

POSTGRADUATE NP & NP/PA TRAINING PROGRAMS

2023-2024 NTTAP Learning Collaborative



HEALTH CENTER DESCRIPTION

Bartz-Altadonna Community Health Center (BACHC) is an FQHC located in the most northeastern area of Los Angeles County and East Kern County. The area is very vast and with rural and unincorporated areas. 95% of the patients we serve are Medi-Cal, uninsured, underinsured and or below the Poverty level. We are PCMH certified with NCQA designation. Our core business is primary care, but we integrate mental health services, and integrate certain specialty care services. We have 5 locations and serve 17,000 unique patients.



AIM STATEMENT

Mission:

Our mission is to cultivate a diverse pool of talented individuals, equipping them with the knowledge, skills, and values necessary to excel in the healthcare industry. Through our rigorous training and all-encompassing curriculum, we aim to nurture a workforce that will provide expanded access to quality patient care, serving communities with compassion, excellence, and innovation.

Vision:

Bartz-Altadonna Community Health Center is dedicated to shaping the future of healthcare by offering accredited training programs for aspiring medical professionals.

Values:

Compassion, Respect, Integrity, Accountability & Teamwork



PROGRAM DRIVERS

- ⇒ Build a pipeline of trained medical professionals through team integration within Bartz, with all rotations offered onsite.
- ⇒ Take advantage of the training program to recruit and retain new medical staff.
- ⇒ Provide new experiences to senior medical staff for development.
- ⇒ Create expanded access for healthcare to all.
- ⇒ Provide mentoring to new graduates.



KEY PARTNERS

Internal:

- CEO
- CMO
- Deputy Director of Operations
- HR Director
- 2-FNP Preceptors
- BOD

External:

- CSUB
- CSUSB
- College of the Canyons



INNOVATIONS

Bartz has always collaborated with local schools and housed interns and precepted residents. However, this is the first time that in conjunction with our Joint Commission application we have the green light to pay residents of a higher level and manage our program. When we can control recruitment and selection, we believe that we create the opportunity to really promote FQHC's and the populations we serve. In the past we implemented an informal program but are now formalizing content, training, and strategy. In prior partnerships we trained residents from out of the area and had limited opportunity to hire. Now working directly with an education partner, we can select candidates who may stay with Bartz.

CORE PROGRAM ELEMENTS

- * 24-month program with step up pay
- * 2 Preceptors/4 residents
- * Family Medicine-Primary Care-Adult
- * Pediatrics
- * OB/Gyn/Women's Health
- * Infectious Diseases/HIV/PrEP/Pep
- * Continuity of Care
- * Geriatric Care
- * Psychiatry/Behavioral Health
- * Didactics 1 day every 2 weeks
- * Community Outreach



RECOMMENDATIONS

- 1) Dedicate one person at least .50 time to attend sessions, plan and communicate.
- 2) Get help from clinical leadership staff on curriculum.
- 3) Don't be afraid to reach out to more experienced organizations for help and sharing their best practices!



'AHA' MOMENT

The biggest AHA moment for us was the realization that the leadership team was fully committed and on-board to formalize the program we have been developing and working on for several years.



MEASURES

At this time, in the life of our organization, it is both **feasible** and **appropriate** for BACHC to become a training organization for health professionals.

VOICE OF THE TEAM

As a team member working within an FQHC/ Patient-Centered Medical Home (PCMH), we are evolving in our approach to providing comprehensive care by prioritizing patient needs and addressing all aspects of health. Through our efforts with this FNP Residency Program, we are not only enhancing patient outcomes but also teaching the new generations of healthcare professionals the importance of holistic care.

— Jackeline Diaz,
Deputy Director of Clinic Operations

VOICE OF LEADERSHIP

As CEO, I am thrilled to highlight the profound impact of our FNP residency program on our organization. This initiative has significantly elevated our patient care quality, drove better health outcomes, and enhanced patient satisfaction. It has equipped our nurse practitioners with unparalleled clinical skills, allowing them to address complex health issues with greater expertise and confidence. Moreover, the program has instilled a culture of continuous learning and innovation, positioning us as a leader in healthcare excellence and attracting top-tier talent to our team. In essence, the FNP residency program has not only transformed our approach to healthcare but has also solidified our commitment to advancing medical practice and delivering compassionate, patient-centered care.

