

CLMHD Regional Planning Consortium- National Health Service Corps and Nurse Corps May 21, 2019

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Division of Regional Operations (DRO)

Bureau of Health Workforce (BHW)

Health Resources and Services Administration (HRSA)



Agenda

- Brief Overview of HRSA and BHW
- How to Become a NHSC Site
- National Health Service Corps (NHSC) and Nurse Corps: Strengthening Health Workforce in Limited Access Areas
- NHSC and Nurse Corps Resources for Provider Recruitment and Retention
- Q & A



Brief Overview of HRSA and BHW



Health Resources and Services Administration (HRSA) Overview

- HRSA supports more than 90 programs that provide health care to people who are geographically isolated, economically or medically challenged
- HRSA does this through grants and cooperative agreements to more than 3,000 awardees, including community and faith-based organizations, colleges and universities, hospitals, State, local, tribal governments, and private entities
- Every year, HRSA programs serve tens of millions of people, including people living with HIV/AIDS, pregnant women, mothers and their families, and those otherwise unable to access quality health care



HRSA Funding (dollars in millions)

HRSA Program	FY 2018 Enacted	FY 2019 Enacted
Primary Health Care	\$5,511	\$5,627
HIV/AIDS	\$2,319	\$2,319
Health Workforce	\$1,516	\$1,552
Maternal and Child Health	\$1,293	\$1,333
Rural Health	\$291	\$318
Family Planning*	\$286	\$286
Program Management	\$155	\$155
Healthcare Systems	\$112	\$115
Vaccine Injury Compensation	\$9	\$9
TOTAL	\$11,492	\$11,714

*Administered by the HHS Office of the Assistant Secretary of Health, Office of Population Affairs



Bureau of Health Workforce (BHW)

VISION – From education and training to service, BHW will make a positive and sustained impact on health care delivery for underserved communities

MISSION – Improve the health of underserved and vulnerable populations by strengthening the health workforce and connecting skilled professionals to communities in need



EDUCATION



TRAINING



SERVICE

BHW Priorities

- Transform the health care workforce by creating training opportunities, incentives, and sustained support for clinicians working in **rural and underserved areas**
- Increase access to **behavioral health services**, including substance use disorder treatment
- Use health care **workforce data** to inform program and policy
- Infuse **BHW values and priorities** across the organization to guide decision making



National Health Service Corps (NHSC)

THE NATIONAL HEALTH SERVICE CORPS (NHSC) builds healthy communities by supporting qualified health care providers dedicated to working in areas of the United States with limited access to care.

The NHSC is part of HRSA's Bureau of Health Workforce (BHW).

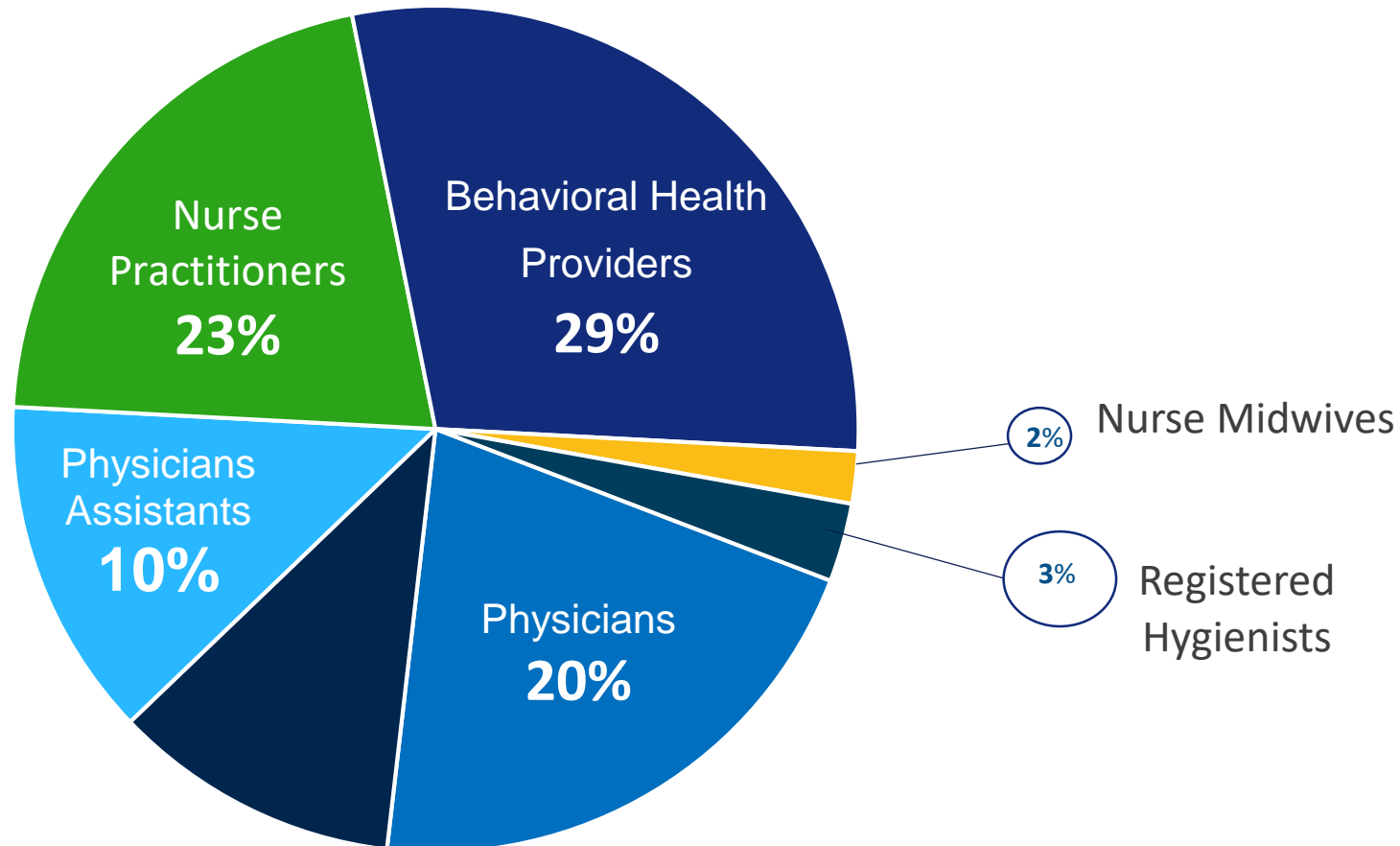
BHW improves the health of underserved populations by strengthening the health workforce and connecting skilled professionals to communities in need.



