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. Health centers began over fifty years ago as part of President Lyndon B. Johnson’s “War on Poverty.” Their aim then, as it is now, is to provide affordable, high quality, comprehensive primary care to medically underserved populations, regardless of their insurance status or ability to pay for services. A growing number of health centers also 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 28 million* people today. Across the country, health centers produce positive results for their patients and for the communities they serve. 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. Federal and state support, along with adequate 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 accomplishment in keeping communities healthy are represented in this chartbook.
The Community Health Center Chartbook highlights important research and data on Health Center Program Grantees, as well as 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 12 people in the US, including:

1 in 3 people living in poverty
1 in 5 people in rural areas
1 in 6 Medicaid beneficiaries
1 in 8 people of a racial/ethnic minority
1 in 9 children

Sources: NACHC, 2018. Based on 2017 Uniform Data System data on federally-funded and look-alike health centers, estimates for annual patient growth, and national data sources. Health Center Fact Sheet. Bureau of Primary Health Care, HRSA, DHHS.
Health Centers Serve Many Special Populations

- **School-Based Health Center Patients**: 802,630
- **Veterans**: 355,648
- **Agricultural Worker Patients**: 972,251
- **Homeless Patients**: 1,361,675
- **Public Housing Patients**: 3,466,074

* Health center population defined as residents of public housing include all patients served in a health center located in or immediately accessible to a public housing site.

Health center population defined as residents of public housing include all patients served at a health center located in or immediately accessible to a public housing site.

Sources:
- 2017 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS.

* Health center population defined as residents of public housing include all patients served at a health center located in or immediately accessible to a public housing site.

Figure 1-3
Health Centers Serve Greater Proportions of Special Populations

- Migratory / Seasonal Farmworkers: 0.9% (U.S. Population), 4% (Health Center Population)
- Homeless Persons: 0.2% (U.S. Population), 5% (Health Center Population)
- Residents of Public Housing*: 0.6% (U.S. Population), 13% (Health Center Population)
Health Center Patients are Predominately Low-Income

91% of health center patients are in or near poverty.

100% FPL and Below: 69%

101 - 150% FPL: 15%

151 - 200% FPL: 7%

Over 200% FPL: 9%

Note: FPL = federal poverty level. Percentages of health center patients in each category are based on patients with known income. Source: 2017 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS.
Most Health Center Patients are Publicly Insured or Uninsured

82% of health center patients are uninsured or publicly insured.

- Medicaid: 49%
- Uninsured: 23%
- Medicare: 9%
- Other Public Insurance: 1%
- Private Insurance: 18%

Note: Figures may not add to 100% due to rounding. Percentage for “Other Public Insurance” includes non-Medicaid CHIP, or coverage where states contract CHIP through private third-party payers and not Medicaid.
Source: 2017 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS.
Health Center Patients' Health Insurance Coverage Is Unique Among Ambulatory Care Providers

Notes: Percentages may not add to 100% due to rounding and private physician and emergency dept. Numbers allow for more than one category to be indicated. Dual eligible patient visits were removed from the Medicaid category in NAMCS/NHAMCS data for private physicians and emergency dept. visits. This was done to be more comparable with conventional groupings of Medicare and Medicaid patients when reporting UDS data for health centers.

Based on estimates from the Current Population Survey (CPS), Annual Social and Economic Supplement, 2018. CPS counts coverage at any time during the previous year, and it is possible this is an overestimate due to some beneficiaries having Medicaid coverage at a different time than when he or she had Medicare coverage.


* Nationally, 11% of the U.S. Medicare population are also enrolled in Medicaid.*

* Based on estimates from the Current Population Survey (CPS), Annual Social and Economic Supplement, 2018. CPS counts coverage at any time during the previous year, and it is possible this is an overestimate due to some beneficiaries having Medicaid coverage at a different time than when he or she had Medicare coverage.

