

An aerial photograph of a dense urban skyline, likely New York City, featuring numerous skyscrapers and buildings. The image is overlaid with a semi-transparent dark grey rectangle. The text "Keys to Quality HCCN" is centered within this rectangle in a white, sans-serif font. A thin blue horizontal line is positioned directly below the text.

# Keys to Quality HCCN

# Introductions

NNCC and HCCN History

HCCN Staff

HRSA's HCCN Program





## National Nurse-Led Care Consortium

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- National Nurse-Led Care Consortium is a 501(c)3 non-profit organization providing technical assistance and training services to member health centers for over 20 years.
- Since 2008 NNCC has held a NTTAP award with HRSA to provide TA services to FQHCs and other service providers.
- NNCC administers the K2Q HCCN project on behalf of the participating health centers.
- NNCC provides day-to-day project management, program planning and critical activities of the K2Q HCCN.
- NNCC reports to PHMC on program activities and fiscal operations.

# NNCC Mission & Vision

NNCC's mission is to advance nurse-led healthcare through policy, consultation, and programs to improve health outcomes and meet people's primary care and wellness needs.

NNCC's vision: Nurse-led care exists at the intersection of multidisciplinary healthcare, where nurses have a transformative role as holistic caregivers, advocates, and leaders. Nurses have unique skills and insight to treat the whole person, serving as a critical connection between compassionate and evidence-based healthcare.

# NNCC's K2Q HCCN Team

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NNCC's long-standing HCCN team supports member health centers across a variety of activities and services.

Please do not hesitate to reach out to us with any questions.



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# What is a Health Center Controlled Network?

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Network of participating health centers and look-alikes collaborating to leverage health information technology (IT) and data driven strategies to enhance care delivery.

Each partner health center (PHC) receives customized workplans tailored to their strategic priorities, HIT capabilities, and operational need.

PHCs benefit from one-on-one technical assistance, access to expert consultants, and peer learning opportunities.





## HRSA's HCCN Program

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HRSA funds 49 HCCNs across all 50 states and PR

Over 90% of Health Center Grantees participating

Only 16 of 49 HCCNs are non-PCA affiliated networks (like the K2Q HCCN)

3-year funding to support health centers in leveraging health IT and data to deliver evidenced-based comprehensive primary health care.



## HCCNs Support Health Centers:

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- Improve clinical quality, operational efficiency, and health outcomes through robust data strategies.
- Facilitate interoperability and data integration to enhance care coordination and reduce redundancies.
- Transition to submitting disaggregated patient-level UDS data.
- Adopt and optimize digital patient engagement tools such as patient portals, secure texting, telehealth and remote patient monitoring.
- Integrate social risk factor data to inform care plans and address patients' unique social needs.



# K2Q Mission

The mission of the K2Q HCCN is to inform and advance cutting-edge health information technology and data driven strategies of participating health centers through individualized and peer technical assistance and internal capacity building.

The K2Q HCCN serves as part of HRSA's mission to improve health outcomes and promote health access in identified communities. HRSA provides funding, guidance, and oversight to ensure that HCCNs can effectively assist participating health centers in optimizing their operations and enhancing patient care.

# Benefits of Participating in K2Q Network

## **Collaborative, No-Cost Membership**

- Free to eligible 330 funded and look-alike health centers.

## **Nurse-Led and Community-Focused Approach**

- NNCC's nurse-led focus ensures health centers receive specialized support for team-based care delivery, workforce development with a particular focus on the role of nurses and advanced practice nursing in patient engagement and health informatics, and community-led public health initiatives
- Social Risk Factor Integration: Members gain tools to assess and address social risk factors through enhanced care coordination and data-driven strategies to improve health outcomes.

## **Innovation in HIT and Data Management Strategies**

- Focus on optimizing HIT and data analysis to advance delivery of accessible, person-centered, high-quality evidenced-based primary care.

## **Proven Results and Dedicated Support**

- Network Diversity: Our 11 PHCs span four states, operate five EHR platforms, and serve over 140,000 unique patients annually.
- Expert-Led Assistance: K2Q provides direct technical assistance and training, connects members to external consultants, and offers quarterly quality improvement meetings.
- Collaboration at its Core: K2Q fosters a culture of peer learning and resource sharing, ensuring no member operates in isolation.

# K2Q HCCN Activities with Member Health Centers

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K2Q works with its member health centers in a variety of ways:

**Monthly Check-Ins:** brief, monthly meetings with PHC staff to discuss ongoing projects, health center needs, and HCCN resources and training.