28% of BHW funding supports the NHSC and other programs that improve the distribution of health professionals to underserved areas.



NATIONAL HEALTH SERVICE CORPS: NOW



How to Become a NHSC Site

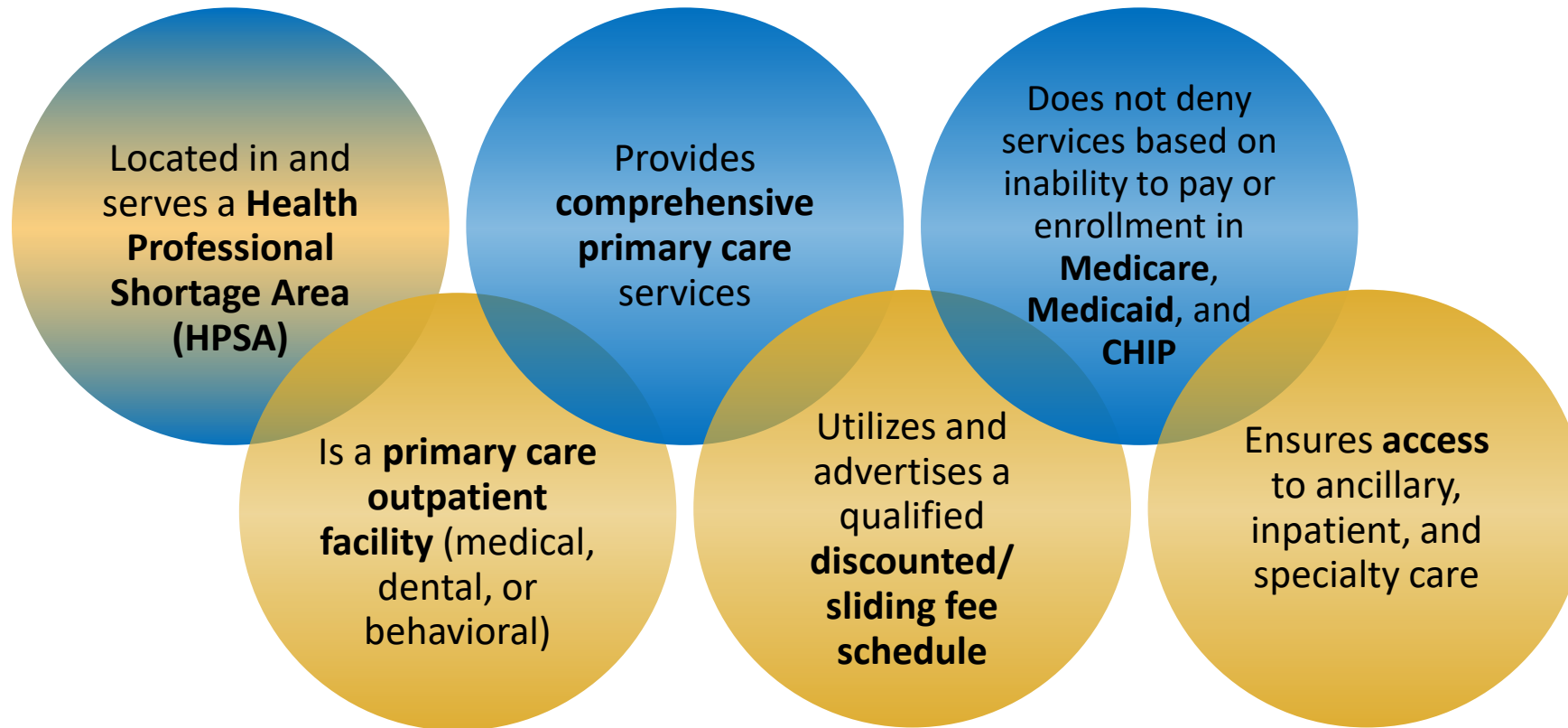


Benefits of Being an NHSC Site

- **Recruitment and Retention of Providers**
 - **NHSC Loan Repayment Program**
 - MD/DO, NP, PA, CNM, DDS/DMD, RDH, HSP, LCSW, PNS, MFT, LPC
 - **NHSC Scholarship Program**
 - MD/DO, DDS/DMD, NP, PA, CNM
 - **NHSC Students to Service Loan Repayment Program**
 - MD/DO or DDS/DMD
 - **Health Workforce Connector and Virtual Job Fairs**
- **Networking and Resources**
 - NHSC Site Network
 - Primary Care Offices
 - Division of Regional Operations



NHSC Site Eligibility



Eligible Site Types*

Automatically Approved Site Types:

1. Federally-Qualified Health Centers (FQHC)
2. FQHC Look-Alikes
3. American Indian Health Facilities: Indian Health Service Facilities, Tribally-Operated 638 Health Programs, and Urban Indian Health Programs (ITU)
4. Federal Prisons
5. Immigration and Customs Enforcement

*** All NHSC sites must deliver comprehensive primary care (medical, dental, and/or mental/behavioral health) on an outpatient basis, with exception of CAHs and IHS hospitals.**



Eligible Site Types* (Continued)

Regular Application Process:

1. Certified Rural Health Clinics
2. State or Local Health Departments
3. State Prisons
4. Community Mental Health Centers
5. School-Based Clinics
6. Mobile Units/Clinics
7. Free Clinics
8. Critical Access Hospitals (CAH)
9. Community Outpatient Facilities
10. Private Practices



**Newly eligible SUD site types

1. Opioid Treatment Program (OTP)
2. Office-based Opioid Agonist Treatment (OBOT)
3. Non-Opioid SUD treatment sites

**Sites eligible for the SUD Workforce LRP and Rural Community LRP



Comprehensive Primary Care

