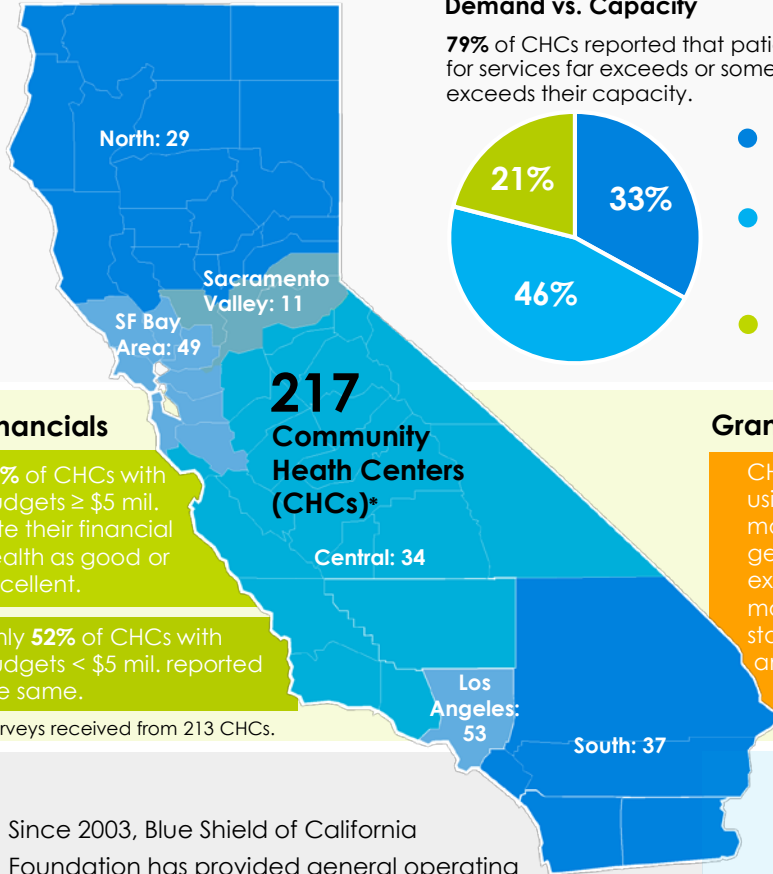


The Foundation awards [core operating grants](#) to safety net organizations across California to support their capacity to provide healthcare services for low-income families and individuals in their community. These unrestricted funds offer the flexibility to respond to new demands and opportunities so that these frontline providers can continue to serve many of the most vulnerable Californians. **Below are survey findings from the 2014–2015 Core Support Initiative.**

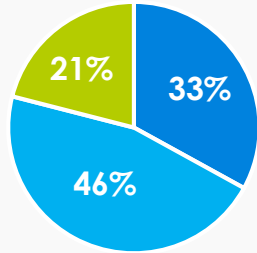
Regional Overview



Access to Health Care

Demand vs. Capacity

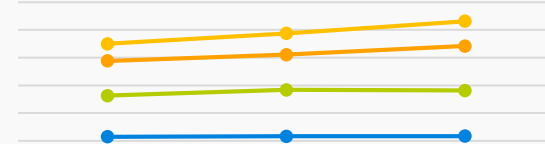
79% of CHCs reported that patient demand for services far exceeds or somewhat exceeds their capacity.



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

Recent Trends: Number of Clients & Encounters

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



	2010	2012	2014
— Patients served by all CHCs	4,199,897	4,552,290	4,957,828
— Avg patient encounters*	77,652	82,190	88,344
— Avg primary care encounters*	52,578	56,761	56,228
— Avg patients served*	22,826	23,226	23,276

* Per community health center

Financials

75% of CHCs with budgets ≥ \$5 mil. rate their financial health as good or excellent.

Only 52% of CHCs with budgets < \$5 mil. reported the same.

*Surveys received from 213 CHCs.

