


An e-magazine Honoring FQHC Excellence in New Jersey

Community Health

A photograph of four people standing in front of a large American flag. From left to right: a woman wearing a black face mask and a dark grey short-sleeved button-down shirt; a woman with dark hair and glasses wearing a pink top and a black blazer; a man with glasses wearing a dark suit, white shirt, and a blue and white striped tie; and a woman with dark hair wearing a purple and pink patterned dress. The flag is draped behind them, showing the stars and stripes.

**FQHCs Expand Access
through New Sites in
Plainsboro and Newark**

**Celebrating
NATIONAL HEALTH
CENTER WEEK**

**NJ Health Centers
Earn Quality Badges
from HRSA**

October 2021

Letter from the President and CEO



Greetings Friends,

The past year and a half have been fraught with unprecedented suffering caused by the Coronavirus pandemic-and without a known cure for the disease last year, access to the basic necessities of life, let alone to primary healthcare, became an insurmountable challenge. Like superheroes on the silver screen, our healthcare heroes at the Centers stepped into the firing lines-ready to provide the care their communities needed during those very dark days.

They worked hard to boost patient confidence so they would come back to the Centers to receive care; provide telehealth services for those who couldn't; worked extra hard to secure PPEs so patients and providers would be safe; took testing services to communities that wouldn't otherwise get tested; conducted food drives to address food insecurities; and made vaccines equitable and available for the most disenfranchised members of their communities.

These are the real life heroes who make a difference, and NJPCA is proud to represent all 24 of these heroic Centers in New Jersey. This edition of NJPCA's E-magazine is dedicated to our healthcare heroes- whose resilience and selfless commitment to serving their communities are exemplary.

Very truly yours,

Selina Haq, Ph.D.



NJPCA Community Health

Selina Haq, Ph.D.
President and CEO

Toni Granato, M.A.
*Manager of
Communications and
Policy*

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Issue 1

WE WORK FOR YOU!

The New Jersey Primary Care Association ("NJPCA") represents 24 Community Health Centers and 136 satellite community-based ambulatory healthcare facilities throughout the state of New Jersey. Community Health Centers are also known as FQHCs or federally qualified health centers. FQHCs are authorized under Section 330(A) of the Public Health Services Act to provide healthcare to the underserved and the uninsured. New Jersey Community Health Centers provide healthcare services to over half a million New Jerseyans annually.

The NJPCA works to provide for the expansion and provision of quality, cost-effective, and efficient primary healthcare through Community Health Centers.

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Community Health



Health Centers Shine

Federal and State Partners Join for Hope & Esperanza CHC's Grand Opening



Photo Credit: [Tom Wiedmann/TAPinto Newark](#).

On May 17th, Hope & Esperanza Community Health Center/Ironbound Health Center held its grand opening in the North Ward section of Newark. U.S. Senator Bob Menendez, New Jersey Senator Teresa Ruiz, Newark Mayor Ras Baraka, Newark City Council Vice President Luis Quintana, and North Ward Councilman Anibal Ramos Jr., helped kick-off the ribbon-cutting ceremony. NJPCA Board Chair and Metropolitan Family Health Network President and CEO Joan Dublin, and University Hospital President and CEO Shereef Elnahal were also in attendance.

“This health center will provide quality preventive and primary health care services that our community so desperately needs,” **said Hope & Esperanza Community Health Center CEO Michelle Lolo.** “We will provide high-quality, culturally competent care regardless of the patient’s ability to pay to ensure everyone has equal access to health care and equity in achieving health outcomes.”

In addition to primary care services, Hope & Esperanza Community Health Center offers



Pictured is Hope & Esperanza Community Health Center CEO Michelle Lolo. Photo Credit: [Tom Wiedmann/TAPinto Newark](#).

urgent care, women’s healthcare, COVID –19 testing, and laboratory services. The Health Center also plans to provide mental health and substance use disorder services.

Expanding Access to Care through New Sites

Zufall Health Opens New Site in Plainsboro



Pictured from left to right are Zufall Health Pediatrics Physician Patricia Kao, MD; Chief Operating Officer Frances L. Palm; Princeton Health Vice President of Network Development Barbara Yost; Academic Director of the Ambulatory Residency Program Barbara Edwards, MD; Zufall Health CEO Eva Turbiner; Zufall Health Board of Directors Chairman Bill Shuler; Penn Medicine Princeton Health CEO James Demetriades; Zufall Health Board of Directors Secretary Linda Seeley; Chief Medical Officer Rina Ramirez, MD, FACP; and Princeton Health Administrative Director Ayda Tello. Photo Credit: Zufall Health Center.

In May, Zufall Health Center opened its ninth site located in the Penn Medicine Princeton Health campus in Plainsboro. Zufall Health – Plainsboro took the reigns of an already established health center at that location.

