

DCH Addressing Healthcare Workforce Challenges

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Date: January 18, 2024





Overview of Georgia Healthcare Workforce

Georgia Managed Care Plans:

Peach State Health Plan

CareSource

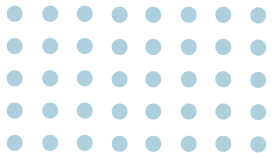
Amerigroup Community Care

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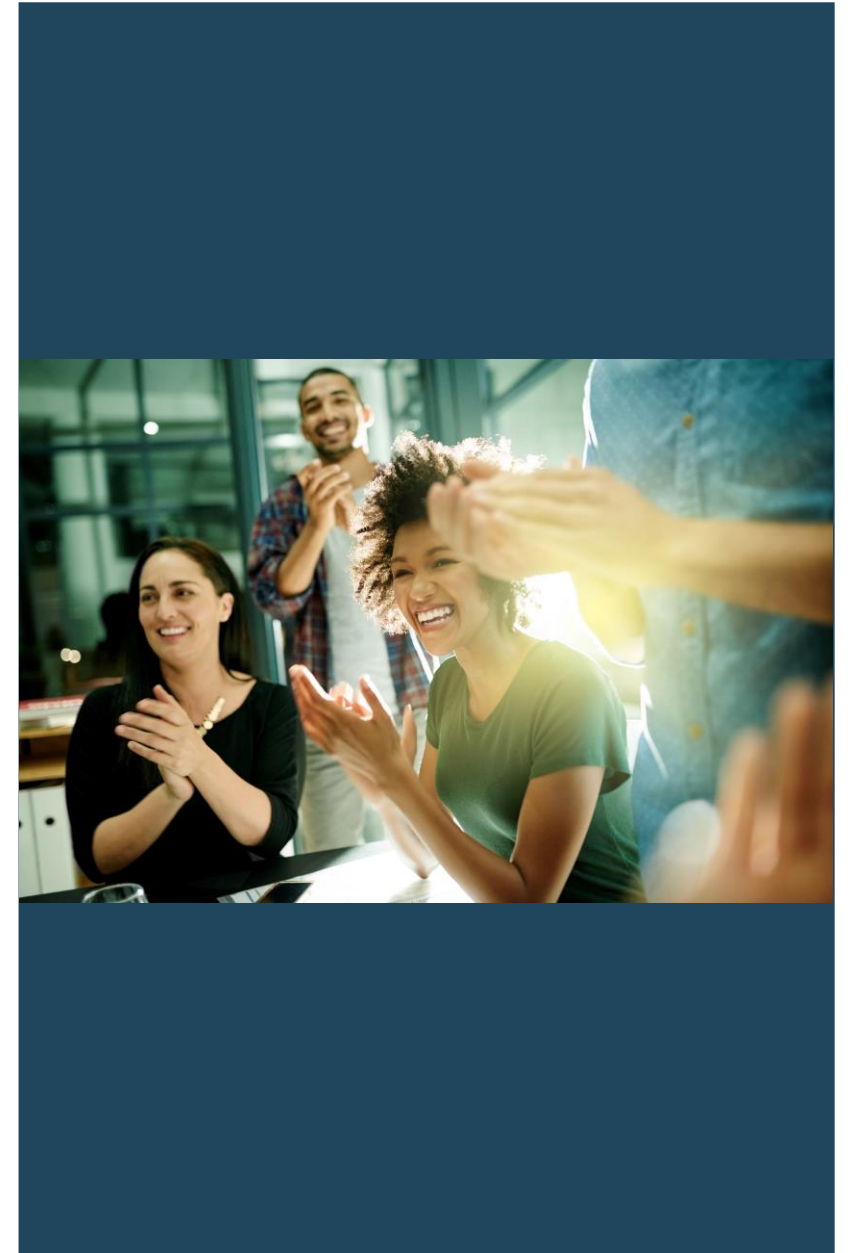
Truddie Darden, MD, FAAP



GEORGIA DEPARTMENT
OF COMMUNITY HEALTH

Our Purpose

Shaping the future of *A Healthy Georgia* by improving access and ensuring quality to strengthen the communities we serve.





