NTTAP
National Health Center Training & Technical Assistance Partners

A PROJECT OF **Community Health Center, Inc.** and the **weitzman institute**

Clinical Workforce Development Fall 2021 Webinars Repository

June 2022

Introduction to the Publication

The purpose of this publication is to highlight resources that present relevant information to inform health centers' decisions about their choices of resources to use and share within their organizations.

For more information, please visit **chc1.com/nca** to access resources and receive updates on our upcoming free technical and training opportunities.

Community Health Center, Inc. (CHC) serves as the **National Training and Technical Assistance Partners (NTTAP)** for Clinical Workforce Development funded by the **Health Resources and Services Administration (HRSA)**.

Resources and Past Webinars

CLINICAL WORKFORCE DEVELOPMENT
Transforming Teams, Training the Next Generation

The NTTAP provides free training and technical assistance to health centers across the nation through national webinars, learning collaboratives, activity sessions, trainings, research and publications.

Fall 2021 Webinars

In Fall 2021, **NTTAP (National Training and Technical Assistance Partners)** hosted two national webinars focused on the fundamentals of comprehensive team-based care and building the case for implementing postgraduate NP or NP/PA residency and fellowship programs.

▶ Fundamentals of Comprehensive Care National Webinar

Overview: This webinar discusses the core concepts of team-based care and introduces elements of team-based care that build upon these basics to support teams in advancing their capability to provide satisfying and effective care to complex patient populations.

View webinar at: **https://bit.ly/2021-NTTAP-Fundamentals**

Takeaways:
- Implementation of comprehensive care leads to improvements in:
  - Patient access
  - Provider satisfaction
  - Chronic disease outcomes
  - Disease management indicators, especially for medically underserved and vulnerable populations
- High performing health centers empower registered nurses, medical assistants, and other staff to assist with chronic care conditions and to be trained as health coaches.
- 10 Building Blocks of High-Performing Primary Care: *What's your order?* A roadmap for the ongoing journey towards high performance (See Figure 1).

Figure 1. Ten Building Blocks of Primary Care; **https://cepc.ucsf.edu/what-are-building-blocks**

Notable Participant Live Feedback:
- *"It was interesting, extremely informative and well planned/coordinated."*
- *"Take information from this presentation to organizational leadership. Implement small test of change in personal clinic with possible expansion to the organization using Nurse Protocols."*

▶ Building the Case for Implementing Postgraduate Nurse Practitioner (NP) and NP/Physician Assistant (PA) Residency Training Programs Webinar

Overview: This webinar provides background and details on why health centers should consider developing a postgraduate NP or NP/PA residency program, the return on investment to organizations and the community health center system as a whole.

View webinar at: https://bit.ly/2021-NTTAP-Building-the-Case

Takeaways:

- Identify the drivers of implementing a postgraduate NP or NP/PA residency program at your health center (See Figure 2). Your organization should ask: *Why do we want to start a postgraduate residency training program?*

- Secure board, leadership, and clinical buy-in. *What do they need to know?*
  - Mission statement and program drivers
  - National landscape
  - Outcomes
  - Program structure
  - Resource assessment
  - Finances

- Develop financial and strategic plan including potential partners
  - Understanding the role and support each department will need to provide
  - Identify leads in each department that your team can work with to implement key program components
  - Develop policies and procedures that all parties agree to follow for key program tasks

Figure 2. Program Drivers

Notable Participant Live Feedback:

- *"The presentation was very well organized. I liked that they had many links to resources to assist."*

- *"I am a program director for an APP postgraduate program. I am eager to make some changes to improve the program."*

Highlights from "Fundamentals of Comprehensive Care Webinar" held November 4, 2021

Highlights from "Building the Case for Implementing Postgraduate NP and NP/PA Residency Training Programs Webinar" held December 9, 2021

For more information and to view over 50 archived webinars, visit: www.chc1.com/nca