

Supporting Small Primary Care & Behavioral Health Businesses to Recover

Background

In June 2021, Primary Care Development Corporation (PCDC) was awarded a grant from the Wells Fargo Foundation *Open for Business* program to provide training and technical assistance to minority-owned and operated, community-based practices in their recovery from the pandemic's economic and community health impact.

PCDC is currently seeking providers in New York, New Jersey, and California to support with no-cost access to the online Small Practice Management Essentials resource and discounted/no-cost technical assistance.

Resource	Description	Areas of Focus	
1:1 Technical Assistance <i>(described below)</i>	Dedicated practice coaching and consulting to support improvements in quality, operations, and financial performance.	<ul style="list-style-type: none"> • Business and Financial Planning • Staff and Patient Safety • Public Health Requirements • Telehealth Operations 	<ul style="list-style-type: none"> • Billing Guidance • Maximizing Performance in Quality Contracts • Crisis Management
Small Practice Management Essentials Online Learning Platform for Employees <i>(self-enrolled)</i>	Self-paced online learning platform to support employees in small practices to (1) develop professionally and (2) contribute to the quality and success of the practice.	<ul style="list-style-type: none"> • Professionalizing Customer Service • Use of Electronic Medical Records • Population Health Management • Managing Health Plan & Gov't Incentives • Quality Improvement 	<ul style="list-style-type: none"> • Billing, Coding, and Revenue Cycle Mgmt.* • Provider Credentialing* • Regulatory Compliance* • Expense and Revenue Tracking Basics* • Human Resources Management*

**Currently in development*

Inclusion Criteria

For a practice to be considered for discounted or no-cost technical assistance, it must fit within certain criteria determined by Wells Fargo. Practices must be small (under 500 employees), have an annual revenue less than \$15MM, serve a predominantly underserved/low-income community, and be located in New York, New Jersey, or California.

What to Expect – Technical Assistance

All technical assistance engagements will start with a quick phone call to discuss the needs of the practice. Following the call, the practice will be provided a written proposal, including deliverables, pricing, and anticipated timeline. All details will be confirmed in a contract. To meet the needs of the funder, the practice will be required to complete two surveys throughout the lifetime of the engagement.

Any additional costs will be based on the size of the project/engagement.

Timeline

Technical assistance is available, depending on the scope and duration of the projects, starting in August 2021. A typical engagement will last between one and four months. The Small Practice Management Essentials online program will be ready for enrollment in October 2021; new modules will be released monthly.

Interested providers should contact PCDC at cqp@pcdc.org.

Primary Care Development Corporation Overview

Primary Care Development Corporation (PCDC) is a 28-year-old nationally recognized nonprofit and community development financial institution that helps health care businesses in disinvested communities achieve health equity and be financially successful. Since its inception, PCDC has provided affordable capital to expand health care access in marginalized communities, supported thousands of practices to improve their performance and financial footing, and advocated for meaningful policy change to improve access to high-quality care for all.

WE ARE A CDFI. PCDC is a U.S. Treasury-certified community development financial institution (CDFI) focused on improving community health in underserved communities through targeted investment. Using a variety of financial instruments, we provide capital to practices looking to integrate services, modernize facilities, or expand their operations to better serve their patients.

WE PROVIDE TECHNICAL ASSISTANCE. PCDC's team of expert partners with health care providers to build capacity and improve their services and outcomes. Using our on-the-ground expertise in primary care, we help our clients become patient-centered, efficient, and more successful.

WE PROMOTE POLICIES TO MAKE PRIMARY CARE STRONGER. PCDC develops and advances policy initiatives to bring resources, attention, and innovation to primary and behavioral health care.