**Quarterly All Member Calls:** virtual topic-driven training sessions with subject matter experts and free CE credits.

**Member Surveys:** Bi-annual surveys of PHCs to assess capabilities and needs; used to craft HCCN activities and set program priorities.

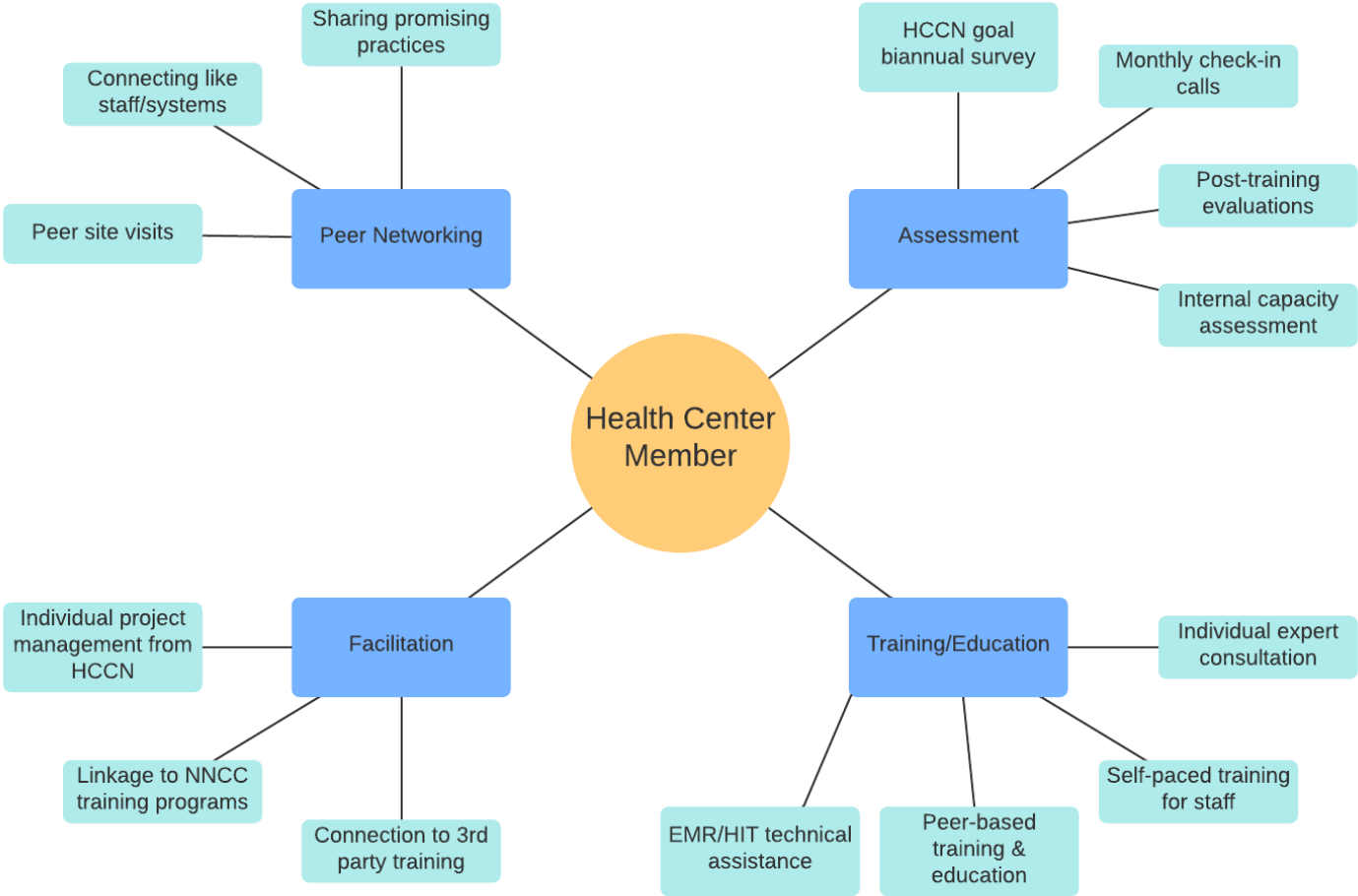
**Technical Assistance and Training:** Targeted technical assistance and training to through K2Q staff or 3rd party consultants; delivered individually, as part of peer learning programs, or through self-paced, online courses housed on our Learning Management System (LMS).