- **Sites must provide preventive, acute, and chronic primary health services in an NHSC-approved specialty**
 - Adult, family, internal medicine, pediatric, geriatrics, psychiatry, general behavioral health, women's health, and obstetrics/gynecology
- **Continuum of care not focused or limited to non-approved NHSC specialty (*e.g., organ system, singular illness, categorical population*)**
- **Provide care for the whole person on an ongoing basis**
- **Access to ancillary, inpatient, and specialty referrals**



How to Apply

Is your site eligible to apply? If so...

1. Collect the required documentation.
2. Login to the BHW Customer Service Portal to begin your application during the application period.
 - 2019 date for NEW site applications TBA
3. Check with your state PCO or the Division of Regional Operations (DRO) if you have questions about the site requirements or application process.

****Remember to allow enough time to collect documentation and complete the online application well before the stated application deadline.**



BHW Customer Service Portal

The screenshot shows the BHW Customer Service Portal login page. At the top left, there is a blue banner with the text "BHW PROGRAM PORTAL". Below this, the word "Login" is displayed in a large, serif font. Underneath "Login", the text "Please log in using the fields below:" is followed by two input fields: "Your Email *" and "Your Password *". To the right of the password field is a link that says "Forgot Password?". Below the input fields is an orange button labeled "LOGIN".

Below the login section, there are two main sections: "Create an Account" and "Questions?".

Create an Account

- SITE POINTS OF CONTACT**
Not a registered user?
[Create a Site Point of Contact account ▶](#)
- STATE PRIMARY CARE OFFICE MEMBERS**
Not a registered user?
[Create a State Primary Care Office Member account ▶](#)