Georgia Healthcare Workforce

January 18, 2024

James A. Richardson, MD FACEP
Chief Medical Director, Peach State Health Plan



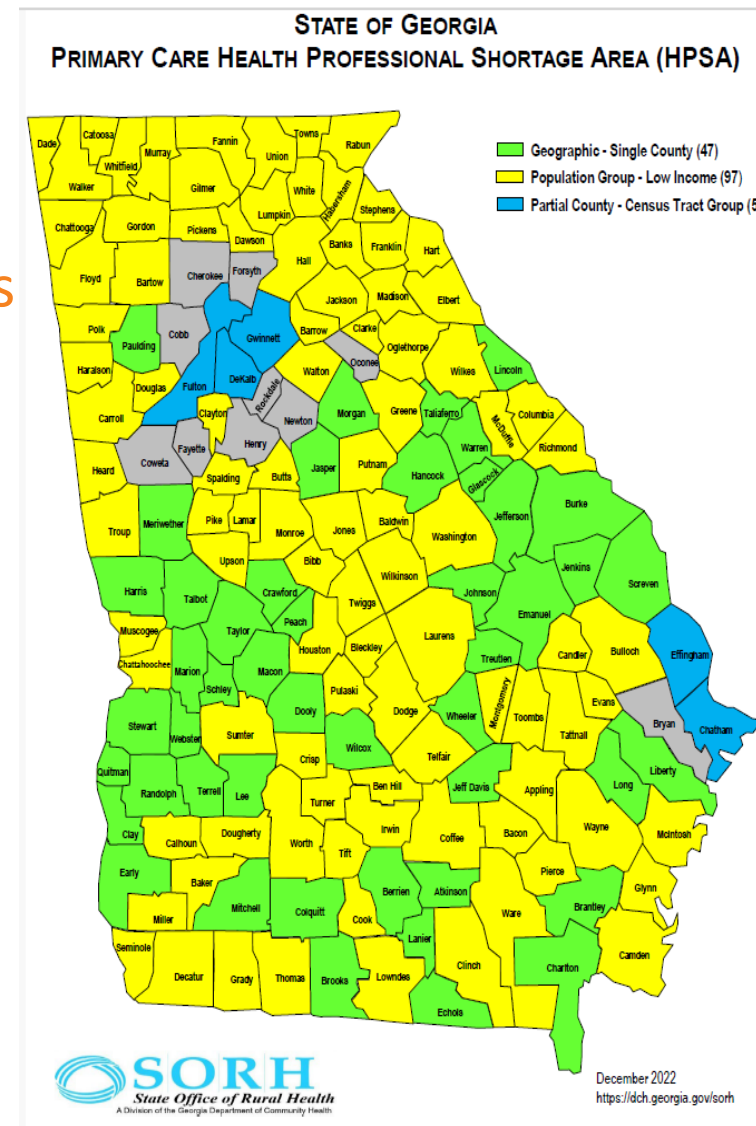
Healthcare Access Remains in Peril Across Rural Georgia

Georgia ranks 40th

- › in the number of active physicians
- › in the number of primary care physicians

89 of Georgia's 159 Counties

- › are designated Primary HealthCare Professional shortage areas



Source: Georgia Board for Healthcare Workforce, 2020-21

“State of the State”



Nine counties in Georgia, have no doctors whatsoever.

Source: Georgia Board for Healthcare Workforce, 2020-21

Augusta University/Medical College of Georgia

In late 2020, PSHP partnered with the Medical College of Georgia at Augusta to fund the Medical College of Georgia's 3+ Primary Care Pathway Program.



Peach State Health Plan donated **\$5.2 million** to jump start the program, which focuses on alleviating Georgia's physician shortage.

The investment was subsequently **matched** by the Georgia General Assembly in 2021 and 2022 for **\$5.2 million and \$8.7 million**, respectively.



