



NATIONAL ASSOCIATION OF
Community Health Centers®

Leadership Office Hour

Beyond COVID

Futures Thinking for Community Health Centers Beyond the Pandemic

June 17, 2020



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THE NACHC MISSION

America's Voice for Community Health Care

The National Association of Community Health Centers (NACHC) was founded in 1971 to promote efficient, high quality, comprehensive health care that is accessible, culturally and linguistically competent, community directed, and patient centered for all.




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Eric Meade

Principal, Whole Mind Strategy Group
Founder, Beyond COVID
Superior, CO




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Objectives

- Provide overview of three scenarios of community health centers beyond the pandemic.
- Explore the difficulty - and importance - of futures thinking during crisis.
- Provide tools for health center leaders and staff to “keep their heads above water.”

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Session Plan

- Overview of Beyond COVID Scenarios
- Being a Futurist of the Present
- Tools for Futures Thinking Amid Crisis
- Q&A

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Three Archetypes of the Future

<p>Expectable <i>Extrapolates current trends and models</i></p>	<p>Desperate <i>A feasible set of significant challenges</i></p>	<p>Aspirational <i>A pathway to surprising success</i></p>
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Scenario 1 Making It Through

- Delicate balance between unemployment and deaths
- Political divide over “social distancing”
- Medicaid and telehealth expanded, but reimbursements reduced
- New sources of funding for CHCs - e.g., for COVID testing
- CHCs stock up on PPE and educate high-risk groups
- Racial disparities left unaddressed
- 3 million cases, 135,000 deaths



Implications:

- Slimmer margins
- Challenges in predictive planning

Opportunities:

- Collaborate in new ways with hospitals and other community partners
- Do more preventive health education



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Scenario 2 On the Way Out

- Reopen, restrict, reopen, ...
- Backlog of non-COVID health issues
- American social fabric unravels
- Riots, violence, attacks on healthcare workers
- Some CHCs cannot make up financial shortfalls
- CMS rules advantage large systems
- Obamacare repealed, Medicaid cut
- 5 million cases, 280,000 deaths



Implications:

- Communities turn inward
- Patients avoid clinics
- Workforce shortages worsen

Opportunities:

- Health education with hardest-hit communities
- Growing Medicaid rolls (if there's \$)
- Diversify payment sources



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Scenario 3 A New Movement

- 80% of lost jobs return by August
- New tech applied to control virus
- CHCs serve as backbone of COVID-19 testing
- Healthcare reform with public option and risk-adjusted capitated payments
- Economy reorients toward human needs
- CHCs innovate and partner to provide wrap-around services
- New policies to promote racial equity
- CHCs lead effort to address SDOH
- 2.5 million cases, 125,000 deaths



Implications:

- COVID-19 tech not affordable
- CHCs need to be involved in PMPM payment design
- Telehealth gets easier in rural

Opportunities:

- Ramp up COVID-19 testing as reimbursable service line
- Deepen and broaden partnerships
- Take services to the patients



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Poll Question

Given what you know right now, which of these scenarios is most likely to occur?

- Scenario #1: Making It Through
- Scenario #2: On the Way Out
- Scenario #3: A New Movement



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Poll Question

What is the greatest COVID-related opportunity your health center needs to capture?

