

# *Strengthening Health Center Primary Care: The Role of Nurse Practitioner Residency Programs and Partnerships*



November 18th, 2025 | 3 pm EST

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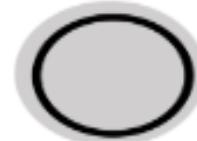
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**The National Nurse-Led Care Consortium (NNCC) is a nonprofit public health organization working to strengthen community health through quality, compassionate, and collaborative nurse-led care through:**

- training and technical assistance
- public health programing
- consultation
- direct care

To learn more about NNCC, please visit our website at [www.nurseledcare.org](http://www.nurseledcare.org).

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# NNCC National Training and Technical Assistance Partnership (NTTAP)



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# Today's Agenda

5 min - Welcome

5 min - Background

- Nurse Practitioner residency programs addressing workforce gaps and improving care for special medically underserved patients

25 min- Myles Adamson, MSN, APRN, FNP-C

Hope Christian Health Center NP-led operations and upcoming residency program

15 min- Jen Calohan, RN, TQMP, SOLC, LSSBB

- Building Access through Nurse Practitioners

10 min - Questions & Wrap-Up



# Health Challenges in Public Housing

## Chronic Conditions

- Residents may be at higher risk for conditions like high blood pressure/hypertension, diabetes, obesity, and asthma.
- Cardiovascular disease and co-occurring substance use disorders are also prevalent among residents of public housing.
- Food insecurity is linked to high BMI and mental health impacts like depression and anxiety.
- Pest infestations can increase the likelihood of experiencing high depressive symptoms 3-5 fold.

## Health Access

- Residents of public housing face additional challenges, including loss of continuity of care.
- Challenges integrating mental health care, substance use care, and non-medical factors of health into primary care.

# How NPs Address Challenges

## Nurse-Led Service

- NPs have close relationships with patients to assist them in making decisions regarding admittance, discharge, and referrals to other professionals.
- NPs support shared decision-making and screen for non-medical factors impacting health outcomes.

## Necessary Skills

- Understanding of both medical and psychosocial problems, undertaking of a range of health and social assessments, particularly chronic conditions.

## Ambulatory Care

- NPs are more likely to deliver care in larger, multispecialty practices.
- Patients with more complex conditions tend to receive more health visits when they have an NP as a predominant provider.
- Patients report feeling seen and heard through the trust they build with NP.



# Subject Matter Expert



**Myles Adamson, MSN, FNP-C**  
Chief Operating Officer, Hope Christian Health Center

# EDUCATING PROVIDERS, TRANSFORMING COMMUNITIES

**A Look at NP Residency and Outreach Program Development**

Myles Adamson MSN, APRN

# WHY NURSE PRACTITIONERS MATTER IN COMMUNITY HEALTH

- Nurse practitioners as drivers of innovation and access
- Mission of Hope Health Vegas: Serving special medically underserved patients
- Overview of presentation objectives



# NP-LED OUTREACH PROGRAMMING

Pandemic  
Decreased  
Access  
**2020**

Partnership  
with City of  
Las Vegas at  
the Courtyard  
**June 2021**

Street  
Medicine  
Program  
**May 2024**



**Oct 2020**  
Mobilize  
Healthcare with  
Outreach Team

**Sept 2023**  
Acquisition of  
Mobile Unit

**Aug 2025**  
15 Weekly  
Partner Sites

“  
*Your clinical judgment  
shapes outcomes, but your  
compassion shapes lives.  
Never underestimate the  
power of both.*

- Anonymous

”



## DEVELOPING AN OUTREACH PROGRAM

- Identifying community needs.
- Recruiting and developing the right staff (compassion, drive, expertise).
- Forming and nurturing partnerships.
- Starting small and scaling up.

