

COMMUNITY HEALTH CENTER LAWMAKER UPDATE

October 2022

Community Health Center Workforce

WPHCA released a new Workforce Issue Brief in August. The brief details both the workforce-related pressures Community Health Centers are facing as well as Community Health Center initiatives to boost and diversify their workforce.

Community Health Centers are not immune to the staffing pressures faced across the health care industry resulting from retirements and the rising demand for care driven by an aging population.

Community Health Centers report vacancy rates in excess of 25%, including for all dental providers. Entry-level professionals such as Medical Assistants are also in short supply.

Coupled with pandemic-related impacts, Community Health Centers are calling for an “all-hands-on-deck” approach to addressing workforce challenges. WPHCA proposes policy solutions for state legislators to consider such as boosting support for K-12 engagement with health professions and authorizing the practice of Dental Therapy in Wisconsin.

Watch the workforce webinar hosted by WPHCA featuring Lakeshore Community Health Care, Access Community Health Centers and NorthLakes Community Clinic. Passcode: ZG2F^y^3



COMMUNITY HEALTH CENTER WORKFORCE
AUGUST 2022

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KEY FINDINGS

- Community Health Centers are experiencing increased workforce pressures due to a rise in demand for care by an aging population and workforce losses throughout the pandemic.
- Entry-level providers such as Medical Assistants are a key shortage area, along with the behavioral health providers and all dental team members.
- Community Health Centers are not alone as they face workforce shortages; an all-hands-on-deck approach is needed across training institutions, early education, policymakers, and health care partners to strengthen health professions training pipelines and grow the total health care workforce in Wisconsin.

Language Disclaimer: In this document Health Center Program Grantees, organizations that receive federal grants under section 330 of the Public Health Services Act and that are federally Qualified Health Centers, are referred to as "Community Health Centers" or "Health Centers."

WPHCA Serving Wisconsin Community Health Centers 1

WORKFORCE ISSUE
BRIEF

WORKFORCE WEBINAR

WPR ARTICLE

WPR THE MORNING
SHOW

WPHCA Welcomes Two New Look-Alike Health Centers

WPHCA is excited to welcome **Muslim Community & Health Center** (MCHC) and **Rock River Community Clinic** (RRCC) to the Wisconsin Community Health Center family! Both Health Centers received Look-Alike status from the Health Resources and Services Administration (HRSA), making them Wisconsin's first Look-Alike Health Centers.

A Health Center Program Look-Alike is a HRSA-designated health center that provides comprehensive, culturally competent, quality primary health care services consistent with **Health Center Program requirements**, like HRSA-funded Health Center Program award recipients. All Community Health Centers must set a sliding fee scale for uninsured patients, establish a patient-majority Board of Directors, and provide care to patients regardless of insurance type.

The Muslim Community & Health Center's mission is to strengthen the Milwaukee community and increase the well-being of its residents by providing affordable health care services, social services, counseling, emergency assistance, educational and job-training programs. MCHC's guiding principles are based on the Muslim values of compassion, kindness, peace, and diversity.

Rock River Community Clinic's overall mission and vision are to improve the quality and coordination of healthcare services, increase community member access to healthcare services, and improve health outcomes for low-income residents. RRCC offers health and dental care to the uninsured, underinsured, and low income population throughout Dodge and Jefferson WI counties, and parts of Walworth County.

MCHC

RRCC

2022 Performance Excellence Awards

WPHCA awarded the 2022 Performance Excellence Awards during our annual Fall Learning Session.

Award Winner: Progressive Community Health Center's Diabetes Clinical Care Management Team (DCCMT)

The DCCMT team provides high-touch visits focused on patient engagement and education to ensure patients have the understanding and tools to self-manage their diabetes. The team utilizes office and telehealth visits, follow-up phone calls, monthly group visits, and motivational interviewing to understand the barriers patients may be experiencing and the create linkages to care, transportation, affordable medications, access to food and screening for behavioral health concerns. As a result of continued efforts, PCHC accomplished an incredible goal in 2021, eliminating racial and ethnic disparities in diabetes control. At the end of the year, only 23% of the 1,100 Black/African American/Non-Hispanic/Latino patients with diabetes were uncontrolled or without a test compared to 22% White/Non-Hispanic/Latino patients.



Award Nominees



Scenic Bluffs' Medication Assisted Treatment & Integrative Care for Chronic Pain team

The team supports patients who are struggling, and for many reaching out for assistance is challenging. MAT/ICCP program participants are supported by a nurse case manager who provides medication monitoring and a pharmacist who monitors medication refills. Behavioral health needs are evaluated and referred internally. Patients also work with health educators, chiropractic care, acupuncture, and osteopathic manipulation services. Scenic Bluffs has served 67 patients through the program since it started two years ago.

Progressive's Colorectal Cancer Screening team

Progressive's CRC Team improved a baseline screening rate from 57% in 2020 to 68% in 2021. Despite the pandemic, Progressive's committed team used their passion to educate patients, motivate them to get screened, and improve patient outcomes.