# K2Q HCCN Service Model for Members

The HCCN provides individualized services through a phased approach of:

- Survey and assessment of capacity
- Targeted training & education
- Connection to internal and external resources
- Ongoing project management
- Spread of innovation to peers



Quarterly Summary of K2Q HCCN Activities

<p>1st Quarter (Aug-Oct) Member survey; workplan development; activity planning; begin monthly calls</p>	<p>2nd Quarter (Nov-Jan) Peer training &amp; education; individual consultation; system optimization</p>	<p>3rd Quarter (Feb-Apr) Mid-year assessment; ongoing training and consultation; peer to peer networking</p>	<p>4th Quarter (May-July) Evaluation/identify success stories; spread innovation; activity/survey design</p>
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# Keys to Quality HCCN Objectives and Goals

Current Objectives and Goals

Activities for HCCN Members



# K2Q Strategic Priorities for 2025 - 2028

## **Data Management and Analytics**

Increase the percentage of PHCs that advance and optimize clinical, financial, and operations data to improve clinical quality, health outcomes, and operations.

## **Interoperability and Data Sharing**

Increase the percentage of PHCs that improve bidirectional interoperability with health care providers and community-based organizations by strengthening care coordination, reducing unnecessary medical testing and data duplication, and implementing more efficient and effective referral and information sharing processes

## **UDS+ Implementation**

Increase the percentage of PHCs that submit some or all disaggregated patient level data in their UDS+ reports in each calendar year as required by HRSA.

## **Digital Health Tools**

Increase the percentage of PHCs that adopt and expand use of digital health tools to improve health outcomes.

## **Social Risk Factors**

Increase the percentage of PHCs that identify social risk factors and develop and implement care coordination plans to address patient needs.



## Aligning HRSA Objectives and Goals with PHC Focused Needs

K2Q helps connect health centers to resources, provides individualized and peer training and support, and facilitates health center collaboration in alignment with HRSA goals and objectives and with a specific focus on strategic HIT evaluation, implementation and optimization; vendor relationship support; integrated data collection, reporting, analysis and data governance.