— Mary Cummings, Chief Executive Officer

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CHARLES B. WANG
COMMUNITY HEALTH CENTER



HEALTH CENTER DESCRIPTION

The Charles B. Wang Community Health Center is a leader in providing care to the New York City Asian American community for over 50 years. Building off this success, it now has six sites serving over 60,000 people of all ages, races, ethnicities, and sexual orientation.



PROGRAM DRIVERS

Nurse practitioners are valued members of the healthcare provider team. Improving their practices through supported education and supervision benefits them, the health center, and patients.



CORE PROGRAM ELEMENTS

- ⇒ Precepted Continuity Clinic: 40-60%
- ⇒ Mentored Continuity Clinic: 20-40%
- ⇒ Didactics: 10%
- ⇒ Specialty Clinics: 10%
- ⇒ QA/QI Project and Reflection-Based Learning: 5-10%



'AHA' MOMENT

Nurse practitioners are well suited and themselves need to be teachers of the next generation of nurse practitioners



VISION STATEMENT

Nurse Practitioners completing the one-year Charles B. Wang Community Health Center (CBWCHC) Nurse Practitioner Residency will be confident, inquisitive, and solidly grounded in primary care principles and practice. With their nursing background as well as their formal education as nurse practitioners, they will embody the values of patient-centered care. Graduates of the program will help lead education of future residency cohorts, and inspire health center staff who are hoping to become nurse practitioners or nurses themselves. The residency will be part of a transformational effort of CBWCHC to become a vibrant health center for learning and innovation.



INNOVATIONS

- 1) Support from CEO to develop team-based care with nurse practitioners (NPs)
- 2) Embrace of current NPs of didactic curriculum and of practice-based learning and teaching
- 3) Creation of a position of Medical Director of Education, including NP teaching duties



RECOMMENDATIONS

- * Get help – identify a team and give them time and support.
- * Identify a nursing school for collaboration.
- * Create a broad-view business case.

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Chase Brexton
Health Care



HEALTH CENTER DESCRIPTION

Chase Brexton Health Care is a Federally Qualified Health Center serving historically disenfranchised populations by providing clinical services including primary medical care, behavioral health, dental and pharmacy services, as well as HIV and gender affirming care. Founded in 1978, Chase Brexton has expanded to 5 medical centers that welcome >40,000 patients annually in Baltimore and surrounding regions.



MISSION STATEMENT

To develop the capacity of newly graduated clinicians who diagnose and manage acute and chronic illness, prevent disease, and promote health & wellness, as members of a collaborative interdisciplinary team in an FQHC environment.

VISION STATEMENT

To increase the capacity of FQHCs to meet the needs of sexual and gender health minorities and people living with HIV through preparing and retaining excellent staff and contribute to developing the primary care workforce.



PROGRAM DRIVERS



INNOVATIONS

- ⇒ Established the position of NP Fellowship Director Nov 11/2023
- ⇒ Partnership with local SONs to host 2 HRSA funded NP Fellows, planned start 9/2024
- ⇒ Interviewed and selected candidates for 1st cohort
- ⇒ Developed Fellowship templates including blocked time for preceptors, NP Fellow Job Description, Preceptor Agreement
- ⇒ Recruited working group with regularly scheduled biweekly meetings
- ⇒ Engaged preceptors in the planning process
- ⇒ Communicated program progress at All Staff Meeting 2/2024
- ⇒ Met with Director of Accounting re 2024 budgeting 2/2024
- ⇒ Consistent endorsement and promotion of NP Fellowship by CMO and CEO

- 1) Attract highly qualified job candidates that align with our mission
- 2) Improve the quality of care provided by retaining staff
- 3) Ensure consistent quality of care and support new providers in developing expertise in HIV, GAC
- 4) Address high provider turnover
- 5) Improve onboarding process for providers
- 6) Address lack of preparation of new graduates to serve FQHC population and Chase Brexton's subpopulations
- 7) Develop specialty didactics that can be disseminated/monetized
- 8) Keeps providers engaged in learning and opportunities to stay up to date on clinical guidelines



RECOMMENDATIONS

- * Keep expectations appropriate to the staffing hours allotted
- * Partnerships can be a great tool in starting a program, both internal and external. Reviewing available resources is a great place to start



'AHA' MO-MENT

Discussing the Fellowship with colleagues has highlighted the continuum of role development and shown new ways that mentoring and education can benefit staff at all levels.

