Performance Measure 1: Number of completed National Health Service Corps (NHSC) Site Application and Recertification Recommendation Forms submitted by the State Primary Care Office to the NHSC within 21 calendar days (15 business days) from site submission date.

- Quantifies the number of NHSC Site Application and Recertification requests evaluated by PCO for compliance for site service requirements;
- Informs the progress of area efforts to secure health professionals for the area;
- Assesses fiscal management capability of requesting NHSC sites.

Note: Include name of site, hours of TA, and description of services provided for sites that do not submit their applications or for whom you have provided TA but later decide the NHSC certification is not beneficial in the notes/comments section of this performance measure in EHB.

Performance Measure 2: Impact of federal and state obligated health care providers (OP) on shortages of providers identified in HPSAs. For regular HPSAs (non-AUTO HPSAs) provide the specialty, hours per week in direct patient care, and program sponsor for each state-level OP serving in a HPSA during this reporting period.

- To measure the impact of federal and state recruitment and retention programs on shortages identified in HPSAs;
- Quantifies the success of community efforts to fill provider gaps;
- Pin points where the greatest unmet FTE shortages are in the state to inform outreach efforts with potential OPs.

How to Report:

- PCOs will provide the following data on State OPs:
  - HPSA Name OP is serving;
  - HPSA ID # OP is serving;
  - OP NPI # (Optional for PCOs);
  - OP Specialty;
  - OP direct patient care hours, excluding administrative/ inpatient/research/teaching (Optional for PCOs)

- PCOs will report on the following State-specific OPs:
  - Allopathic and Osteopathic Physicians (MD, DO),
  - Nurse Practitioners (NP),
  - Certified Nurse Midwives (CNM),
  - Physician Assistants (PA),
  - Doctors of Dental Surgery (DDS),
  - Doctors of Medicine in Dentistry (DMD),
- Registered Dental Hygienist (RDH),
- Allopathic and Osteopathic Physicians - Psychiatry (MD or DO),
- Health Service Psychologists (HSP),
- Licensed Clinical Social Workers (LCSW),
- Licensed Professional Counselors (LPC),
- Marriage and Family Therapists (MFT),
- Psychiatric Nurse Specialists (PNS),
- Nurse Practitioners - Mental Health (NP),
- Physician Assistants - Mental Health (PA), or
- Other state OPs.

Note:
- Auto HPSAs Providers are excluded from this report.
- For PCOs, OPs are defined as those providers:
  - Participating in the State Loan Repayment Program (SLRP);
  - Participating in a State-only LRP;
  - Practicing on a State sponsored J-1 Visa waiver*;
  - Receiving other incentives or benefits;
  - Do NOT count OPs whose obligation is not required to serve in a HPSA or in an outpatient setting.
  - Do NOT count Nurse Corps Registered Nurse (RN) participants.

**Performance Measure 3 (a):** Percent increase in the number of individual clients provided technical assistance (TA) by the State Primary Care Office detailed by type of requestor and topic requested in support of the development or expansion of health care services to vulnerable and underserved communities.

- Quantifies TA provided to individuals.
- Quantifies the extent of PCO contribution towards facilitating community health improvement efforts for vulnerable and underserved populations;
- Quantifies the level of PCO involvement in promoting effective health care services, and access to and the appropriate use of health care information; and
- Identifies partnerships which are maintained and strengthened through information exchange.

**How to Report:**

- Specify and quantify the types of individual clients who received technical assistance during the Reporting Period.
- Specify the topics of TA provided for each type of client during the above period. If information on more than one topic is provided, include all topics of TA provided for each type of client.
- TA should capture requests from individuals and communities.

Note: Each session can count as separate encounter as long as the topics are different. For example, same individual contacts PCO for NHSC LRP information three separate times. Encounter 1- question
about where to apply; Encounter 2- site NHSC verification; Encounter 3- Verification of qualifying loan type for repayment.

- Each encounter is requesting different information and should count as three separate encounters.

**Performance Measure 3 (b):** Percent increase in the number of potential sites or communities that receive in-person or online technical assistance on federal and state recruitment and retention programs.

- To capture outreach efforts to groups of students, professional, and community audiences in person or online on provider shortages in underserved communities

**How to Report:**

- TA should capture outreach and educational efforts directed towards *group audiences*.
- TA should capture both in-person and online outreach efforts.

**Note:** Each session can count as separate encounter as long as the topics are different. For example, same organization contacts PCO for NHSC site certification information three separate times. Encounter 1- question about where to apply; Encounter 2- what types of documentation is needed; Encounter 3- Verification of HPSA status.