# UNIQUE CHALLENGES IN OUTREACH CLINIC CARE

Staffing challenges:	Patient care challenges:	Patient barriers:	Supply and capital cost challenges:	Safety challenges:
<ul style="list-style-type: none"><li>• recruitment</li><li>• retention</li><li>• team roles</li></ul>	<ul style="list-style-type: none"><li>• medication compliance</li><li>• preventive screenings</li><li>• environmental exposures</li><li>• billing</li></ul>	<ul style="list-style-type: none"><li>• housing, contact</li><li>• health literacy</li><li>• special medically underserved patients</li><li>• medication access</li><li>• transportation</li></ul>	<ul style="list-style-type: none"><li>• mobility</li><li>• durability</li><li>• vehicle maintenance</li><li>• storage</li></ul>	<ul style="list-style-type: none"><li>• de-escalation</li><li>• protocols</li><li>• staff exposure</li></ul>



## SUCCESSES AND IMPACT

- Patient encounter data and outcomes.
- Stories of transformation and advancement.
- Expansion to 15 weekly primary care sites.
- Increased access for homeless and medically underserved patients.

“  
***Community leadership is the courage, creativity, and capacity to inspire participation, development, and sustainability for strong communities.***

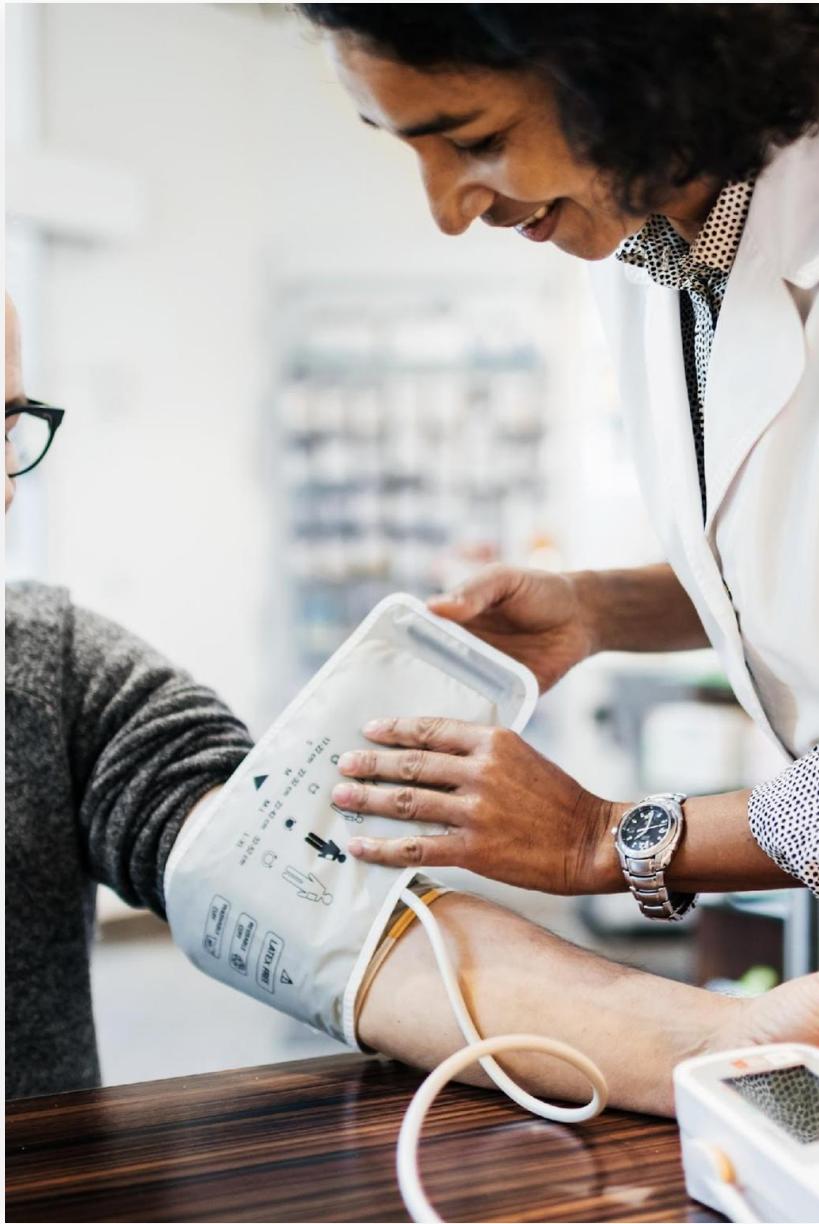
- Gustav Nossal

”