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HEALTH CENTER DESCRIPTION

CCALAC empowers health centers to remain at the forefront of health care transformation.

We forge partnerships, foster innovation, promote health equity, and advocate for the communities they serve.

We envision a just and equitable Los Angeles, where all communities have the opportunity to flourish, free from health disparities and the factors that create them.



KEY PARTNERS

- * **Partner:** Chin Family Institute for Nursing (CFIN) at Cal State Los Angeles
- * **Funder:** California Department of Health Care Access and Information (HCAI)



INNOVATIONS

- ⇒ Secured Song-Brown funding from HCAI for a 2024-2025 program.
- ⇒ On-going planning meetings with our partner.
- ⇒ Created program implementation timeline and draft application.



'AHA' MOMENT

Look at the accreditation guideless early in your planning phase. If you start creating a post-graduate FNP training program using the accreditation guidelines, you will have to make less changes and already have so many requirements in place.



MISSION STATEMENT

Increase access to high quality primary care for under-resourced complex populations by training new and recently graduated Family Nurse Practitioners.

VISION STATEMENT

Support the recruitment and retention for our member health centers by developing a 1-year post-graduate residency program for up to 3 Family Nurse Practitioners.



PROGRAM DRIVERS

- ⇒ **Address Community Needs:** prepare new FNP's for full and autonomous expert care of complex under-resourced populations across all life cycles.
- ⇒ **Training:** improve FNP clinical skills, confidence, productivity, and job satisfaction.
- ⇒ **Recruit & Retain:** Contribute to health center satisfaction and workforce retention.



RECOMMENDATIONS

- * Be on the lookout for funding, especially long-term funding.
- * Ensure Preceptor/Supervisor buy-in and ensure adequate and on-going training for them.
- * Check staff capacity. Decrease workload so that program staff has enough time to dedicate to program. Decrease patient visits for Preceptors.

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HEALTH CENTER DESCRIPTION

Crossing Healthcare is an FQHC in Decatur, IL serving a population of nearly 100,000 with more than 40,000 patient visits per year. Crossing's goal is to provide excellent comprehensive healthcare that is affordable and accessible for the medically underserved. The services offered at Crossing include:

- * Primary Care for all ages, including a walk-in clinic available Monday through Friday
- * Behavioral Health Services
- * Nutrition and Wellness Services
- * Inpatient and Outpatient Treatment for Drug and Alcohol Addiction
- * Onsite Lab, X-ray, and Pharmacy



KEY PARTNERS

Internal — Crossing Healthcare:

- ◇ Chief Executive Officer
- ◇ Chief Medical Officer
- ◇ Chief Financial Officer
- ◇ Associate Medical Director

External:

- ◇ Southern Illinois University School of Medicine
- ◇ Millikin University
- ◇ Southern Illinois University Family Medicine



VOICE OF THE TEAM

The work spent on the collaborative has allowed our organization to evaluate our goals and needs when it comes to the future of APP development and onboarding. The process of developing an APP Residency Program has been both challenging and rewarding.

— Amanda Jacobsen, PA-C



AIM STATEMENT

Mission

Crossing Healthcare's Advanced Practice Provider Residency Training Program will streamline the onboarding process and provide structure and consistency within the Advanced Practice Provider (APP) positions. This will be achieved through implementation of a structured curriculum geared to equip the APPs with the knowledge and skill needed to succeed in the FQHC setting.

Vision

Crossing Healthcare's Advanced Practice Provider Residency Training Program will give new APPs the tools needed to provide excellent and comprehensive healthcare to the unique patients served in the FQHC setting. Our vision is to provide new APPs with the knowledge and expertise to serve our patients and assist them in achieving their highest quality of life.



INNOVATIONS

- * The first and most important change is the development of the Associate Medical Director position. This position was created with the ultimate plan to institute an APP residency program.
- * Leadership's approval to allocate time and resources towards the development of the program.
- * Continued support from the Medical Director as ever-changing time constraints present throughout the process.



RECOMMENDATIONS

- ⇒ Budget at least 5 hours/week to work directly on the collaborative
- ⇒ Establish clearly defined roles in Team Members prior to beginning the program. Ensure each Team Member has budgeted adequate time to work on the projects.
- ⇒ Have consistent, regular meetings to discuss progress and goals with each Team Member.



