

Strengthening Health Center Primary Care: The Role of NP Residency Programs and Partnerships



November 25th, 2025 | 3 pm EST

Zoom Orientation

1

Captions

To adjust or remove captions, click the “Live Transcript” button at the bottom of your Zoom window and select “Hide Subtitle” or “Show Subtitle.”

2

Questions

Please add your questions for the speaker in either the Q&A tab or in the Chat box.

3

Technical Issues

Please message us in the chat.

4

Recording

This session will be recorded and made available to participants.

CC

Live Transcript

Q&A

Questions



Raise Hand



Recording

Please say **Hi!** in the chat
and enter your name,
credentials, location, role.





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.

Accreditation Statement

Accreditation Statement: The National Nurse-Led Care Consortium is accredited as a provider of nursing continuing professional development by the American Nurses Credentialing Center's Commission on Accreditation.

Successful Completion Requirements: Nurses completing the entire activity and the evaluation tool may be awarded a maximum of **1.0 contact hour** of nursing continuing professional development (NCPD). To obtain nursing continuing professional development contact hours, you must participate in the entire activity and complete the evaluation following the session.

Relevant Financial Relationships: It is the policy of the National Nurse-Led Care Consortium to require nursing continuing professional development program faculty and planning committee members to disclose any financial relationship with companies providing funding or manufacturers of any commercial products discussed in the educational activity. The program faculty and the planning committee members report they do not have financial relationships with any manufacturer of any commercial products discussed in the activity.



NNCC National Training and Technical Assistance Partnership (NTTAP)



Jillian Bird, MS, RN
Director of Training and Technical
Assistance



Matt Beierschmitt, MPP
Assistant Director of Training and
Technical Assistance



Fatima Smith, MPH, CHES
Project Manager



Regina Brecker, MPH, CHES
Project Coordinator



Lucy Lunay
Program Intern

Today's Agenda

5 min - Welcome

5 min - Background

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

15 min- Jen Calohan

- Chronic Disease management in public housing

15 min- Jess Calohan

- NP Residency program for psychiatric mental health care

10 min - Questions & Wrap-Up



Learning Outcomes

By the end of this webinar, participants will be able to:

- Analyze the role and significance of nurse practitioners in addressing the health care needs of special medically underserved patients.
- Apply knowledge of nurse practitioner residency program models to deliver care that meets the unique needs of special medically underserved patients.
- Evaluate and propose partnership strategies that strengthen nurse practitioner residency programs and address workforce gaps.

Subject Matter Expert



Jen Calohan, RN, TQMP, SOLC, LSSBB

Chief Operating Officer, HealthTalk A.I.

Bridging the Gap —

Impact & Strategies for Effective Chronic Care Management in Public Housing Communities

Presented by:

Jen Calohan RN, TQMP, SOLC, LSSBB
COO, HealthTalk A.I.

Introduction



USING CHRONIC CARE MANAGEMENT TO:

COORDINATE SUPPORT FOR PATIENTS
WITH MULTIPLE CHRONIC
CONDITIONS



HEALTH-RELATED NEEDS

PUBLIC HOUSING RESIDENTS
FACE HIGHER CHRONIC
DISEASE RATES & BARRIERS TO
CARE



GOALS:

IMPROVE OUTCOMES, REDUCE
COSTS, AND ENHANCE QUALITY
OF LIFE.

Health Issues in Public Housing

Higher Prevalence of Chronic Conditions:

Diabetes, Hypertension, COPD, Depression, etc.