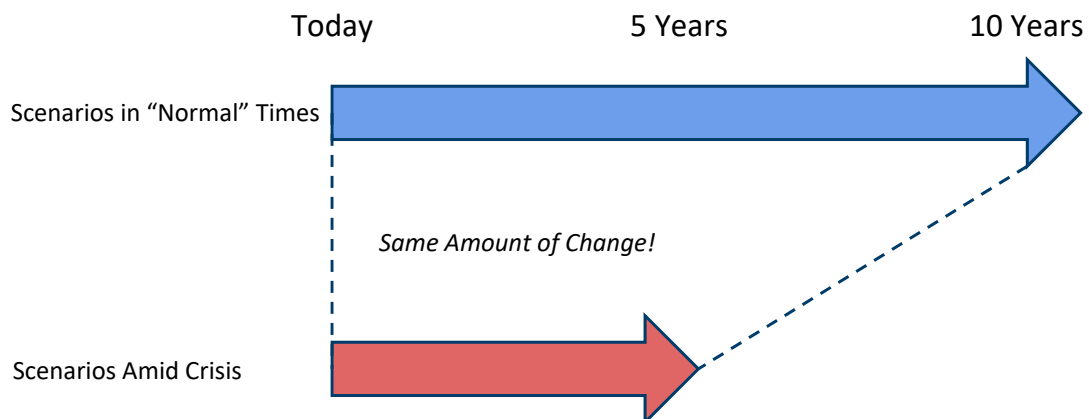
- A. Acquire new patients as Medicaid rolls expand
- B. Deepen relationships with community partners
- C. Expand preventive health education for vulnerable populations
- D. Diversify payment sources



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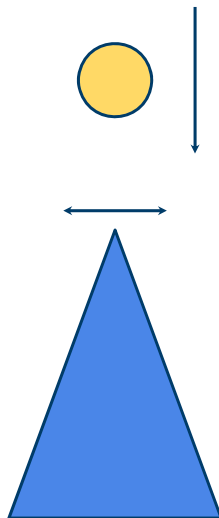
Futurist Scenarios of the Present?



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Crisis is the Place of Agency



The Discipline of Scenario Thinking

Scenario 1



Scenario 3



Scenario 2



Scenario 4



A Hero's Journey



- The Call to Adventure
- Crossing the Threshold
- Helpers & Mentors
- Challenges & Temptations
- The Abyss: Death & Rebirth
- Transformation
- Atonement
- The Return



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Poll Question

What one word or short phrase best captures the “gift of the goddess” that you expect to find on your journey?

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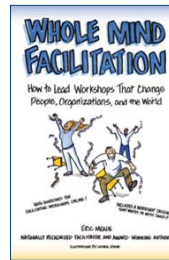
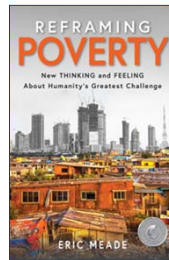
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Thank you!

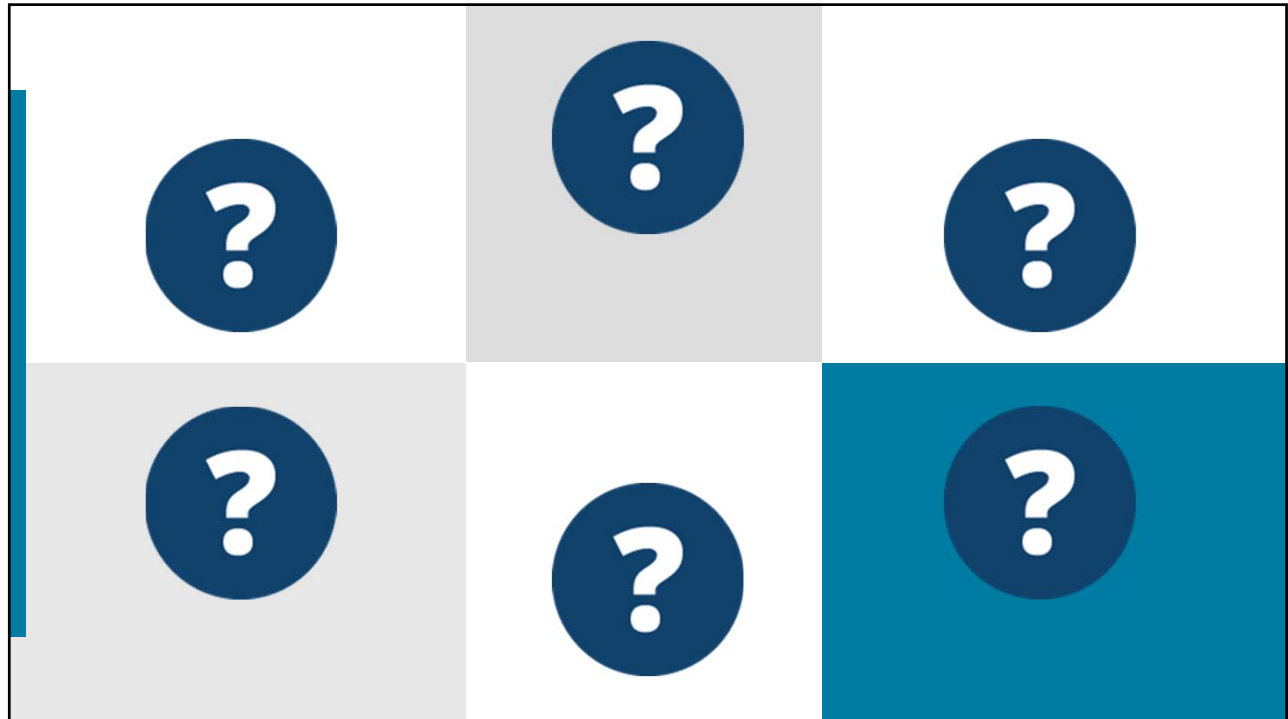
Beyond COVID Resources
Podcast: beyondcovid.libsyn.com
Website: www.beyondcovid.live




