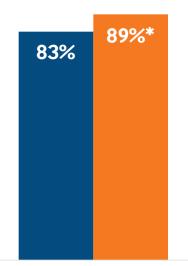
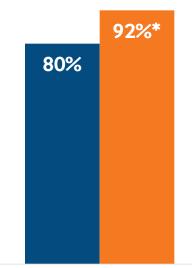
Health Centers Are Expanding Access to Care and the Timeliness of Care

Percent of health centers reporting . . .



Patients are usually or often able to receive a sameor 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)

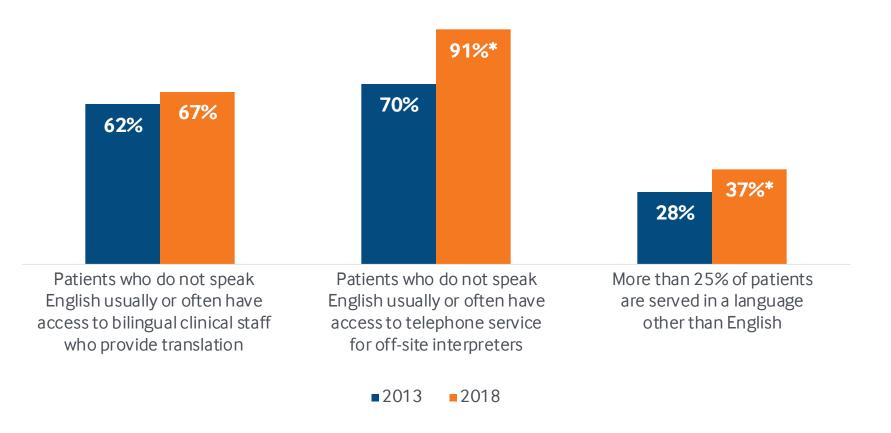
Data: Commonwealth Fund 2013 and 2018 National Surveys of Federally Qualified Health Centers.



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

Health Centers Are Expanding Language Access

Percent of health centers reporting . . .



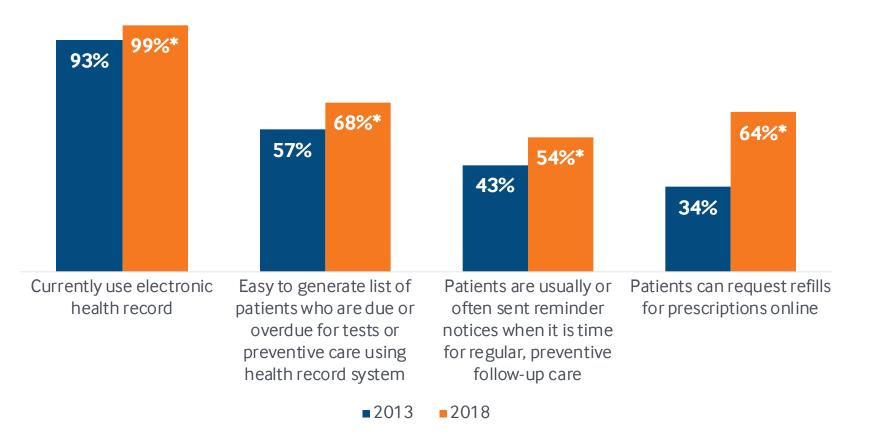
^{*} Statistically significant difference compared to 2013 (p<.05).

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



Health Centers Are Leveraging Technology to Improve Care

Percent of health centers reporting . . .



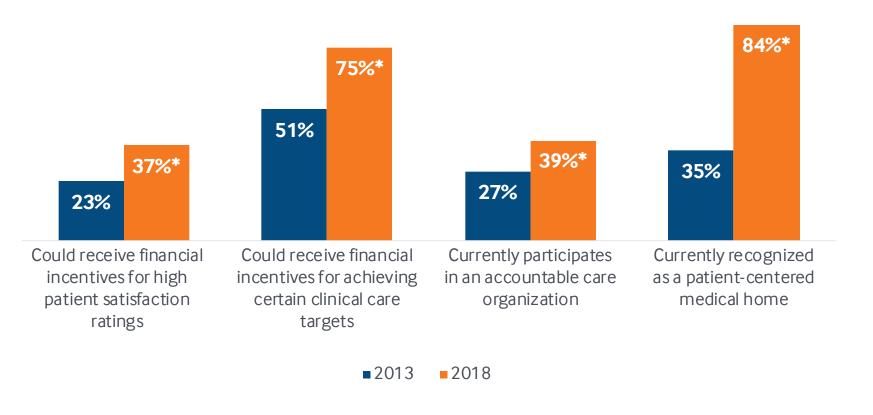
^{*} Statistically significant difference compared to 2013 (p<.05).

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



Health Centers Increasingly Participate in Innovative Models of Care

Percent of health centers reporting . . .



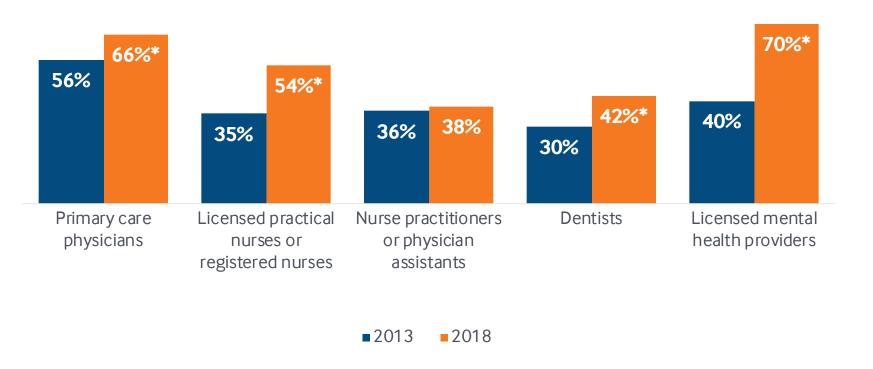
^{*} Statistically significant difference compared to 2013 (p<.05).

 ${\tt Data: Commonwealth \, Fund \, 2013 \, and \, 2018 \, National \, Surveys \, of \, Federally \, Qualified \, Health \, Centers.}$



Despite Progress, Health Centers Increasingly Face Staffing Shortages

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



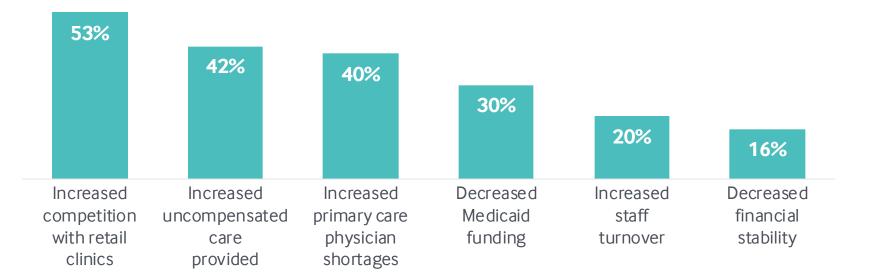
^{*} Statistically significant difference compared to 2013 (p<.05).

 ${\tt Data: Commonwealth \, Fund \, 2013 \, and \, 2018 \, National \, Surveys \, of \, Federally \, Qualified \, Health \, Centers.}$



Health Centers Anticipate Several Challenges over the Next Two Years

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



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