## FUTURE NEEDS AND OPPORTUNITIES

- Trends in homelessness and outreach demand.
- Capital funding and housing as healthcare.
- Strategic recommendations for starting and growing outreach programs.



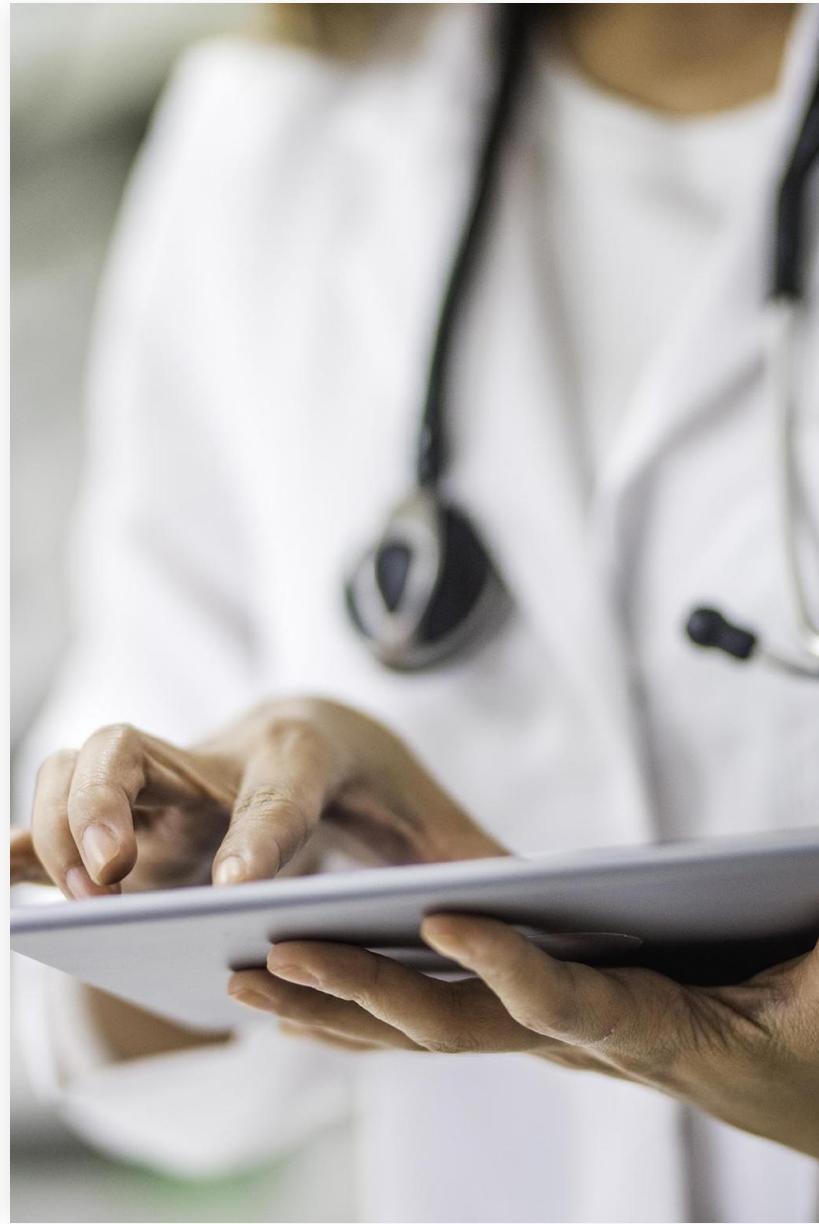
## RESIDENCY PROGRAM DEVELOPMENT – STATUS & PROCESS

- Program not yet launched; processes in development.
- Supported by National Training and Technical Assistance Partners (NTTAPs) trainings.
- Team-based approach: leadership, coach, workgroups.
- Key deliverables: mission/vision, resource assessment, program structure, curriculum, recruitment tools.

