

2011 MISSOURI RURAL HEALTH CLINIC SURVEY COMPREHENSIVE DATA REPORT

The Missouri Department of Health and Senior Services (DHSS), Office of Primary Care and Rural Health (OPCRH) within the Center for Health Equity and The Bureau of Health Facility Regulations (BHFR) within the Division of Regulation and Licensure, together with the Missouri Association of Rural Health Clinics (MARHC) recognize Rural Health Clinics as an integral part of the health care delivery system and seek to work collaboratively to ensure access to quality health care services in rural communities. As a result of this collaboration, this survey was developed. Obtaining feedback from this survey is vital in accomplishing the coordination of programs that strengthen health care access with a focus on rural areas and underserved populations.

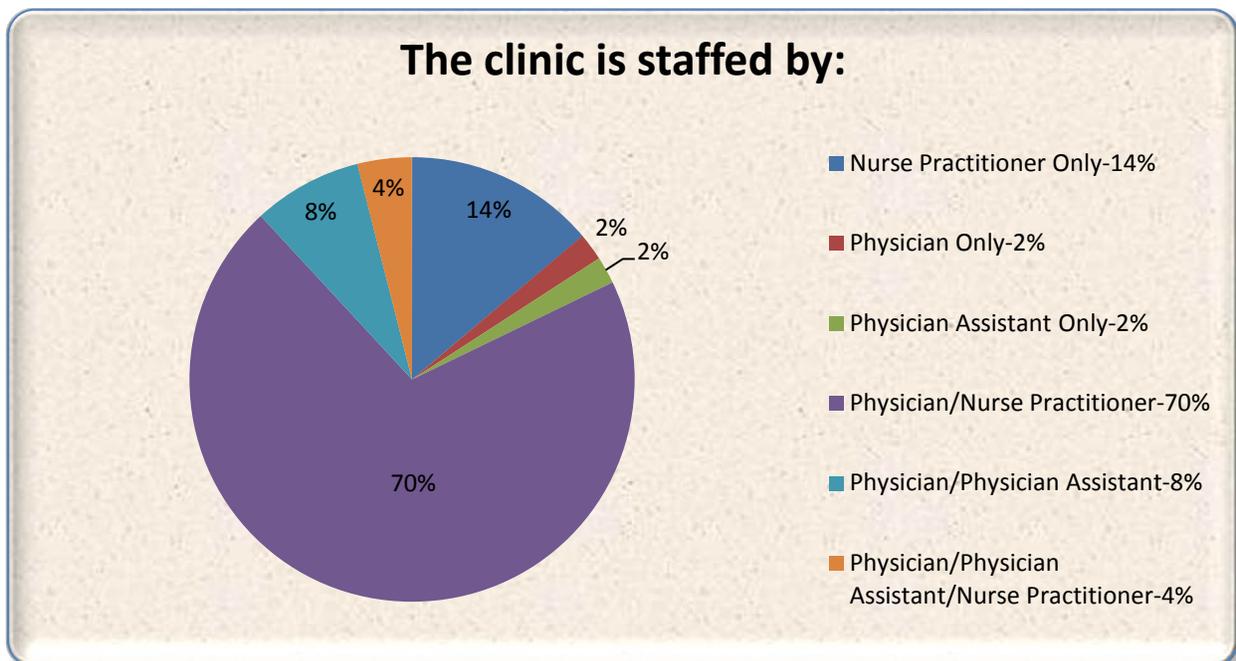
Survey Specifications:

In February 2011, there were 361 active Rural Health Clinics (RHCs) in BHFR's database. A letter announcing this survey was mailed to all 361 RHCs in Missouri on February 18, 2011. Recipients had the option of completing the survey on-line or printing a paper version of the survey off the DHSS website and mailing it to the OPCRH. Recipients were originally given two weeks to complete the survey; however, the timeframe was extended to five weeks due to multiple mailings returned for insufficient addresses. Accurate addresses were obtained for these particular clinics and a second mailing was sent. The extended timeframe ensured all RHCs the opportunity to complete the survey. OPCRH was lead on this project by creating the survey, managing the mailings, point of contact for the RHCs for any questions or concerns regarding the survey, aggregating and analyzing the data, and creating the data reports.

Fifty-one surveys were completed and returned representing 14% of the state's RHCs. Thirty-one or 61% of the surveys were completed on-line while the remaining 20 surveys (39%) were paper surveys.