School Based Health Centers

Peach State Health Plan and the Centene Charitable Foundation provided a \$1.1 million dollar donation to Georgia Primary Care Association (GPCA) to expand operations of Georgia school-based health centers over the next three years.

Georgia Southern University Foundation

The Centene Foundation and Peach State Health Plan is providing funding to Georgia Southern University

The partnership will fund programs aimed at addressing shortfalls in:

NURSING

BEHAVIORAL
HEALTH

ADDICTION
COUNSELING

SOCIAL
WORK

\$2.2 MILLION

Georgia Southern University Foundation

Institute for Health Logistics & Analytics (IHLA)

- Address critical shortages

Waters College of Health Professions, Georgia Southern

- Expand recruitment
- Enrollment/Retention
- Graduation

College of Behavioral and Social Sciences

- Expand the addiction recovery program.

PSHP & Pomelo Care Address Provider Workforce Challenges

24/7
evidence based
virtual care
for moms and babies



Maternity care that improves outcomes and lower costs



GEORGIA HEALTHCARE WORKFORCE

Seema Csukas, MD, PhD, FAAP

Vice President, Market Chief Medical Officer, Georgia

January 18, 2024

Healthcare Shortages In Georgia

According to the Kaiser Family Foundation, one out of three Georgians - more than 3.3 million people - live in areas without a primary care physician. Rural counties with a lack of health resources are seeing the most need.



40,000 Jobs Open

Georgia has nearly 40,000 job openings in the healthcare industry



9 Counties

Georgia has 9 counties without a physician



3.7% Reduction

Georgia's healthcare workforce is losing a consistent 3.7% of its workers each year



21 Counties

Georgia has 21 counties without a dentist



42% Burnout Rate

42% of physicians reported being burned out



18% Workforce Increase

Only an 18% increase in health care workforce expected from 2016 to 2026



46.7% Over Age 55

46.7% of practicing physicians were already over the age of 55 in 2021

www.kff.com



Increasing Access

Technology and network initiatives holds great promise in addressing the challenges of **workforce shortages** and burnout in the **healthcare** industry.

Telehealth

Partnership with Teladoc for access to care across wide service array. Telehealth services through the CareSource Nurse Practitioner (NP) program



Physician 360

Provides urgent and primary care telehealth visits at the community level from the convenience of Members' community pharmacy, increasing Member access through over 750 pharmacies.



Wellness on Wheels

Mobile clinics providing integrated primary and BH care for families in underserved or rural areas.



Rapid Access Network

Partnership with rural FQHCs providing access payments to secure appointment availability for our Members.



Rural Access to Care

Working to support rural health systems, maintaining access to quality care.



RightSite

On-demand navigation and telehealth service, helping Members access appropriate in-network, non-emergency care deployed through EMS service (911 call).



Investing In The Future

CareSource invests in health care workforce training and education programs. We **provide funding** to FQHCs, Rural Health Centers, and primary care associations **to hire front-line staff** where there are gaps.

Pathways to Education Scholarships

- \$50,000 funding scholarships to medical schools and Historically Black Colleges and Universities like Albany State University, Morris Brown, and Savannah State University, for students in the medical field.

Georgia Mental Health Consumer Network

- \$50,000 investment, including five \$500 scholarships for the peer workforce for continuing education to build professional development skills and promote job growth

Healer's and Power of Nursing Program

- Addresses burnout and provide support by training on self-care and resilience

“Being with CareSource, I hope to learn about social work on a medical level. I always know that my career path would be along the lines of helping those in need, but I am in the process of narrowing it down.”