Figure 1-7

Health Centers Serve More Medicare and Medicaid Dual Eligibles Than Other Ambulatory Care Providers

- Medicare Only Patients
- Dual Eligible Patients

<table>
<thead>
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<th></th>
<th>Health Center</th>
<th>Emergency Department</th>
<th>Private Physician</th>
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<tbody>
<tr>
<td>Medicare Only Patients</td>
<td>41%</td>
<td>20%</td>
<td>7%</td>
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<tr>
<td>Dual Eligible Patients</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Medicare Patients</td>
<td></td>
<td></td>
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* Based on estimates from the Current Population Survey (CPS), Annual Social and Economic Supplement, 2018. CPS counts coverage at any time during the previous year, and it is possible this is an overestimate due to some beneficiaries having Medicaid coverage at a different time than when he or she had Medicare coverage.

Health Center Patients are Disproportionately Poor, Uninsured, and Publicly-Insured

- **Under 200% FPL**: 31% U.S. Population, 91% Health Center
- **At or Below 100% FPL**: 13% U.S. Population, 69% Health Center
- **Medicaid***: 15% U.S. Population, 49% Health Center
- **Uninsured**: 9% U.S. Population, 23% Health Center

Note: FPL = federal poverty level.
*Medicaid and not in combination with other insurance.
Sources: 2017 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS. U.S. Census Bureau, 2017 American Community Survey 1-Year Estimates, Tables B17002, S2701, S2704.
Health Center Patients are Disproportionately Members of Racial/Ethnic Minority Groups

Figure 1-9

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<th>Racial/Ethnic Group</th>
<th>U.S. Population</th>
<th>Health Center</th>
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</thead>
<tbody>
<tr>
<td>Hispanic / Latino</td>
<td>18%</td>
<td>36%</td>
</tr>
<tr>
<td>African American / Black</td>
<td>13%</td>
<td>22%</td>
</tr>
<tr>
<td>Asian / Hawaiian / Pacific Islander</td>
<td>6%</td>
<td>5%</td>
</tr>
<tr>
<td>Multiracial</td>
<td>3.3%</td>
<td>3.5%</td>
</tr>
<tr>
<td>American Indian / Alaska Native</td>
<td>0.8%</td>
<td>1.4%</td>
</tr>
</tbody>
</table>

Sources: 2017 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS. U.S. Census Bureau, 2017 American Community Survey 1-Year Estimates, Table B03002.
**Most Health Center Patients are Members of Racial/Ethnic Minority Groups**

- **Hispanic / Latino**: 36%
- **Black / African American**: 22%
- **Asian / Hawaiian / Pacific Islander**: 5%
- **Multiracial**: 3%
- **American Indian / Alaska Native**: 1%
- **White, Non-Hispanic**: 41%

*63% of health center patients are of racial/ethnic minorities.*

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*Calculated using the Reference Guide for UDS Data Reports Available to Health Centers, CY 2016, Bureau of Primary Health Care, HRSA, DHHS.

Note: Figures may not add to 100% due to rounding and patients of Hispanic ethnicity can identify with any racial category. Based on known race and/or ethnicity.

Source: 2017 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS.
Health Center Patients Suffer from Chronic Conditions At Higher Rates than the General Population

Percent of Adult Population who Report Ever Being Told They Have:

- Hypertension: 45% (Health Center) vs 32% (U.S. Population)
- High Cholesterol: 42% (Health Center) vs 36% (U.S. Population)
- Asthma: 21% (Health Center) vs 14% (U.S. Population)
- Diabetes*: 21% (Health Center) vs 11% (U.S. Population)
- Health is Fair or Poor: 42% (Health Center) vs 18% (U.S. Population)

* Other than during pregnancy.

Note: Includes only adult population ages 18 and older.

Health Centers Serve Patients Throughout the Life Cycle
(Selected Age Groups, Represented Two Ways)

Source: 2017 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS.
SECTION 2

EXPANDING ACCESS TO CARE
Number of Federally-Funded Health Center Organizations, 2017

Nationally, there are 1,373 health center organizations.

Notes: National figure includes health centers in every state, territory, and D.C. Some territories are not shown in the map above. Binned by quantile for states and territories shown. Source: 2017 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS.
Figure 2-2

Growth in Health Center Organizations and Sites, 2008 - 2017

Source: 2008 - 2017 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS.
Figure 2-3
Growth in Health Center Patients and Visits, 2008 - 2017

Source: 2008 - 2017 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS.
The Bureau of Primary Health Care defines enabling services as “a wide range of services that support and assist primary care and facilitate patient access to care” (2017 UDS Reporting Manual, p.113, Bureau of Primary Health Care, HRSA, DHHS). Examples of enabling services include case managers, transportation staff, interpretation staff, community health workers, and patient education specialists.