The site will help expand access and healthcare services for medically underserved patients in Middlesex and Mercer counties. Zufall Health will provide primary and specialty care services at the site. Podiatry services will be added during the first year. Zufall Health looks forward to add dental services the following year.

“For more than 30 years, Zufall Health has provided high-quality, comprehensive health services to the most vulnerable members of our community,” **said Zufall Health CEO Eva Turbiner.** “We are excited to partner with Princeton Health to extend those services to residents of central New Jersey. We are confident that the collaboration will result in increased access and improved health outcomes.”

NJ CHCs Win National Grants for Tele-Monitoring and COVID-19 Outreach

NHSC Receives FCC COVID-19 Telehealth Grant



Pictured is Neighborhood Health Services Corporation (NHSC) CEO Dr. Kerri Powell (center) with the NHSC staff. Photo Credit: NHSC.

On August 26th, the Federal Communications Commission announced the award of a telehealth grant under Round 2 of its COVID-19 Telehealth Program funding to Neighborhood Health Services Corporation. The FCC program supports healthcare entities by providing reimbursement for telecommunications services, information services, and connected devices to utilize during the COVID-19 pandemic.

Neighborhood Health Services Corporation was awarded over \$491,000 to purchase Bluetooth-enabled remote patient monitoring devices.

These devices will allow providers to receive secure and timely patient data. During this round of funding, FCC only funded one applicant per state or territory. Roughly one-third of the awards were made to a Community Health Center or Primary Care Association.

The awards totaled around \$42 million of the \$250 million available. Therefore, over 80% of the funding has yet to be awarded. FCC Telehealth Grant applicants who have yet to receive an award may still have a chance to receive funding.

CHEMED and OHI Awarded \$1M to Increase COVID-19 Vaccine Access

On July 27th, the Center for Health, Education, Medicine and Dentistry (CHEMED), Ocean Health Initiatives (OHI), the Ocean County Health Department, and Solutions to End Poverty Soon (STEPS) received HRSA funding to help increase COVID-19 vaccination rates. The funding will be used to share factual information regarding vaccines, build vaccine confidence, and address barriers to vaccination.

As part of the grant funding, CHEMED and OHI will provide one-on-one case management, coordinate outreach events, and create pop-up vaccination clinics to raise the rates of COVID-19 vaccinations in vulnerable communities throughout Ocean and Monmouth County.



Pictured is Kanya Ipn, RN administering the COVID-19 vaccine. Photo Credit: CHEMED.

NJ Health Centers Earn Quality Badges from HRSA



In August, the Health Resources and Services Administration (HRSA) announced a new Community Health Quality Recognition (CHQR) program to acknowledge Health Center program awardees that have made notable quality improvement accomplishments. The CHQR badges are awarded in recognition of achievements in the areas of access, quality, health equity, and health information technology based on the most recent Uniform Data System (UDS) reporting period. Additionally, COVID-19 badges were introduced to recognize Health Centers' contributions to the COVID-19 pandemic response.

This year, **AtlantiCare Health Services** was named a National Quality Leader for Behavioral Health. National Quality Leaders represent Health Centers that meet or exceed national benchmarks for one or more of the clinical quality measure (CQM) groups that promote behavioral health, diabetes health, and heart health. Recipients are limited to the top 1 to 2% of all Health Centers.

Four New Jersey Health Centers received Quality Leader awards. Health Center Quality Leaders achieve the best overall clinical quality measure performance among all Health Centers. They are recognized in the following tiers: Gold (top 10%), Silver (top 11-20%), or Bronze top (21-30%).

New Jersey Quality Leaders include:

- Alliance Community Healthcare - **Silver**
- AtlantiCare Health Services - **Gold**
- Eric B. Chandler Health Center - **Gold**
- Zufall Health Center - **Gold**

The following CHQR Badges were also provided to New Jersey Health Centers:

- **Access Enhancer:** AtlantiCare Health Services
- **Health Disparities Reducer:** AtlantiCare Health Services
- **Advancing Health Information Technology (HIT) for Quality:** Alliance Community Healthcare, AtlantiCare Health Services, CAMcare Health Corporation, Center for Health Education, Medicine and Dentistry (CHEMED), CompleteCare Health Network, Eric B. Chandler Health Center, Henry J. Austin Health Center, Jewish Renaissance Medical Center, and Newark Community Health Centers.
- **Patient Centered Medical Home Recognition (PCMH):** Alliance Community Healthcare, AtlantiCare Health Services, CHEMED, CompleteCare Health Network, Eric B. Chandler Health Center, Henry J. Austin Health Center, Jewish Renaissance Foundation, Jewish Renaissance Medical Center, Metropolitan Family Health Network, Newark Community Health Centers, North Hudson Community Action Corporation, Ocean Health Initiatives, Project H.O.P.E., Southern Jersey Family Medical Centers, Visiting Nurse Association of Central Jersey Community Health Center, and Zufall Health Center.
- **COVID-19 Data Reporter:** CompleteCare Health Network, Jewish Renaissance Foundation, and Ocean Health Initiatives.
- **COVID-19 Testing:** CAMcare Health Corporation, Project H.O.P.E., and Zufall Health Center.
- **COVID-19 Vaccinations:** Jewish Renaissance Foundation, Ocean Health Initiatives, and Project H.O.P.E.

