

# 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](http://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



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

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### Challenges to Continuity of Care

- Continuity of care means patients seeing the same primary care clinician or team whenever they need care, whether in person, by phone/video visit, or through the electronic patient portal
- More and more patients are seeking primary care in urgent care, retail clinic, and emergency departments
- As a result, many patients are seeing different primary care clinicians in different sites with little communication between the clinicians

Continuity of care is associated with:

- Better preventive care
- Better chronic care
- Greater patient satisfaction
- Lower healthcare costs

<https://www.cdc.gov/nchs/products/databriefs/db234.htm>

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### BB4 | Team-Based Care

**Anatomy**

1. A stable team structure
2. Colocation
3. Defined roles
4. Standing orders or protocols
5. Defined workflows
6. Staffing ratios adequate to facilitate new roles
7. Ground rules
8. Communication

**Physiology**

1. Culture shift: Share the Care
2. Training and skills checks
3. Communication

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

**NTTAP**  
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### Why Start a Postgraduate Residency Program?

#### Solve a Problem

- Address the shortage of expert clinicians, particularly for vulnerable populations
- Give new primary care medical and behavioral health providers the opportunity for postgraduate residency training in fully integrated primary care settings
- Support the development of confidence, competence and mastery in the FQHC setting
- Reduce attrition due to burnout and distress during the initial postgraduate year
- Provide the depth, breadth, volume, and intensity of clinical training to a model of care consistent with PCMH, IOM/FON, and FQHC principles and services
- Prepare the next generation of leadership for FQHCs

For the common good  
For the good of your organization  
For the good of clinicians

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### Top to Bottom Support

Figure 3.1: Relationship of Stakeholders to Program Drivers and Program Mission

Finzer, M., & Barnick, K. (2017). Training the next generation: Residency and fellowship programs for nurse practitioners in Community Health Centers. Retrieved from <https://www.weitzmaninstitute.org/sites/default/files/hf/residencybook/hf/residencybook.pdf>

For more information and to view over 50 archived webinars, visit: [www.chc1.com/nca](http://www.chc1.com/nca)

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