Grant-Funded Services

CHCs reported using grant funds mostly to cover general operating expenses and maintain existing staff, programs, and services

Maintain existing programs and services	21%
Operating expenses (e.g., rent, utilities)	12%
Maintain adequate clinical staffing levels (e.g., staff salaries)	12%
Expand existing programs or services	10%
Organizational development and capacity building (e.g., staff trainings)	10%

Since 2003, Blue Shield of California Foundation has provided general operating support to California community health centers, including federally qualified health centers, Indian Health-service clinics, licensed free clinics, and rural health centers.

Influence of Technology

CHCs reported that in the last year, they:



Contained the cost of health care by:

Leveraging technology to make care more efficient or simplify treatment **(74%)**



Improved the quality of care by:

Beginning or improving outreach programs to specific populations **(77%)**



Improved overall health outcomes by:

Using electronic records to reduce duplication **(81%)**

Patient Experience and Engagement

Core support grantees were surveyed on two central themes:

- **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 his/her own health care (e.g., asking in-depth questions, sticking with a recommended course of action, sharing in the clinical decision-making process).

Keys to Engagement

Blue Shield of California Foundation research shows that empowered patients are far more likely to be engaged and satisfied with their care, reinforcing the importance of [patient-centered practices](#) in California's safety-net.

The research finds three keys to successfully engage patients:



Connectedness

A sense among patients that someone at their care facility knows them well



Continuity

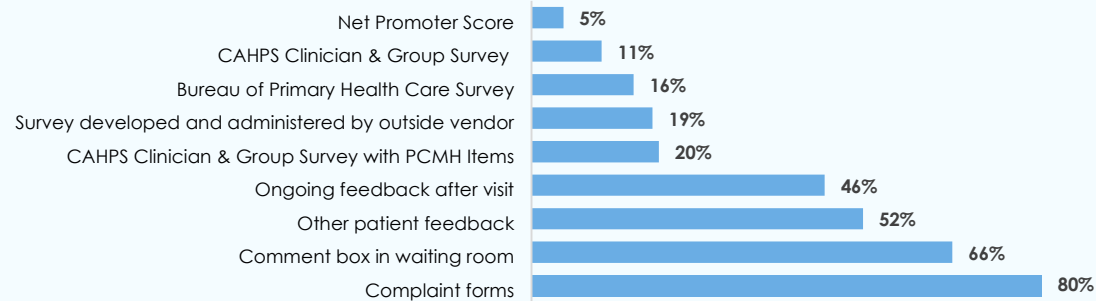
Seeing the same caregivers over time



Strong Patient-Provider Relationships

Ensuring quality communication between patients and caregivers.

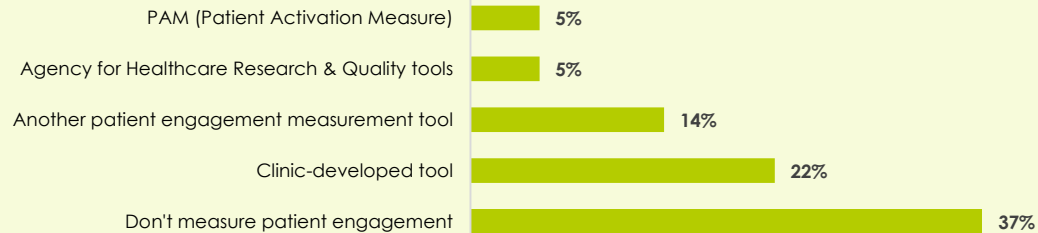
Question: How, if at all, does your organization capture patient experience feedback about providers, care, and services? (select all that apply)



Other Findings

- ▶ There is an increased focus on engaging patients in their health care and ensuring experiences are positive.
- ▶ CHCs are more likely to focus on patient experience than patient engagement.

Question: How, if at all, does your organization measure how engaged patients are in their own health care?



- ▶ There is currently no standardized way in which CHCs are capturing, benchmarking, or applying learnings related to patient engagement to their organizational operations.

Question: In the last year, which of the following steps has your organization taken in order to improve patients' experience of and engagement in their health care? (select all that apply)



- ▶ Challenges with integrating patient feedback into operations point to:
 - Lack of sufficient resources.
 - Feedback that isn't representative of the full spectrum of patients.