Books by Eric Meade



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Add Your Voice . . .

In preparation for the paper that Eric Meade is developing on recommendations for health centers in your scenario planning, NACHC is interested in hearing more of your perspectives about the most likely, best, and worst case scenarios.


Please share your perspective with us on or before **Monday, June 22, 2020** by completing the brief poll found at https://nachc.co1.qualtrics.com/jfe/form/SV_ea1YkohDadcgYuh

For additional context and background visit <http://www.nachc.org/wp-content/uploads/2020/06/Post-George-Floyd-SCENARIOS-4-CHCs-Beyond-COVID.pdf>. Thank you for your participation!

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Mark Your Calendars

Wednesday, May 27, 2020 from 2:00-3:30 pm ET / 11:00 am-12:30 pm PT

**Leadership Engagement/Learning Event —
*Community Health Centers Beyond COVID-19:
Exploring Alternative Scenarios for the Pandemic Recovery***

[Eric Meade](#), award winning author, futurist, principal of the Whole Mind Strategy Group, and creator of the BEYOND COVID [website](#) and [podcast](#), will present a set of four alternative scenarios describing how the pandemic may unfold over the coming two years.








Participants will explore the four scenarios in break-out discussions to find challenges, opportunities, and a pathway to a better future for your health centers and communities.

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COVID-19 Resources: Found at nachc.org/coronavirus/

	<p>Centers for Disease Control Coronavirus (COVID-19) resources page – includes strategies for optimizing the supply of PPE</p>
	<p>Health Resources and Services Administration (HRSA) Health Center Program COVID-19 Frequently Asked Questions (FAQ) – includes Federal Torts Claim Act (FTCA) updates</p>
	<p>Centers for Medicare and Medicaid Services (CMS) FAQs – includes information on diagnostic lab services and hospital services</p>
	<p>NACHC’s Coronavirus webpage – information, event postings, and resources for health centers; NACHC also manages the resources below</p>
	<p>NACHC’s Elevate learning forum – evidence-based practices, tools and protocols for the health center response to COVID-19 Health centers sign up @ bit.ly/2020ElevateCHC PCAs, HCCNs, and NCAs sign up @ bit.ly/2020ElevatePCA-HCCN-NCA</p>
	<p>Health Center Resource Clearinghouse Priority Page COVID-19 –training events and tailored materials for serving special populations healthcenterinfo.org</p>
	<p>Consolidates information from many sources in an easily-searchable format; enables health centers, PCAs, and HCCNs to share info and questions To join, contact Susan Hansen at shansen@nachc.org.</p>