NACHC Grants 5 National Health Center Week Sponsorships in New Jersey



Pictured: SJFMC Chief Operating Officer Esther Carpenter, SJFMC President and CEO Linda Y. Flake, and New Jersey Senator Troy Singleton. Photo Credit: SJFMC.

In August, the National Association of Community Health Centers (NACHC) awarded five sponsorships to New Jersey Health Centers that planned community-wide National Health Center Week events. The Health Centers were selected for promoting their events on social media and inviting local, state, and federal elected officials. The following Centers received awards: CAMcare Health Corporation, Mary Eliza Mahoney Health Center, Metropolitan Family Health Network, Southern Jersey Family Medical Centers, and Zufall Health Center. Each Center received a \$500 sponsorship that could be used towards their events.

CAMcare Health Corporation commemorated NHCW with a closing ceremony at the end of the week on August 13th. Lieutenant Governor Sheila Oliver, New Jersey Department of Health Division of Community Health Services Assistant Commissioner Nashon Hornsby, and Camden Mayor Victor Carstarphen were among the special guests who provided remarks.



Pictured: CAMcare Health Corporation Chief Dental Officer Dr. Tonya Cook; CAMcare President and CEO Mark Roberts; New Jersey Lt. Governor Sheila Oliver; Project H.O.P.E. CEO Pat DeShields; and New Jersey Department of Health Division of Community Health Services Assistant Commissioner Nashon Hornsby.

Mary Eliza Mahoney Health Center held various events throughout NHCW including an Ice Cream Social, Health Care for the Homeless event, Chronic Disease Hepatitis Awareness Day, Children's Health Day:

Backpack Giveaway, and Healthcare Workers Appreciation Day.



Pictured: Newark Department of Health and Community Wellness Health Officer Berlyne Vilcant-Etienne and Grants Manager Dr. Denise Peroune. Photo Credit: Newark Department of Health and Community Wellness.

At **Metropolitan Family Health Network**, video messages were shown on a Jumbotron – and on the MFHN website – from U.S. Senators Robert Menendez and Cory Booker, U.S. Congressman Donald Payne, Jr., New Jersey Department of Health Commissioner Judith Persichilli, Governor Jim McGreevey, First Lady Tammy Murphy, and U.S. Department of Health & Human Services Region II Acting Regional Director Dennis González.



Pictured: NJPCA Board Chair and Metropolitan Family Health Network President and CEO Joan Dublin, RN, MPA, ACHE; NJPCA President and CEO Dr. Selina Haq; MFHN Chief Operating Officer Scott Carey; and Vice President of Medical Affairs and Chief Medical Officer Dr. Patrick Beaty.

Southern Jersey Family Medical Centers also engaged with state legislators during their NHCW events. New Jersey Senator Troy Singleton received a “Health Care Hero Award” at the Burlington event.

Additionally, U.S. Congressman Andy Kim, New Jersey Assemblywoman Carol Murphy, and Assemblyman Herb Conaway Jr. were recognized as “Healthcare Heroes.” Although the legislators were unable to attend in person, they were still honored for their continued commitment to Community Health Centers.

Assemblyman John Armato and Assemblyman Vincent Mazzeo also attended SJFMC’s Health Fair and Back to School Giveaway in Pleasantville. At the event, Assemblyman Armato presented SJFMC with a proclamation.

Zufall Health held a “Peds in the Park” event at the Second Street Playground in Dover on August 6th. The event offered childhood immunizations, COVID-19 vaccinations, dental and other health screenings, HIV and lead testing, fresh produce and gift card giveaways, and ice cream. New Jersey Assemblywoman Aura Dunn and Dover Mayor Carolyn Blackman also attended the event.



New Jersey Assemblywoman Aura K. Dunn; Dover Police Officer Ilmi Bojkovic; Dover Mayor Carolyn Blackman; and Zufall Health President and CEO Eva Turbinder are pictured holding up tickets for the Sweet Queen Ice Cream Truck that handed out cold treats to event attendees. Photo Credit: Zufall Health.