PROGRAM DRIVERS

1. **Recruitment:** Recruitment of new providers is very difficult due to region and misinformation regarding FQHCs.
2. **Onboarding:** Effective, structured, and comprehensive onboarding process using detailed and advanced curriculum.
3. **Retention:** Retention achieved through quality onboarding and effective training principles



CORE PROGRAM ELEMENTS

- 12-month residency program consisting of:
 - ⇒ 1 PA/NP resident per year
 - ⇒ Precepted Continuity Clinic: 3 days/week
 - ⇒ Specialty Clinic: 1 day/week
 - ⇒ Didactics: ½ day/week
 - ⇒ Quality Improvement Project: ½ day/week



'AHA' MOMENT

While implementing the NTTAP Residency requires a considerable time commitment and comes with some financial investment, much of the infrastructure to execute the program is already in place in our existing organization.

One of the most impactful and meaningful assignments during the collaborative was establishing relationships with our community partners. This process allowed the team to discuss our goals with an outside entity and receive impartial objective feedback from the program directors.

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Hope
Christian
Health Center

2023-2024 NTTAP Learning Collaborative



HEALTH CENTER DESCRIPTION

In 2011, Las Vegas missionaries inspired by a medical mission trip to Haiti founded Hope Christian Health Center (HCHC) in North Las Vegas, Nevada. Designated as a Federally Qualified Health Center (FQHC) in 2015, HCHC aims to provide comprehensive care to underserved communities. CEO Steve Flores, with a background in the Air Force and FQHC management, drives its mission of inclusive healthcare.



MISSION STATEMENT

Our mission is to glorify God by nurturing a community of highly compassionate, evidence-based Nurse Practitioners (NPs), dedicated to providing excellent, affordable, and spiritually informed care to all members of the Las Vegas community, regardless of their ability to pay.

VISION STATEMENT

We aim to equip our NPs with the knowledge, skills, and unwavering commitment to promote healing by addressing the physical, emotional, and spiritual needs of our patients.

Our NP program strives to create a nurturing environment that inspires mutual respect and fosters a sense of belonging among our NPs, ensuring their happiness and contentment as they join us in the redemptive work of Christ. By developing skilled and reliable NPs who embody Christ's love and serve as a beacon of hope, we aim to further the vision of HOPE CHRISTIAN HEALTH CENTER and contribute to the holistic well-being of our community. All that we do is for the Glory of God.



'AHA' MOMENT

- * During the training a "lightbulb" moment occurred when the team realized the potential for interprofessional collaboration.
- * Recognizing that newly graduated NPs could benefit from working closely with other healthcare professionals. Realizing that such program serves as a source of well-equipped, confident NP in the long run, offering sustainable pipeline of providers. This will potentially reduce the cost of recruiting NPs and improving retention rates within our organization.



CORE PROGRAM ELEMENTS

- ⇒ 12 month NP residency program
- ⇒ 1 month overlap for Post-GRAD NP and Incoming New NP Residents.
- ⇒ 2 ½ x week Continuity Clinic (with dedicated preceptor)
- ⇒ 2x a week Specialty clinic rotations
- ⇒ ½ day didactic session.



INNOVATIONS

- ⇒ Developed a comprehensive Didactic curriculum
- ⇒ Created a marketing tool to attract potential NP residents
- ⇒ Designed Application and Interview questionnaire forms for selection process questionnaire forms.
- ⇒ Formulated a mission statement integrating the NPRP
- ⇒ Successfully presented and advocated concept of NP residency to the board but requires presenting any updates to the board.



RECOMMENDATIONS

- 1) For effective leadership presentation: Identify program drivers early on prior to the start of the program. (ATTEND NTTAP)
- 2) Continuous communication with key leaders in the organization.

KEY PARTNERS

INTERNAL: CEO, CFO, Medical Directors, Nurse Practitioners, Consultants, DON, Operational Managers, DON, Director of HR, IT

EXTERNAL: Specialist – GI, CARDIO, TOURO UNIVERSITY, UNLV, We will continue to develop MOU to other specialist.

MEASURES/IMPACT

RTAT – Baseline Data

At our health center:
“We prioritize collaboration particularly with engaging with health professions training. Leaders and managers actively encourage staff participation in health professions training programs.”



