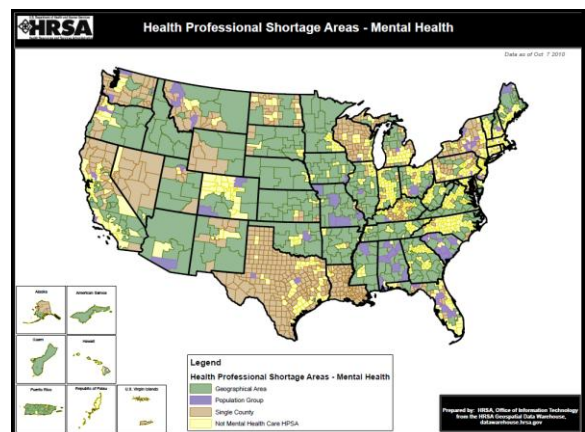
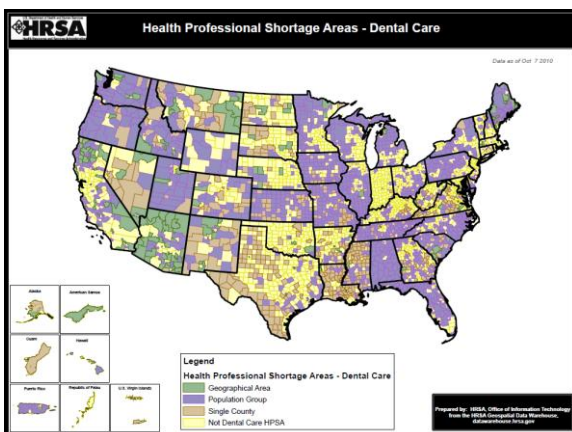
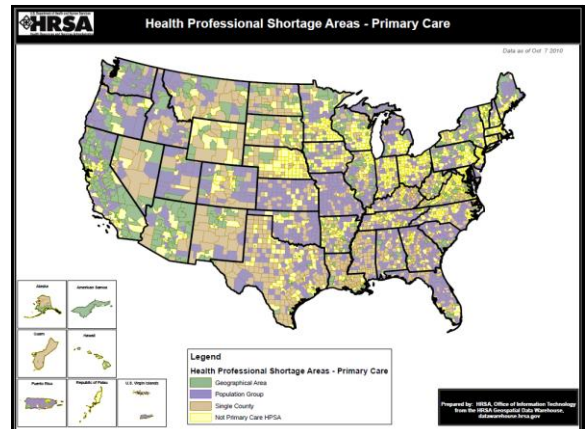
## Site Eligibility -HPSAs

- Health Professional Shortage Areas (HPSAs) can be:
  - › Primary care – shortage of primary care providers
  - › Mental health – shortage of mental health providers
  - › Dental – shortage of oral health providers
- NHSC clinicians must work in a HPSA appropriate for their discipline



## Site Eligibility –Automatic HPSAs

- All Federally Qualified Health Centers (FQHCs) and FQHC Look-Alikes have an Automatic HPSA designation
- Certified Rural Health Clinics are eligible for Automatic HPSA but must apply and meet NHSC Charges for Services Requirements
- Native American populations and sites also have Automatic HPSA opportunities



## Site Eligibility –Services Provided

- Provide comprehensive primary care, mental and behavioral health and/or dental services
- Ambulatory (no inpatient sites)
- Ensure access to ancillary, inpatient and specialty referrals



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## Site Eligibility –Charges for Services

- Ensure no financial barriers to care exist
  - › Fees for service consistent with prevailing rates in area
  - › Discounts or waives fees for individuals at or below 200% of the Federal poverty level
  - › Accepts assignments for Medicare beneficiaries; and enters into agreements with Medicaid and State Children's Health Insurance programs
  - › Prominently posts signage



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## Site Eligibility –Hiring NHSC Clinicians

- When hiring NHSC Clinicians sites agree:
  - › Full-time clinical (half-time this year)
  - › No reduction in salary because of NHSC
  - › Communicate changes in employment
  - › Only allow practice at approved site(s)
  - › Make available personnel/practice records
  - › Not restrict communication between clinician and NHSC
  - › Support clinicians attending NHSC meetings



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## Site Eligibility -Application