“  
*Never lose an opportunity of urging a practical beginning, however small, for it is wonderful how often in such matters the mustard seed germinates and roots itself.*

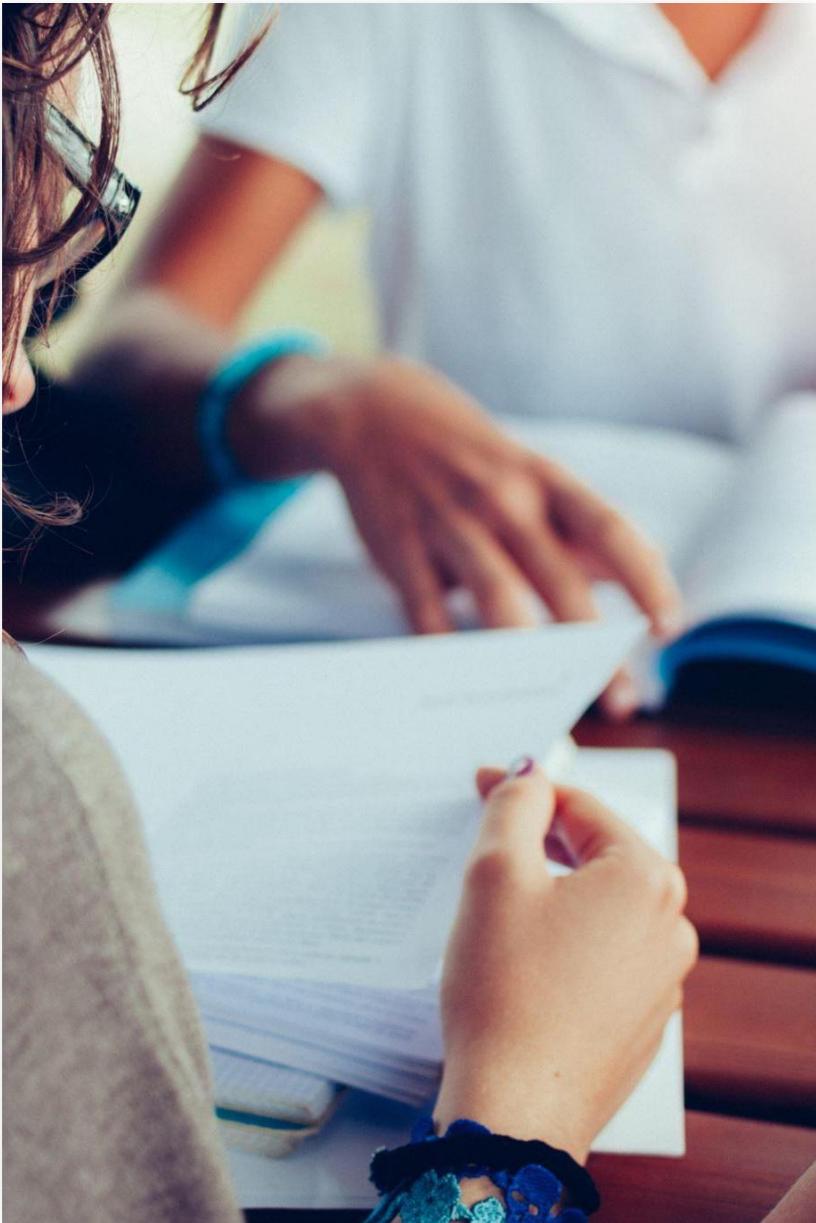
- Florence Nightingale

”