HEALTH CENTER DESCRIPTION

Nasson HealthCare is a federally qualified, patient centered medical home serving the community of York County, Maine. We offer integrated medical, dental and behavioral health services to all ages regardless of insurance and offer a sliding fee scale for the uninsured or underinsured population. Additionally, we are part of York County Community Action Corporation and are a HRSA 330 grantee for homelessness and special populations.



AIM STATEMENT

Mission

Our mission is to establish a 12-month residency for new Nurse Practitioners and Physician Assistants. We aim to provide an educational experience filled with guidance and support, helping residents navigate the pivotal shift into clinical practice and the realm of community-based primary care services.

Vision

At Nasson Health Care, we embrace a guiding principle: our community's health reflects our center's vitality. We're dedicated to excellence in patient care and mutual support among staff. By fostering connections with residency programs, we invest in shaping future caregivers who will uphold and advance our shared mission.



PROGRAM DRIVERS

1. Staff retention and satisfaction
2. Diversity, equity, and inclusion
3. Highest quality care for our patients



INNOVATIONS

A few innovative measures adopted by Nasson to illustrate our progress toward establishing an NP residency program include the development of the framework, including policy and protocol documents, web page design, and an application process for program participants and preceptors. We are in the process of procuring funding and developing a comprehensive curriculum.



CORE PROGRAM ELEMENTS

- ⇒ Common challenges of primary care (eg. Chronic Pain management)
- ⇒ Specialty rotations
- ⇒ Social/emotional learning
- ⇒ Lab interpretation, patient communication, and time management



KEY PARTNERS

Internal:

- ◇ As a fully collaborative project, the successful implementation of a residency will require the cooperation of every department at Nasson Health Care and partners at York County Community Action

External:

- ◇ Potential external partners will include Southern Maine Health Care and University of Southern Maine



RECOMMENDATIONS

- ⇒ Central location for documents and working drafts or project management platform
- ⇒ Communication and conducting regular meeting with your team members
- ⇒ All members must have dedicated time



'AHA' MOMENT

- * Realization that establishing an NP residency program in a rural health center is feasible
- * Importance of leveraging current partnerships and resources for sustainability
- * Need for a robust curriculum aligned with community requirements
- * Emphasis on retention and sustainability for long-term success
- * Focus on keeping licensed nurse practitioners in the community for continuity of care
- * Commitment to quality and community for long-lasting impact of the NP residency program.

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HEALTH CENTER DESCRIPTION

Penobscot Community Health Care is a non-profit organization governed by a board of community volunteers, incorporated in 1997.

We are passionate about our Mission at PCHC - We provide comprehensive, integrated primary health care services for all to improve the health and wellbeing of our patients and the Maine communities we serve.



INNOVATIONS

Although we have already implemented an NP Residency Program our Health Center has supported the improvement and enhancement of our program even more so due to the providers that we have been able to retain within the organization and the impact this program has made on those providers.

It has increased patient access and lowered our recruitment needs within the organization. Providers within the organization have also started supporting our need for Mentors and leaders that our residents can connect with if they need help.



AIM STATEMENT

Our mission is to provide new family nurse practitioners with a positive transitional experience from education to practice while giving them an opportunity to fine tune skills under the guidance of an experienced mentor, increasing the number of highly skilled primary care providers in our community-based settings, particularly in rural and underserved areas.



RECOMMENDATIONS

- * My first recommendation is to gain the support of your entire health center. You will need the backing of everyone, not just your leadership, but your MAs, your Providers, your Recruitment Team and much more. Without this you will not have the backing you need to make this work.**
- * My second recommendation is to be flexible, allow for your residency to change and adapt with the needs that come forward.**
- * And lastly take all the feedback you can get and do your best to implement.**



'AHA' MOMENT

Our 'Aha' moment was the need for accreditation and a set of guidelines to use to enhance our already successful program. While the process has certainly not been easy it has provided us insight on where our program could be stronger and where it fails to hit the mark.

POSTGRADUATE NP & NP/PA TRAINING PROGRAMS



2023-2024 NTTAP Learning Collaborative

HEALTH CENTER DESCRIPTION

Since our inception in 1984, The Primary Health Network has grown to become the largest Federally Qualified Health Center (FQHC) in Pennsylvania and one of the largest in the nation.

