Our Path Forward
Our Trip Plan

ACTIVITIES: What we do to move toward our destination

- Capacity Building
- Member Services
- Policy Change
- Marketing/PR
- Patient Education
- Disaster Relief

OUTCOMES: The changes we will achieve as a result of our activities

- Increased capacity of Free and Charitable Clinics and Pharmacies to provide high quality health services.
- Achievement of Million Hearts 2027 goals
- Expanded pre-diabetes and diabetes screenings, education, and management
- Expanded access to cancer screenings, education and connections to treatment
- Expanded culturally and linguistically appropriate mental health programs
- Increased mental health and resiliency in the Free and Charitable Clinic and Pharmacy workforce
- Increased patients access to information about health and affordable healthcare resources

GOALS: Our destination

- Increased access to high quality, affordable healthcare among underserved populations
- Reduced morbidity and mortality from chronic disease
- Increased quality of life for patients and frontline healthcare workers
- Increased health equity

INPUTS: Resources that influence our bus trip

- Partnerships
- Funding
- Data
- Membership
- Patients
- Staff
- Volunteers
- Legislation
- Expertise
- Network
- Equity

More likely to change ⇐ Less likely to change
Our Trip Plan

INPUTS: Resources that influence our bus trip

Inputs are the foundational capacity to power our mission (bus).

Our organizational vulnerability often occurs with inputs.

Failure to achieve outcomes may result from inadequate inputs.

Environmental factors (e.g., pandemic) can shift the types and quantities of inputs needed.
Passengers

NAFC Members

Board Members

NAFC Staff & Team

People We Serve
Our Destination

Outcomes are our shared destination. They represent what we will achieve as a result of accomplishing our mission.

Outcomes are less vulnerable to change compared to other parts of our logic model.
Our Focus Areas

Healthcare Access & Quality

- Capacity Building
  - Volunteers in Medicine
  - Quality Standards & Roadmap
  - Networking & Support
- Disaster Relief
  - Funding and Donated Supplies
  - Emergency Management Plans
  - Connections to Relief Partners
- Member Services
  - Education, Training and Technical Assistance
- Disaster Relief
  - Funding Opportunities, Discounts & Donated Products
- Data Collection
- Advocacy for the Underserved
- Advocacy for Free & Charitable Clinics & Pharmacies
- Helping Patients Find Care
- Reducing Out-of-Pocket Costs
- Providing Health Information

NAFC
The National Association of Free & Charitable Clinics
These plans help us to map our route. They orient us within the environmental context and govern our operations.

**STRATEGIC PLAN**

- How will we reach our destination?
- What resources do we need?
- Who is responsible?

**EVALUATION PLAN**

- How will we know if we're going the right way?
- How will we make adjustments in our route?
- How do we know when we've arrived?

**COMMUNICATIONS PLAN**

- How do we engage our stakeholders?
- To whom do we report? When? What? How?
Plans are meant to evolve
Reassess

ACTIVITIES: What we do to move toward our destination

- Capacity Building
- Member Services
- Policy Change
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- Disaster Relief

What do we need to drive our mission forward?

How can we adjust our activities to still meet our goals?

What inputs are needed?

- Increased access to high quality, affordable healthcare among underserved populations
- Reduced morbidity and mortality from chronic disease
- Increased quality of life for patients and frontline healthcare workers
- Increased health equity
Review the data

- Annual survey
- Site visits
- Interviews
- Grant applications
- Member feedback
- Quality standards
- Partner input
- National data
- Patient stories
Adjust inputs and activities
Our Destination

Knowing and communicating where we are going

Outcomes are less vulnerable to change compared to other parts of our logic model.

- Increased access to high quality, affordable healthcare
- Reduced chronic disease morbidity and mortality
- Increased mental health and resiliency
- Increased health equity
Evidence-based Practice

Promoting evidence-based practices through our focus areas gives us the best chance of achieving our goals and our mission.

These can be integrated into:
- Collaboration with partners
- Quality Standards
- Grant applications for Members
- Training and technical assistance
- Patient education
Outcome 1
Healthcare Access

Increased capacity of Free and Charitable Clinics and Pharmacies to provide high quality health services.

- Fund Development
- Education, Training and Technical Assistance
- Marketing/PR
- Advocacy
- Networking

Focus on Health Equity
Outcome 2
Cardiovascular Strategy

Achievement of Million Hearts 2027 goals

01. Hypertension treatment protocols
02. Tobacco cessation protocols
03. ASCVD risk estimator tool
04. Medication adherence
05. Blood pressure self-monitoring

Focus on Health Equity
Outcome 2
Diabetes Strategy

Expanded pre-diabetes and diabetes screenings, education, and management

01 Pre-diabetes screening
02 National Diabetes Prevention Program
03 Diabetes Self-Management Education and Support
04 Medication adherence
05 Community Health Worker Engagement

Focus on Health Equity
Outcome 2
Cancer Strategy

Expanded access to cancer screenings, education, and connections to treatment

01 Cancer screenings in primary and oral health
02 Reduced costs for imaging and laboratory services
03 Case management & navigation
04 Vaccination
05 Community Health Worker Engagement

Focus on Health Equity
Outcome 3
Mental Health Strategy

Expanded culturally and linguistically appropriate mental health programs

1. Depression screenings in primary care, and oral health, and pharmacy
2. Translation, interpretation and culturally and linguistically specific services
3. Availability of mental health treatment
4. Medication adherence
5. Community Health Worker Engagement

Focus on Health Equity
Outcome 3
Mental Health Strategy

Increased mental health and resiliency in the Free and Charitable Clinic and Pharmacy workforce

1. Member policies and systems that support mental health and resiliency
2. Access to translation, interpretation, and linguistically-specific services
3. Mental health tools and resources
4. Education, training and technical assistance
5. Cultural norms encourage discussion of provider mental health

Focus on Health Equity
Shared healthcare access objectives

**NAFC Goal**

Increase access to high quality, affordable healthcare among underserved populations

**Healthy People 2030**

Reduce the proportion of people who can't get medical care when they need it
Shared cardiovascular objectives

For 2021, NAFC Members reported that 32% of adult patients had hypertension.

Across the US, an estimated 47% of adults have been diagnosed with hypertension (2015–2018).

Our quality goal will be treating to $\leq 130/80$ mmHg

- Increase control of high blood pressure in adults
- Increase cholesterol treatment in adults
- Increase the proportion of adults whose risk for atherosclerotic CVD was assessed
- Increase tobacco cessation, medication, and referral
Shared diabetes objectives

Increase the proportion of adults with diabetes who...

Have a yearly eye exam

Monitor their blood sugar daily

Get a yearly albumin test

For 2021, NAFC members reported that 25% of patients had diabetes.

Our quality goal will be treating to A1c<=7

Reduce the proportion of adults with diabetes who have an A1c value above 7*

*The Healthy People 2030 objective is for A1c>9

Reduce the proportion of adults who don't know they have prediabetes
Shared cancer objectives

Increase the proportion of females who...

- Get screened for breast cancer
- Get screened for cervical cancer

Increase the proportion of adults who...

- Get screened for colorectal cancer
- Get screened for oral pharyngeal cancers
Shared mental health objectives

- Increase the proportion of primary care visits where adolescents and adults are screened for depression

- Increase the proportion of adults with depression who get treatment

- Increase the proportion of children and adolescents who get treatment for anxiety and depression

- Increase the proportion of worksites that offer an employee health promotion plan