KhaDashia McMillian
University of South Carolina Beaufort
Class of 2024

Clinical Social Work Practicum

Develops the skills and abilities of future Social Workers

- Interns' complete 900+ Clock Hours under a CareSource supervisor
- Participants receive credit as part of their Social Work Masters Program

Pharmacy Residency

Develops patient-centered Pharmacists who become leaders in their future organizations

- Participants complete 12 months of programming, including medication therapy management, pharmacy benefit design, and research
- Recent Pharmacy graduates can gain valuable experience and connections



Additional Initiatives & Programs

CareSource has invested in several initiatives and programs in support of job development and readiness for future health care professionals. CareSource remains committed to collaborate with DCH on solutions to defray impacts on access to care related to future workforce shortages.

- Early interventions in the schools to **educate on health care professional pathways** from elementary through college. **Scholarships and loan forgiveness** for those that elect health care professions.
- Offer **GED Assistance** and **Job Training** for entry level health care roles and partnership with staffing agencies for health care job placement.
- Increase **in-home workforce** to deliver services in home and/or via electronic mode with assistance from CHW.
- Investments in **doula programs and lactation consultants** and consider **expanded roles** for dental hygienists, pharmacists, and nurses.
- Increase **remote patient monitoring** to manage chronic conditions, **promote self care test kits** for early identification of issues, and mobile clinics for on-demand visits.





Georgia Provider Workforce

Presented to
DCH Managed Care Committee

Dr. Truddie Darden, Plan Performance Medical Director

Provider Workforce by PCP and Regions



PCP	Atlanta	Central	North	East	SE	SW	Totals
Family Medicine	848	181	348	140	151	142	1,810
General Practice	51	15	18	12	14	11	121
Internal Medicine	1,033	240	288	106	173	124	1,964
Pediatrics	781	168	284	128	155	133	1,649

- Unique provider types by GEO specifications



Provider Workforce by Specialty and Regions- Continued



Specialty	Atlanta	Central	North	East	SE	SW	Total
Nephrology	266	90	112	61	62	63	654
Neurology	638	198	252	77	77	61	1,303
Obstetrics/Gynecology	1,375	224	404	117	244	213	2,577
Orthopedics	698	227	243	129	175	115	1,587
Optometry	178	45	46	31	42	26	368
Ophthalmology	133	25	45	20	28	12	263
Dermatology	106	14	28	22	17	15	202
Rheumatology	69	6	24	16	8	11	134

- Unique provider specialty types by GEO specifications



Provider Workforce by Specialty and Regions



Specialty	Atlanta	Central	North	East	SE	SW	Total
Allergy/Immunology	66	17	32	16	19	4	154
Audiology	104	14	18	9	18	9	172
Behavioral Health	3,299	569	626	298	516	329	5,637
Cardiology	1,010	203	431	149	149	131	2,073
Endocrinology	140	19	36	28	21	8	252
ENT	223	28	33	38	43	7	372
Gastroenterology	328	64	103	45	54	54	648
Hematology/Oncology	643	113	147	78	118	65	1,164

- Unique provider specialty types by GEO specifications



Provider Workforce by Specialty and Regions- Continued



Specialty	Atlanta	Central	North	East	SE	SW	Total
Infectious Disease	194	33	26	32	19	13	317
Vascular Surgery	168	47	72	31	25	32	375
General Surgery	875	176	254	163	208	137	1,813
Dental	544	122	270	97	83	72	1,188
Dental Subspecialty	94	18	50	30	10	10	212
Urology	210	37	82	17	21	16	383

- Unique provider specialty types by GEO specifications



Provider Workforce by Ancillary Services and Regions



Ancillary	Atlanta	Central	North	East	SE	SW	Total
Dialysis	271	210	191	134	173	207	1,186
Outpatient Laboratory Services	399	82	106	30	91	54	762
Outpatient Radiology Services	1,011	449	454	188	401	283	2,786
Pharmacy	902	222	295	94	206	175	1,894
Speech Therapy	787	117	146	62	150	151	1,413
Physical Therapy	524	105	230	63	127	75	1,124
Occupational Therapy	517	64	160	62	93	49	945

