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.

**Regional Overview**

- **Percent of Urban vs. Rural**
  - Urban: 54%
  - Urban and Rural: 26%
  - Rural: 19%

- **Fiscal Health Ratings**
  - Good or Excellent: 80% Overall
    - 66%: Budget < $5 million
    - 86%: Budget ≥ $5 million
  - Challenged: 8% Overall
    - 18%: Budget < $5 million
    - 4%: Budget ≥ $5 million

**Grant-Funded Services**

CHCs reported using grant funds mostly to maintain existing 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.

**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.

<table>
<thead>
<tr>
<th>Year</th>
<th>Avg patient encounters</th>
<th>Avg primary care visits</th>
<th>Avg patients served</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010</td>
<td>77,652</td>
<td>52,578</td>
<td>22,826</td>
</tr>
<tr>
<td>2012</td>
<td>82,190</td>
<td>56,761</td>
<td>23,226</td>
</tr>
<tr>
<td>2014</td>
<td>88,344</td>
<td>56,228</td>
<td>23,276</td>
</tr>
<tr>
<td>2015</td>
<td>95,592</td>
<td>61,928</td>
<td>24,583</td>
</tr>
</tbody>
</table>

Blue Shield of California Foundation is an independent licensee of the Blue Shield Association.
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).

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

- Established patient and family advisory groups: 20%
- Supported patients through medical decisions with aids/coaching: 37%
- Provided health navigators for patients: 46%
- Created a more inclusive environment for other cultures/languages: 47%
- Offered patient emails, text messaging or other communications: 56%
- Made physical improvements to facilities: 58%
- Encouraged patients to be more involved through self-management: 66%
- Developed and optimized a team-based care model: 79%

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### 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%).

<table>
<thead>
<tr>
<th></th>
<th>Social Determinants</th>
<th>Enabling Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, data is collected and integrated into electronic health records</td>
<td>128 (64%)</td>
<td>106 (53%)</td>
</tr>
<tr>
<td>Yes, data is collected but NOT integrated into electronic health records</td>
<td>48 (24%)</td>
<td>63 (32%)</td>
</tr>
<tr>
<td>No, this data is not collected</td>
<td>25 (13%)</td>
<td>32 (16%)</td>
</tr>
</tbody>
</table>

**How are CHCs Using this Data?**
- Identifying/addressing patient needs
- Tracking and reporting to government agencies
- Determining staffing and infrastructure needs
- Informing case management & team meetings
- Referring patients

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### 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