HHS Secretary, Rep. Pallone, and Lt. Governor Oliver discuss Health Center Priorities at Eric B. Chandler



Pictured from left to right: Eric B. Chandler Health Center Medical Director Steven Levin, M.D.; U.S. Secretary of Health and Human Services Xavier Becerra; U.S. Congressman Frank Pallone Jr.; Rutgers University President Jonathan Holloway, Ph.D.; Rutgers Robert Wood Johnson Medical School Department of Anesthesiology and Perioperative Medicine Interim Executive Vice Dean and Chair Keith P. Lewis, M.D.; Lieutenant Governor Sheila Oliver; and Rutgers Biomedical and Health Sciences Senior Vice Chancellor for Clinical Affairs and Rutgers University Vice President for Health Affairs Vicente H. Gracias, M.D. Photo Credit: Eric B. Chandler.

On August 16th, U.S. Secretary of Health and Human Services Xavier Becerra, U.S. Congressman Frank Pallone Jr., and Lieutenant Governor Sheila Oliver visited Eric B. Chandler Health Center for a healthcare roundtable and tour. Jewish Renaissance Medical Center CEO Jack O'Leary, Monmouth Family Health Center Executive Director Marta Silverberg, Visiting Nurse Association of Central Jersey Community Health Center CEO Christopher Rinn, Eric B. Chandler Health Center Medical Director Dr. Steven Levin, and Program Manager Rose Jean-Baptiste participated in the discussion.

At the beginning of the roundtable, Secretary Becerra applauded the 1,400 Health Centers throughout the country that provide an array of primary healthcare services as well COVID-19 vaccinations to underserved communities.

Congressman Pallone then discussed his plan to include \$10 billion over the next five years for Health Center infrastructure projects in the budget reconciliation bill. In addition, Rep. Pallone reviewed efforts in Congress to provide long-term funding for Community Health Center residency programs and

expand Medicare to include dental, vision, and hearing coverage.

Health Center leaders also had the opportunity to share current needs and projects that could benefit from additional federal funding.

"The pandemic for all Community Health Centers laid bare the challenges that we have with our patient population. We were able to quickly pivot to telehealth. However, connectivity with our patient base was a challenge. Many people do not have broadband access and they do not have the equipment to participate fully," said **Dr. Eric Jahn, Senior Associate Dean for Community Health at Rutgers Robert Wood Johnson Medical School**. "In regard to the need for infrastructure, Eric B. Chandler has no lack of need, no lack of vision. But we do lack space."

JRMC CEO Jack O'Leary stated that the Perth Amboy site now offers new services such as endocrinology and podiatry. The Health Center will soon have a radiology group on-site to provide mammograms. Jack O'Leary also



Pictured: JPMC CEO Jack O'Leary; Monmouth Family Health Center Executive Director Marta Silverberg; Eric B. Chandler Health Center Medical Director Steven Levin, M.D.; and Lieutenant Governor Sheila Oliver. Photo Credit: [Lt. Governor Sheila Oliver Facebook Page](#).

mentioned JPMC's plans to expand to a new satellite location in Carteret.

MFHC Executive Director Marta Silverberg discussed the Health Center's partnership with local schools to provide COVID-19 vaccinations to children aged 12 and above at football games.

CEO Christopher Rinn said VNACJ CHC plans to double the size of the Red Bank site's exam rooms and add dental services to all four sites.

At the end of the roundtable, Secretary Becerra reiterated the importance of expanding Health Center sites into both rural and urban areas to serve additional low-income patients.

First Lady Tammy Murphy Hosts Mini Family Festival Series at CAMcare



Pictured from left to right: CAMcare Health Corporation Front Desk Receptionist Sheree Mateljan; Medical Assistant Yadira Santiago; First Lady Tammy Murphy; CAMcare Family Nurse Practitioner Genean Doyle, FNP; Nurse Manager Carla Thomas, RN; and Communications Manager Flossie Laws. Photo Credit: CAMcare.

First Lady Tammy Murphy partnered with CAMcare Health Corporation and the New Jersey Motor Vehicle Commission (NJMVC) to host a series of mini Family Festivals to help address the maternal and infant health crisis. The purpose of the mini festivals was to reach families who were already connected to a health care provider and offer additional resources and services. The mini festivals took place in April, May, June, July, and August.

During the events, expectant and new moms

received services from NJMVC's mobile unit including driver's licenses and vehicle registrations. The Motor Vehicle Commission Mobile Unit service costs were covered by Horizon NJ Health for attendees who pre-registered for the event.

The series of events at CAMcare's sites were held in Camden, Clementon, and Paulsboro. Another event was also held at Capital Health Regional Medical Center in Trenton.

“The Chemistry for Strong Communities”



Alliance Community Healthcare Kicks off National Health Center Week

“I am especially proud that Alliance was able to stay open throughout this pandemic and for our dedicated staff who came in every day and extended themselves to ensure our patients received timely care, knew their status and got vaccinated.”