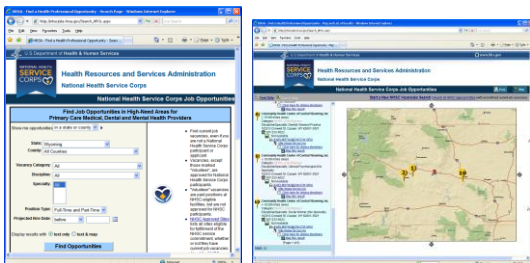
- Once a Site Application is approved, sites can post vacancies on the NHSC on-line Job Opportunities List as needs arise
- Site approvals are good for 3 years or until HPSA changes or the site becomes out of compliance
- <http://www.nhsc.hrsa.gov/communities/apply.htm>



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## Job Opportunities List

[http://nhscjobs.hrsa.gov/Search\\_HPQL.aspx](http://nhscjobs.hrsa.gov/Search_HPQL.aspx)



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## Promote Yourself!

- NHSC Site Profile
  - › A strong profile:
    - Promotes the best of your community and why a candidate should be excited to move to your town
    - Paints a picture of a typical work day
    - Provides details about the populations served
    - Promotes your facility and its assets (people and resources)
- Link clinicians to your website



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## Keep in mind...

- 3-Year Site Application
- Submitting Site Profiles –available online
- Site Visits
- Signage Requirements
  - › Sliding Fee,
  - › No one denied access because of:
    - Inability to pay, Medicare & Medicaid, discrimination
- Contacting NHSC
  - › Vacancies <http://www.nhsc.hrsa.gov/communities/callforhelp.htm>
  - › Clinician issues
- Clinician Conferences



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## Help WWWanted

- <http://championline.org/JobBank>
- <http://www.nwrpca.org/clinical-jobs-at-health-centers.html>
- <https://www.3rnet.org/>
- <http://practicelink.com/>
- <http://www.uoworks.com/>
- <http://physicianwork.com/>
- <http://www.monster.com/>
- <http://hotjobs.yahoo.com/>



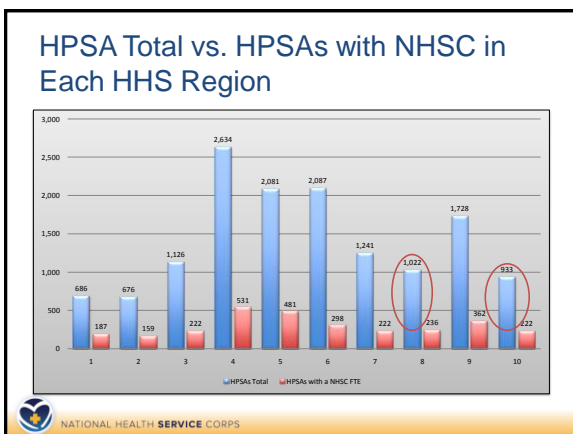
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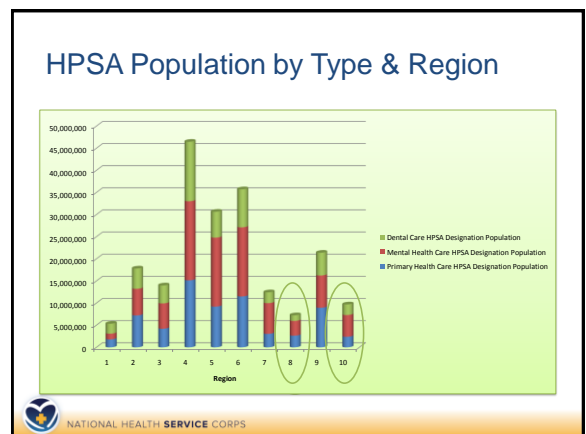
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# REGIONAL DATA

U.S. Department of Health and Human Services  
**HRSA**  
Health Resources and Services Administration

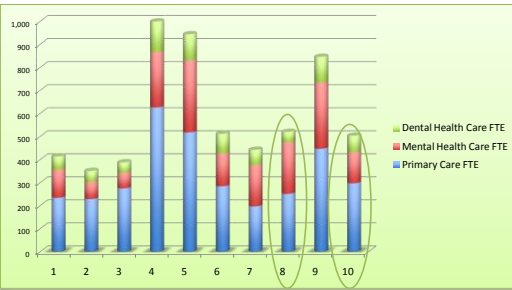


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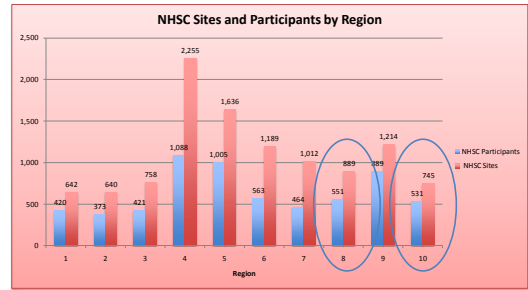