# Keys to Quality HCCN Member Satisfaction and NNCC Services

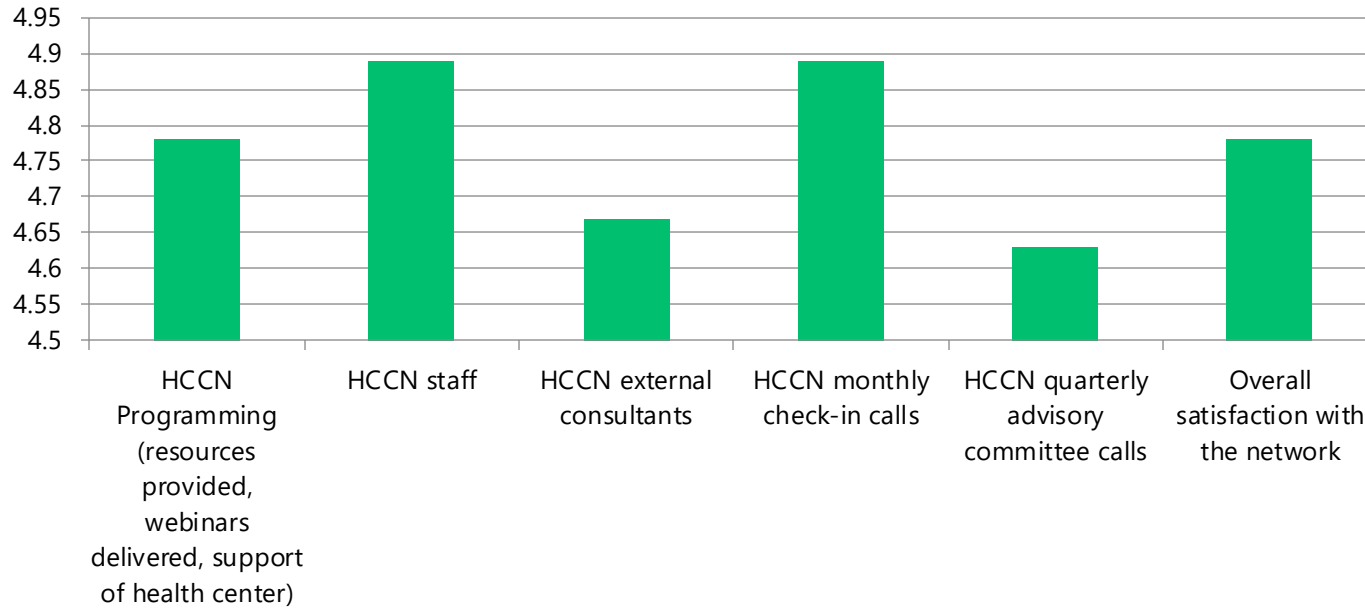
Member Satisfaction with HCCN

Connection to NNCC Services





How would you rate your satisfaction with the following services provided by the K2Q HCCN (5.0 scale)?



## Satisfaction with HCCN Services

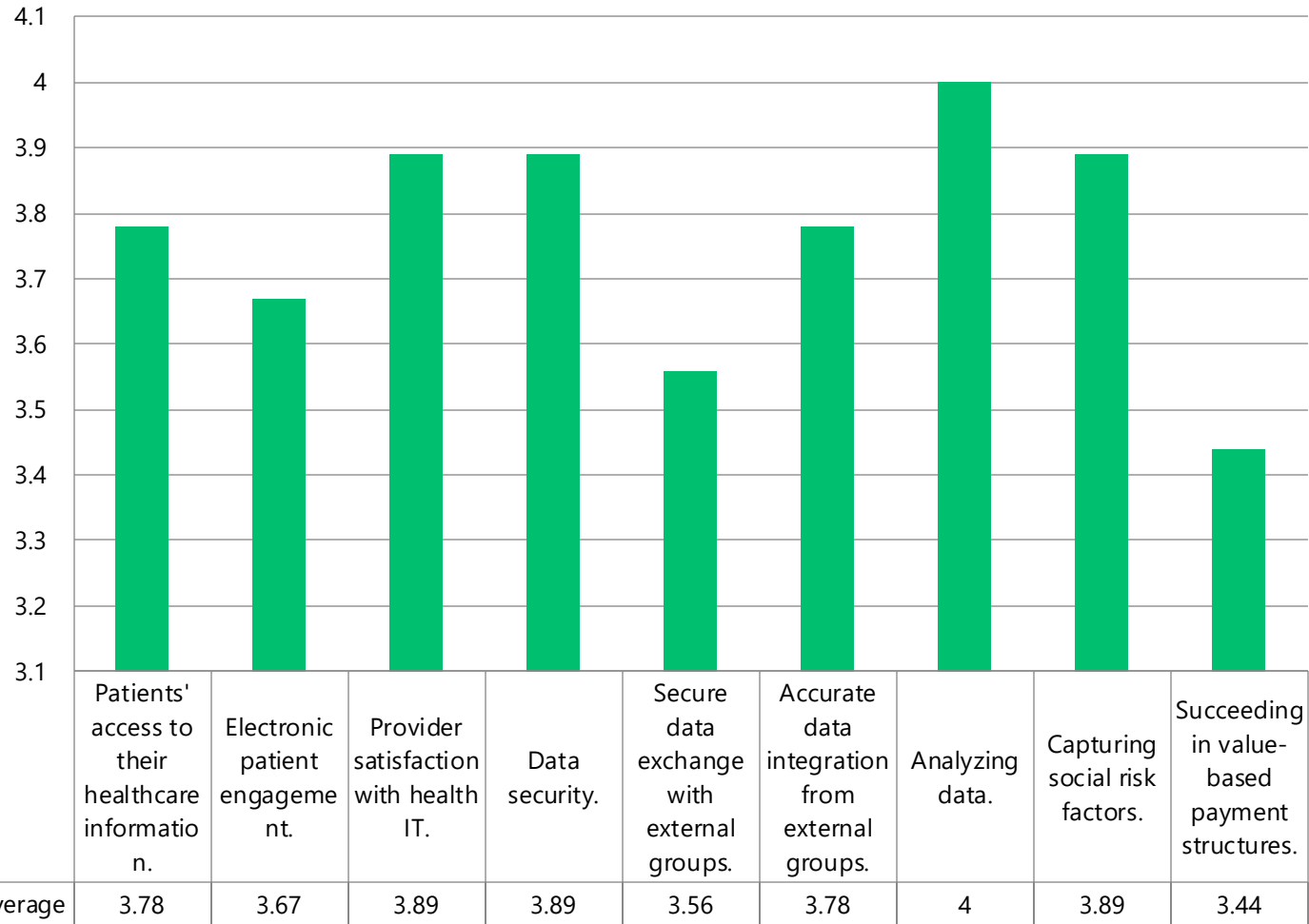
High level of satisfaction with activities, HCCN staff, consultants, and HCCN meetings

100% of respondents said they would recommend membership to another health center organization

Would you recommend membership to the K2Q HCCN to a peer health center organization?



