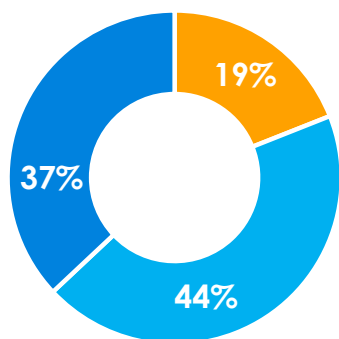


The Foundation awards [core operating grants](#) to community health centers (CHCs) across California to support their capacity to provide healthcare services for low-income families and individuals in their community. These unrestricted funds offer the flexibility to respond to new demands and opportunities so that frontline providers can continue to serve many of the most vulnerable Californians. **Below are survey findings from the 2015–2016 Core Support Initiative.**

Access to Health Care

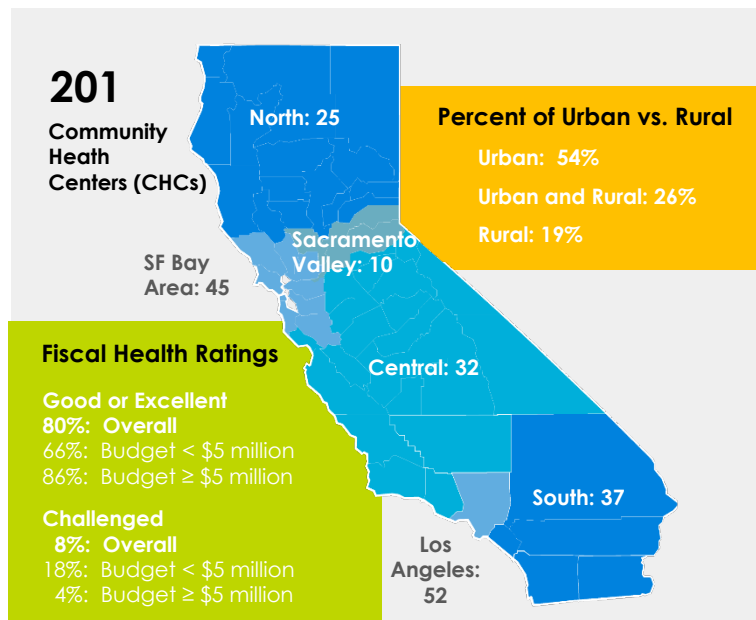
Demand vs. Capacity

81% of CHCs reported that patient demand for services *far or somewhat* exceeds their capacity.



- Demand far exceeds capacity
- Demand somewhat exceeds capacity
- Demand for services is usually met

Regional Overview



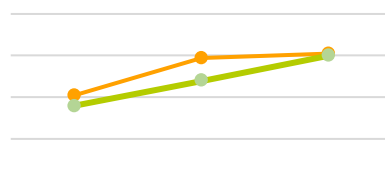
Grant-Funded Services

CHCs reported using grant funds mostly to maintain existing staff, programs, and services (31% for CHCs with budgets under \$5 million and 20% for CHCs with budgets greater than or equal to \$5 million).

Maintain existing programs and services	23%
Expand existing programs or services	11%
Uncompensated care reimbursement	9%
Organizational development and capacity building (e.g., staff trainings)	9%
Maintain adequate clinical staff	8%
Operating expenses (e.g., rent, utilities)	7%

Trends: Demand and Fiscal Health

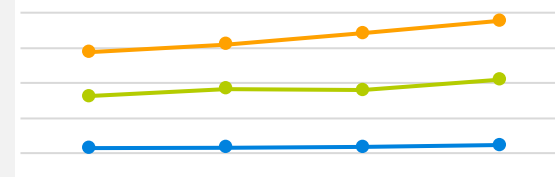
As the number of patients has steadily risen over the last several years, demand continues to exceed CHCs' capacity to serve. Additionally, fiscal health continues to improve for the vast majority of CHCs, especially for those with annual budgets exceeding \$5 million.



	2013 - 2014	2014 - 2015	2015 - 2016
● Demand: Somewhat/far exceeds capacity	61%	79%	81%
● Fiscal Health: Good/Excellent	56%	68%	80%

Trends: Number of Clients and Encounters Per CHC

Over time, there has been a steady increase in the number of patient encounters, primary care visits, and patients served at each CHC.



	2010	2012	2014	2015
● Avg patient encounters	77,652	82,190	88,344	95,592
● Avg primary care visits	52,578	56,761	56,228	61,928
● Avg patients served	22,826	23,226	23,276	24,583

Patient Experience and Engagement

Patient Experience

Level of satisfaction with the more technical elements of a visit (e.g., timeliness of appointment, staff friendliness, resolution of issues).

Patient Engagement

Level of interest and involvement in a patient's own health care (e.g., asking in-depth questions, sticking with a recommended course of action, sharing in the clinical decision-making process).

Efforts Taken to Improve Patients' Experience of and Engagement in Their Health Care



Data Collection: Social Determinants of Health and Enabling Services

The vast majority of CHCs (88%) are collecting patient-level data regarding social determinants of health (e.g., housing status, language preference, etc.) as well as data on enabling services (e.g., transportation services, case management encounters) that patients may receive (85%).

	Social Determinants		Enabling Services		How are CHCs Using this Data? <ul style="list-style-type: none"> Identifying/addressing patient needs Tracking and reporting to government agencies Determining staffing and infrastructure needs Informing case management & team meetings Referring patients
Yes, data is collected and integrated into electronic health records	128	64%	106	53%	
Yes, data is collected but <u>NOT</u> integrated into electronic health records	48	24%	63	32%	
No, this data is not collected	25	13%	32	16%	

Value of Social Determinants and Enabling Services Data to Community Health Centers



Improves Patient Services



Helps CHCs Understand Patient Needs



Fosters Referrals and Partnerships



Informs Reporting, Communicating, and Fundraising



Improves Systems and Processes