- Unique provider ancillary services by GEO specifications



Deficient Specialties by Region



Deficient Specialty (All 6 Regions)
24 Hour Pharmacy
Adult Allergy/Immunology
Adult Endocrinology
Adult ENT
Adult Hematology/Oncology
Adult Infectious Diseases
Adult Rheumatology
Narcotic Treatment Programs
PCPs
Pediatric Rheumatology
Pediatricians
Psychiatric Residential Treatment Facilities (PRTFs)

- All deficiency specialties fall into Cap Code 1- Providers do not exist



Deficient Specialties by Region



Deficient Specialty (5 Regions)
Adult Gastroenterology
Dental Subspecialty
FQHCs and RHCs

- All deficiency specialties fall into Cap Code 1- Providers do not exist
- See Appendix for breakdown of Regional data



Deficient Specialties by Region- Continued



Deficient Specialty (4 Regions)
Adult Dermatology
Adult Neurology
Adult Vascular Surgery
Audiology
Pediatric Dermatology
Pediatric Vascular Surgery
Psychologists

- All deficiency specialties fall into Cap Code 1- Providers do not exist
- See Appendix for breakdown of Regional data

Deficient Specialties by Region- Continued



Deficient Specialty (3 Regions)
Licensed Counselors and Social Workers
Pediatric Endocrinology

- All deficiency specialties fall into Cap Code 1- Providers do not exist
- See Appendix for breakdown of Regional data



Deficient Specialties by Region- Continued



Deficient Specialty (2 Regions)
Adult General Surgery
Adult Nephrology
Adult Urology
Pediatric Allergy/Immunology
Pediatric Infectious Diseases
Psychiatrists

- All deficiency specialties fall into Cap Code 1- Providers do not exist
- See Appendix for breakdown of Regional data



Deficient Specialties by Region- Continued



Deficient Specialty (1 Region)
Adult Cardiology
Adult Ophthalmology
Adult Optometry
Autism Spectrum Disorder (ASD) Treatment Providers
Community Service Boards
Occupational Therapy
Pediatric ENT
Pediatric Ophthalmology
Pediatric Urology
Pharmacy

- All deficiency specialties fall into Cap Code 1- Providers do not exist
- See Appendix for breakdown of Regional data



Interventions for Provider Workforce Gaps

- Telehealth
- LiveHealth Online
- Grants to Medical School (Morehouse School of Medicine)
- Grant to Chi Eta Phi (Nursing Sorority) for Advance Practice Nurse Scholarship in rural areas
- Virtual Remote Monitoring for Diabetes
- Virtual Remote Monitoring for Hypertension

**Additional information on LiveHealth Online in the Appendix*



Interventions for Provider Workforce Gaps- Continued



- Amerigroup Nurse Executive Leader collaborates with the Georgia Nurses Association and is a Board Trustee for Georgia Nursing Foundation which addresses access workforce shortages
- Amerigroup Dental Van
- DispatchHealth

**Additional information on DispatchHealth in the Appendix*



Workforce Interventions



Amerigroup Rural Medicine Scholarships (ARMS)

- Expand the number of frontline workers across the state, increase access to care, and improve health equity in Georgia's rural areas
- Amerigroup Rural Medicine Scholarship is a \$355,000 investment given to select Universities and Colleges that will cover tuition costs for native Georgians aspiring to serve as primary care physicians, mental health professionals and certified nurse midwives in rural Georgia
- Albany State University - \$30,000 to fully fund students who plan to work as rural primary care providers
- Georgia College - \$111,135 to fund tuition costs for two students pursuing psychiatric mental health nurse practitioner degrees. The scholarships will cover tuition costs for additional students who aspire to work as rural primary care providers



Workforce Interventions- Continued



Amerigroup Rural Medicine Scholarships (ARMS) -continued

- Morehouse School of Medicine's mobile HEAL Clinic - \$35,000 to increase access to healthcare in rural communities. Amerigroup has previously donated \$90,000 to the HEAL Clinic, bringing the total investment to \$125,000 over the past two years
- University of North Georgia - \$88,865 to fully fund tuition costs for seven students pursuing family nurse practitioner degrees and who aspire to serve as rural primary care providers
- Valdosta State University - \$30,000 to fully fund students who plan to work as rural primary care providers



Workforce Interventions-Continued



Georgia Nurses Foundation Rural Health Scholarships

- Amerigroup Georgia has awarded \$27,000 in scholarships to deserving Technical College System of Georgia (TCSG) nursing students dedicated to working in rural Georgia. This scholarship initiative is part of Georgia Nurses Foundation and Amerigroup's broader efforts to address the shortage of healthcare professionals in rural communities, enhance access to care, and improve health outcomes for more Georgians.