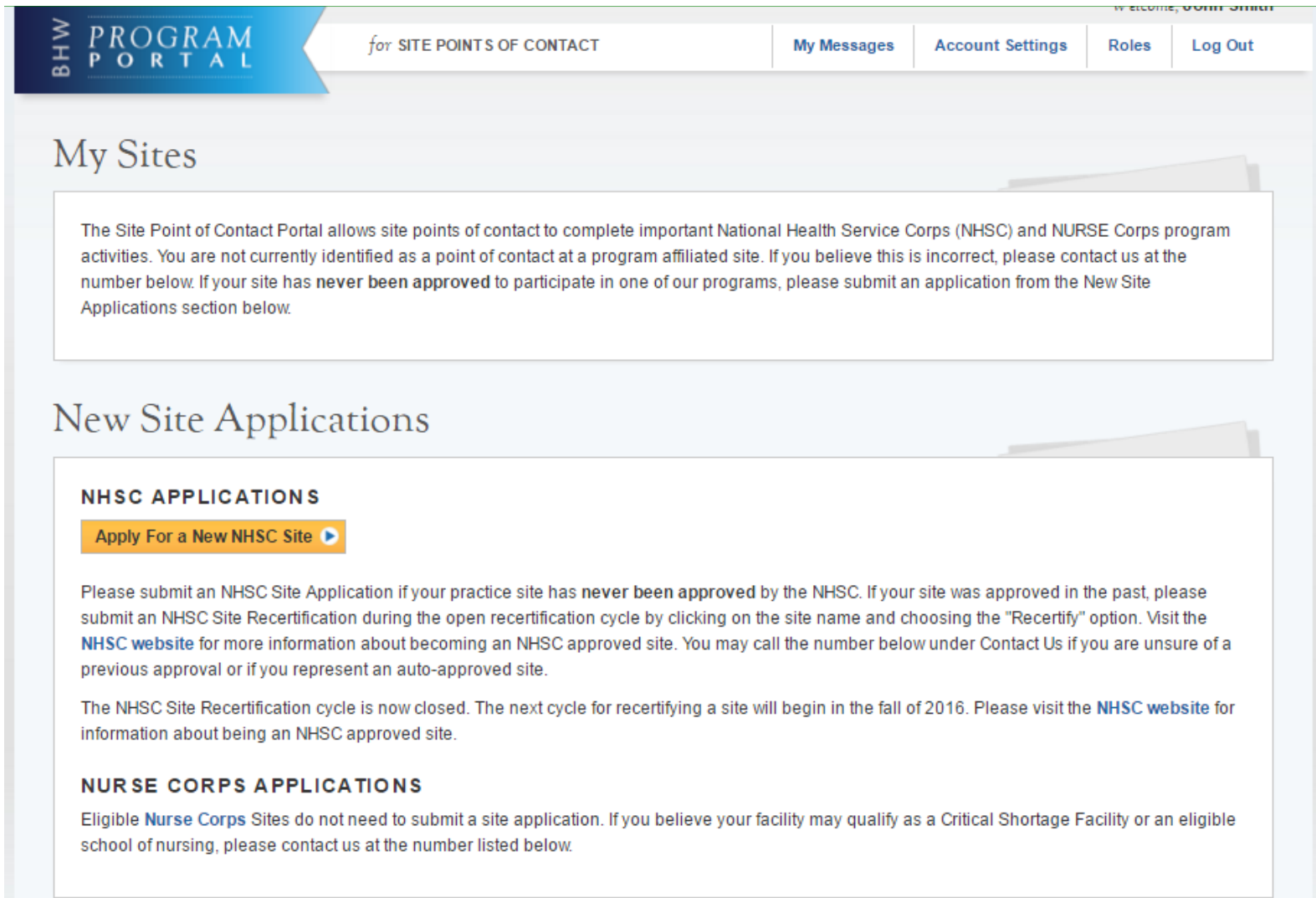
Questions?

- PCO Portal: For support, please call your regional office representative.
- Site Portal: Please refer to the Site FAQ.
- PCO & Site Portal: For technical issues, contact the BHW Customer Care Center.
 - Open Monday-Friday (except Federal holidays), 8:00 am to 8:00 pm ET
 - 1-800-221-9393
 - 1-877-897-9910 (TTY for hearing impaired)
 - [Contact Us](#)

At the bottom right of the page, there is a link: "Site POC Portal User Guide (3MB) | [Privacy Policy](#)".



Start NHSC Site Application Page



The screenshot shows the 'PROGRAM PORTAL' for 'SITE POINTS OF CONTACT'. The top navigation bar includes 'My Messages', 'Account Settings', 'Roles', and 'Log Out'. The main content area is titled 'My Sites' and contains a text box explaining the portal's purpose and providing instructions for users not currently identified as a point of contact. Below this is the 'New Site Applications' section, which includes a sub-section for 'NHSC APPLICATIONS' with a button to 'Apply For a New NHSC Site'. The text explains the application process, including the requirement to submit an application if the site has never been approved, and provides information about the NHSC website and the current recertification cycle. A sub-section for 'NURSE CORPS APPLICATIONS' follows, stating that eligible sites do not need to submit an application but should contact the support team if they believe they qualify as a Critical Shortage Facility or an eligible school of nursing.

PROGRAM PORTAL
for SITE POINTS OF CONTACT

Welcome, **John Smith**

[My Messages](#) [Account Settings](#) [Roles](#) [Log Out](#)

My Sites

The Site Point of Contact Portal allows site points of contact to complete important National Health Service Corps (NHSC) and NURSE Corps program activities. You are not currently identified as a point of contact at a program affiliated site. If you believe this is incorrect, please contact us at the number below. If your site has **never been approved** to participate in one of our programs, please submit an application from the New Site Applications section below.

New Site Applications

NHSC APPLICATIONS

[Apply For a New NHSC Site](#)

Please submit an NHSC Site Application if your practice site has **never been approved** by the NHSC. If your site was approved in the past, please submit an NHSC Site Recertification during the open recertification cycle by clicking on the site name and choosing the "Recertify" option. Visit the [NHSC website](#) for more information about becoming an NHSC approved site. You may call the number below under Contact Us if you are unsure of a previous approval or if you represent an auto-approved site.

The NHSC Site Recertification cycle is now closed. The next cycle for recertifying a site will begin in the fall of 2016. Please visit the [NHSC website](#) for information about being an NHSC approved site.