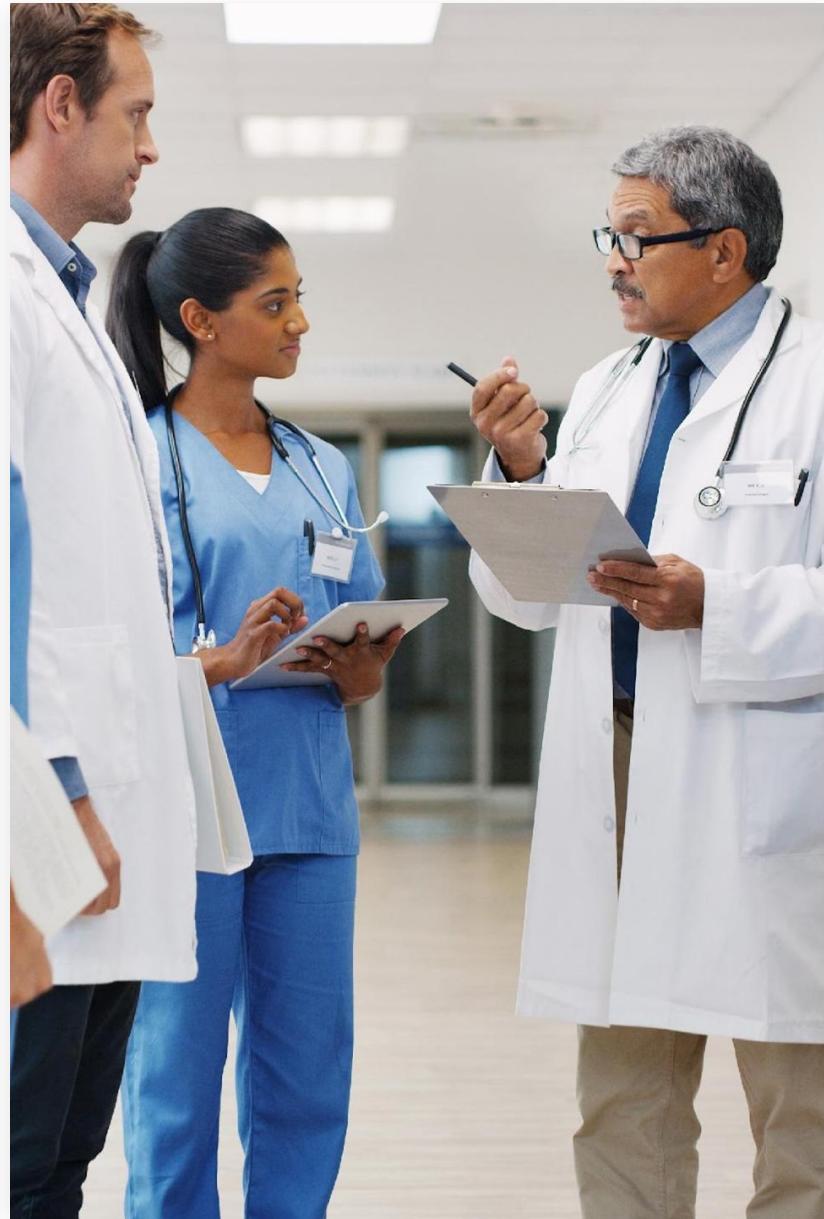
## RESIDENCY PROGRAM IN DEVELOPMENT

- Recognized need for formal Nurse Practitioner residency training.
- Goals:
  - Enhance clinical readiness.
  - Strengthen outreach leadership.
  - Improve retention and satisfaction.
- Early Steps:
  - Program design initiated.
  - Curriculum planning underway.
  - Exploring partnerships and funding.



## NP RESIDENCY PROGRAM STRUCTURE & TIMELINE

- Year 1: \$400k budget, foundational development.
- Year 2: \$200k budget, refinement and preparation.
- Year 3: Fully sustainable.
- Syllabus topics: quality improvement, team building, stakeholder analysis, curriculum development, accreditation, evaluation.