Sources: 2010 and 2017 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS.
Figure 2-5

Health Centers Have Expanded Their Capacity To Provide More Services Onsite
(Number of Health Centers Employing Staff for Selected Services)

Sources: 2010 and 2017 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS.
Health Centers Have Higher Rates of Accepting New Patients Compared to Other Primary Care Providers

- **New Patients**: 93% (Health Centers) vs. 98% (Other Primary Care Providers)
- **New Medicare Patients**: 76% (Health Centers) vs. 96% (Other Primary Care Providers)
- **New Medicaid Patients**: 66% (Health Centers) vs. 97% (Other Primary Care Providers)
- **New Uninsured Patients**: 39% (Health Centers) vs. 81% (Other Primary Care Providers)

Figure 2-7

The Number of Health Center Patients in Poverty is Growing Faster Than the Number of People in Poverty Nationally, 2006 - 2017

Note: Represents individuals below 100% Federal Poverty Level.
Sources: 2006 and 2017 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS. U.S. Census Bureau, Historical Poverty Tables, Table 2: Poverty Status of People by Family Relationship, Race, and Hispanic Origin.
The Number of Health Center Medicaid Patients is Growing Faster Than the Number of Medicaid Beneficiaries Nationally, 2008 - 2017

Figure 2-8

66% Growth

Medicaid Beneficiaries Nationally

118% Growth

Health Center Medicaid Beneficiaries

Figure 2-9

Percent of Medicaid Beneficiaries Served by Health Centers, 2017

Nationally, health centers serve 18% of the Medicaid population.

Note: National figure excludes health center Medicaid patients in territories and does not include Puerto Rico. Binned by quantile for states and territories shown.

Figure 2-10

Health Center Patients by Insurance Status, 2008 - 2017
(In Millions)

Source: 2008 - 2017 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.
Even as More Patients Obtain Insurance, Health Centers are Serving More of the Nation’s Uninsured

1 in 7 uninsured people in 2008

1 in 5 uninsured people in 2017

Figure 2-12

Percent of Uninsured Population Served by Health Centers, 2017

Note: National figure includes all 1,373 health centers in every state, territory, and D.C. Some Territories are not shown in the map above. Binned by quantile for states and territories shown.

Sources: NACHC Analysis of (1) 2017 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS. (2) U.S. Census Bureau. 2017 American Community Survey, 1-Year Estimates, Table S2701.

Nationally, health centers serve 22% of the uninsured population.
SECTION 3
HIGH QUALITY CARE
AND REDUCING HEALTH DISPARITIES
To see a comparison of the prevalence of chronic conditions for health center patients, see Figure 1-11.

** Estimated percentage of hypertensive patients with blood pressure < 140/90.

*** Estimated percentage of diabetic patients with Hba1c < 9% for diabetes.

* To see a comparison of the prevalence of chronic conditions for health center patients, see Figure 1-11.

** Estimated percentage of hypertensive patients with blood pressure < 140/90.

*** Estimated percentage of diabetic patients with Hba1c < 9% for diabetes.

Many Health Centers Exceed Healthy People 2020 Goals

Percent of health centers that meet or exceed Healthy People 2020 goal on...

- Low Birth Weight: 46%
- Access to Prenatal Care: 49%
- Hypertension Control: 55%
- Dental Sealants for Children: 61%
- Meet or Exceed at Least One Goal: 92%

Note: Healthy People 2020 goals are based on national health objectives to identify and reduce the most significant, preventable threats to health. For more on Healthy People 2020, visit https://www.cdc.gov/dhdsp/hp2020.htm

Health Center Patients are More Satisfied with Care Received Compared to Low-Income Patients Nationally

- Satisfied with Hours of Operation:
  - Low-Income Patients Nationally: 37%
  - Health Center Patients: 96%
- Satisfied with Overall Care Received:
  - Low-Income Patients Nationally: 87%
  - Health Center Patients: 98%

