Addressing the Need
The most fundamental need of health centers now and for the coming decades: a clinically expert, deeply committed staff representing all roles and disciplines in primary care that is trained to a high performance model of team-based care. Through this National Cooperative Agreement (NCA), Community Health Center, Inc. (CHCI) and its Weitzman Institute educates, informs, and trains health centers in:

- **Training the Next Generation**
  - Establish postgraduate Nurse Practitioner or postdoctoral Clinical Psychology residency programs
  - Engage and host health professions students from academic partners at your health center

- **Team-Based Care**
  - Implement or advance a model of team-based care

### Training and Tools

#### Training the Next Generation
- Learn about what it takes to kick start postgraduate residency programs
  - Explore the key elements of a residency program: costs and ROI, structure, impact on your health center, and more
- Enroll in a learning collaborative to develop residency programs at your health center
  - Experts will personally guide you through planning and implementing a residency program at your health center
- Join interactive training sessions (via “Zoom” technology) to learn how to host health professions students and trainees at your health center

#### Team-Based Care
- Learn from national experts on their experience implementing and improving the team-based model of care
  - Explore how to: collaborate inter-professionally, evolve nurse care coordination and complex care management, integrate behavioral health, improve work flows, measure improvement, and practice data-driven care
- Enroll in a learning collaborative to implement and improve the team-based model of care
  - Learn how to overcome obstacles like change fatigue, rewriting role descriptions, communication patterns, and redesigning your office to support the care team

Access our book *Training the Next Generation: Residency and Fellowship Programs for Nurse Practitioners in Community Health Centers* available for download on the NCA website

**Did you know?**
The Association of Clinicians for the Underserved has an NCA on Clinical Workforce Development to provide trainings and resources on Recruitment and Retention. Please visit [www.chcworkforce.org](http://www.chcworkforce.org) for more info.

### Questions? Contact us today!
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Please visit our website at [www.chc1.com/nca](http://www.chc1.com/nca) for more information | Follow us on [www.twitter.com/CHCWorkforceNCA](http://www.twitter.com/CHCWorkforceNCA)
Community Health Center, Inc. (CHCI) has implemented seven formal training opportunities over the past decade to foster the transition from student to professional within community health centers in the following areas. CHCI’s training and educational programs are Training to Complexity, Training to a Model and Training for the Future.

**Clinical Workforce Development**

CHCI and its Weitzman Institute’s National Cooperative Agreement (NCA) on Clinical Workforce Development, is a HRSA funded project focused on “Training the Next Generation” with specific targets of supporting organizations interested in implementing postgraduate residency training programs and successfully hosting Health Professions student within health centers.

- 25 organizations have completed a learning collaborative (LC) to launch a postgraduate residency training program.
- 20 national webinars have been offered since 2016 on Implementing Postgraduate Training Programs, and Training Health Professions Students in FQHCs.

**Health Profession Students and Trainees**

CHCI is a major center of education and training for the next generation of the healthcare workforce, both clinical and non-clinical. In 2017–2018, CHCI and its Weitzman Institute’s National Clinical Workforce Development Cooperative Agreement (NCA) on Clinical Workforce Development, is a HRSA funded project focused on “Training the Next Generation” with specific targets of supporting organizations interested in implementing postgraduate residency training programs and successfully hosting Health Professions student within health centers.

- Medical Assistants
- Dental Assistants
- BSN/RN
- Dental Hygiene
- Dental Residency
- Medical Students
- Child Psychiatrist Fellow

In 2014, CHCI formed a “Students and Trainees committee” devoted to the organization and management of successfully hosting health professions students and trainees. The work of this committee culminated in a ‘Playbook’. This is a comprehensive program manual to track, monitor, train and productively engage students and trainees at CHCI.