## NP RESIDENCY PROGRAM GOALS AND OBJECTIVES

- Building the case for residency.
- Identifying clinical/financial resources.
- Developing structure and curriculum.
- Evaluating outcomes and impact.
- Preparing for accreditation.



## STRATEGIC SHIFT—CLINIC-BASED TO COMMUNITY-BASED CARE

- Why traditional clinic models fall short for difficult to reach communities.
- The value of proactive, nurse practitioner-led outreach.
- Infusing compassion into community care
- Aligning strategy with mission and evolving community needs.



## KEY TAKEAWAYS

- Nurse practitioners are uniquely positioned to lead outreach and mobile care initiatives.
- Residency programs strengthen clinical readiness and leadership capacity.
- Mobile medicine bridges gaps in transitional and special medically underserved patients
- Strategic shifts from clinic-based to community-based care require bold leadership.
- Collaboration, creativity, and community involvement are essential for success.
- Start small, stay focused, and build programs that reflect your community's needs.

# Subject Matter Expert



**Jennifer Calohan, RN**

Chief Operating Officer, [HealthTalk A.I.](#)

# The Role of Nurse Practitioners

## IN ENHANCING ACCESS TO CARE -

Nurse practitioners lead efforts to enhance access to high-quality, patient-directed care, through the provision of comprehensive primary care services, the promotion of improved community health outcomes, and a reduction of both medical and non-medical barriers to care.



Presented by: Jennifer Calohan RN, TQMP, SOLC, LSSBB

# Countless Benefits of NP Residency Programs:

## For NP's -

- strengthen workforce stability
- provide structured mentorship, hands-on experience, and exposure to complex patient communities
- help nurse practitioners build confidence, clinical competence, and efficiency

## For Healthcare Organizations -

- elevate the quality & continuity of patient care
- enhance recruitment and retention and reduce turnover
- ensure a highly skilled, mission-aligned provider workforce equipped to deliver high-quality and accessible patient care



**NP RESIDENCY  
PROGRAM BENEFITS**

## Benefits to NP Residency Programs:

- NP's have an intrinsic focus on serving the special medically underserved. Residency Programs allow their professional training to emphasize holistic, community-directed care and develop advanced skills that are crucial for bridging healthcare gaps.
- Residency Programs create more confident, skilled, and proficient nurse practitioners that are better prepared and able to practice effectively and provide critical access to care.

### **1. Enhanced Access in Rural & Underserved Communities**



ENHANCED  
ACCESS  
TO CARE

## Benefits to NP Residency Programs:

- Residency Programs bring essential support services and initiate vital public health projects focused on prevention and promoting healthy lifestyles.
- Residency Programs also work to change policies and augment resources to improve access to critical healthcare services.

### **2. Bring Essential Support Services to Communities in Need**



**ENABLING &  
SUPPORT SERVICES**

## Benefits to NP Residency Programs:

- Residency Programs allow NPs to establish the critical underpinnings of high-trust relationships with patients that are vital to patient retention and patient activation.
- Residency Programs allow nurse practitioners to leverage the nursing model to enhance and strengthen patient relationships with a focus on the delivery of long-term, consistent care that is essential in the management of chronic conditions.

### 3. Improved Patient Relationships & Population Health



POPULATION HEALTH  
& CARE MANAGEMENT

## Benefits to NP Residency Programs:

- Residency Programs establish a pathway for long-term employment - therefore reducing provider turnover and creating an elevated level of workforce stability.
- Residency Programs lead to increased levels of continuity of care, fewer disruptions and delays in care, and greater levels of access to care in rural and special medically underserved communities.