NURSE CORPS APPLICATIONS

Eligible [Nurse Corps](#) Sites do not need to submit a site application. If you believe your facility may qualify as a Critical Shortage Facility or an eligible school of nursing, please contact us at the number listed below.



After You Submit Your Application

- **Once submitted, your application will be reviewed by the State Primary Care Office and NHSC.**
- **You can view your application status by logging into the Customer Service Portal.**
- **NHSC site application reviews generally take 6-8 weeks, but may take longer due to application volume, pre-approval site visit requirements, and the quality of submitted application information.**
- **If approved, your site can recruit through NHSC immediately and clinicians can apply for the next NHSC Loan Repayment Application Cycle.**





National Health Service Corps (NHSC) and Nurse Corps: Strengthening Health Workforce in Limited Access Areas



NHSC Loan Repayment Program

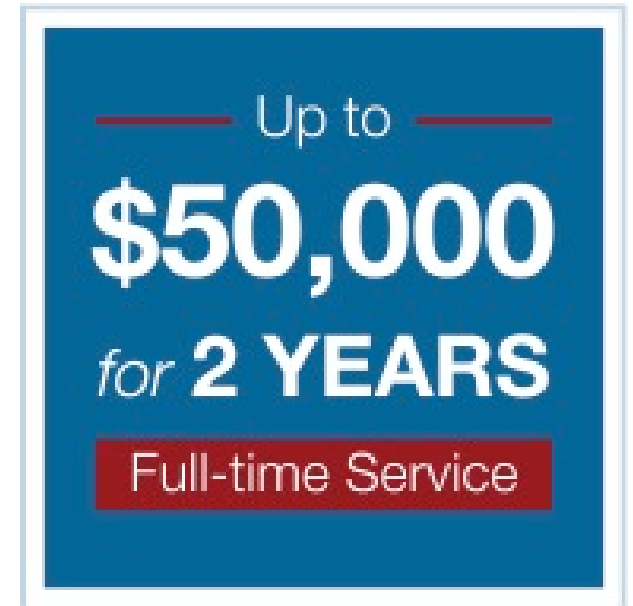
The NHSC offers primary care medical, dental, and mental and behavioral health care providers the opportunity to have their student loans repaid in exchange for providing health care in urban, rural, or tribal communities with limited access to care.

*NHSC is the largest and broadest of BHW funding streams for outpatient providers

Must be a U.S. citizen or national working at an NHSC-approved site

Eligible Providers:

- **Primary Care Medical: MD & DO, PAs, NP, CNMs**
 - General internal medicine, pediatrics, family medicine, ob-gyn, geriatrics
- **Dentistry:** DMD & DDS (general, adult, pediatric, geriatric) and RDH
- **Mental/Behavioral health:** MD/DO Psychiatry/Pediatric psychiatry, HSP (e.g., PsyD), LCSW, PNS, MFT, LPC



NHSC Substance Use Disorder Workforce Loan Repayment Program

Supports the recruitment and *retention* of health professionals needed in underserved areas to expand access to substance use disorder (SUD) treatment and prevent overdose deaths

Must be a U.S. citizen or national working at an NHSC-approved SUD treatment facility

Must be trained and licensed to provide SUD treatment

Eligible Providers:

- **Primary Care Medical: MD & DO, PAs, NP, CNMs**
 - General internal medicine, pediatrics, family medicine, ob-gyn, geriatrics
- **Mental/Behavioral health: MD/DO Psychiatry/Pediatric psychiatry, HSP (e.g., PsyD), LCSW, PNS, MFT, LPC**
- **Registered Nurses**
- **Pharmacists**



NHSC Rural Community Loan Repayment Program

Expands and improves access to quality opioid and substance use disorder treatment in rural areas

Must be a U.S. citizen or national working at an NHSC-approved rural SUD treatment facility

Must be trained and licensed to provide SUD treatment

Eligible Providers:

