



Health centers are non-profit private or public entities that serve designated medically underserved populations/areas or special medically underserved populations comprised of migrant and seasonal farmworkers, the homeless or residents of public housing. The Board Education Video Series is a resource to strengthen governance and ultimately the services provided by health centers.

MODULE 2

What Defines Our Success?

Discussion Guide

Before watching Module 2 video vignettes, consider these basic elements of health center governance.

A health center's mission statement defines why the health center exists. The health center board, as guardian of the mission, is responsible to assure that the center is moving towards achieving its mission.

For board members to know that their health center is "successful" in achieving its mission, board members receive information from staff about services needed in the community and reports on the center's progress in achieving annual and strategic goals. Indicators of success in meeting the mission might include:

- Improved community health indicators, such as reduced infant mortality rate;
- Improved health status measures for patients with chronic illnesses, such as fewer emergency room visits for patients with asthma;
- Continuous operations in a time of financial distress because of having a financial reserve;
- On-going federal grant funding as a result of continuous compliance with Health Center Program funding requirements.

As you see, there are different measures of success depending on your perspective.

Module 2, Vignette 1

As you watch vignette 1, think about the definition of your health center's success from the perspective of a board member and differences there may be between patient and non-patient board members.

After watching vignette 1, discuss these or other questions with the full board.

1. How does your board define success at your health center? How do you monitor if you achieve it?
2. What might be different definitions of success between a CEO and Medical Director, or between a COO/Operations Director and Appointment Clerk?
3. How can boards and CEOs work together to identify and improve "success" as perceived by patients?
4. How does your board monitor and assure "success" in complying with Health Center Program requirements?

Module 2, Vignette 2

As you watch vignette 2, think about the people in your community and factors that might impact their well-being.

After watching vignette 2, discuss these or other questions with the full board.

1. What may be non-medical challenges faced by patients served at your health center, and how could the challenges impact their health?
2. What support does your health center provide patients experiencing non-medical challenges that can impact their health?
3. In reviewing your health center's latest needs assessment, what priority needs were identified? What actions were taken to address priority needs of the community?
4. What part of your health center's success is an important story to share with your community?



MODULE 2 What Defines Our Success?

Resource Guide

Health Center Program Requirements

<http://www.bphc.hrsa.gov/about/requirements/index.html>

The first program requirement states that health centers must demonstrate and document the needs of its target population and update its service area when appropriate.

HRSA/BPHC Site Visit Guide

<http://www.bphc.hrsa.gov/policiesregulations/centerguide.html>

This guide is used to assess an organization's compliance with key section 330 Health Center Program requirements as well as a resource to assist grantees in identifying areas for performance improvement. Health centers may use this Guide as a self-assessment resource as it provides a series of prompting questions to assess both program requirements and performance improvement areas.

Efforts to Expand and Accelerate Health Center Program Quality Improvement

<http://bphc.hrsa.gov/ftca/riskmanagement/healthcenterqualityimprovement.pdf>

This HRSA report to Congress describes efforts to expand and accelerate quality improvement activities in health centers.

Community Health Centers: The Local Prescription for Better Quality and Lower Costs

<http://www.nachc.com/client/A%20Local%20Prescription%20Final%20brief%203%2022%2011.pdf>

This NACHC Research Guide presents data demonstrating that health centers deliver a unique approach to health care that propels system-wide cost savings, improves patient health, and generates significant local economic returns.

Data Resources for Demonstrating Need for Primary Care Services

<http://www.hrsa.gov/grants/apply/assistance/NAP/dataresourceguide.pdf>

The data resources in this document can assist health centers in documenting need in their community and/or target population. Specifically, the data resources focus on barriers to care, health indicators, and disparities.

Patient Satisfaction Survey

<http://bphc.hrsa.gov/policiesregulations/performanceasures/patientsurvey/satisfactionsurvey.html>

See this survey tool and guidance to learn about the patients' view of services they received and for health centers to track improvement over time.

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