**Dedicated Education Units (DEUs)**

- 16 QU senior-level nursing students; 7 to 13 week rotations
- Master’s prepared Nurse Managers overseeing the DEU at their sites
- Daily didactics and participation in Project ECHO® session
- Clinical time with preceptors/nurses:
  - Provider visit support
  - Triage
  - Independent visits
  - CCM process
  - Clinical tool review
  - Population management

**Outcome:**

- 72 students have been trained to this model since 2015

**The National Institute for Medical Assistant Advancement**

- 7-month experience; parallel on-line educational and on-site experiential learning
- Regular interaction with clinic preceptors and associated training for skills
- Philosophy of rapid cycle learning, feedback, and improvement
- Training content: The health system and community; Team-based care (health coaching, panel management); Quality improvement; Developing as a professional

**Outcomes:**

- NIMAA graduated its first class in April 2017 (6 students in Colorado, 4 participants in Connecticut)
- 90% of graduates have passed NHA certification exam, 100% of Connecticut and 67% of Colorado graduates were hired and are working as MAs; 1 Colorado graduate has gone on to nursing school.
- NIMAA’s second class included 46 people from 7 organizations in 5 states (CO, CT, HI, NM, PA) and graduated in April 2018

**Nurse Practitioner Residency Program**

**Structure:**

- 12 months, full time employment at the sponsoring organization
- Full integration into the organization
- Core elements:
  - Precepted Continuity Clinics and Mentored Clinics
  - Specialty Rotations and Didactic Sessions
  - Training to CHCI’s Quality Improvement model, including clinical Microsystems, facilitation and leadership development
  - On-going, multi-input evaluation using qualitative and quantitative measures
  - Collaboration with CHCI’s Weitzman Institute Research Department

**Outcomes:**

- 100% program completion (0% dropout rate)
- Demonstration of progressive movement towards mastery, confidence, competence, and a sense of well being in all domains of being a PCP®
- Retention in practice post-residency as a PCP (94%) and in FQHC setting (71%)

In January 2017, CHCI’s NP Residency Program was granted full accreditation status by the National Nurse Practitioner Residency & Fellowship Training Consortium.

**Postdoctoral Clinical Psychology Residency Training Program**

**Structure:**

- Direct Clinical Care
- Warm-Handoffs (WHO®)
- Supervision
- Quality Improvement Training
- Weekly Training Seminar
- Individualized Training Opportunities

**Outcomes:**

- Since 2011, CHCI has graduated seven classes and trained 39 postdoctoral clinical psychology residents
- Will welcome 8th class of six residents for the 2018–2019 cohort

**CHCI Retention Rates**

- 23 of 39 graduates retained at CHCI for >1 year (59%)
- Retained for an average of years (Range 1–5 years)
- 18 currently employed at CHCI

**Weitzman Institute Healthcare Administrative Fellowship**

12-month broad-based exposure to operations and management of a Federally Qualified Health Center. Program includes:

- In depth, hands-on experience learning the inner workings of a complex, high quality, primary care delivery system
- Functional rotations through core business departments (Operations, Finance, Human Resources and Quality Improvement) to develop in-depth knowledge through project work in each area
- Elective rotations in other key business departments based on fellow interest
- Participation in leadership meetings, core project meetings, committee meetings and other key and/or ad hoc meetings
- One-on-one, ongoing senior leadership mentoring
- Work on a strategic, longitudinal project that will have a far-reaching organizational impact

**Center for Key Populations (CKP) and HIV NP Fellowship**

12-month fellowship experience focused on integration of expert care of key populations into full scope primary care practice. Key populations include (but are not limited to) HIV, Hepatitis C, homelessness and opioid addiction. Open to post-residency NPs or experienced NPs.

Fellowship Program includes:

- Developing and managing a panel of patients across the lifespan with the expert guidance of the CKP provider team
- Increasing mastery in caring for HIV, Hepatitis C, opioid addiction and other key populations
- Participation in CKP team meetings, microsystems, and ongoing trainings
- Participation in weekly HIV Project ECHO® sessions
- Developing and implementing a performance improvement or research project focused on key populations care