### 4. Stabilize the NP Workforce



NP WORKFORCE  
STABILITY

# BUILDING ACCESS PROGRAMS ~

## ESSENTIALS & CONSIDERATIONS

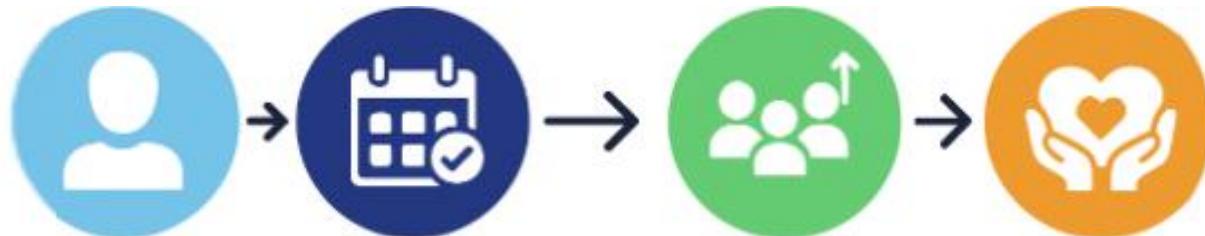
ACCESS PROGRAMS LEVERAGE MULTI-DISCIPLINARY TEAMS, RESOURCES & SERVICES TO REDUCE OR REMOVE BARRIERS TO CARE

- Enhanced Access
- Community Health Workers
- Nurse-Led Care
- Mobile Care
- Telehealth
- Street Medicine
- Virtual
- School-Based Clinics
- Communication Tools
- Community Health
- Patient Engagement
- Care Coordination
- Care Management
- Community-Based/Non Medical Drivers of Health
- Health-Related Needs
- Enabling Services
- Outreach & Enrollment

# WHY NURSE-LED ACCESS TO CARE?

## NURSE-LED ACCESS PROGRAM GOALS:

- Improve access to high-quality care.
- Establish patient-directed care delivery models.
- Address medical & non-medical barriers to care.
- Advance community health outcomes.
- Reduce non-medical drivers of health.
- Implement data-driven strategies.
- Develop programmatic models.
- Leverage cross-functional team-based care.
- Increase NP retention and satisfaction serving special medically underserved populations.



# ACCESS PROGRAM ELEMENTS

Empanelment & Capacity Management

Continuity of Care

Schedule Management

Patient Retention, Attrition, & New Patient Growth

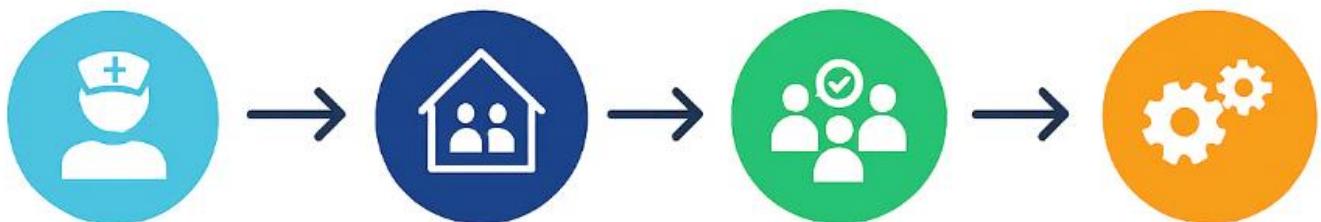
Team-Based Care Delivery

Community Health Management

Patient Experience

Care Team Experience

**DATA STRATEGY - ACCESS METRICS**



## SAMPLE ACCESS & RELATED OPERATIONAL METRICS

- Schedule Fill Rate - *(target 85-95%)*
- New Patient Lag Time
- No Show Rate
- Cancellation Rate
- Same Day Availability
- Walk In Volume
- After Hours Utilization
- Appointment Timeliness
- Patient Retention & Attrition
- Continuity of Care
- Provider Empanelment
- Triage Call Volume
- Call Center Performance Metrics



# THANK YOU!

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# Questions?

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# Evaluation



**Evaluation & Contact Hours: *Strengthening PC: Role of NP Residencies - Session 1***

**Nov 18, 2025**

Thank you for participating in today's training, "Strengthening Health Center Primary Care: The Role of NP Residency Programs and Partnerships - Session 1." Please complete the following evaluation to provide feedback on the training and suggest future training topics. If you seek continuing nursing professional development contact hours, please provide the required information to receive your certificate. For any questions or concerns, please contact Regina Brecker at [rbrecker@phmc.org](mailto:rbrecker@phmc.org).