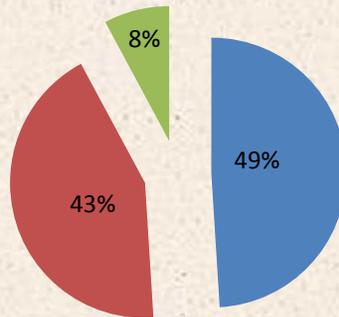
Survey Data

Organizational Structure



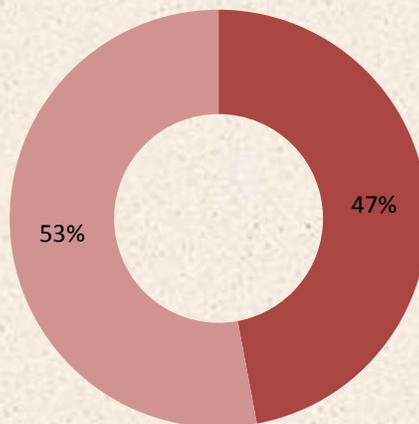
Clinic is owned by:

■ Hospital ■ Independent ■ Other Health System



Clinic Status

■ For Profit
■ Not For Profit



Physical Environment

Plans for expanding current clinic's size or relocating?

- 80% of RHCs do not plan to expand their clinic size or relocate
- Of the 20% RHCs who are planning on expanding their clinic size or relocating, their plans are:
 - Adding behavioral health
 - Adding more providers to clinic
 - Physical addition in one year with addition of physicians
 - Larger facility under construction which will attach to the hospital
 - New building located on same property
 - Opening a new clinic
 - Trying to qualify as a FQHC
 - Adding specialty physicians
 - Adding to existing building to increase exam rooms for future physicians

- Plan to relocate to a larger building

Is clinic located in its own unattached building?

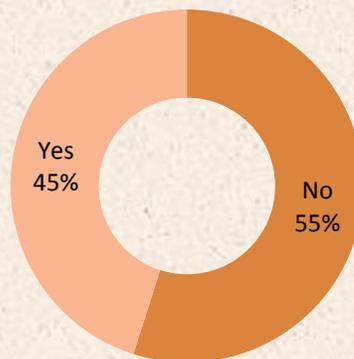
- No (25%)
- Yes (75%)

