

2011 MISSOURI RURAL HEALTH CLINIC SURVEY DATA SUMMARY 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. 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. This is a summarized report. For complete survey data, please see the "2011 Missouri Rural Health Clinic Survey Comprehensive Data Report."

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

1. The clinic is staffed by:
 - a. Nurse Practitioner Only = 14%
 - b. Physician Only = 2%
 - c. Physician Assistant Only = 2%
 - d. Physician/Nurse Practitioner = 70%
 - e. Physician/Physician Assistant = 8%
 - f. Physician/Physician Assistant/Nurse Practitioner = 4%
2. 49% of clinics are owned by a hospital, 43% are independently owned and 8% are owned by "Other Health System"
3. 53% are For Profit while 47% are Not For Profit

Physical Environment

1. 20% of RHCs plan to either relocate or expand their clinic physically in size and/or by providing additional clinic services and hiring additional providers
2. 75% of clinics are located in their own unattached building

Clinical Information

1. 98% of RHCs do not participate in the 340B Drug Pricing Program
2. 45% of clinicians order prescriptions electronically
3. 94% have referral systems in place for mental health services and 63% have referral systems in place for dental services
4. 80% of RHCs do not provide specialized care for OB patients; therefore, 61% refer their OB patients to a Private OB/GYN Practice, 20% to Other, 17% to the Hospital and 2% to a FQHC

Technology Questions

1. Of the 34 RHCs who are part of a larger health care system, 76% have their computers networked to the larger health system
2. What type of internet connectivity do you have?
 - a. DSL = 49%

- b. T-1 = 35%
 - c. Cable = 6%
 - d. Other = 10%
3. What do the RHCs use their internet connection for?
 - a. E-mail = 90%
 - b. Electronic Billing = 82%
 - c. Research = 61%
 - d. EHR = 41%
 - e. Other = 10%
 4. 75% of RHCs do not have videoconferencing capabilities
 5. 63% (32) of the RHCs have not fully implemented an EHR
 6. 15 RHCs will not implement an EHR in the next year due to:
 - a. Additional education needed – 1
 - b. Lack of Funding – 12
 - c. Provider retiring in near future – 1
 - d. Time constraints – 1

Billing and Fee Information

1. 55% of RHCs offer or publish a sliding fee schedule
2. Payer Mix (Primary Payer):
 - a. Commercial = 30%
 - b. Medicare = 29%
 - c. Medicaid = 29%
 - d. Self Pay/ Uninsured = 12%
3. 71% reported treating all self pay or uninsured patients. The remaining RHCs report on average 12% of self pay or uninsured patients they were unable to treat in 2010.
4. 75% of RHCs are aware of other providers in their community who serve the under/uninsured population

Provider Information

1. The average number of providers per clinic is 4
2. 88% of RHCs have Nurse Practitioners, 84% have Physicians and 14% have Physician Assistants
3. Of the 51 RHCs who completed the survey, 226 clinicians were identified:
 - a. M.D. = 40%
 - b. N.P. = 33%
 - c. D.O. = 18%
 - d. P.A. = 3%
 - e. LCSW = 3%
 - f. MSW = 2%
 - g. Nurse Midwife = 0.25%
 - h. PsyD = 0.25%
 - i. PhD = 0.25%
 - j. Behavioral Health Counselor = 0.25%

*** For an FTE breakdown of each discipline, please refer to the 2011 Missouri Rural Health Clinic Survey Comprehensive Data Report

General Questions

1. What is the biggest challenge for your clinic?
 - a. Cost Reimbursement = 16%
 - b. Implementing EHR = 39%
 - c. Payer Mix = 2%
 - d. Cost Reporting = 4%
 - e. Recruitment = 20%
 - f. Retention = 4%
 - g. Other = 16%
2. The RHCs which selected Recruitment or Retention as their main challenge selected Physician and Nurse Practitioner as the most challenging disciplines.