How confident are you that you that participation in this HCCN will improve your health center's performance in the following areas (5.0 point scale):



## Impact of HCCN Services

PHCs reported that HCCN activities and services helped them improve performance across all HCCN objectives

100% of respondents said HCCN services saved them money that they otherwise would spend on health IT and quality improvement services



# PHC Anonymous Feedback

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"[HCCN] staff are very responsive and great to work with! I look forward to our continued relationship"

"[The HCCN] team always provide great resources and information that would be difficult to find elsewhere."

"The education and support provided specific to the development of our PQI program and telehealth services have been invaluable."

"They have helped us tremendously in getting our EHR optimized."

"PCMH trainings have been extremely helpful to our organization; we have one site that is up for renewal and we are adding 2 additional sites."

# NNCC Training & Education

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HCCN members are connected to a larger ecosystem of NNCC training & education services at no extra cost.

Examples of additional NNCC training and services include:

***Training and technical assistance:*** FQHC-specific learning collaboratives and resources; patient and family engagement best practices; emergency preparedness; nursing-specific training & education

***Direct service programming:*** Public health nurse home visiting programming; development of clinical rotation and residency programs; incorporation of CHWs and other care team staff

***Policy & more:*** Optimizing the roles of nurses and other care team staff; workforce support through Americorps and other programs; research and evaluation support; regional and national conference events



# Summary

K2Q HCCN Program

K2Q HCCN Membership

K2Q Staff Contacts



# Summary of the K2Q HCCN Program

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- Public Health Management Corporation is the official grantee.
- NNCC administers the project.
- The K2Q Board is majority controlled by Health Center Program (H80) PHCs, independent of its constituent PHC boards, and has control over the fiscal and strategic direction of the network.
- Focuses on individualized assessments and work plans to address PHC needs.
- Mix of peer-learning training programs, individual health center assistance, and connection to expert consultants.
- Minimal, aggregate data sharing with HCCN staff.
- Participation in virtual monthly check-ins, quarterly meetings, and optional training activities.



# K2Q HCCN Membership

11 participating health centers  
(PHCs) across 4 states with five  
EMR platforms

\*Members of the K2Q HCCN  
governing board

Grantee Name	City	State	EHR
<b>BRIGHTER BEGINNINGS*</b>	Richmond	CA	eCW
<b>DAVIS STREET</b>	San Leandro	CA	eCW
<b>FAMILY FIRST HEALTH</b>	York	PA	athenaOne
<b>HAMILTON HEALTH CENTER</b>	Harrisburg	PA	Epic CC
<b>JEFFCARE</b>	Metairie	LA	NextGen
<b>LCH HEALTH &amp; COMMUNITY SERVICES*</b>	Kennett Square	PA	athenaOne
<b>NEIGHBORHOOD HEALTH CENTERS OF THE LEHIGH VALLEY*</b>	Allentown	PA	athenaOne
<b>PEOPLE'S COMMUNITY CLINIC</b>	Austin	TX	Epic OCHIN
<b>PUBLIC HEALTH MANAGEMENT CORPORATION*</b>	Philadelphia	PA	Epic OCHIN
<b>SANTA CRUZ COMMUNITY HEALTH CENTERS</b>	Santa Cruz	CA	Epic OCHIN
<b>TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER*</b>	Lubbock	TX	Cerner PowerChart

# Contacts

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Do not hesitate to reach out to HCCN staff for support for *any* reason – if we can't help, we can find someone who can.

Contact these folks for:

- ✓ Jillian ([jbird@phmc.org](mailto:jbird@phmc.org)) for general inquiries about HCCN support, staff training opportunities, vendor inquiries, connection to consultants, quality improvement programming
- ✓ Grace ([grace@phmc.org](mailto:grace@phmc.org)) for quality measure reporting assistance, EHR and other health IT application management questions, support for care team usability concerns, privacy and security questions, support for HIE and interoperability projects, logistical questions/requests for meetings