The selected colleges for the scholarship program are:

- Coastal Pines Technical College
- Georgia Northwestern Technical College
- Lanier Technical College
- North Georgia Technical College
- Oconee Fall Line Technical College
- Southern Crescent Technical College
- Southern Regional Technical College
- Southeastern Technical College
- West Georgia Technical College
- Wiregrass Georgia Technical College

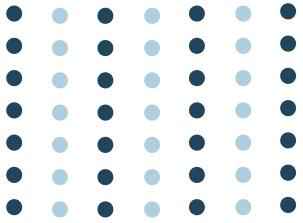


Workforce Interventions/Behavioral Health



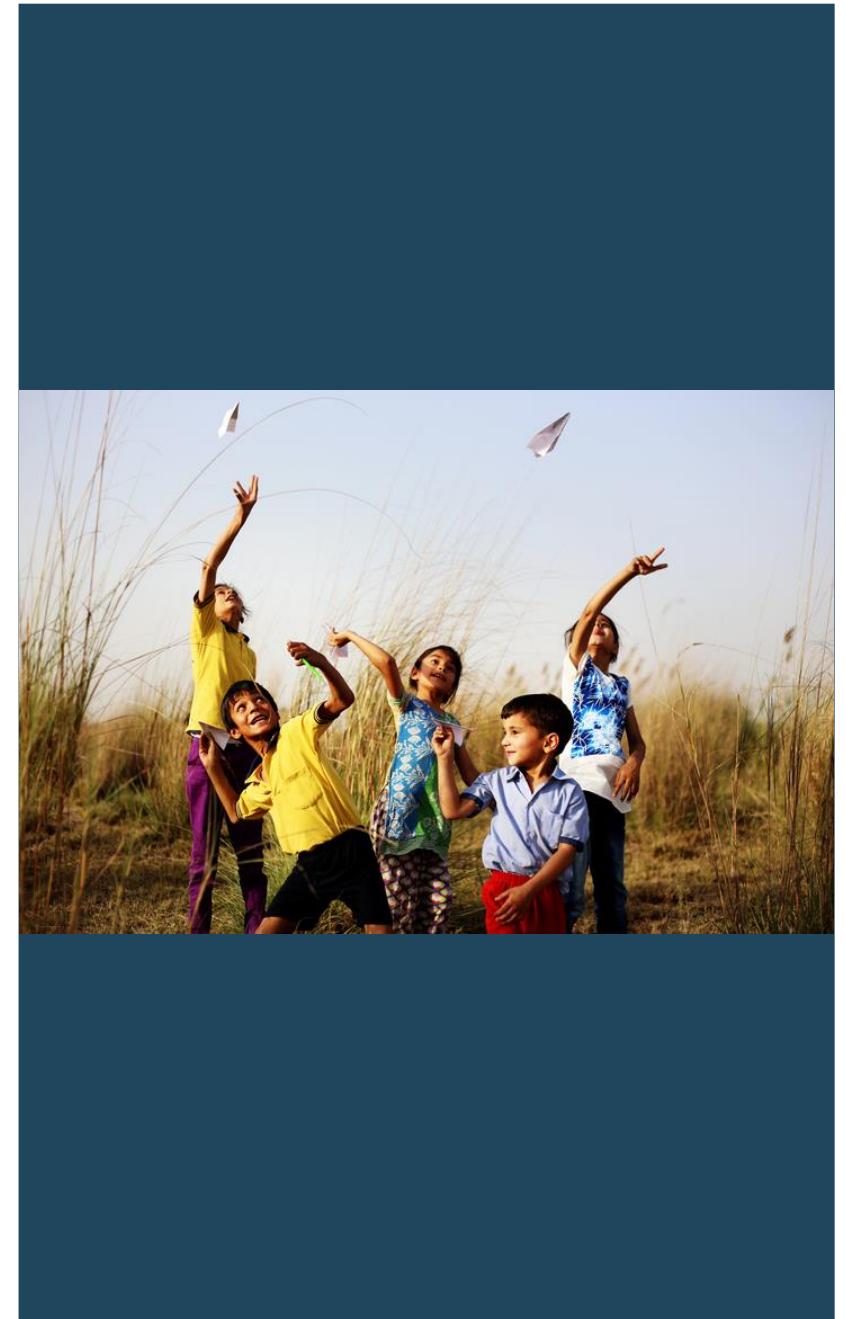
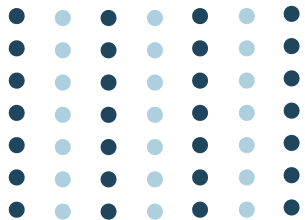
- Provider Trainings in Dialectical Behavior Therapy (DBT), Parent Child Interactive Therapy (PCIT) and soon to start Trauma Focused Cognitive Behavioral Therapy (TF-CBT)
- Robust training academy to help Providers become more efficient in their work and for Amerigroup to send appropriate referrals
- Creation of the Network Design Team – Launched October 2022
 - Created a team of 16 community members including: Providers, peer specialist, former DFCS Directors, and Juvenile Court Judge to help address the gaps in the system of care
 - Created Ombudsman role to help reduce administrative burdens for Providers
 - Enhanced payment structures – more pay for performance





