NEVADA: MOBILE HEALTH CARE
PCA& HCCN CONFERENCE GALLERY WALK (2023)

NATIONAL ASSOCIATION OF
Community Health Centers®

NEVADA
PRIMARY CARE ASSOCIATION

PROJECT AIM

With funding from this grant, the Nevada Primary Care Association (NVPCA) collaborated with the Mobile Healthcare Association ("MHA") and the Nevada Healthy Communities Coalition to provide training and technical assistance to community health centers (CHCs) on how to build, operationalize, and sustain a successful mobile unit program. Mobile units are expensive to purchase and maintain making it vitally important that health centers staff and operationalize the units with the most efficient and effective methods. This project aimed to build capacity for mobile units in Nevada, by ensuring the CHCs are centered in building strong, sustainable, patient-centered programs for the populations they serve. By partnering with the MHA and the Healthy Communities Coalition, NVPCA was able to extend the Mobile Peer Network's knowledge by learning from other mobile unit programs' experiences in starting new mobile unit programs and making them sustainable.

Nevada is the 7th largest state with 87% of the land mass designated as rural or frontier. The MOBILE Act recently passed into law was sponsored by two of Nevada's Members of Congress who clearly understand the need for high-quality, patient-centered healthcare in rural locations. Nevada has eight (8) Nevada-based Federally Qualified Health Centers (FQHCs). Of these, five (5) health centers (62.5%) currently have mobile units, with an additional four (4) units on order with anticipated arrivals in the summer of 2023. Nevada's health centers are working individually to learn the ins and outs of maintaining and promoting mobile units. This funding will provide NVPCA with the opportunity to build an FQHC Mobile Peer Networking group to share best practices, policies and procedures and the development of "Do's and Don'ts" of mobile units. This will be a collaborative group supported by NVPCA T/TA in partnership with the Mobile Healthcare Association and the Healthy Communities Coalition. In addition, a peer networking group will support established mobile unit programs with growth and innovation, along with new mobile unit program development and sustainability.

Throughout the course of this initiative, NVPCA curated resources utilized and distributed by the FQHC Mobile Peer Network by creating and adding a Mobile Unit Resource Hub on the NVPCA website. Best practices and lessons learned were shared through virtual meetings of the peer network, and documents will be shared on the Health Center Resource Clearinghouse. NVPCA also utilized the newsletter "The Weekly Dispatch" and social media posts to promote and share mobile unit information.

CURRENT STATE OF MOBILE

Nevada Health Centers received two new mobile units in August 2023, expanding their mobile fleet to a total of five mobile units. Currently one of the mobile units provides mammograms, another provides pediatric care, and the third unit provides pediatric dental care. One of the new units will provide dental care and the second new mobile unit will be used to provide primary care services.
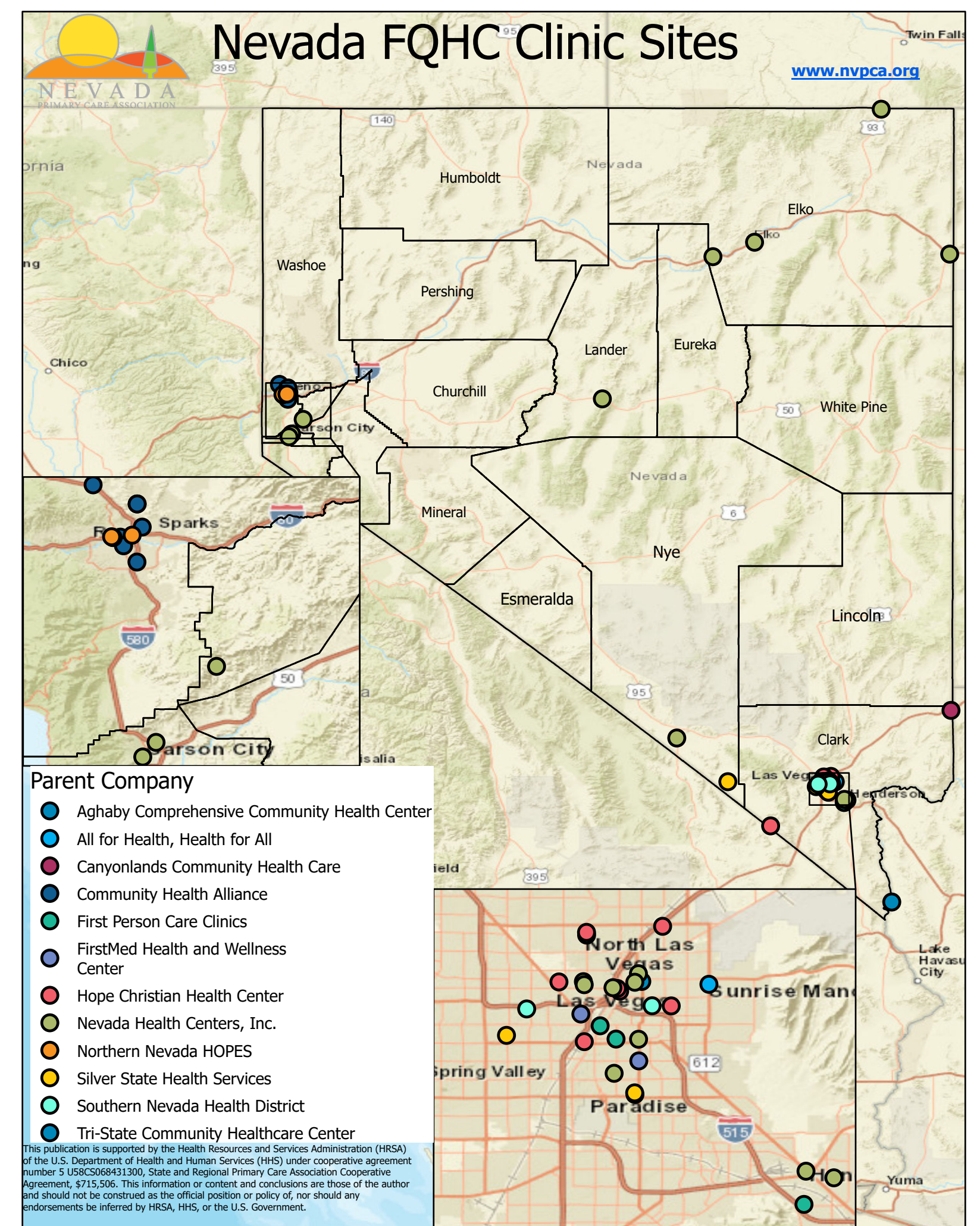
Hope Christian Health Center currently has one mobile unit that provides services to individuals who are unable to visit its clinic locations. HCHC will be receiving one new mobile unit in the summer of 2023.