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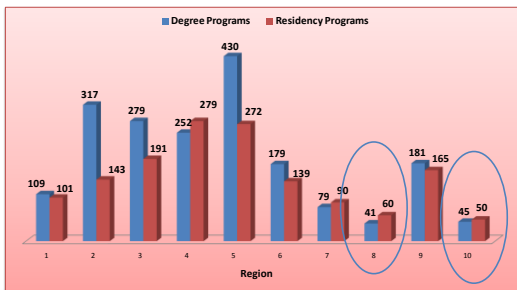
## NHSC Provider Type by Discipline & Region




## NHSC Sites and Participants by Region




## NHSC Degree and Residency Programs by Region





# AFFORDABLE CARE ACT OF 2010



## Affordable Care Act Builds On:

- Significant Program Expansion
  - \$300 million in expansion funds for the NHSC from the American Recovery and Reinvestment Act
  - More than 7,000 clinicians presently serving
  - 7,358 Primary Care Providers estimated in 2010 vs. 4,808 in 2009
  - Over 10,000 NHSC-Approved sites
    - ◆ 5% Rural Health Clinics
    - ◆ 40% Community Health Centers
- Recent Program Improvements
  - Simplifying the NHSC site application and approval process.
  - Examining NHSC disciplines to ensure the primary care workforce needs are supported.
  - Assessing NHSC program implementation with the goal of driving more people into primary health care careers to meet public needs.

## Affordable Care Act & NHSC

- 3,000+ new LRP awards and over 200 scholarships expected in FY 2011.
- Authorizes and appropriates \$1.5 billion for the NHSC through 2015.
  - FY2011: \$290 million
  - FY2012: \$295 million
  - FY2013: \$300 million
  - FY2014: \$305 million
  - FY2015: \$310 million
- New streamlined version of the NHSC Loan Repayment Bulletin will be published in Oct/Nov 2010.
- NHSC Scholarship Bulletin to be published by April 2011

## Affordable Care Act (cont.)

- Reauthorizes the National Health Service Corps through 2015.
  - Increasing the maximum annual loan repayment award from \$35,000 to up to \$50,000.
  - Establishes permanent half-time service opportunities for NHSC scholars and loan repayers with the creation of 2- and 4-year contracts for the Loan Repayment Program.
  - NHSC participants may now receive up to 20 percent service credit for teaching (and up to 50 percent in future Teaching Health Centers).
- Modifies the Nursing Education Loan Repayment Program to include nurse faculty.



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## 2011 Loan Repayment Guidance

- October or November 2010 Release
- Combines Full-time and Part-time (2 & 4 year)
- Award Amount – Under Review
- Includes 20% and 50% Teaching Option
- Discipline Expansion – Jan/Feb 2011
- Easy to Read Format
- Terminology Change - "Amendment" to "Continuation"