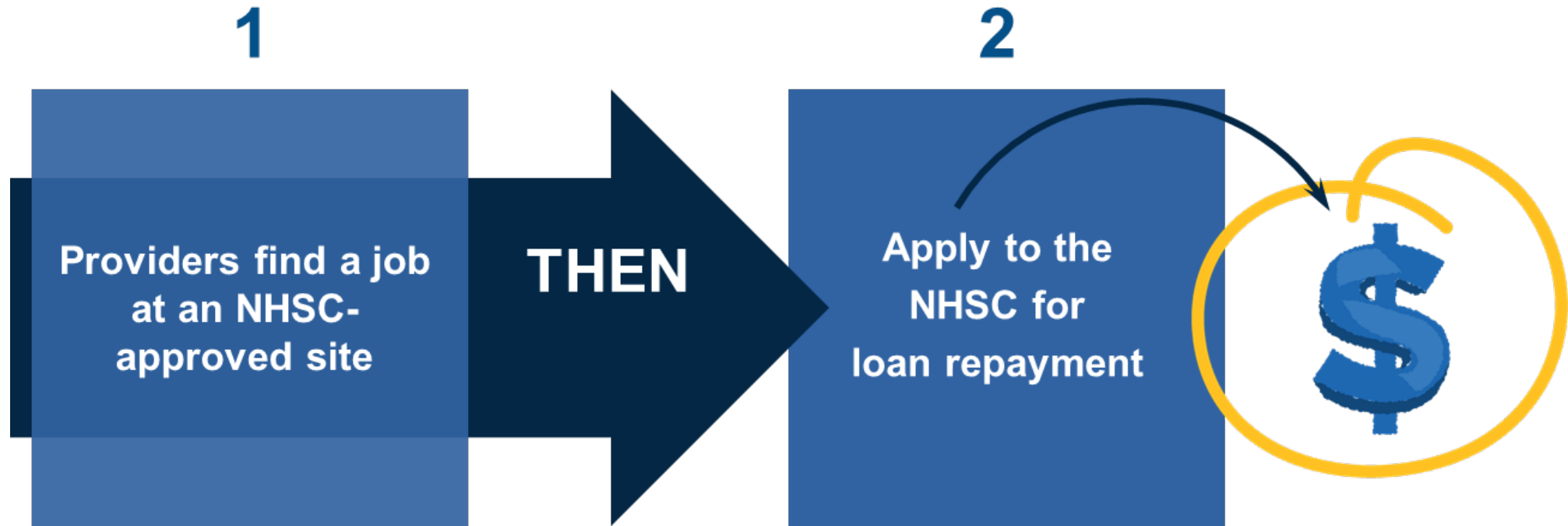
- **Primary Care Medical: MD & DO, PAs, NP, CNMs**
 - General internal medicine, pediatrics, family medicine, ob-gyn, geriatrics
- **Mental/Behavioral health: MD/DO Psychiatry/Pediatric psychiatry, HSP (e.g., PsyD), LCSW, PNS, MFT, LPC**
- **Registered Nurses**
- **Pharmacists**
- **Licensed registered nurse anesthetists**



***Application cycle opens late spring 2019**



PROVIDERS RECEIVE LOAN REPAYMENT IN ADDITION TO A COMPETITIVE SALARY FROM THEIR EMPLOYERS



Watch the NHSC Site Video on the "HRSATube" YouTube channel.



Find positions at NHSC-approved sites using the Health Workforce Connector:
<https://connector.hrsa.gov/>

NHSC Students to Service Loan Repayment Program

- Incentivize Physicians (MD/DO) and Dentists (DDS/DMD) to choose to go into the primary care fields (same as LRP) at the time they are making that decision.
- Timing of when they apply is tied to “the match” in final year of school



NHSC Scholarship Program

The NHSC awards scholarships to students pursuing eligible primary care health professions training. In return, scholars commit to provide primary care health services in underserved areas

➤ Scholarship includes:

- Tuition
- Fees
- Books
- Supplies (tax-free)
- Monthly living stipend (taxable)
- Other reasonable education costs

Eligible degree programs: MD/DO, DDS/DMD, NP, PA, CNM
Same primary care disciplines as LRP



Rural Health



The National Health Service Corps (NHSC) and Nurse Corps increase the number of health professionals practicing in rural health clinics, critical access hospitals, and other health facilities located in rural areas.

- Almost one in five Nurse Corps clinicians serve in rural areas
- More than one in three NHSC clinicians serve in rural areas



National Health Service Corps Substance Use Disorder Investments

\$225 Million

**Expand and improve access to quality opioid and substance
use disorder treatment**

\$45 Million

Opioid response in rural communities

\$180 Million

SUD Workforce LRP



Nurse Corps



Nurse Corps

The Nurse Corps offers loan repayment and scholarships to nurses who work in health centers, rural health clinics, hospitals, and other facilities experiencing a critical shortage of nurses.



**LOAN
REPAYMENT
PROGRAM**

**SCHOLARSHIP
PROGRAM**



Nurse Corps Scholarship Program

- Nurse Corps scholarships cover the entire cost of nursing school.
- Participants serve in an eligible critical shortage facility for a minimum two-year service commitment.

Maximum of
4 YEARS
of **SUPPORT**

Nurse Corps Loan Repayment Program

- The Nurse Corps LRP pays 60% of the outstanding loan balance for all awardees in exchange for 2 years of service.
- For an optional third year of service, participants may receive an additional 25% of their original, qualifying loan balance.

2+1

**2-YEAR
MINIMUM
WITH AN OPTIONAL
3RD YEAR**



Types of Critical Shortage Facilities (CSF)

Hospitals:

- Critical Access Hospital
- Disproportionate Share Hospital
- Public Hospital
- Private Non-Profit Hospital



Outpatient Clinics:

- Federally Qualified Health Center
- Indian Health Service Health Center
- Native Hawaiian Health Center
- Rural Health Clinic
- State or Local Public Health or Human Services Department
- Nurse Managed Health
- Clinic/Center
- Urgent Care Center
- Certified Community Behavioral Health Clinic
- End Stage Renal Disease Dialysis
- Free and Charitable Clinics
- Ambulatory Surgical Center
- Residential Nursing Home
- Home Health Agency
- Hospice Program

Health Professional Shortage Areas (HPSAs)