At PHN, our patients are the center of our focus. We take various measures to ensure that our patients receive the highest quality of care. Some initiatives include our Primary Care Medical Home, free patient transportation to medical appointments, and our continuing accreditation by the Joint Commission. Adapting to the changing healthcare market, PHN participates in most managed care plans, processes most insurances, and offers a Sliding Fee Discount to eligible patients.

AIM STATEMENT

Mission

The mission of the Primary Health Network CRNP residency program is to enrich the newly licensed CRNP by strengthening and further developing skills that lead to competence and confidence in a highly collaborative, interprofessional setting at a Federally Qualified Health Center.

Vision

Primary Health Network's Nurse Practitioner Residency training program envisions future generations of nurse practitioners and clinical leaders at Federally Qualified Health Centers who ensure that all patients have access to high quality, evidence-based care.

PROGRAM DRIVERS

- * Increase patient access to quality care by addressing the primary care provider shortage while retaining our current workforce.
- * Utilize clinical and didactic education to ensure evidence-based care is provided for all patients.
- * Promote professional development through multidisciplinary collaboration, mentorship, and exposure to the mission of federally qualified health centers.
- * Address socioeconomic determinants of health through interdisciplinary collaboration to improve the health outcomes for all patients.
- * Expand the skills of current providers through the development and implementation of teaching practices and enhance their leadership skills.
- * Encourage growth in knowledge and diversity of existing staff and professionals as they address the needs and individuality of the residency participants.
- * Promote workplace vitality, engagement, and satisfaction to prevent provider burnout.

RECOMMENDATIONS

- 1) Join the NTTAP learning collaborative.
- 2) Ensure you have Executive Leadership support.
- 3) Identify core residency team members, and plan to meet regularly.

CORE PROGRAM ELEMENTS

Our Program and Curriculum are designed to support recent graduates in successfully transitioning to sustainable, independent practice in community health settings. Including 5 main components:

- 1) Primary Care
- 2) Pediatrics
- 3) Behavioral Health
- 4) Urgent Care
- 5) Women's Health

INNOVATIONS

- ⇒ CME accredited with the PA Medical Society
- ⇒ Created a mission & vision statement while identifying program drivers.
- ⇒ Creating a residency program will provide us with the opportunity to provide new graduates with a structured and dedicated way to mentor.

KEY PARTNERS

Internal: PHN Leadership Team, Board Members, and current providers

External: Academic Partners such as Penn State University, University of Pittsburgh, Duquesne University, Robert Morris University, Penn West Universities

'AHA' MOMENT

Wanting to see new post-grad CRNPs not just survive but thrive in the challenging environment of primary care for the underserved.

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WELLSPACE
HEALTH

HEALTH CENTER DESCRIPTION

WellSpace Health has provided care and support to individuals and families throughout the Sacramento region since 1953. Our focus has always been to offer a full range of quality medical care, dental care for children and adolescents, mental health and behavioral health services to underserved populations. We do this by placing ourselves within the communities we serve and employing outstanding healthcare professionals who are devoted to our mission.

KEY PARTNERS

Internal:

CMO, Operations Leadership, Human Resources

External:

Samuel Merritt's and WellSpace Health's NP Clinical Practicum program

AIM STATEMENT

Mission: Achieving regional health through high quality comprehensive care.

Vision: WellSpace Institute will offer an inter-professional Family Nurse Practitioner/ Physician Assistant Fellowship Program. The program is a collaborative 12 month fellowship that will provide clinical training to recently graduated nurse practitioners and physician assistants, within 12 months of completion of an accredited program.

Our fellows will have supported learning experiences in adult primary care, continuity practice, immediate care, pediatrics, women's health, specialty care, behavioral health and substance use disorder treatments. In addition, there is a focus on achieving health equity, leadership development, and quality assessment and improvement.

PROGRAM DRIVERS

- ⇒ Recruitment
- ⇒ Retention
- ⇒ Improved provider job satisfaction

Desired outcomes for this program include job satisfaction of fellows as well as current healthcare providers who participate in the education process. Upon graduation the fellows will be prepared to confidently deliver high quality, evidence - based, culturally competent and compassionate primary care with a focus on addressing needs of complex patients in the underserved community.