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THANK YOU!
QUESTIONS /
COMMENTS?





APPENDIX

Specialty Appendix								
Specialty (Appendix)	ATLANTA	CENTRAL	EAST	NORTH	SOUTHEAST	SOUTHWEST	Count of Regions	Excluding Regions
24 Hour Pharmacy	X	X	X	X	X	X	6	N/A
Adult Allergy/Immunology	X	X	X	X	X	X	6	N/A
Adult Cardiology	N/A	X	N/A	N/A	N/A	N/A	1	Excluding ATL/CENTRAL/EAST/NORTH/SE/SW
Adult Dermatology	N/A	X	X	N/A	X	X	4	Excluding North/ATL
Adult Endocrinology	X	X	X	X	X	X	6	N/A
Adult ENT	X	X	X	X	X	X	6	N/A
Adult Gastroenterology	X	X	N/A	X	X	X	5	Excluding East
Adult General Surgery	N/A	X	N/A	X	N/A	N/A	2	Excluding Central/North
Adult Hematology/Oncology	X	X	X	X	X	X	6	N/A
Adult Infectious Diseases	X	X	X	X	X	X	6	N/A
Adult Nephrology	N/A	X	N/A	N/A	X	N/A	2	Excluding ATL/East/North/SW
Adult Neurology	X	X	N/A	X	X	N/A	4	Excluding SW/East
Adult Ophthalmology	N/A	N/A	N/A	X	N/A	N/A	1	Excluding ATL/Central/East/SE/SW
Adult Optometry	N/A	N/A	N/A	N/A	X	N/A	1	Excluding ATL/Central/East/North/SW
Adult Rheumatology	X	X	X	X	X	X	6	N/A
Adult Urology	N/A	N/A	X	N/A	N/A	X	2	Excluding ATL/ Central/North/SE
Adult Vascular Surgery	N/A	X	X	N/A	X	X	4	Excluding North/ATL
Audiology	N/A	X	X	N/A	X	X	4	Excluding North/ATL
Autism Spectrum Disorder (ASD) Treatment Providers	N/A	N/A	N/A	N/A	N/A	X	1	Excluding ATL/Central/East/North/SE
Community Service Boards	N/A	N/A	N/A	N/A	N/A	X	1	Excluding ATL/Central/East/North/SE