***Marilyn Cintron, Chief Executive Officer,
Alliance Community Healthcare, Inc.***



***Special thanks to Horizon NJ Health and WellCare for
sponsoring NJPCA's NHCW activities.***

NATIONAL



HEALTH





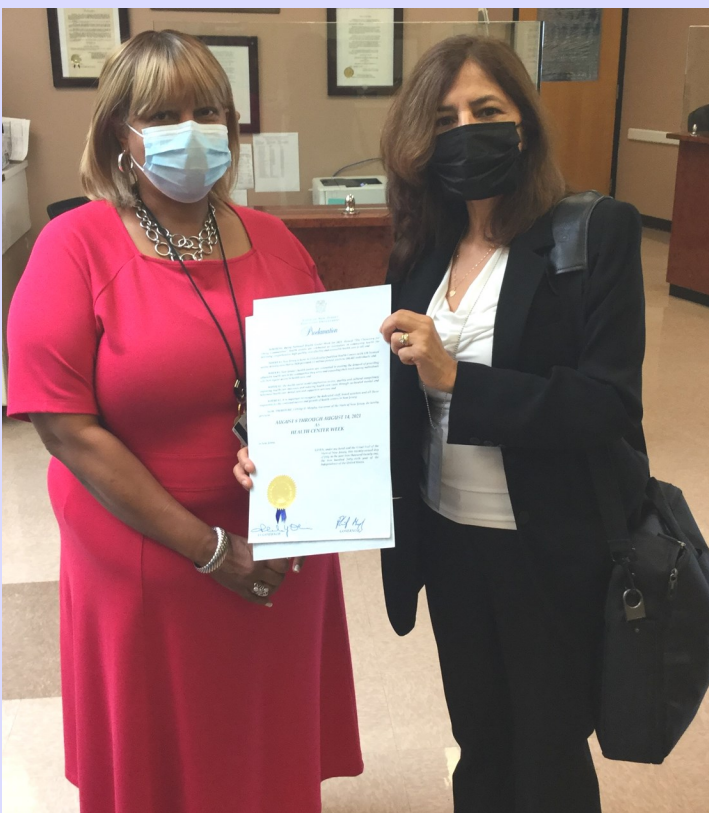
CENTER



WEEK



JRMC celebrates NHCW with a live cardio class in the park!



Even "NJ" Horizon NJ Health's Mascot got the COVID-19 vaccine!

MFHN Hosts COVID-19 Vaccine Drive and Men's Health Day Event

Metropolitan Family Health Network (MFHN) hosted a combined COVID-19 Vaccine Drive and Men's Health Day event on June 26th.

In celebration of Men's Health Month, MFHN Vice President of Medical Affairs and Chief Medical Officer Dr. Patrick Beaty conducted "Health Education for Men" information sessions, and the men who participated were able to get tested for high blood pressure and diabetes.

MFHN also provided gift cards to participants who received their second COVID-19 vaccine dose; food bags; popcorn; giveaways, including mugs, hand sanitizer, face masks, and personal care items.

This special event was made possible by Aetna Better Health of New Jersey, Horizon NJ Health, Hudson River Radiology, Jersey City Medical Center, Jones & Associates Communications, Krivit & Krivit, P.C. Attorneys at Law, LabCorp, Medly Pharmacy, A. Phillip Randolph Hudson County NJ Chapter, United HealthCare, and WellCare.



Pictured above is a Metropolitan Family Health Network (MFHN) patient and winner of the rolling picnic cooler and MFHN Health Services Manager Wanda Flecha. Below that photo is the MFHN team. Photo Credits: MFHN.

Project H.O.P.E. Offers Return to Cancer Screening Patient Event

On August 20th, Project H.O.P.E. hosted a Bite & Bingo Community Health Screening event in partnership with Aetna Better Health of New Jersey and Cooper University Health Care's Cancer Education and Early Detection Program.

The event was designed to encourage prospective and existing patients to resume their annual health screenings that may have been postponed due to the pandemic.

The on-the-spot screenings included breast, cervical, prostate, and colorectal cancer screening, STI testing, and diabetes screenings. The outdoor event featured bingo, prizes, food and beverages, ice cream, gift bags, and a household products giveaway.



Pictured are Project H.O.P.E. LPN Christopher Jones, RN Lesliann Baez, and Clinical Registrar Loreal Parsi performing a health screening on a patient. Photo credit: Project H.O.P.E.

Senator Booker Applauds CAMcare's Healthcare Heroes



Pictured are CAMcare Health Corporation Administrative Specialist Amelia Medina and U.S. Senator Cory Booker. Photo Credit: CAMcare Health Corporation.