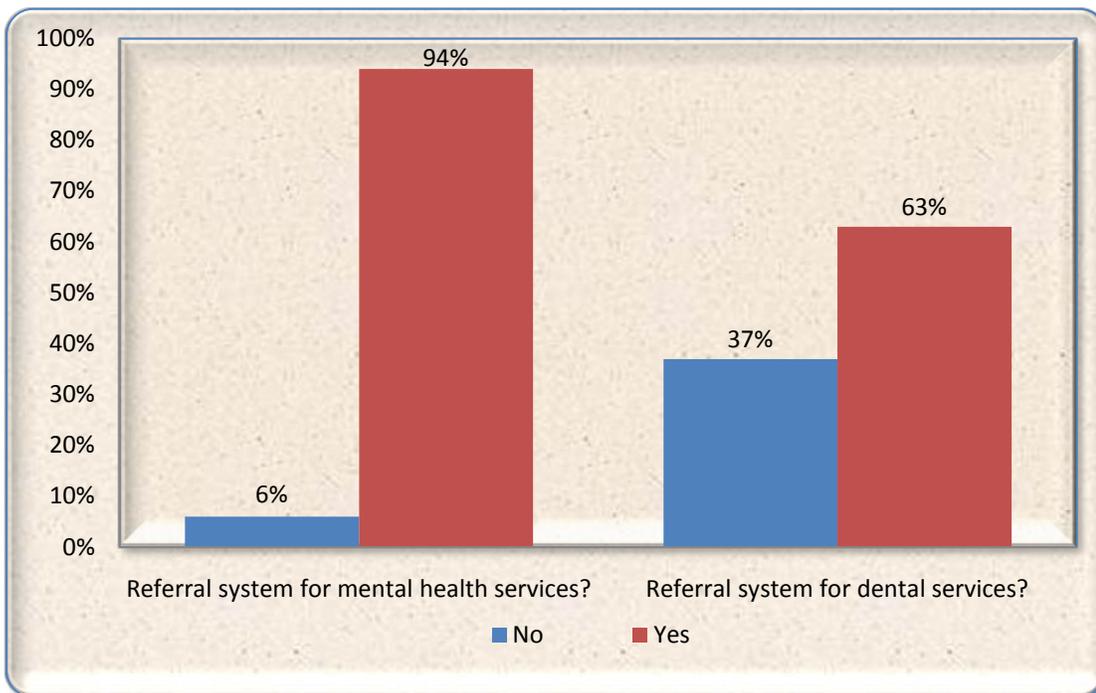
Clinical Information

Participate in the 340B Drug Pricing Program

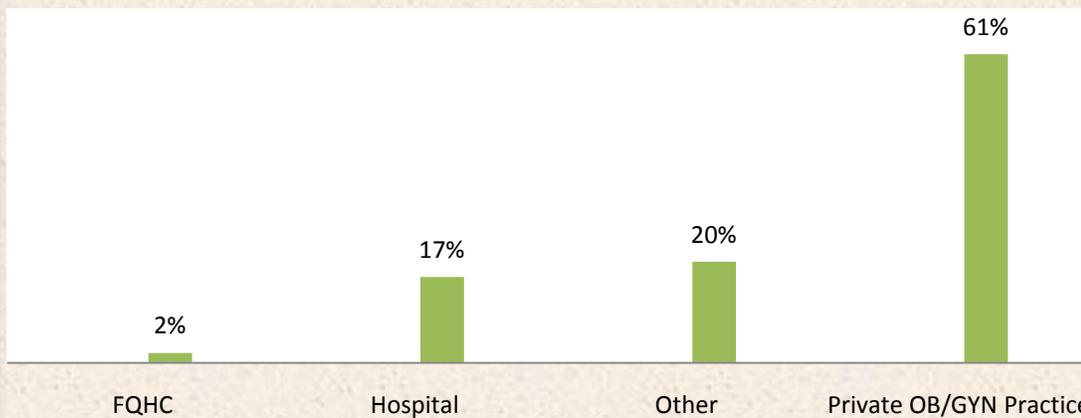


Do the clinicians order prescriptions electronically?





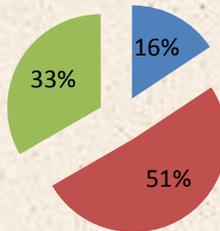
20% of RHCs provide specialized care for OB patients. Of the 80% of RHCs who do not, they refer their OB patients to:



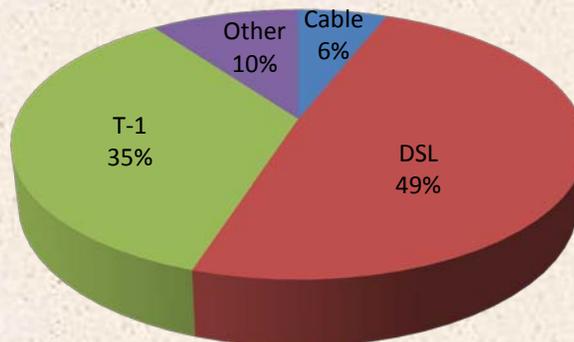
Technology Questions

If clinic is part of a larger health care system, are the computers networked to the larger health system?

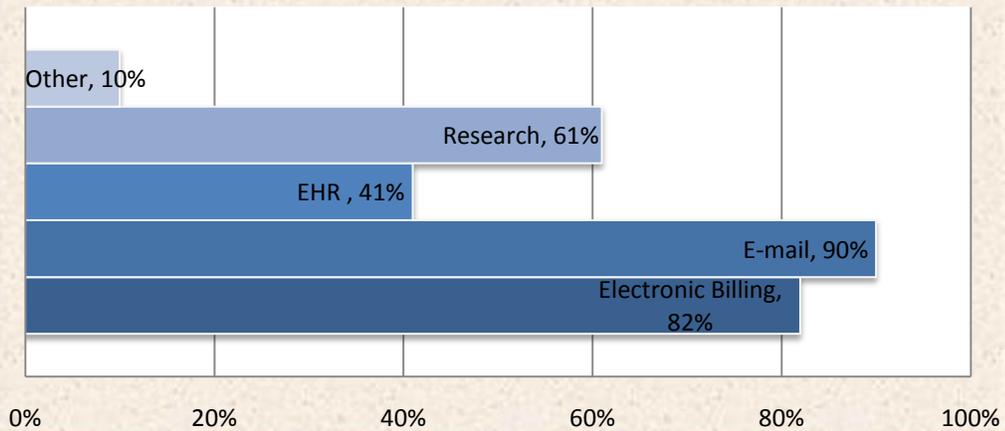
■ No ■ Yes ■ Not part of a larger health system



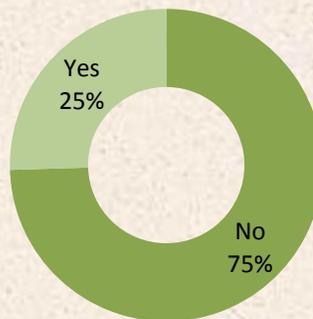
What type of internet connectivity do you have?