Health Centers Exceed Medicaid Managed Care Organization High Performance Benchmark Scores

- **Diabetes Control**: Average Rate in High-Performing Health Centers: 79%, Average Rate in All Health Centers: 71%, Medicaid MCO High Performance Benchmark (75th Percentile): 62%
- **Blood Pressure Control**: Average Rate in High-Performing Health Centers: 73%, Average Rate in All Health Centers: 63%, Medicaid MCO High Performance Benchmark (75th Percentile): 62%
- **Pap Test**: Average Rate in High-Performing Health Centers: 81%, Average Rate in All Health Centers: 54%, Medicaid MCO High Performance Benchmark (75th Percentile): 72%

Notes: Quality measures include control of diabetes: share of patients with diabetes with HbA1c between 7% and 9%; Control of hypertension: share of patients with hypertension with blood pressure < 140/90; Pap Tests: share of female patients age 24 - 64 who received Pap test within past three years.

Figure 3-5

Health Centers Provide More Preventive Services Than Other Primary Care Providers

<table>
<thead>
<tr>
<th>Preventive Service</th>
<th>Patient Visits to Other Providers</th>
<th>Health Center Patient Visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asthma Education for Asthmatic Patients</td>
<td>15%</td>
<td>24%</td>
</tr>
<tr>
<td>Tobacco Cessation Education for Smoking Patients</td>
<td>19%</td>
<td>33%</td>
</tr>
<tr>
<td>Health Education</td>
<td>37%</td>
<td>51%</td>
</tr>
<tr>
<td>Immunization for 65 and Older</td>
<td></td>
<td>65%</td>
</tr>
<tr>
<td>Pap Smear in the Last 3 Years</td>
<td></td>
<td>81%</td>
</tr>
</tbody>
</table>

Figure 3-6

Health Centers Reduce Disparities in Hypertension Treatment
(Percent of Medicaid Patients Receiving New Medication for Uncontrolled Hypertension)

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.

Figure 3-8

Women at Health Centers are More Likely to Receive Pap Smears Than Their Counterparts Nationally

- Uninsured: National 57%, Health Centers 76%
- In Poverty*: National 63%, Health Centers 82%
- Black: National 75%, Health Centers 89%
- Hispanic: National 69%, Health Centers 92%

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

**Figure 3-9**

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

- In Poverty*
  - National: 43%
  - Health Centers: 57%

- Hispanic
  - National: 44%
  - Health Centers: 55%

- Black
  - National: 56%
  - Health Centers: 55%

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

Health Center Patients Have Lower Rates of Low Birth Weight than Their U.S. Counterparts, Despite Health Centers Serving More At Risk Patients

Sources: 2017 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS. NACHC analysis of CDC WONDER. Data downloaded November 28, 2018.
Health Centers Perform Better on Ambulatory Care Quality Measures than Private Practice Physicians

- No Electrocardiogram Screening In Low-Risk Patients: Health Center 99%, Private Physician 93%
- No Use of Benzodiazepines In Depression: Health Center 91%, Private Physician 84%
- Blood Pressure Screening: Health Center 90%, Private Physician 86%
- β-Blocker Use in Coronary Artery Disease: Health Center 59%, Private Physician 47%
- Aspirin Use in Coronary Artery Disease: Health Center 57%, Private Physician 44%
- Ace Inhibitor Use in Congestive Heart Failure: Health Center 51%, Private Physician 37%
- Prescription of New Antihypertensive Medication for Uncontrolled Hypertension*: Health Center 18%, Private Physician 16%

Figure 3-12

Percent of Health Centers with Patient-Centered Medical Home Recognition, July 2018

Nationally, 75% of health centers have earned Patient-Centered Medical Home recognition.

Notes: National figure includes all 1,373 health centers in every state, territory, and D.C. Some territories are not shown in the map above. Binned by quantile for states and territories shown.