On August 28th, U.S. Senator Cory Booker toured CAMcare Health Corporation to thank the Health Center's front-line staff who have worked hard to prevent the spread of COVID-19. New Jersey Assemblyman William W. Spearman, Assemblyman William F. Moen Jr., and Camden Mayor Vic Carstarphen also attended the event.

During the visit, Senator Booker applauded CAMcare's front-line efforts to provide COVID-19 testing and vaccinations. The Senator also discussed how Federally Qualified Health Centers could be further supported by Congress. As of the end of August, CAMcare administered 23,340 vaccines and fully vaccinated 12,063 patients.

"It's one of the models not just for the Camden area but our state," **Senator Booker said regarding CAMcare Health Corporation.** "In a community that's really vulnerable to COVID, it's really stepping up to meet the needs and urgencies we have, especially with the delta variant."

NCHC Provides Health Screenings and Supplies at Back-to-School Events

Newark Community Health Centers (NCHC) held a series of Back-to-School events in August and September to ensure the health and well-being of students as they returned to school. The program is designed to provide school-aged students with a comprehensive physical exam along with other resources such as school supplies. The events took place at five of the Health Center's seven sites in Orange, Irvington, and Newark.

As of September 30th, NCHC was able to provide approximately 540 book bags filled with rulers, notebooks, crayons, pens, and pencils. In the future, NCHC plans to expand this event to include dental screenings and dietary education. In total, approximately 3,205 children were served at each event.



Pictured is Newark Community Health Centers (NCHC) Healthy Start Coordinator Angela Ramos. Photo Credit: NCHC.

Inside NJPCA

NJPCA Welcomes New Team Members



Joy Melendez joined the NJPCA Team in May as the Clinical Program Manager. Prior to joining NJPCA, Joy was the Director of Education and Outreach for the Brain Injury Alliance of New Jersey. Her prior work experience also includes the role of Infectious Disease Program Coordinator at Eric B. Chandler Health Center.

Joy earned her Master's degree in Social Work from Monmouth University and a Bachelor's degree in Public Health Administration from Rutgers University. With her diverse background in grants management and quality assurance, Joy facilitates clinical quality initiatives at NJPCA and serves as a resource for the Health Centers.

Cara DeAugustine began her role as the Emergency Management Program Associate in July. Prior to joining NJPCA, Cara held internships with Virtua Health and the Mount Laurel Office of Emergency Management. She earned her Bachelor of Arts degree in Disaster Preparedness and Emergency Management, with a Minor in Communications from Rowan University.

At NJPCA, Cara maintains relationships with State, local, and federal organizations regarding disaster preparedness and works with Health Center teams to facilitate emergency management response and trainings.



CHC, Inc. Provides COVID Training for School-Based Sites



Photo Credit: Shutterstock.

On May 6th, NJPCA hosted an Emergency Management Peer Group Meeting to support Health Centers that have School-Based sites. The training titled, "School-Based Health Center Preparedness during a Pandemic" was presented by Community Health Center, Inc. Regional Director of School-Based Health Rachel DeMarco, Hartford County Regional Director Penny Monty-Carbonari, and New Haven and Fairfield County Director of School-Based Health Services Jennifer Searles.

CHC Inc. is the largest FQHC serving Connecticut and is a HRSA-funded National Training and Technical Assistance Partner (NTTAP).

During the training, speakers discussed various methods to provide school-based services to communities during the COVID-19 pandemic. The presenters reviewed how to implement new social distancing measures to prevent the spread of COVID-19.

To ensure staff readiness upon re-opening, CHC Inc. recommended surveying staff as well as having open communication with each site to address specific concerns. At the end of the presentation, CHC Inc. emphasized the importance of staff education regarding CDC and FQHC guidelines, student and parent education regarding positive testing and quarantine policies, and designating COVID-19 safety ambassadors to serve as positive role models for proper procedures.

NJPCA Clinical Quality Forum:

Sharing Best Practices for Healthcare during a Pandemic



The 2021 NJPCA Clinical Quality Forum was held virtually on April 27th. The day-long training event covered a wide range of topics including stress relief, quality improvement, diabetes care, hypertension management, and remote patient monitoring.

During the pandemic, providers experienced the heightened stress of protecting Health Center patients and colleagues, while also ensuring their families did not become infected with COVID-19.

The first session titled, “Resilient Leadership in Community Health Centers” featured best practices from



Nick Szubiak, MSW, LCSW.

NSI Strategies Principal Nick Szubiak, MSW, LCSW. Mr. Szubiak provided Centers with tools to enhance awareness of fatigue, reduce burnout for leaders and their teams as well as effectively manage stress.

