



Advancing the Health of Tennessee

Tennessee Primary Care Association Strategic Plan 2022 - 2024

*Adopted by TPCA Board of Directors
December 1, 2021*

TPCA Mission Statement:

The Tennessee Primary Care Association improves access to primary health care through leadership, advocacy, and support as the voice of Community Health Centers.

A Message from the TPCA Board of Directors Past-President

On behalf of the TPCA Board of Directors, I am pleased to present the 2022-2024 TPCA Strategic Plan. The plan focuses on building collaborative engagement, leveraging the unique strengths of our health centers, and the continued delivery of high-quality, accessible health care. Each priority will help establish the Tennessee Primary Care Association as a statewide leader for the advancement of Tennessee's community health centers. I am grateful to TPCA's staff, membership, and Board of Directors for their contributions – I am inspired by the goals we have set while maintaining a steadfast focus on our collective mission.

- *Katina Beard, CEO, Matthew Walker Comprehensive Health Center*

TPCA STRATEGIC PLAN 2022-2024

GOAL 1: Quality of Care for Community Health Center Patients

Strengthen community health center quality programs to improve patient outcomes and position health centers as leaders in a dynamic healthcare market.

GOAL 2: Sustainable Workforce for Tennessee Community Health Centers

Build and sustain a well-trained, qualified community health center workforce.

GOAL 3: Impactful Communication and Messaging

Enhance profile of Tennessee community health centers and TPCA, positioning organizations as leaders in health care.

GOAL 4: Enhanced Payer Relations for Community Health Centers

Strengthen partnership with payers for enhanced patient care and reduced administrative burden.

GOAL 5: Post-COVID-19 Transformation

TPCA will expand its leadership role in the COVID-19 response to position community health centers as essential health care entities.

ABOUT THE TENNESSEE PRIMARY CARE ASSOCIATION

The Tennessee Primary Care Association (TPCA) is the membership association for Tennessee community health centers (CHCs). Founded in 1976, TPCA collaborates with its members and other providers to assure access for low-income individuals and families to comprehensive, accessible, quality primary, dental, behavioral health, and vision care.

TPCA provides leadership, training, and customized support to CHCs with a focus on achievement of the Quadruple Aim: enhanced patient experience, improved population health, reduced costs and improved work life of all health center employees. In addition, TPCA has a robust policy and advocacy program that works with state and federal policy makers to assure legislation and policies support the health center mission, the work of CHCs, their communities and their patients.

TPCA also offers members the opportunity to work with TPCA's separately funded Health Center Controlled Network, Center for Quality in Community Health (CQCH). CQCH provides members training and customized support in (1) enhancing the patient and provider experience, (2) advancing interoperability thereby improving coordination of care, and (3) enhancing data to improve value. TPCA's CQCH is leveraging health information technology to improve access to care, enhance quality of care, and achieve cost efficiencies through the redesign of practices to integrate services and optimize patient outcomes.

TPCA membership is open to organizations that share the mission of providing care to underserved populations. The TPCA membership is currently comprised of 29 Federally Qualified Health Centers (FQHCs) and one FQHC Look-Alike. CHCs have several core operating principles: serve an underserved area or an underserved population, provide clinical care for all cycles of life, provide services without regard for ability to pay or insurance status, and be governed by a 51% consumer-based Board of Directors.

TPCA members are strategically located in medically underserved areas offering services to over 415,000 patients each year at more than 200 clinical sites throughout the State. In September 2021, TPCA members operated clinical sites in over 70 of Tennessee's 95 counties. Health centers are primary care medical homes for patients, and TPCA members employ over 3,200 residents across the state.