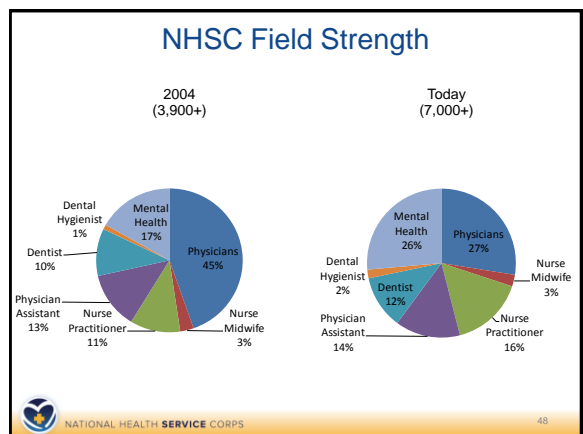
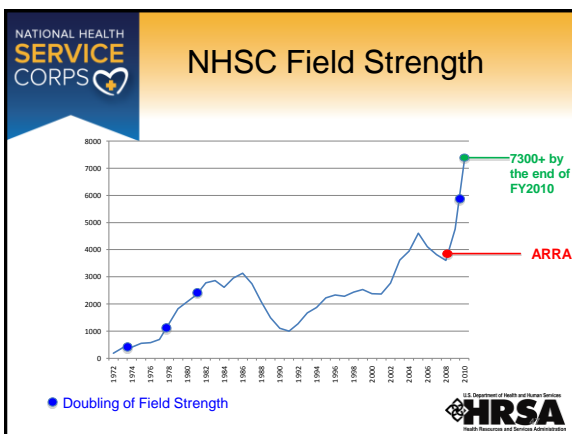
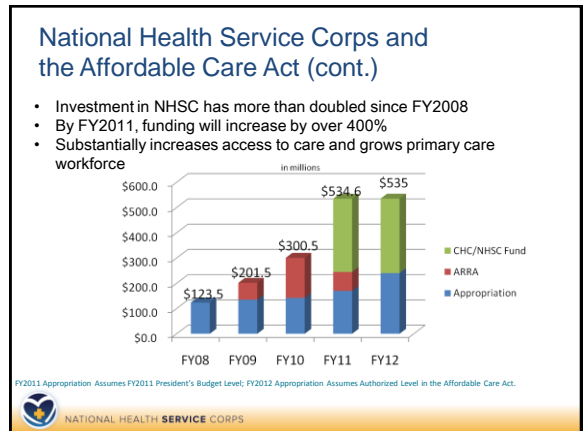
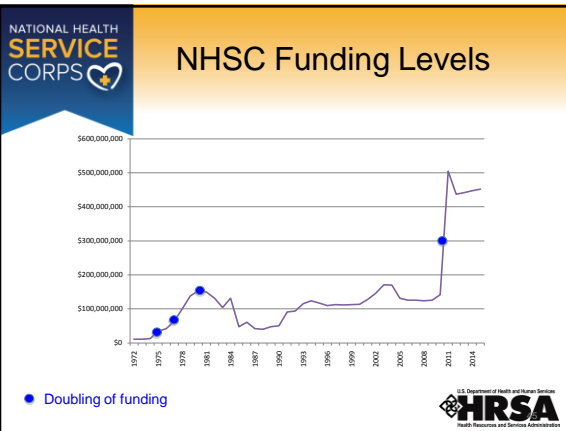


Web-based Application & Customer Service Portal



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## TOMORROW'S NHSC: SHAPING THE FUTURE VISION

## Change is Underway

- Refreshed NHSC Website - August 2010
- NHSC Virtual Community/Resource Center
- Redesigned NHSC Conferences
- Scholar Placement Process – Regional Office Role
- Improved Customer Service – Clinicians & Sites
- Policy Review
- NHSC Partner & Participant Survey Results

## NHSC Initiatives

- Building Brand Recognition & Public Awareness
  - Creating a NHSC Presence in the Marketplace
- Extending NHSC reach via Regional Offices
- Reengineering Site Application, Renewal and Posting of Vacancies – Site Partnership Initiative
- Developing a Bureau-wide Customer Service Strategy
  - Improving & Consolidating NHSC Call Centers
  - Rebranding & Website Redesign
  - Information System & Customer Portal
  - More proactive touches to our Clinicians & Sites
- Building Internal & External Partnerships
- Emphasis on Clinician Retention

## Site Partnership Initiative

- Reengineering & Streamlining Site Application, Renewal Process and Posting of Vacancies
  - Eliminate Application Process for Pre-qualified NHSC Sites
  - Profiles on each Site & Community
  - Standard Processing Timeframes
  - Web-based Customer Service Portal
  - Regular, Timely Communication
  - Excellent Customer Service
  - Resources/Technical Assistance
- Site Recruitment
- Clinician Retention Strategy/Framework

## Recent and Upcoming Events

- Loan Repayor Conferences
  - › August 5-8: Washington, D.C.
  - › October 7-9: Chicago, IL
  - › December 9-11: San Francisco, CA
    - 5hrs CEU available
    - Internet Enabled Training option
- Scholar Conference
  - › August 25-28: Tampa, FL

## Partnership

- BCRS & NHSC is committed to enhancing our Partnerships
- Fortunate to have Partners
  - › PCOs; PCAs; AHECs; State Office of Rural Health; NACHC
  - › NHSCs Scholars, Loan Repayors, Alumni, & Ambassadors
  - › NHSC Sites
  - › SEARCH
- Road Map for Success is Partnership

## Region VIII State Contacts

States	Contact	Email
CO & ND	Erica Pearson	<a href="mailto:epearson@hrsa.gov">epearson@hrsa.gov</a>
MT & WY	Brenda Neubaum	<a href="mailto:bneubaum@hrsa.gov">bneubaum@hrsa.gov</a>
UT & SD	Christine Poe	<a href="mailto:cpoe@hrsa.gov">cpoe@hrsa.gov</a>



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## Contact Information

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**Thank You!**