What do the RHCs use their internet connection for?



Videoconferencing Capable?



Electronic Health Record (EHR)-

- 63% (32) of the RHCs have not fully implemented an EHR.
- Of the 37% (19) RHCs who have, the following systems are used:
 - o GE Centricity- 4
 - o EPIC-4
 - o AllScripts-2
 - o CERNER-1
 - o EMDS-1
 - o McKesson Practice Partner-1
 - o Citrix/Medical Manager-1
 - o Healthland-1
 - o Meditech-1
 - o Soapware-1
 - o E-clinic Software-1
 - o Other-1

- **Of the 19 RHCs, their EHR was implemented:**

- 26% in 2005 or earlier
- 26% in 2007
- 32% in 2008
- 5% in 2009
- 11% in 2010

All 19 clinics stated their EHR system is functional to their clinic.

Of the 19 RHCs with EHRs implemented:

- 6 (32%) have not achieved meaningful use
- 13 (68%) report they have achieved meaningful use

- **Of the six RHCs who have not achieved meaningful use, five will meet meaningful use in 2011 and one in 2012.**

- **Of the 13 RHCs who reported to have achieved meaningful use, they did so in:**

- 2005 or earlier-1
- 2007-1
- 2008-2
- 2009-2
- 2010-4
- 2011-3

- **Of the 32 RHCs who have not implemented an EHR, they plan to in:**

- 2011-11
- 2012-10
- 2013-5
- 2014-2
- 2015-4

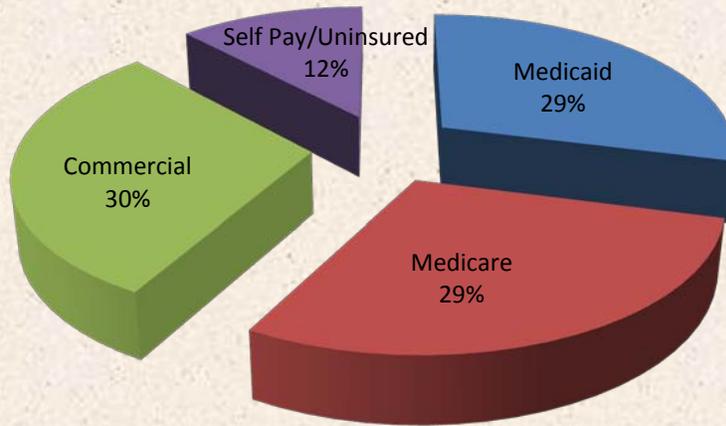
- **Of the RHCs who will not implement an EHR in the next year, the reason is:**

- Additional education needed-1
- Lack of funding-12
- Provider retiring in near future-1
- Time constraints-1

Billing and Fee Information

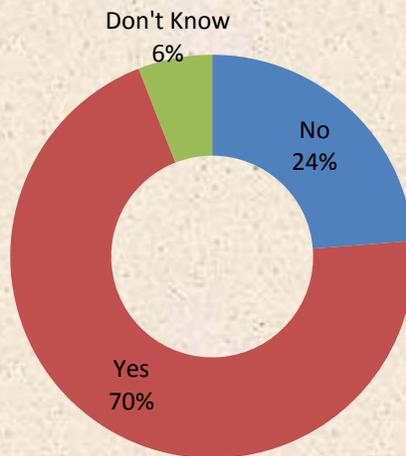


Payer Mix (primary payer)