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ARE YOU LOOKING FOR RESOURCES?
 Please visit our website www.healthcenterinfo.org



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 RESOURCE
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Community Health Center COVID-19 Networking Group via **noddlepod**

NACHC has launched a **Community Health Center Networking Group** via the online platform Noddlepod to help the health center community share resources, ideas, and questions around COVID-19. The Community Health Center Networking Group aims to:

- consolidate the broad range of information on COVID-19 from many different sources (e.g., BPHC, CMS, NACHC, ECRI) in a single location where you can quickly find information on a specific topic
- enable members to share information and questions quickly

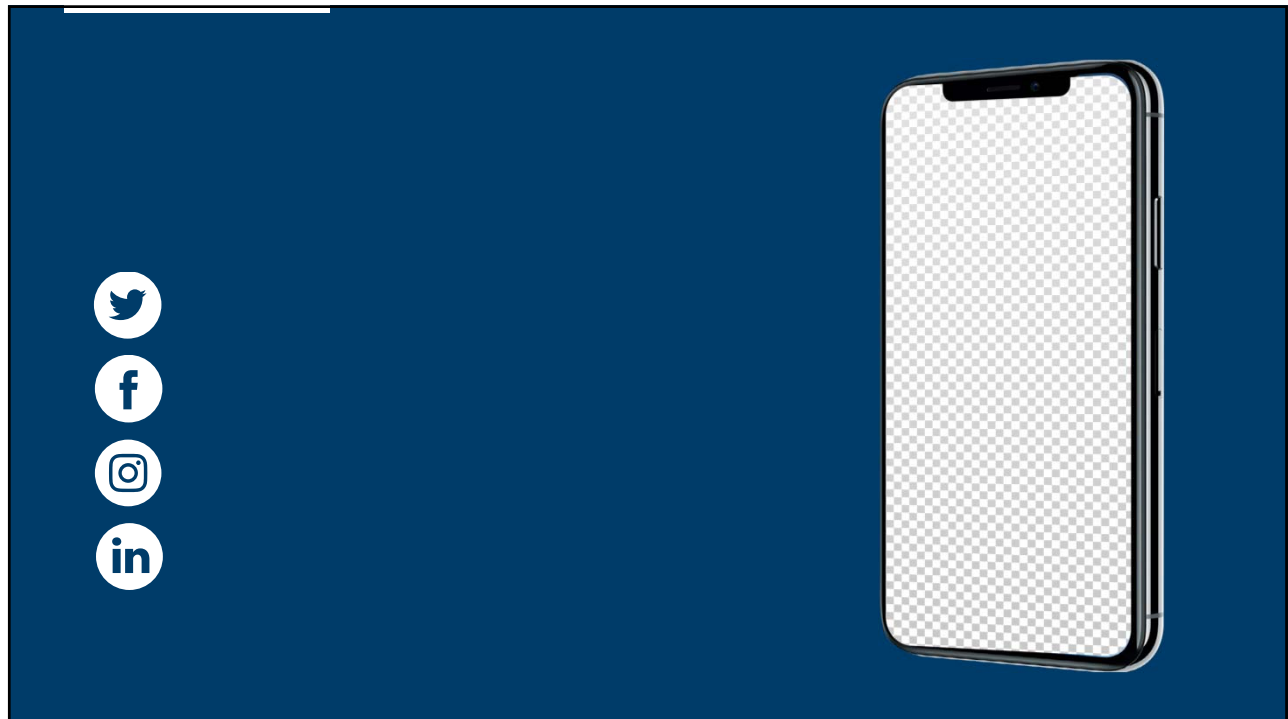
To access the **Community Health Center Networking Group**, email **Susan Hansen** at shansen@nachc.org.



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