Source: Communication with the Bureau of Primary Health Care, HRSA, DHHS, September 11, 2018.
Figure 4-1

Health Centers’ Average Daily Cost Per Patient is Lower Than Other Physician Settings

$3.06
All Physician Settings

$2.09
Health Centers

Figure 4-2

Health Centers Save $1,263 (or 24%) Per Patient Per Year

Health Centers Save 35% Per Child Compared to Other Providers

49% Lower Spending

Prescription Drugs

Other Providers: $320
Health Centers: $163

40% Lower Spending

Ambulatory

Other Providers: $697
Health Centers: $418

35% Lower Spending

Total

Other Providers: $1,751
Health Centers: $1,133

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


Figure 4-4
Health Centers Save 24% Per Medicaid Patient Compared to Other Providers

Note: Non-health centers include private physician offices and outpatient clinics.
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 Medicaid Revenues as a Percent Of Total Medicaid Expenditures, 2017

Nationally, health center Medicaid revenues account for 1.9% of total Medicaid expenditures...

...While serving 18% of the nation’s Medicaid population. (see Figure 2-9)

Note: National figure includes all 1,373 health centers in every state, territory, and D.C. Some territories are not shown in the map above. Binned by quantile for states and territories shown.

Figure 4-7

Health Centers are Associated with Lower Total Costs of Care For Medicare Patients Compared to Other Providers

<table>
<thead>
<tr>
<th>Provider Type</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outpatient Clinics</td>
<td>$3,580</td>
</tr>
<tr>
<td>Physician Offices</td>
<td>$2,667</td>
</tr>
<tr>
<td>Health Centers</td>
<td>$2,370</td>
</tr>
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</table>

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

Notes: High health center penetration corresponds to 54% health center penetration rate among low-income residents; low health center penetration corresponds to 3% health center penetration rate among low-income residents; average health center penetration rate among low-income residents was 21%.
SECTION 5
HEALTH CENTER SERVICES AND STAFFING
Health Center Care Team Staff Provide a Broad Array of Services
(Total Care Team: 141,478 Full-Time Equivalent)

- Medical: 55%
- Enabling Services & Other Programs: 19%
- Dental: 13%
- Behavioral Health: 9%
- Pharmacy: 4%
- Vision: 0.5%
- Other Professional Services: 1.1%

Note: Percentages may not add to 100% due to rounding.
Source: 2017 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.
Health Center Medical Services Staff, 2017
(Total Medical Team: 77,298 Full-Time Equivalent)

* Total Care Team is shown in Figure 5-1.
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.
Source: 2017 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.
Figure 5-3

Health Centers are Hiring Non-Physician Providers At Higher Rates than Physicians

Notes: NP, PA, and CNM stand for Nurse Practitioner, Physician Assistant, and Certified Nurse Midwife, respectively.
Sources: 2001 - 2017 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.
Figure 5-4

Health Center Enabling Services and Other Programs Staff, 2017
(27,045 Full-Time Equivalent)

* Total Care Team is shown in Figure 5-1.
Note: Percentages may not add to 100% due to rounding.
Source: 2017 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.
Percent of Health Centers Offering Case Management Services Onsite, 2017

Nationally, 79% of health centers provide case management services onsite.

Notes: National figure includes all 1,373 health centers in every state, territory, and D.C. Some territories are not shown in the map above. Binned by quantile for states and territories shown. Percentages offering services onsite calculated by including all health centers with more than 0 full-time equivalents for each service.
Source: 2017 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.
Figure 5-6

Health Center Dental Staff, 2017
(17,802 Full-Time Equivalent)

- Dental Hygienists: 14%
- Dentists: 27%
- Dental Assistants, Aides, Techs, Other: 59%

Note: Percentages may not add to 100% due to rounding.
Source: 2017 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.

* Total Care Team is shown in Figure 5-1.
Figure 5-7

Percent of Health Centers Offering Dental Services Onsite, 2017

Nationally, 81% 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 are not shown in the map above. Binned by quantile for states and territories shown. Percentages offering services onsite calculated by including all health centers with more than 0 full-time equivalents for each service.

Source: 2017 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.
Figure 5-8
Health Center Behavioral Health Staff, 2017
(12,064 Full-Time Equivalent)

- Psychiatrists: 6%
- Licensed Clinical Psychologists: 7%
- Substance Use Disorder Services Staff: 12%
- Other Mental Health Staff: 21%
- Other Licensed Mental Health Providers: 23%
- Licensed Clinical Social Workers: 31%

Note: Percentages may not add to 100% due to rounding.
Source: 2017 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.
Figure 5-9

Percent of Health Centers Offering Behavioral Health Services Onsite, 2017

Nationally, 90% of health centers provide behavioral health services onsite.