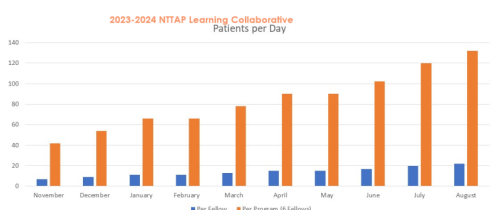
CORE PROGRAM ELEMENTS

The WellSpace Health APP Fellowship Program is 12-month, full time employment and training opportunity structured as follows:

- * 2 days precepted clinic
- * 1 day mentored clinic
- * 1 day specialty care
- * 1 day learning activities (didactic sessions, reflections, meetings, feedback, Project ECHO, and individual performance improvement project)

There is a 1-year employment commitment required after completion of the program. The program will launch fall 2024 with 6 fellows.

APP Postgraduate Fellowship Patient Ramp Up



Created a program model and budget that is supported by leadership and demonstrates program success and longevity.

VOICE OF THE TEAM

This program is practice changing:

Training, Access, Retention, and Revenue

— Alyssa Spencer, Associate Medical Director of Primary Care and Clinical Quality

'AHA' MOMENT

The resource commitment to develop and implement a fellowship program while maintaining existing position responsibilities.

INNOVATIONS

- * Understanding of the value of education initiatives to create a highly competent workforce and increase workforce retention
- * Allocating time for providers involved in the initiative to dedicate to program implementation
- * Generating support across organization of the value and RIO of the fellowship program
- * Engaging clinicians in supporting the work and provide increased work satisfaction

RECOMMENDATIONS

- ⇒ Establish standing meetings to work on the project with the project team
- ⇒ Ensure organizational leadership supports providing the time needed to establish a fellowship
- ⇒ Budget for development and implementation early in the process

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Wheeler

Family Health & Wellness Center



HEALTH CENTER DESCRIPTION

Wheeler is a nonprofit, community-based federally qualified health center, human services provider, and therapeutic day school that provides an integrated approach to care across Connecticut.



PROGRAM DRIVERS

- 1) Workforce development
- 2) Strategic direction of the organization
- 3) Clinical needs for excellence



AIM STATEMENT

Mission

The Wheeler Residency Program's mission is to provide a high-quality patient-centered training and mentoring environment in an innovative Federally Qualified Health Center. We strive to empower our residents to become clinical leaders in health care and in their communities.

Vision

The Wheeler Residency Program will be the program of choice to help new graduates become strong, competent, patient-centered clinical practitioners.

The program will achieve this through clinical preceptors/mentoring and didactic sessions, developing independent clinicians who are equipped to manage the diverse and complex medical and social needs of our patients.

These clinicians will support patients under their care to grow, change, and live healthier, productive lives and enhance Wheeler's goal of providing excellence in care through integrated medical and behavioral health treatment.



RECOMMENDATIONS

- ⇒ Build a multi-disciplinary team
- ⇒ Find the most effective business case with strategic benefits
- ⇒ Receive buy-in from the board and executive leadership



CORE PROGRAM ELEMENTS

- * Scheduled Lectures / Didactics
- * Mentoring
- * Case-Based Learning
- * Grand Rounds, with CME
- * Journal Club
- * Quality Assurance / CQI Project
- * Specialty Clinics



INNOVATIONS

- ⇒ Internally created job descriptions and approved policies and procedures
- ⇒ Received executive and board approval and buy-in
- ⇒ Posted program information and applications on web site
- ⇒ Promoted on social media, mass email, earned media, and web site



KEY PARTNERS

- ⇒ Medical director
- ⇒ Psychiatric medical director
- ⇒ Director of medical information
- ⇒ Psychiatrist
- ⇒ Lead provider
- ⇒ Vice president of quality operations
- ⇒ Director of recruitment
- ⇒ Clinical quality director
- ⇒ Director of training and development
- ⇒ Vice president of marketing communications and philanthropic giving
- ⇒ Board of Trustees
- ⇒ Local educational facilities



'AHA' MOMENT

We realized that residencies were a natural extension of the strategic direction of our organization over the past several decades.

VOICE OF THE TEAM

Our residents will receive a well-rounded education that prepares them to address the unique challenges we face every day providing community-based health care across the state.

- **Rebecca Eleck-Bruce, MD,**
Wheeler's primary care medical director.

VOICE OF LEADERSHIP

We're proud to be able to invest in the future of community-focused medicine in Connecticut.

- **Sabrina Trocchi, PhD, MPA,**
Wheeler president and chief executive officer