As a former Director of Behavioral Health at an FQHC, Mr. Szubiak shared the following strategies to lead with resiliency:

- Balance Before Action
- Hold Space
- Elicit feedback, thoughts and ideas from your teams
- Keep structure, create structure
- Over-communicate
- Be flexibly directive

The second session titled “National HRSA Updates” was presented by HRSA Bureau of Primary Health Care Director of the Office of Northern Health Services Ernia P. Hughes. During the session, Ms. Hughes shared an overview of FY 2021 Supplemental Funding opportunities, the Health Center COVID-19 Vaccine Program, and updates on Operational Site Visit preliminary findings.

National Committee for Quality Assurance (NCQA) Director of Quality Solutions William F. Tulloch provided an informative discussion on HEDIS Measure Set updates and the PCMH Recognition program. He also gave strategies for providers to refocus on key performance metrics as patients return to in-person visits.



William F. Tulloch



Carol Laws-Krause, RN. with chronic health conditions such as diabetes and cardiovascular disease.

Novo Nordisk Senior Medical Liaison Carol Laws-Krause, RN presented the session titled, “Putting the Pieces Together- A (ASCVD) C (COVID) D (Diabetes).” The session included resources for providers regarding the risk of COVID-19 on patients

Reconnect4Health Executive Director and Co-Founder Bonnie Britton, MSN, RN provided the final training titled, “Remote Hypertension Management.” During the session, Ms. Britton showcased various tools to implement a remote patient monitoring program, including best practices for patient data collection. She also shared tips for adequate reimbursement and various CPT codes that can be used by New Jersey Health Centers. At the end of the training, Ms. Britton shared the [Mid-Atlantic Telehealth Resource Center Remote Patient Monitoring Toolkit](#).



Bonnie Britton, MSN, RN.

NJPCA and AtlantiCare Health Services Participate in New Behavioral Health Learning Collaborative



Sandy Festa,
LCSW, CADAC.

In May, the National Council for Mental Wellbeing selected NJPCA and AtlantiCare Health Services to participate in the Youth Screening Brief Intervention and Referral to Treatment (YSBIRT) Learning Collaborative. YSBIRT is an evidence-based intervention to prevent and reduce youth substance use and its associated potential risks.

The learning collaborative consists of six virtual sessions that provide training and tools to successfully implement YSBIRT interventions and ensure program sustainability. Currently, three other out-of-state Health Centers are participating in the collaborative. These Health Centers receive individual coaching sessions to address their unique concerns.

AtlantiCare Health Services Executive Director

Sandy Festa, LCSW, CADAC; Director of Grants Management Sumer A. Smith, MSW; and Team Leader of the Social Services Department Mike Khan, MSW, LSW will take part in the collaborative.



Sumer A. Smith, MSW



Mike Khan, MSW, LSW.

NJPCA's involvement in this program will ensure that all Health Centers have access to the latest information and resources to support the expansion of behavioral health services.

Once the program ends in November, NJPCA will provide program materials regarding YSBIRT to all FQHC clinical directors.

Toolkit to Create HR Workplans Now Available for Health Centers



Photo Credit: DepositPhotos.

In September, Primary Care Association Workforce Program staff throughout the country published a new toolkit to help Health Centers create individualized comprehensive workforce plans. The purpose of the workplan is to ensure Health Centers can assess and analyze their current workforce and plan for future staffing needs.

The toolkit also contains information on how to create partnerships with universities and colleges to establish Health Professions Education and Training (HP-ET) programs. HRSA will require all Health Centers to complete a Workforce Plan by July 2022.

Some of the resources in the toolkit include HR benchmarking and metrics and recruitment and retention strategies. Another key component of the toolkit is incorporating justice, diversity, equity, and inclusion into workforce plans. The toolkit will be an open-source style document housed online by Integrated Work. The resource will be adapted over time to include new resources and tools.

NJPCA's Workforce Program Manager has distributed the toolkit to all New Jersey Health Centers.

NJPCA Training Addresses Employee Retention during the Pandemic

On June 17th, NJPCA hosted a Workforce Training titled “Retaining Employees During Tough Times.” The training featured the expertise of 3RNet Director of Operations and Education Outreach Michelle Varcho. 3RNet is a job posting platform that gives special emphasis to employers who serve rural and underserved communities.

During the training, Ms. Varcho reviewed best practices to retain employees during challenging times, such as during a pandemic.

As a former FQHC HR Director, Ms. Varcho expressed the importance of satisfaction and stay surveys, as well as stay interviews.

Ms. Varcho also discussed lifecycle retention strategies, successful onboarding tips, and how to use compensation surveys as a way to show employees that they are valued. At the end of the training, employee engagement survey examples and a retention calculator were shared with participants.