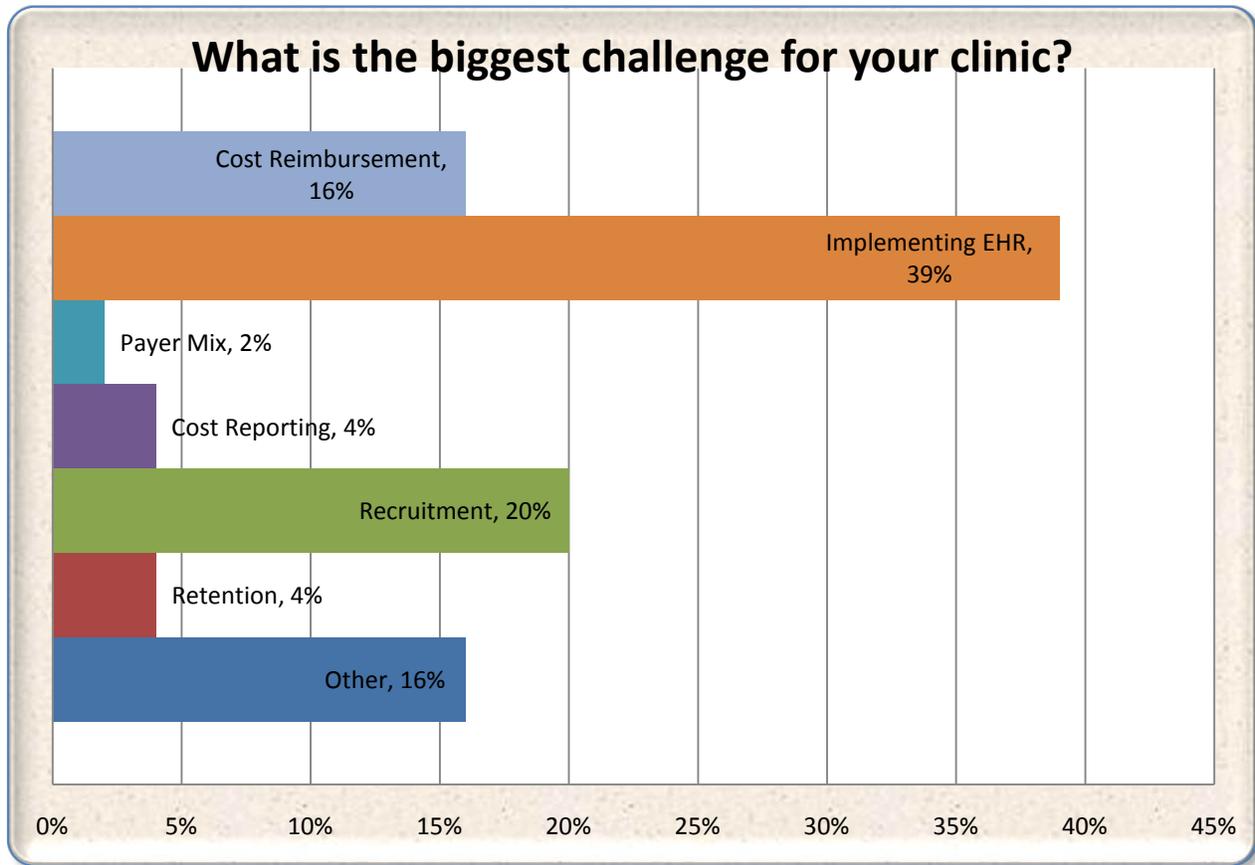


- 71% of RHCs reported treating all self pay or uninsured patients.
- 29% of RHCs reported on average 12% of self pay or uninsured patients they were unable to treat in 2010.

Do other providers in the community serve the under/uninsured population?



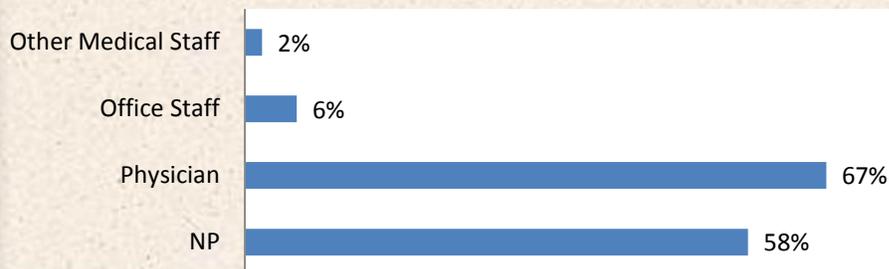
General Questions



Other category:

- finding specialists for patients who have Medicaid or are uninsured
- Keeping up and understanding health care reform/regulations
- Reimbursement and write-off for self-pay and/or uninsured patients
- Uninsured patients
- too little clinic space

The RHCs which selected Recruitment or Retention as their main challenge chose these disciplines as challenges:

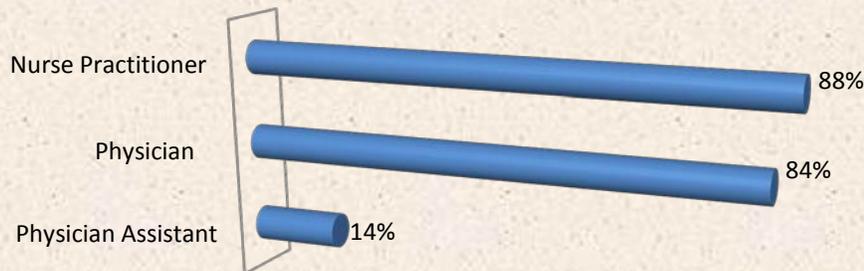


- **What can our offices (Bureau of Health Facility Regulation, Missouri Office of Rural Health, and Missouri Association for Rural Health Clinics) do to assist you? (overall percentages)**
 - o 25% requested information on Health Professional Shortage Areas (HPSA)
 - o 37% requested information about grant opportunities obtained through the postings of the Rural Spotlight
 - o 18% requested information dissemination
 - o 43% would like to receive additional information from the Missouri Association of Rural Health Clinics (MARHC)
 - o 18% selected none

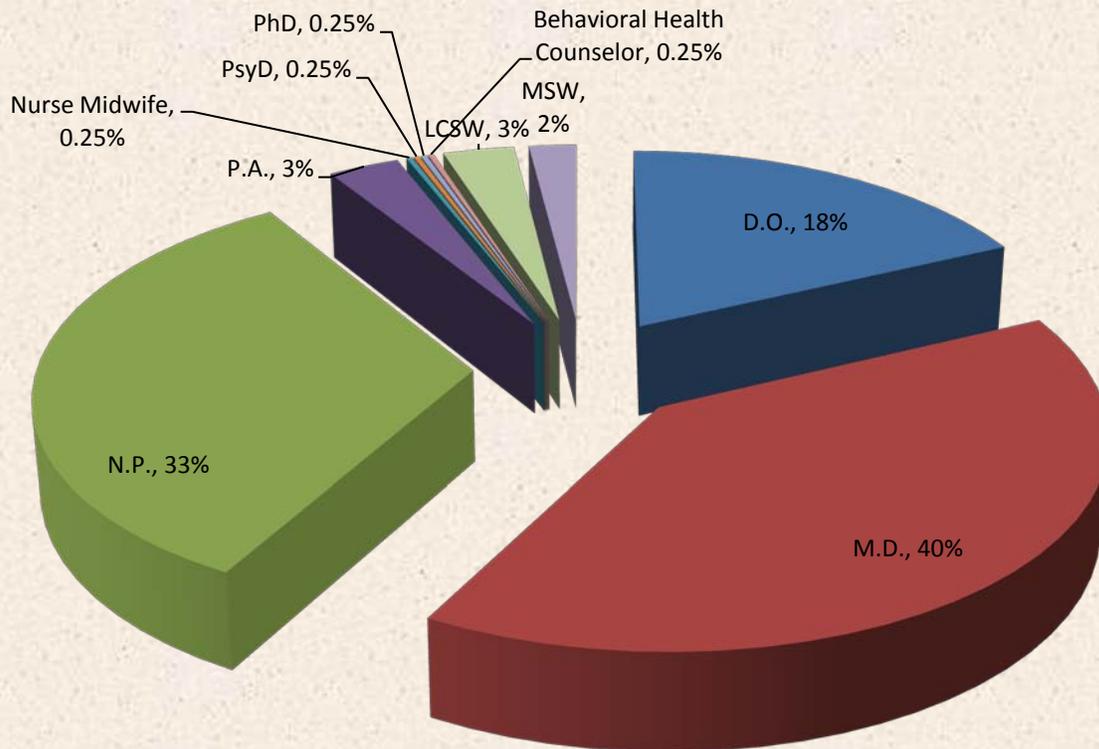
Provider Information

- **The average number of providers per clinic = 4**

Of the 51 surveys returned, 88% of Rural Health Clinics have Nurse Practitioners, 84% have Physicians and 14% have Physician Assistants.