Health Professional Shortage Areas

- Throughout the U.S., there are geographic areas, populations, and facilities with too few primary care, dental, and mental health providers and services. HRSA works with state partners to determine which of these should be “shortage designations,” and are therefore eligible to receive certain federal resources.
- <https://bhw.hrsa.gov/shortage-designation>



Health Professional Shortage Areas (continued)

Three HPSA Types:

1. Primary Care
2. Dental
3. Mental Health



- HPSA type must match site's services and NHSC provider discipline
- Funding priority of NHSC clinicians based on HPSA
- Higher HPSA score = higher funding priority
- HPSA scores for the NHSC are updated annually on January 1
- Find HPSAs: <http://hpsafind.hrsa.gov/>

Types of HPSAs

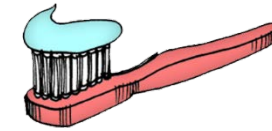
A shortage of:



Primary
Care

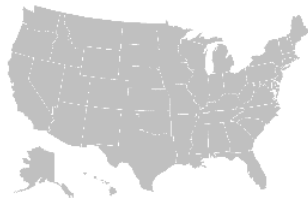


Mental
Health



Dental
Health

providers in a:



Geographic Area



Population
Group



Facility

Employer Recruitment Resources & Job Seekers Employment Search Resources



Health Workforce Connector (HWC)

Where Health Care Professionals Connect with Sites!

View more than **20,000** NHSC and Nurse Corps-approved sites with nearly **5,000** job vacancies



HWC Site Profile

Expand Reach

NHSC and Nurse Corps-approved sites can create a profile and post job vacancies, visible to thousands of health care professionals who are actively seeking employment in underserved communities.

HRSA Health Workforce Connector

Job Title, Discipline, or Site Name

Raleigh, NC, United States

Tulalip Tribes - Karen I. Fryberg Tulalip Health Clinic

7520 Totem Beach Road
Tulalip, WA 98271

3607164511

bcooper@tulaliptribes...

HPSA Scores ?

15 Primary Care

15 Dental

18 Mental Health

Opportunities: 6

About Us

Rewarding opportunity in serving the urban Native American community just 30 minute drive from Seattle, Washington

The values of the Tu... by the multiple needs of the tribal

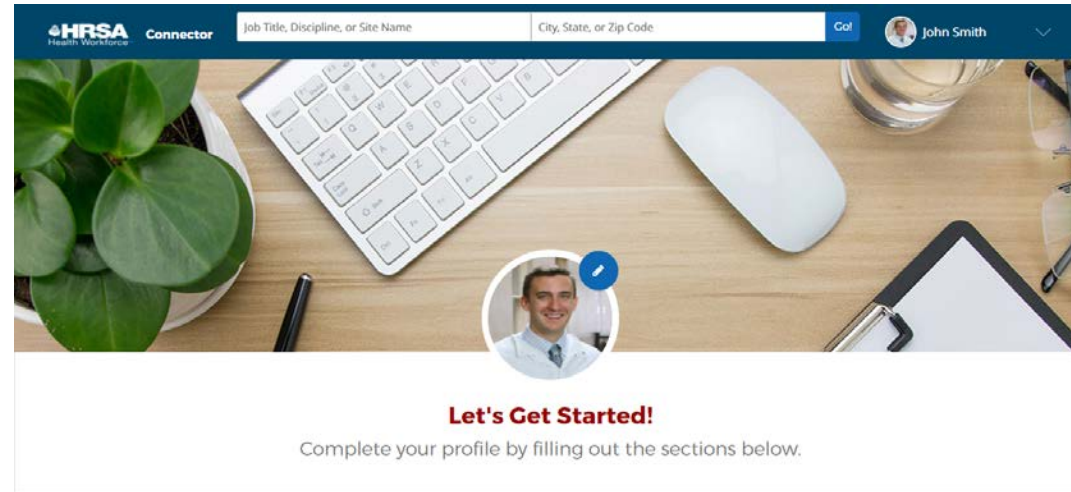
• Create a site profile highlighting:

- Job Opportunities
- Services Provided
- Employee Benefits
- Site Characteristics
- Local Community (schools, attractions, etc.)
- Photos
- Relevant Links & Websites

HWC Site Profile

Discover Qualified Clinicians

Verified recruiters and site administrators can search for potential candidates from a database of job seeker profiles, including NHSC and Nurse Corps participants.



Personal Information

Employment Preferences

Experience

Training & Certifications

Education

Privacy Settings

HWC Search Example: Jobs Actually Posted

The screenshot displays the HRSA Health Workforce Connector search interface. The top navigation bar includes the HRSA logo and the text "Health Workforce Connector". Below this, there are input fields for "Job Title, Discipline, or Site Name" and "City, State, or Zip Code".

The left sidebar contains several search filters:

- Keyword:** A text input field for "Job Title, Discipline, or Site Name".
- Location:** A text input field for "City, State, or Zip Code".
- Advanced Search:** A "Clear" button.
- Site Name:** A text input field.
- Site Type:** A dropdown menu with "Select all that apply..." and a "+" button.
- Site Status:** A dropdown menu with "Select all that apply..." and a "+" button.
- HPSA Scores:** Three dropdown menus for "Primary Care", "Dental", and "Mental Health", each with a range from 0 to 25.
- Additional Filters:** Three checkboxes: "Show Sites and Opportunities" (checked), "Show Opportunities", and "Show Sites".
- A "Search" button at the bottom of the sidebar.

