

BCRS and the NHSC

July, 2010

Introduction of BCRS New Staff

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NHSC Scholar Feedback

Dear Dr. Wakefield,

I am an ObGyn physician on faculty at OHSU and successfully completed my NHSC scholar commitment in inner-city DC in 2008. I wanted to thank you and the Obama administration for the real commitment to the NHSC that is now being implemented. It has potential to be a fabulous program.

Unfortunately, the NHSC was horribly under-staffed for a long-time. As an example, today, one and a half years after completing my service, I still had not received any notification from the NHSC that I had completed my service - no thank you for my four years in DC, no acknowledgment at all. I finally decided it was time to call. Your staff was very helpful and said they were very sorry that my account had not been completed prior. It appears that increasing on-the-ground staffing for the NHSC scholars and loan re-payers is still direly needed. Please assist in any way that you can in the coming months and years.

Below is a letter that I sent to Obama's healthcare team last year regarding my experiences and ways to improve the NHSC.

Thank you so much for your time.

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BCRS Mission

To improve the health of the Nation's underserved communities and vulnerable populations by coordinating the **recruitment and retention** of caring health professional in the healthcare system and supporting communities' efforts to build more integrated and sustainable systems of care.

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BCRS Values

● Internal

- You, Bureau Employees
- Professionalism
- Excellent Customer Service
- Innovation & Creativity
- Efficiency & Effectiveness
- Partnerships & Collaboration

● External

- Program Participants- Clinicians in Service & Alumni
- Clinician Retention
- Commitment to the Underserved
- Access to Primary Health Care
- Program Results - Health Care Heroes

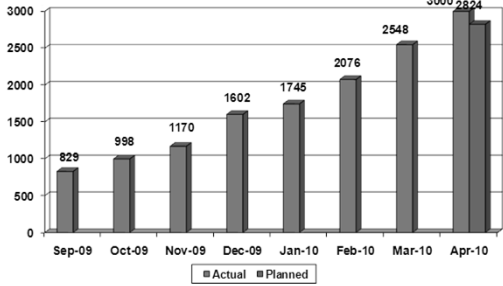
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Accomplishments

- Over 3000 Recovery Act Awards Made To-date
- NHSC LRP Part-Time Demo Program – Opened/Closed
- Second Senator Sanders Meeting
- NHSC Advisory Council Meeting – May 2010
- Washington Post & Kaiser Interviews
- NHSC Forums/Listening Sessions (6) – Complete
- BMISS Implementation – Phase II Complete/Phase III Underway
- NELRP, NSP, NHSC SP, FLRP, NHSC LRP and Native Hawaiian SP – Processing Underway
- Over 60% Complete on Casework Backlog

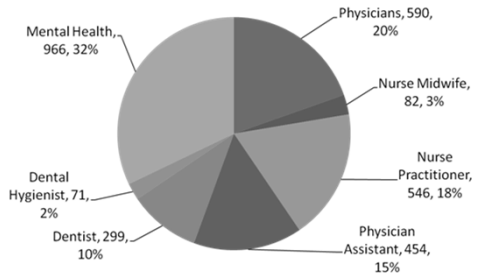
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2009-2010 ARRA Loan Repayment Awards – Success!!!!



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ARRA LRP Awards by Discipline



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BCRS 2010 Goals/Initiatives

- Complete ARRA & FY 2010 Awards
- Eliminate the Clinician/Sites Backlog (1200+) & Streamline Processes – July 2010
- NHSC Marketing Strategy/Campaign
- Customer Service & Retention Strategy
 - Clinician & Site Resource Website - New
 - Awardee & Scholar Conferences - Redesign
- Site Partnership Initiative
 - Streamline NHSC Site Application Process
 - Recruit New Sites & Vacancies
- Internal Operations
 - Improve Contract Management
 - Improve Internal Communications & Openness within BCRS
- BMISS
 - Implement Phase III, IV & V
 - Improve the Quality of Data & Provide Metrics

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BCRS Happenings

- BCRS Deputy Associate Administrator – Kim Kleine
- Regional Office Staff
 - 45 People Joined BCRS
 - Role – Working with NHSC Sites; Outreach; and Clinician Support and Casework
 - Create a Division of Regional Operations
- BCRS Reorganization
 - Anticipate Announcing in July 2010
 - Incorporates Regional Office Staff
 - Addresses Program Growth & Fragmentation
- Hiring Authorities
 - Schedule A
 - Affordable Care Act Direct Hiring

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Affordable Care Act

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Affordable Care Act

- Reauthorization of NHSC Program through 2015
- Increases Maximum Loan Repayment Award from \$35,000 to \$50,000
- Allows for Half-Time Opportunities; 2 & 4 Year Contracts
 - Expanded to Include Loan Repayment & Scholarship Programs
- NHSC Funding in the Community Health Center & NHSC Fund
 - FY2011: \$290 million
 - FY2012: \$295 million
 - FY2013: \$300 million
 - FY2014: \$305 million
 - FY2015: \$310 million

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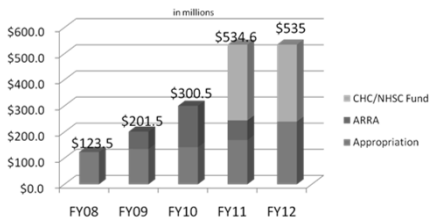
Affordable Care Act (cont.)

- Teaching as Clinical Practice - Up to 20% Credit for Service Obligation.
- Teaching Health Center Graduate Medical Program - Up to 50% Credit for Service Obligation.
- Provides for Reappointment of National Advisory Council
- Extends Tax-Free benefit to recipients of State Loan Repayment Program awards.
- Allows Indian Health Facilities that serve only Tribal members to qualify as an NHSC site.

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Affordable Care Act

- Investment in NHSC has more than doubled since FY2008
- By FY2011, funding will increase by over 400%
- Substantially increases access to care and grows primary care workforce



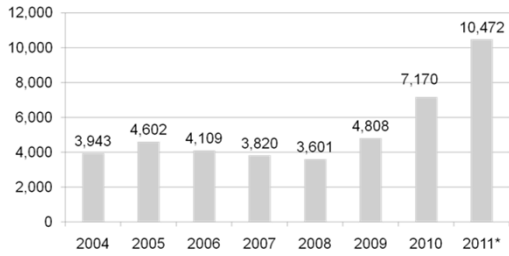
FY2011 Appropriation Assumes FY2011 President's Budget Level; FY2012 Appropriation Assumes Authorized Level in the Affordable Care Act.

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Tomorrow's NHSC: Shaping the Future Vision

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NHSC Field Strength



*Projections based on President's Budget, Recovery Act & Affordable Care Act Funding

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Our Challenge

- Make the National Health Service Corps as well-known as the Peace Corps
- Reinvent the Corps:
 - More Visibility & Understanding of the Corps
 - Primary Care Recruitment & Retention Tool
 - Proactive Support in the Field
 - Excellent Customer Service
 - Lifetime Membership; Increase Retention
- Corps wants to be the Organization of Choice for Primary Care Providers

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