Notes: National figure includes all 1,373 health centers in every state, territory, and D.C. Some territories are not shown in the map above. Binned by quantile for states and territories shown. Behavioral Health includes mental health and substance abuse services. Percentages offering services onsite calculated by including all health centers with more than 0 full-time equivalents for each service.

Source: 2017 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.
Figure 5-10

Health Centers Have Responded to an Increasing Need For Substance Use Disorder (SUD) Treatment and Therapy By Building Their Capacity and Integrating Care

Health Centers have **tripled** their behavioral health staff over the past 10 years

Providers performed evidence-based screening, intervention, and referral procedure (SBIRT) for **more than 1 million patients** in 2017

There are **2,973** health center physicians, Certified Nurse Practitioners, and Physician Assistants with authorization to provide **Medication-Assisted Treatment** for opioid addiction

Over **64,000 patients** received medication-assisted treatment for opioid use disorder in 2017

Sources: 2010 and 2017 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS. Federally-funded health centers only.

Health Centers Have Responded to an Increasing Need for Substance Use Disorder (SUD) Treatment and Therapy by Seeing More Patients

Health centers experienced a nearly five-fold increase in patients seeking treatment for opioids and other substance use disorders.

### Patients for SUD Services 2010 vs. 2017

<table>
<thead>
<tr>
<th>Service</th>
<th>2010</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tobacco Cessation</td>
<td>485,992</td>
<td>110,031</td>
</tr>
<tr>
<td>Other SUD (Including Opioids)</td>
<td>1,182,710</td>
<td>317,518</td>
</tr>
<tr>
<td>Alcohol Dependence</td>
<td>317,518</td>
<td>73,082</td>
</tr>
</tbody>
</table>

### Visits for SUD Services 2010 vs. 2017

<table>
<thead>
<tr>
<th>Service</th>
<th>2010</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tobacco Cessation</td>
<td>157,504</td>
<td>2,373,723</td>
</tr>
<tr>
<td>Other SUD (Including Opioids)</td>
<td>700,789</td>
<td>2,225,371</td>
</tr>
<tr>
<td>Alcohol Dependence</td>
<td>310,855</td>
<td>1,093,455</td>
</tr>
</tbody>
</table>

Sources: 2010 and 2017 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.
Percent of Health Centers with Staff Authorized to Provide Medication-Assisted Treatment (MAT) for Opioid Use Disorder, 2017

Nationally, 43% of health centers have staff authorized to provide MAT.
Figure 5-13

Percent of Health Centers Offering Vision Services Onsite, 2017

Nationally, 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 are not shown in the map above. Binned by quantile for states and territories shown. Percentages offering services onsite calculated by including all health centers with more than 0 full-time equivalents for each service.

Source: 2017 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.
The Bureau of Primary Health Care defines enabling services as “a wide range of services that support and assist primary care and facilitate patient access to care (2017 UDS Reporting Manual, p.113, Bureau of Primary Health Care, HRSA, DHHS).” Examples of enabling services include case managers, transportation staff, interpretation staff, community health workers, and patient education specialists.

Notes: National figure includes all 1,373 health centers in every state, territory, and D.C. Some territories are not shown in the map above. Binned by quantile for states and territories shown. Percentages offering services onsite calculated by including all health centers with more than 0 full-time equivalents for each service.

Source: 2017 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.

Nationally, 22% of health centers provide all five service types onsite.

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* The Bureau of Primary Health Care defines enabling services as “a wide range of services that support and assist primary care and facilitate patient access to care (2017 UDS Reporting Manual, p.113, Bureau of Primary Health Care, HRSA, DHHS).” Examples of enabling services include case managers, transportation staff, interpretation staff, community health workers, and patient education specialists.

Notes: National figure includes all 1,373 health centers in every state, territory, and D.C. Some territories are not shown in the map above. Binned by quantile for states and territories shown. Percentages offering services onsite calculated by including all health centers with more than 0 full-time equivalents for each service.