The main content area is titled "Search Results (77)" and shows a list of results. The first three results are:

- Physician, MD/DO - Family Practice, General Practice, Internal Medicine Full-time**
St. Mary's Healthcare Network - Amsterdam Memorial Family Health Center
Primary Care: 18 | Dental: 0 | Mental Health: 17
- Physician Assistant - Adult, Family Practice Full-time**
St. Mary's Healthcare Network - Carondelet Pavilion Health Center
Primary Care: 18 | Dental: 0 | Mental Health: 17
- Physician, MD/DO - Family Practice, General Practice, Internal Medicine Full-time or Part-time**
St. Mary's Healthcare Network - Carondelet Pavilion Health Center
Primary Care: 18 | Dental: 0 | Mental Health: 17

The right side of the interface features a map of the Albany, NY area. The map is titled "Map" and "Satellite" and includes a "Redo Search on Map Area" button. Several red location pins are placed on the map, corresponding to the search results. The map shows major roads, water bodies, and various landmarks in the region.



Virtual Job Fair



What is a Virtual Job Fair?

BHW's Virtual Job Fairs offer an innovative way for NHSC and Nurse Corps-approved organizations to promote job opportunities to a targeted audience of primary care clinicians who are interested in serving communities with limited access to health care.

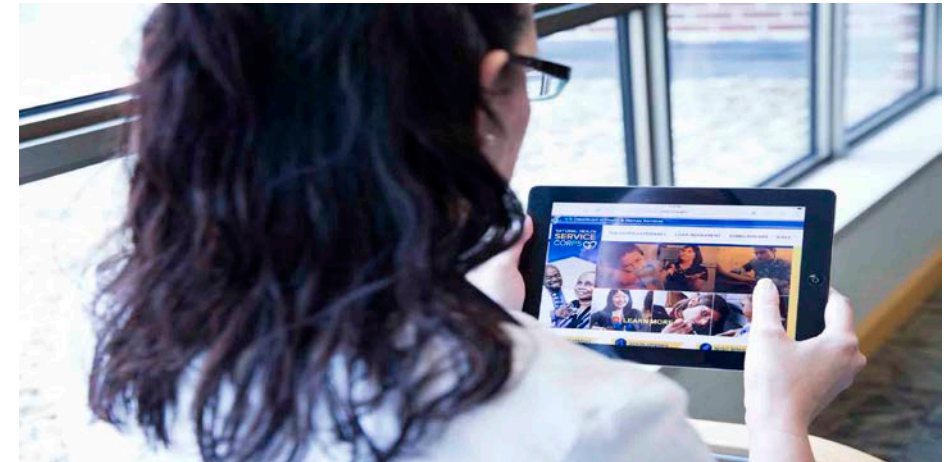
Benefits:

- Sites advertise to a wider audience
- Connections are made virtually, with no travel costs
- Clinicians connect with sites in targeted areas where they are looking to work
- Clinicians explore jobs at sites they may not have been aware of for consideration
- Both job-seekers and sites are provided technical assistance on using the Health Workforce Connector



What happens in the Virtual Job Fair?

- Using Adobe Connect and conference call lines, sites have 15 minutes in a “virtual” breakout room (10 minutes for presentation, 5 minutes for Q&A)
- Presentations include information about the site, local community and population served, position(s) available, practice models, salary and benefits
- 3 to 3 ½ hours long and can accommodate up to 100 sites
- Virtual breakout rooms can be configured with up to 10 breakout rooms and 10 consecutive presentations



Additional Resources

- **NHSC website:** nhsc.hrsa.gov
- **Customer Care Center:** 1-800-221-9393 (TTY:1-877-987-9910) from 8:00 a.m. - 8:00 p.m. ET, Monday through Friday, except federal holidays
- **State Primary Care Offices:**
<http://bhpr.hrsa.gov/shortage/hpsas/primarycareoffices.html>
- **DRO Contacts:**
<https://nhsc.hrsa.gov/nhsc-sites/contacts/regional-offices-state-contacts.html>



Questions



Contact Us

Capt. Steven Auerbach, MD

Wesley Tahsir-Rodriguez, MPH

Toni Williams-Sims, MS

Public Health Analysts, Region II (NY, NJ, PR, USVI)

Division of Regional Operations (DRO)

Bureau of Health Workforce (BHW)

Health Resources and Services Administration (HRSA)

Phone: 1-800-221-9393 (Customer Care Center)

Web: nhsc.hrsa.gov

Virtual Job Fair: jobfair.hrsa.gov

Health Workforce Connector: <https://connector.hrsa.gov/>

LinkedIn: <http://www.linkedin.com/company/national-health-service-corps>

Twitter: <http://twitter.com/NHSCorps>

Facebook: <http://facebook.com/nationalhealthservicecorps>





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www.HRSA.gov



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