Specialty Appendix

Specialty (Appendix)	ATLANTA	CENTRAL	EAST	NORTH	SOUTHEAST	SOUTHWEST	Count of Regions	Excluding Regions
Dental Subspecialty	N/A	X	X	X	X	X	5	Excluding ATL
FQHCs and RHCs	X	X	X	X	X	N/A	5	Excluding SW
Licensed Counselors and Social Workers	N/A	X	X	N/A	X	N/A	3	Excluding ATL/North/SW
Narcotic Treatment Programs	X	X	X	X	X	X	6	N/A
Occupational Therapy	N/A	N/A	N/A	N/A	N/A	X	1	Excluding ATL/Central/East/North/SE
PCPs	X	X	X	X	X	X	6	N/A
Pediatric Allergy/Immunology	N/A	N/A	N/A	X	N/A	X	2	Excluding ATL/Central/East/SE
Pediatric Dermatology	N/A	X	X	N/A	X	X	4	Excluding North/ATL
Pediatric Endocrinology	X	N/A	N/A	X	N/A	X	3	Excluding ATL/East/SW
Pediatric ENT	N/A	X	N/A	N/A	N/A	N/A	1	Excluding ATL/CENTRAL/EAST/NORTH/SE/SW
Pediatric Infectious Diseases	N/A	N/A	N/A	X	N/A	X	2	Excluding ATL/Central/East/SE
Pediatric Ophthalmology	N/A	N/A	N/A	N/A	N/A	X	1	Excluding ATL/Central/East/North/SE
Pediatric Rheumatology	X	X	X	X	X	X	6	N/A
Pediatric Urology	N/A	N/A	N/A	N/A	N/A	X	1	Excluding ATL/Central/East/North/SE
Pediatric Vascular Surgery	N/A	X	X	N/A	X	X	4	Excluding North/ATL
Pediatricians	X	X	X	X	X	X	6	N/A
Pharmacy	N/A	N/A	N/A	N/A	N/A	X	1	Excluding ATL/Central/East/North/SE
Psychiatric Residential Treatment Facilities (PRTFs)	X	X	X	X	X	X	6	N/A
Psychiatrists	N/A	N/A	N/A	N/A	X	X	2	Excluding ATL/Central/East/North
Psychologists	N/A	X	X	N/A	X	X	4	Excluding North/ATL
Grand Total	16	27	22	21	26	31	143	

Appendix

LiveHealth Online- Launched November 2023

LiveHealth Online gives Members 24/7/365 access to urgent care support from licensed, board-certified physicians. The following services can be accessed:

- Members can use their tablet, computer, or smart phone to get a consult for an array of common health needs, such as the flu, minor abrasions, wounds, back pain, allergies, and more.
- Members can also schedule appointments with a licensed therapist, psychologist, or psychiatrist to get Behavioral Health support for depression, anxiety, bipolar disorder, panic attacks obsessive compulsive disorder, and more.
- Members can get expert advice, a treatment plan, and medication management to help support their needs.



DispatchHealth- Launched July 2023

DispatchHealth is a company that provides Acute Care and Bridge Care (Hospital to Home) service to Amerigroup members in the home instead of going to the Emergency Room.

Acute Care:

- Provide access to on-demand, in-home high acuity care 365 days a year from 8am-10pm
- History of reducing ER utilization by ~40%
- Complement existing care teams to solve access challenges for at-risk members

Bridge Care:

- History of reducing 30-day readmissions by ~50%
- Transition member back to his/her PCP
- In-person visit with the member within 24-72 hours following a hospital discharge



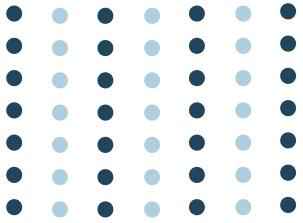
Funding Recipients for 2023



**Not a complete list of check recipients*



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