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Professional Title, Organization: Regional Medical Director, Neighborhood Health Care

CHIP Title: Developing an Advanced Practitioner Training Academy

Project Description:

California is in a critical primary care shortage. In 2018 an estimated 45% of Californians had insufficient access to a primary care provider. This lack of access leads to increased morbidity, mortality and cost of care. This shortage is reflected in my own organization Neighborhood Health Care, an FQHC in San Diego. To effectively care for all of our assigned patients, we needed to expand our current workforce by 20%.

In 2020 we attempted to recruit clinicians, but numerous positions remained vacant for months, with no physician or experienced advanced practitioner applicants. There were, however, numerous new-graduate advanced practitioner applicants. These candidates were enthusiastic and mission-oriented but lacked experience and suffered disruptions in their training due to COVID.

In my CHIP I developed a training program to prepare recently graduated advanced practitioners to care for our complex patient population. The Advanced Practitioner Training Academy (APTA) focuses on providing high quality, evidence-based primary care, an excellent patient experience and easy access to appointments. Training consisted of precepted continuity clinics, specialty rotations and didactic sessions.

Key findings and lessons learned:

- Completed 5 sessions of APTA- training 10 clinicians.
- Retained 7 of the program graduates:
 - 5 are providing primary care
 - 1 is PACE clinician
 - 1 is providing HIV/Transgender services
- All surveyed participants and preceptors highly recommended APTA
- Preceptors report improved job satisfaction.
- 7/7 remaining participants are meeting quality goals.
- 5/7 remaining participants are meeting patient experience goals.
- Participants will require continued support following completion of APTA.
- By increasing number of patients seen by participants and reducing schedule blocks on preceptors APTA is financially sustainable

Next Steps:

- Considering continuous APTA training sessions
- Reimaging our care teams to incorporate advanced practitioners.
- Continue to spread learning among other health centers.
- Participated in nationwide collaborative with Community Health Center Incorporated
- Secured HRSA grant funding \$210,000 annually to train 3 participants over 4-year period.