NorthLake's Quality Improvement (QI) team

This interdisciplinary team is made up of clinical managers, directors, nurses, MAs, medical



providers, and a reporting analyst who work together to integrate QI into daily clinic workflows. From July 2021 to July 2022, NLCC's integrated and team-based approach to care and quality improvement has resulted in improved health of patients, patient engagement, and patient experience.

State Updates

2023-2024 LEGISLATIVE PRIORITIES

Next session, WPHCA will continue to work on oral health policy issues, including Dental Therapy, and extending Medicaid coverage for pregnant women. Workforce priorities are top of mind for all Community Health Centers, and WPHCA looks forward to exploring solutions with legislators.

Community Health Centers report critical shortages of entry level providers such as Medical and Dental Assistants, and behavioral health providers such as Licensed Professional Counselors and Substance Use Disorder specialists. MAs and DAs are important members of an integrated health care team, and shortages restrict the capacity of nursing and medical providers. Increasing capacity of training programs, providing incentives for education, and ensuring distribution of staff in underserved areas are key to supporting the Community Health Center workforce.

Contact WPHCA's Government Relations Specialist to discuss health care workforce issues and help identify policy, partnership, and funding solutions.

[2023-2024 State Policy
Agenda](#)

[Contact Richelle Andrae](#)

Federal Updates

WPHCA continues to prioritize **capital infrastructure funding**, strengthening **workforce programs** in under-served communities,

and education regarding the **340B Drug Pricing Program** with Wisconsin's Congressional delegation. The majority of Wisconsin's House Representatives signed on to support a bipartisan letter in support of Community Health Centers in the Fiscal Year 2023 budget. Thank you for recognizing the critical role of Community Health Centers in over 1,400 communities nationwide.

Thank you all Wisconsin Members of Congress for your support on the **MOBILE Health Care Act!**

Learn more about the legislation [here](#).

In The News

FAMILY HEALTH LA CLINICA'S OUTREACH PRACTICES HIGHLIGHTED NATIONALLY

The COVID-19 Response Steering Committee formed by Family Health La Clinica (FHLC) and the Wisconsin Farmworker Coalition created a coordinated approach to mitigate COVID-19 transmission risk, bolster vaccination efforts, and expand the reach of services to the farmworker population.

The promising practices profile is currently featured on the NCFH website and will be published as part of a final report.

[Read more.](#)

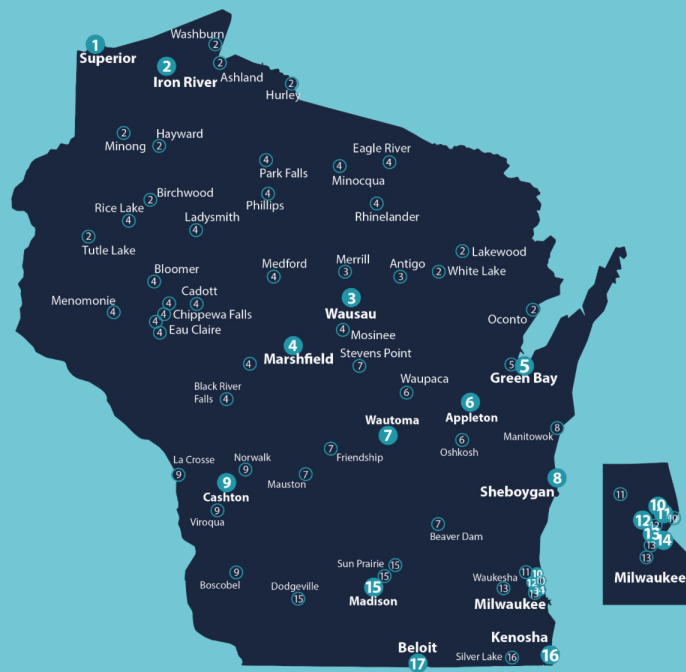
SIXTEENTH STREET COMMUNITY HEALTH CENTERS OPENS FIRST MILWAUKEE PUBLIC SCHOOL CLINIC

Sixteenth Street Community Health Centers has opened its first clinic inside a Milwaukee Public Schools' building.

The clinic at South Division High School, one of the largest bilingual schools in Wisconsin, will offer care to students regardless of their financial or health insurance status.

[Read More.](#)

Find a Community Health Center Near You!



WPHCA is proud to serve Wisconsin's 17 Federally Qualified Health Centers (FQHCs) also known as Community Health Centers (CHCs). Community Health Centers around the state have been deploying every tool available to continue providing care to patients throughout the pandemic. This newsletter includes information on Community Health Centers' priorities, resources, and stories from patients and clinics.

Please do not hesitate to reach out to **WPHCA** with any questions or to request additional information and constituent support to identify primary care providers. Find your local clinic [here](#).

WPHCA STATE & FEDERAL ISSUES

WPHCA ISSUE BRIEFS & DATA

WHAT IS A COMMUNITY HEALTH CENTER?

WPHCA ADVOCATE RESOURCES

THANK YOU!

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Did you miss our last Quarterly Update? Find the [May 2022 Lawmaker Update here](#) and all Quarterly Newsletters and Press Releases [here](#).



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