Key Barriers:

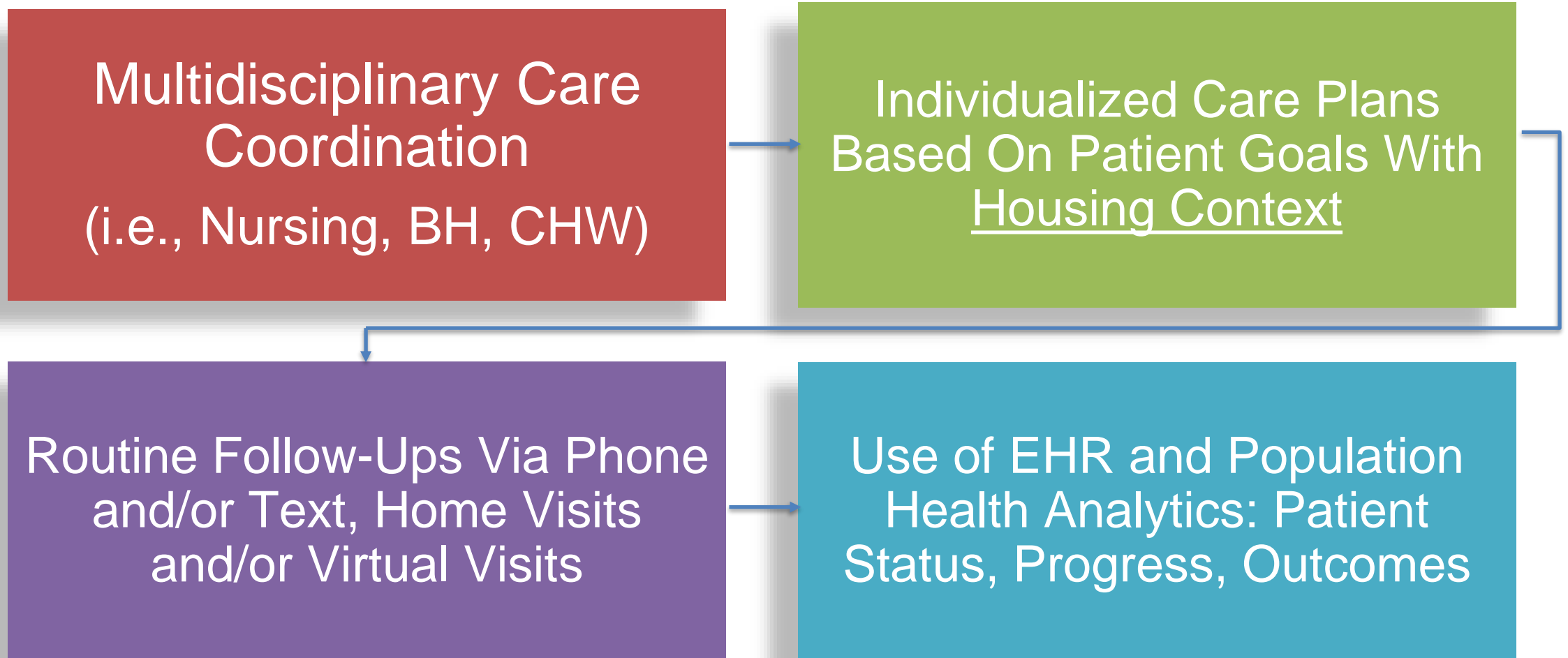
Transportation, Food Insecurity, Digital Divide, Limited Access to Care...

Environmental Challenges:

Poor Ventilation, Mold, Lack of Safe Spaces for Exercise

**Health Literacy & Trust Issues Compound
Engaging Medically Underserved Patients**

Chronic Care Management Model



Community Partnerships & Technology



Implementation Strategies

Health Fairs & Onsite Events within Public Housing Facilities



```
graph TD; A[Health Fairs & Onsite Events within Public Housing Facilities] --> B[Engage Trusted Members of the Community: Peer Ambassadors, Community Health Workers]; B --> C[Customize/Tailor Resources & Materials to Meet Literacy & Community Needs & Preferences]; C --> D[Incentivize Participation: Transportation Vouchers, etc.]; D --> E[Optimize Program Funding: HUD, Medicare, Grants];
```

Engage Trusted Members of the Community:
Peer Ambassadors, Community Health Workers

Customize/Tailor Resources & Materials to Meet Literacy &
Community Needs & Preferences

Incentivize Participation:
Transportation Vouchers, etc.