Clinical Directors Receive Tools to Address Implicit Bias and Serve HIV Patients

NJPCA hosted a training for the FQHC Clinical Directors titled “Implicit Bias, Sensitivity, and HIV Services” in June. This training was co-presented by Primary Care Development Corporation (PCDC) Senior Program Manager Oscar Marquez, M.Ed., Clinical Lead for PCDC and Columbia University Irving Medical Center Mailman School of Public Health and Pediatrics Professor Alwyn Cohall, MD and PCDC Senior Director Henrietta Crosswell, MPH.

At the beginning of the training, Mr. Marquez provided an overview of PCDC’s HIV prevention capacity-building services. This free technical assistance is available to healthcare entities across the Northeast region of the United States, Puerto Rico, and the U.S. Virgin Islands.



Oscar Marquez, M.Ed.

life examples of implicit bias in healthcare settings. He also discussed the detrimental impact of bias on HIV patients. An open question and answer session was followed by the presentation.

NJPCA provided additional resources for clinicians to address implicit bias and train their staff at the end of the question-and-answer session. The resources included technical assistance and training information from PCDC, the National Association of Community Health Centers, Just Health Collective, and Garden State Equality.

After the training, Health Center Clinical Directors exchanged best practices on administering Pre-Exposure Prophylaxis (also known as PrEP) to patients. PrEP is a prescribed regimen consisting of ongoing HIV education, HIV testing with a consistently negative result, and medication to prevent HIV infection.



Alwyn Cohall, MD.

Dr. Cohall then provided background information on implicit bias and sensitivity as it relates to HIV care. The difference between explicit and implicit bias in healthcare was discussed among clinical providers. To enhance understanding, Dr. Cohall provided real-

The Medical Directors, Nursing Directors, and Dental Directors also had an opportunity to meet with their peers to discuss current challenges and best practices. Topics discussed included hypertension and diabetes control; standard operating procedures on the handling of COVID-19 vaccines; tracking administration of first or second doses of the COVID-19 vaccine if received out-of-state; Health Center staffing shortages; and streamlining Perinatal Risk Assessments.

**NJPCA represents 24 FQHC/Health Centers in New Jersey providing healthcare services in all 21 counties.
Please call the Health Center nearest to you to find the services you need:**

LOCATION	PHONE	LOCATION	PHONE
Atlantic County		Mercer County	
AtlantiCare Health Services	609-572-6055	Henry J. Austin Health Center, Inc.	609-278-5900
Southern Jersey Family Medical Centers, Inc.	609-567-0200		
Bergen County		Middlesex County	
North Hudson Community Action Corporation Health Center	201-210-0100	Eric B. Chandler Health Center	732-235-6700
		Jewish Renaissance Medical Center	732-376-9333
		Jewish Renaissance Foundation, Inc.	732-482-9600
		Zufall Health Center	973-328-3344
Burlington County		Monmouth County	
Southern Jersey Family Medical Centers, Inc.	609-567-0200	Monmouth Family Health Center	732-413-2030
Camden County		Ocean Health Initiatives	732-363-6655
CAMcare Health Corporation	856-583-2400	Visiting Nurse Association of Central Jersey Community Health Center	732-774-6333
Project H.O.P.E., Inc.	856-968-2320		
Osborn Family Health Center	856-757-3700		
Cape May County		Morris County	
CompleteCare Health Network	856-451-4700	Zufall Health Center	973-328-3344
Cumberland County		Ocean County	
CompleteCare Health Network	856-451-4700	Center for Health Education, Medicine & Dentistry	732-364-2144
Essex County		Ocean Health Initiatives	732-363-6655
Jewish Renaissance Medical Center	732-376-9333		
Mary Eliza Mahoney Health Centers	973-733-5300	Passaic County	
Newark Community Health Centers, Inc.	973-483-1300	Paterson Community Health Center	973-790-6594
Saint James Health, Inc.	973-789-8111	North Hudson Community Action Corporation Health Center	201-210-0100
Zufall Health Center	973-328-3344		
Hope & Esperanza Community Health Center/Ironbound Health Center	973-433-9773	Salem County	
Gloucester County		Southern Jersey Family Medical Centers, Inc.	609-567-0200
CAMcare Health Corporation	856-583-2400	Somerset County	
CompleteCare Health Network	856-451-4700	Zufall Health Center	973-328-3344
Hudson County		Sussex County	
Horizon/Alliance Community Healthcare	201-451-6300	Zufall Health Center	973-328-3344
Metropolitan Family Health Network	201-478-5800		
North Hudson Community Action Corporation Health Center	201-210-0100	Union County	
Hunterdon County		Neighborhood Health Services Corporation	908-753-6401
		Warren County	
Zufall Health Center	973-328-3344	Zufall Health Center	973-328-3344

The 24-hour New Jersey Family Health Line at 1-800-328-3838 is also available to help you find healthcare services.



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