Would you like Nursing Continuing Professional Development credit for this training? \*

Send me a copy of my responses



# Certificate

Once you submit the evaluation, please wait approximately **20 minutes** for your certificate to arrive. It will come from “Smartsheet Automation,” and be linked at the **very bottom of the email** (as seen below). You will not need to request access.

NNCC Certificate for Optimizing Case Management for Patient-Centered T...

 Smartsheet Automation <automation@app.smartsheet.com>     10:27 AM

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If you have any questions or need further assistance, please feel free to reach out to Jillian Bird at [jbird@phmc.org](mailto:jbird@phmc.org) or Regina Brecker at [rbrecker@phmc.org](mailto:rbrecker@phmc.org)

Thank you for your participation!

 ANCC115 2025.09.25 Optimizing Case Mgmt-Telehealth

**Details** Changes since 9/25/25, 10:25 AM

1 row added, 1 row changed  
1 attachment added

1 row added or updated (shown in yellow)

Row 2

First and Last Name	Regina Brecker
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Changes made by [web-form@smartsheet.com](mailto:web-form@smartsheet.com), [automation@smartsheet.com](mailto:automation@smartsheet.com)

 1 attachment added  
 Optimizing Case Management for Patient-Centered Telehealth Care- Certificate.pdf (126k) added by [automation@smartsheet.com](mailto:automation@smartsheet.com) on Row 2: Regina Brecker



# Access Health Center Resources



## NNCC Resource Library

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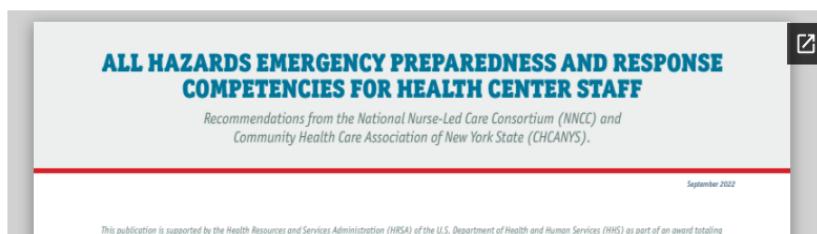
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### All Hazards Emergency Preparedness and Response Competencies for Health Center Staff

To successfully perform their assigned emergency/disaster roles, health center staff must understand how their organization will respond to hazards, including the use of altered management structures and modified operations. The National Nurse-Led Care Consortium (NNCC) and the Community Health Care Association of New York State (CHCANYS) created a set of competencies to improve the emergency and disaster preparedness of all health center staff. This publication provides a comprehensive overview of those competencies and sub-competencies, as well as a description of their development process. The competencies are intended to form the foundation of health center staff education and preparedness for all-hazards emergency and disaster response and will allow health centers to direct their limited training time and resources to cover the most essential preparedness aspects.



# Upcoming Trainings

## November 25th, 2025 - 3 pm EST

- Session 2: Strengthening Health Center Primary Care: The Role of NP Residency Programs and Partnerships
- Registration:  
[https://us02web.zoom.us/webinar/register/WN\\_Rii2asnMRDmqR7QIUWR7PQ](https://us02web.zoom.us/webinar/register/WN_Rii2asnMRDmqR7QIUWR7PQ)

## December 16th, 2025 – 3 pm EST

- Comprehensive Case Management for Prenatal Care in FQHCs: Improving Access and Outcomes
- Registration: [https://us02web.zoom.us/webinar/register/WN\\_tZvwoSTT3-ey4vVznEgmg](https://us02web.zoom.us/webinar/register/WN_tZvwoSTT3-ey4vVznEgmg)



# Thank You!

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Regina Brecker at [rbrecker@phmc.org](mailto:rbrecker@phmc.org)

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