Source: 2017 Uniform Data System. Bureau of Primary Health Care, HRSA, DHHS.
Figure 5-15

Growth in Health Center Clinical Staff, 2008 - 2017
(In Full-Time Equivalent)

Note: NP, PA, CNM stand for Nurse Practitioners, Physician Assistants, Certified Nurse Midwives, respectively. Behavioral health staff includes mental health and substance abuse staff.

Sources: 2008 and 2017 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS.
SECTION 6
EXPANDING ACCESSIBILITY WITH TELEHEALTH
Figure 6-1

Health Centers are Using Telehealth to Expand Services That May Not be Readily Available in their Locality

*(Health Center Telehealth Service Offerings by Urban/Rural Status)*

*Note: Percentages include only health centers utilizing telehealth*

- **Behavioral Health Services**: 61%
- **Specialty Care Services**: 52%
- **Manage Chronic Conditions**: 44%
- **Primary Care Services**: 27%
- **Oral Health Services**: 23%
- **Other**: 24%
- **Two Or More Services**: 27%

Note: The Health Resources Services Administration (HRSA) defines telehealth as the use of electronic information and telecommunication technologies to support and promote long-distance clinical health care, patient and professional health-related education, public health and health administration.

Source: 2017 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS.
Figure 6-2

Percent of Health Centers Using Telehealth, 2017

Nationally, 44% of health centers provide telehealth services.

Note: For number of health centers in each state, see Figure 2-1. Binned by quantile for states and territories shown.
Source: 2017 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS.
Figure 6-3

Percent of Health Centers Using Telehealth for Behavioral Health Services, 2017

Nationally, 52% of health centers with a telehealth program used it to provide behavioral health services.

Notes: Based on percent of health centers using telehealth for any service. For percent of health centers using telehealth by state, see Figure 5-17. Behavioral Health includes mental health and substance abuse services. National figure includes health centers using telehealth in territories not shown in the map above. Binned by quantile for states and territories shown.

Source: 2017 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS.
Figure 6-4

Percent of Health Centers Using Telehealth for Specialty Services, 2017

Nationally, 27% of health centers with a telehealth program used it to provide specialty services.

Notes: Based on percent of health centers using telehealth for any service. For percent of health centers using telehealth by state, see Figure 5-17. National figure includes health centers using telehealth in territories not shown in the map above. Binned by quantile for states and territories shown.

Source: 2017 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS.
Figure 6-5

Percent of Health Centers Using Telehealth to Manage Patients’ Chronic Conditions, 2017

Nationally, 25% of health centers with a telehealth program used it to manage patients’ chronic conditions.

Notes: Based on percent of health centers using telehealth for any service. For percent of health centers using telehealth by state, see Figure 5-17. National figure includes health centers using telehealth in territories not shown in the map above. Binned by quartile for states and territories shown.

Source: 2017 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS.
Figure 6-6

Percent of Health Centers Using Telehealth for Primary Care Services, 2017

Nationally, 21% of health centers with a telehealth program used it to provide primary care services.

Notes: Based on percent of health centers using telehealth for any service. For percent of health centers using telehealth by state, see Figure 5-17. National figure includes health centers using telehealth in territories not shown in the map above. Binned by quartile for states and territories shown. Source: 2017 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS.
Percent of Health Centers Using Telehealth for Services Other than Primary Care, Specialty Care, Behavioral Health, or Monitoring Patients’ Chronic Conditions, 2017

Nationally, 29% of health centers with a telehealth program used it for other services.

Notes: Health centers were able to respond as “other” when asked to report services offered via telehealth. Percentages also include health centers using telehealth for dental services in addition to “other.” Based on percent of health centers using telehealth for any service. For percent of health centers using telehealth by state, see Figure 5-17. National figure includes health centers using telehealth in territories not shown in the map above. Binned by quantile for states and territories shown.

Source: 2017 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS.
Figure 6-8

Percent of Health Centers Using Telehealth for Two or More Service Types, 2017

Nationally, 32% of health centers with a telehealth program used it to provide more than 1 type of service.

Note: Based on percent of health centers using telehealth for any service. For percent of health centers using telehealth by state, see Figure 5-17. National figure includes health centers using telehealth in territories not shown in the map above. Binned by quantile for states and territories shown.