Optimize Program Funding: HUD, Medicare, Grants

NY Pilot Outcomes & Metrics



CLINICAL

IMPROVED
CONTROL OF
DIABETES,
HYPERTENSION &
ASTHMA



BEHAVIORAL

ACTIVATION &
ENGAGEMENT,
BUILD TRUST



SYSTEM-LEVEL

REDUCTION IN ER
VISITS, & AVOIDABLE
HOSPITAL
READMISSIONS



EXAMPLE

NYCHA + health
center PILOT ☐
25% DROP IN
AVOIDABLE ER
VISITS

Conclusion

Effective CCM in public housing requires coordinated access, trust-building, & customized/patient-directed care.

Agency partnerships, taking a data-driven approach, using multimodal outreach, engaging members of the community = amplified success.

Call to action:

Invest in customized, sustainable, community-based chronic care management models.

Evidence Appendix:

Chronic Care Management in Public Housing

Key Data Points (2017–2025):

- HUD-assisted adults have higher obesity prevalence (47.5% vs 42.1%); AOR 1.29 (CDC, 2023).
- Smoking among HUD-assisted adults declined from 33.9% to 25.4%, but remains higher than the general population (BMC Public Health, 2025).
- NYC neighborhoods with poor housing quality have the highest pediatric asthma ED visit rates (NYC Vital Signs, 2021).
- Medicare CCM reduces ED visits and hospitalizations, slowing cost growth over 12–18 months (CMS Evaluation, 2017).
- Social housing RCT (Ontario, 2024): on-site paramedicine increased primary care use, reduced LTC transitions.
- CHW programs cut 30-day readmissions (JAMA Net Open, 2021).
- No public data confirming 'NYCHA + health center 25% ER reduction' — treat as internal or illustrative data.

References

1. CDC. Preventing Chronic Disease (2023): HUD Assistance & Chronic Disease.
https://www.cdc.gov/pcd/issues/2023/pdf/23_0144.pdf
2. BMC Public Health (2025): Smoking Trends Among HUD-Assisted Adults.
<https://bmcpublichealth.biomedcentral.com/>
3. NYC Department of Health. NYC Vital Signs (2021): Asthma & Housing Quality.
4. CMS/Mathematica (2017): Chronic Care Management Evaluation.
5. JAMA Network Open (2021, 2024): CHW and Social Housing RCT Studies.
6. HUD User (2017): A Health Picture of HUD-Assisted Adults.
7. Columbia University (2024): Public Housing Service Outages & Health.
8. (Vendor) TimeDoc Health Case Study (health center, 25% ED Reduction) — not peer-reviewed.

Subject Matter Expert



Jess Calohan, DNP, PMHNP-BC

Owner of Clinic Works Consulting, LLC.

NP Residency Programs

Dr. Jess Calohan, DNP, PMHNP-BC, FAAN
Lieutenant Colonel, United States Army, Retired.

Objectives

Differentiate
between NP
Residency and
Fellowship
Programs

Discussed a Nurse
Practitioner
Residency Program

Review Evidence-
Based Outcomes of
NP Residency
Programs

NP Residency vs. NP Fellowship

- Nurse Practitioner Fellowship
 - More experienced nurse practitioners looking to sub-specialize (Cardiology, Ortho, Pain, etc.)
 - Gain specialized skills
 - Focused clinical experiences
 - May have didactic content
 - Goal is to prepare the practitioner for a sub-specialized role
- Nurse Practitioner Residency
 - Recent graduates
 - Focus on skill development in NP specialty (FNP, PMHNP, CRNA, etc.)
 - Provides foundational experience to build confidence as an independent practitioner
 - Didactic component
 - Supervised clinical experiences

Residency Program Outcomes

Increase confidence in practice

Familiarity with a specific organization

Job satisfaction

Reduced turnover

Improved productivity

Accreditation

Commission on
Collegiate
Nursing
Education
(CCNE)

