Patients are usually or often able to receive a same- or next-day appointment when requested.

Patients can usually or often get telephone advice on clinical issues on weekends or after regular hours.

Patients can schedule appointments for regular or well visits outside normal business hours (early morning, evening, or weekend hours).

* Statistically significant difference compared to 2013 (p<.05).

Data: Commonwealth Fund 2013 and 2018 National Surveys of Federally Qualified Health Centers.
Patients who do not speak English usually or often have access to bilingual clinical staff who provide translation.

Patients who do not speak English usually or often have access to telephone service for off-site interpreters.

More than 25% of patients are served in a language other than English.

* Statistically significant difference compared to 2013 (p<.05).

Data: Commonwealth Fund 2013 and 2018 National Surveys of Federally Qualified Health Centers.


Easy to generate list of patients who are due or overdue for tests or preventive care using health record system: 57% in 2013, 68%* in 2018.

Patients are usually or often sent reminder notices when it is time for regular, preventive follow-up care: 43% in 2013, 54%* in 2018.

Patients can request refills for prescriptions online: 34% in 2013, 64%* in 2018.

* Statistically significant difference compared to 2013 (p<.05).

Data: Commonwealth Fund 2013 and 2018 National Surveys of Federally Qualified Health Centers.
Could receive financial incentives for high patient satisfaction ratings
Could receive financial incentives for achieving certain clinical care targets
Currently participates in an accountable care organization
Currently recognized as a patient-centered medical home

Percent of health centers reporting...

- 23% to 37%*
- 51% to 75%*
- 27% to 39%*
- 35% to 84%*

* Statistically significant difference compared to 2013 (p<.05).

Data: Commonwealth Fund 2013 and 2018 National Surveys of Federally Qualified Health Centers.

Despite Progress, Health Centers Increasingly Face Staffing Shortages

Percent of health centers reporting budgeted, unfilled positions for...

- **Primary care physicians**: 56% (2013) vs. 66% (2018)*
- **Licensed practical nurses or registered nurses**: 35% (2013) vs. 54% (2018)*
- **Nurse practitioners or physician assistants**: 36% (2013) vs. 38% (2018)
- **Dentists**: 30% (2013) vs. 42% (2018)*
- **Licensed mental health providers**: 40% (2013) vs. 70% (2018)*

*Statistically significant difference compared to 2013 (p<.05).

Data: Commonwealth Fund 2013 and 2018 National Surveys of Federally Qualified Health Centers.

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Health Centers Anticipate Several Challenges over the Next Two Years

Percent of health centers reporting anticipated challenges over the next two years...

- Increased competition with retail clinics: 53%
- Increased uncompensated care provided: 42%
- Increased primary care physician shortages: 40%
- Decreased Medicaid funding: 30%
- Increased staff turnover: 20%
- Decreased financial stability: 16%

Data: Commonwealth Fund 2018 National Survey of Federally Qualified Health Centers.