Source: 2017 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS.
SECTION 7

CHALLENGES IN MEETING DEMAND FOR CARE
Payments from Third Party Payers are Less than Cost

Figure 7-1

Total Charges to Third Party Payers

- Medicaid: 79% Collected
- Medicare: 58% Collected
- Other Public Insurance: 57% Collected
- Private Insurance: 56% Collected

Note: Health centers are non-profits, and thus charges are a proxy for costs.
Source: 2017 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS.
Figure 7-2
Federal Health Center Appropriation History, FY10 - FY19

Community Health Center Fund Created, 5 Year Authorization

Community Health Center Fund Extended, 2 Year Authorization

Community Health Center Fund Extended, 2 Year Authorization

Note: B = Billions.
Source: Federal appropriations are for consolidated health centers under PHSA Section 330. Federally-funded health centers only.
Health Center Operating Margins Are Less than Hospital Operating Margins

Note: Operating margin data for hospitals after 2016 are unavailable.
Calculated by taking the difference between 2017 health center total cost per patient (all patients) and 2017 health center funding per uninsured patient, then multiplying by the number of health center uninsured patients in 2017.

Sources: 2008-2017 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS.

*Calculated by taking the difference between 2017 health center total cost per patient (all patients) and 2017 health center funding per uninsured patient, then multiplying by the number of health center uninsured patients in 2017.

Sources: 2008 - 2017 Uniform Data System, Bureau of Primary Health Care, HRSA, DHHS.
Figure 7-5

Health Centers Experience Difficulty Recruiting Many Clinical Staff
(Percent of Health Centers Reporting a Vacancy for Specific Clinical Positions)

- Any Clinical Vacancy: 95%
- Family Physician: 69%
- Nurse Practitioner: 50%
- Medical Assistant: 48%
- Registered Nurse: 41%
- Licensed Clinical Social Worker: 38%
- Dentist: 37%
- Licensed Practical Nurse / Licensed Vocational Nurse: 31%
- Internist: 23%
- Pediatrician: 19%
- Psychiatrist: 18%
- Physician Assistant: 16%
- Other Licensed Mental Health and/or Substance Abuse Staff: 16%
- Dental Hygienist: 16%
- OB / GYN: 13%
- Psychologist: 9%
- Non-Licensed Mental Health and/or Substance Abuse Staff: 8%
- Pharmacist: 7%
- Vision Services Staff: 6%
- Certified Nurse Midwife: 6%

Health Centers Have Unique Challenges Recruiting and Retaining Staff

(Percent of Health Center Reporting Specific Challenges for Recruitment and Retention)

### Recruitment

- **Salary that is Competitive**: 43%
- **Community Amenities and Other Health Center Location Factors**: 25%
- **Benefits Package that is Competitive**: 20%
- **Candidates’ Language Proficiency and/or Cultural Competency**: 9%
- **Health Center’s Current Workload and/or Call Schedule**: 8%
- **Health Center Facility Condition**: 4%
- **Health Information Technology Capacity**: 2%

### Retention

- **Salary that is Competitive**: 39%
- **Community Amenities and Other Health Center Location Factors**: 20%
- **Benefits Package that is Competitive**: 21%
- **Candidates’ Language Proficiency and/or Cultural Competency**: 5%
- **Health Center’s Current Workload and/or Call Schedule**: 13%
- **Health Center Facility Condition**: 4%
- **Health Information Technology Capacity**: 3%

Figure 7-7

Estimated Percent of County Residents Experiencing Shortages of Primary Care Physicians, 2013

62 million people experience inadequate or no access to primary care because of shortages of physicians in their communities.

Health Centers Face Barriers to Offering Telehealth Services

(Percent of Health Centers that Do Not Use Telehealth Reporting Specific Barriers, 2016)

Note: 844 out of 1,367 health centers did not use telehealth in 2016.
These planned projects are estimated to cost $4.6 billion, resulting in:

- **12 million square feet** of new space
- Accommodations for **6,100 new providers**
- Services for **5.4 million new patients** annually

However, **75% of health centers report funding gaps** for these planned projects.
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