Consortium for
Advanced
Practice
Providers
(CAPP)

Department of Veterans Affairs Residency Programs

Psychiatric
Mental Health
Nurse
Practitioner

Family Nurse
Practitioner

Geriatric and
Extended Care
Nurse
Practitioner

References

McDonough KE. Outcomes of postgraduate fellowships and residencies for nurse practitioners: An integrative review. J Prof Nurs. 2024 Jul-Aug;53:95-103. doi: 10.1016/j.profnurs.2024.05.005. Epub 2024 May 17. PMID: 38997205.

Rugen KW, Dolansky MA, Dulay M, King S, Harada N. Evaluation of Veterans Affairs primary care nurse practitioner residency: Achievement of competencies. Nurs Outlook. 2018 Jan Feb;66(1):25-34. doi: 10.1016/j.outlook.2017.06.004. Epub 2017 Jun 13. PMID: 28697845.

Hicks KE, Rico J, Beauchesne M. Core curriculum and competencies: A multisite analysis of postgraduate training programs for primary care nurse practitioners. J Prof Nurs. 2018 Nov-Dec;34(6):454-462. doi: 10.1016/j.profnurs.2017.12.012. Epub 2017 Dec 26. PMID: 30527693.

Bryant, Shari DNP, ACNP-BC; Parker, Karen RN. Participation in a nurse practitioner fellowship to instill greater confidence, job satisfaction, and increased job retention. Journal of the American Association of Nurse Practitioners 32(10):p 645-651, October 2020. | DOI: 10.1097/JXX.0000000000000313

Questions?

This presentation is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling \$550,000 with 0 percent financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement by, HRSA, HHS, or the U.S. Government.



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.

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...

SA Smartsheet Automation <automation@app.smartsheet.com>
To Regina Brecker 10:27 AM

If there are problems with how this message is displayed, click here to view it in a web browser.

If you have any questions or need further assistance, please feel free to reach out to Jillian Bird at jbird@phmc.org or Regina Brecker at 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
---------------------	----------------

Changes made by web-form@smartsheet.com, automation@smartsheet.com

1 attachment added

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



Upcoming Trainings

December 16th, 2025 - 3pm EST

- Comprehensive Case Management for Prenatal Care in Health Centers: Improving Access and Outcomes
- *Registration:* https://us02web.zoom.us/webinar/register/WN_tZvwoSTTT3-ey4vVznEgmg

January 15th & 22nd - 3 pm EST

- Optimizing Community Health Workers and & Patient Navigators in Public Housing Primary CarePCs
- *Registration:* https://us02web.zoom.us/webinar/register/WN_6AVbSMORSWugIBfm7zl_3w



Access Health Center Resources

NNCC Resource Library



[Login](#) | [Join](#)

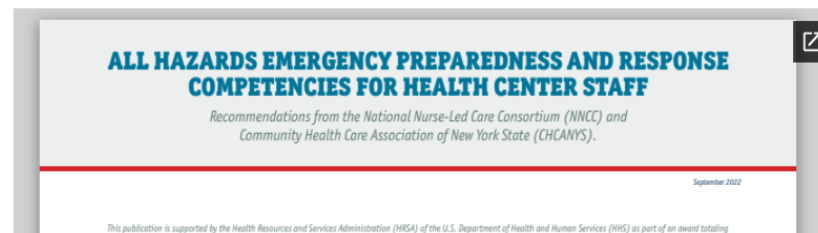
[About](#) [Programs](#) [Advocacy](#) [News & Resources](#) [Training](#)

[Subscribe](#)

Search NNCC

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.



Thank You!

If you have any further questions
or concerns please reach out to
Regina Brecker at rbrecker@phmc.org

Subscribe for the Latest Updates

Subscribing to our email newsletter is the best way to learn about all of
NNCC's free webinars and other online learning opportunities.

SUBSCRIBE