Of the 51 clinics who completed the survey, 226 clinicians were identified:



Provider FTE Breakdown:

FTE Grid:

| | |
|----------------|---|
| .25 FTE | 1-16 hours per week in which the clinician is scheduled to see patients in the office |
| .50 FTE | 17-27 hours per week in which the clinician is scheduled to see patients in the office |
| .75 FTE | 28-33 hours per week in which the clinician is scheduled to see patients in the office |
| 1 FTE | 34-40 hours per week in which the clinician is scheduled to see patients in the office |

D.O. = 40 total

| FTE | # | % |
|----------------|-----------|------------|
| .25 | 10 | 25% |
| .5 | 2 | 5% |
| .75 | 10 | 25% |
| 1 | 16 | 40% |
| Unknown | 2 | 5% |

M.D. = 90 total

| FTE | # | % |
|---------|----|-----|
| .25 | 17 | 19% |
| .5 | 4 | 4% |
| .75 | 23 | 26% |
| 1 | 44 | 49% |
| Unknown | 2 | 2% |

N.P. = 75 total

| FTE | # | % |
|---------|-----|-----|
| .25 | 11 | 15% |
| .5 | 12 | 16% |
| .75 | 16 | 21% |
| 1 | 36 | 48% |
| Unknown | N/A | N/A |

P.A. = 7 total

| FTE | # | % |
|---------|----|-----|
| .25 | 3 | 43% |
| .5 | 0 | 0% |
| .75 | 1 | 14% |
| 1 | 3 | 43% |
| Unknown | NA | NA |

| Discipline: | # (%) | FTE |
|-----------------------------|----------|-----|
| Nurse Midwife | 1 (.25%) | 1 |
| PsyD | 1 (.25%) | .25 |
| PhD | 1 (.25%) | 1 |
| Behavioral Health Counselor | 1 (.25%) | .75 |

LCSW = 6 total

| FTE | # | % |
|---------|----|-----|
| .25 | 1 | 17% |
| .5 | 3 | 50% |
| .75 | 0 | 0% |
| 1 | 2 | 33% |
| Unknown | NA | NA |

MSW = 4

| FTE | # | % |
|---------|----|-----|
| 1 | 4 | 100 |
| Unknown | NA | NA |

Hours of Operation

Monday-Thursday:

| # of Clinics | Hours of Operation |
|--------------|----------------------------|
| 19 | 8:00am - 5:00pm |
| 8 | 9:00am - 5:00pm |
| 7 | 8:30am - 4:30pm |
| 4 | 8:00am - 4:30pm |
| 2 | 8:30am - 5:00pm |
| 2 | 7:00am - 7:00pm |
| 2 | Other (time not specified) |
| 1 | 7:00am - 5:00pm |
| 1 | 7:00am - 5:30pm |
| 1 | 7:30am - 7:00pm |
| 1 | 8:00am - 6:00pm |
| 1 | 8:00am - 8:00pm |
| 1 | 8:30am - 4:00pm |
| 1 | 10:00am - 8:00pm |

Friday:

| # of Clinics | Hours of Operation |
|--------------|----------------------------|
| 14 | 8:00am - 5:00pm |
| 6 | 8:30am - 4:30pm |
| 6 | 9:00am - 5:00pm |
| 4 | Other (time not specified) |
| 3 | 8:00am - 4:30pm |
| 3 | 8:30am - 4:00pm |
| 2 | 7:00am - 7:00pm |
| 2 | 8:00am - Noon |
| 2 | 8:30am - 5:00pm |
| 1 | 7:00am - 5:00pm |
| 1 | 7:30am - 7:00pm |
| 1 | 8:00am - 3:00pm |
| 1 | 8:00am - 6:00pm |
| 1 | 8:00am - 8:00pm |
| 1 | 9:00am - Noon |
| 1 | 9:00am - 4:00pm |
| 1 | 10:00am - 8:00pm |
| 1 | Closed |

Saturday:

| # of Clinics | Hours of Operation |
|--------------|--------------------|
| 41 | Closed |
| 2 | 8:00am - Noon |
| 1 | 8:00am - 10:00am |
| 1 | 8:00am - 3:00pm |
| 1 | 8:00am - 4:00pm |
| 1 | 8:00am - 5:00pm |
| 1 | 9:00am - 11:00am |
| 1 | 9:00am - Noon |
| 1 | 9:00am - 1:00pm |
| 1 | 10:00am - 8:00pm |

Sunday:

| # of Clinics | Hours of Operation |
|--------------|--------------------|
| 2 | 1:00pm - 6:00pm |
| 1 | 1:00pm - 5:00pm |