Northern Nevada HOPES currently has one mobile program with a syringe exchange program providing targeted outreach in the community connecting them to primary care and wellness clinics, such as MAT and IOP in Reno.

Community Health Alliance has two mobile units: a mobile unit that provides dental services, and one that supports CHA's Women, Infants and Children (WIC) program.

First Person Care Clinic is in the process of securing funding to purchase a mobile medical unit.

Southern Nevada Community Health Center has one mobile unit that provides STI testing, family planning services, HIV/AIDS care, and vaccines.

Nevada FQHC Clinic Sites
www.nvpca.org

Parent Company
- Aghaby Comprehensive Community Health Center
- All for Health, Health for All
- Canyonlands Community Health Care
- Community Health Alliance
- First Person Care Clinics
- FirstMed Health and Wellness Center
- Hope Christian Health Center
- Nevada Health Centers, Inc.
- Northern Nevada HOPES
- Silver State Health Services
- Southern Nevada Health District
- Tri-State Community Healthcare Center

SURVEY RESULTS

- The top three challenges mobile unit programs in Nevada are scheduling staff time, hiring, and training of staff and operational costs, such as gas and repairs.
- Mobile units on average in Nevada travel 20-60 miles a day.
- Due to staffing shortages one mobile unit program had to cancel appointments 2-5 times in a 6-month period and another had to cancel appointments more than 11 times due to staffing shortages in a 6-month period.
- On average, survey respondents reported a monthly operating cost of approximately $27,000 per month.

IMPACT SO FAR

At the beginning of the project, NVPCA aimed to interview participating FQHCs to develop a baseline of the needs and challenges faced by health center mobile units. By July 2023, health centers gained access to MHA membership resources and a kickstart meeting for the FQHC Mobile Peer Network was held. A schedule of on-going meetings has been created for the first year. By November 2023, NVPCA will host a Mobile Unit Resource Hub on its website.

- Created a survey to develop baseline of the needs and challenges FQHCs have with mobile units; survey results were shared with peer network.
- Created an FQHC Mobile Unit Peer Network- Kickstart Meeting wherein 4 out 5 FQHCs with mobile units participated. MHA and the Healthy Communities Coalition also participated.
- Created a Mobile Unit Resource Hub on the NVPCA website and as more content becomes available from the peer network it will be added to the webpage. https://www.nvpca.org/mobile-unit-peer-network
- All members of the FQHC Mobile Unit Peer Network received an annual membership to MHA; all participating FQHCs have become MHA members.
- Created a schedule of on-going meetings for the first year during the Kickoff Meeting FQHCs brainstormed future training topics. These topics and the NACHC mobile unit survey results informed the development of tailored training and technical assistance to the FQHCs.
- NVPCA additionally created a Noddlepod Group to communicate and share resources with the peer network.