



ASSESSING THE RECRUITMENT AND RETENTION EFFORTS OF A FQHC WORKFORCE

CRAIG A. KENNEDY, MPH
EXECUTIVE DIRECTOR

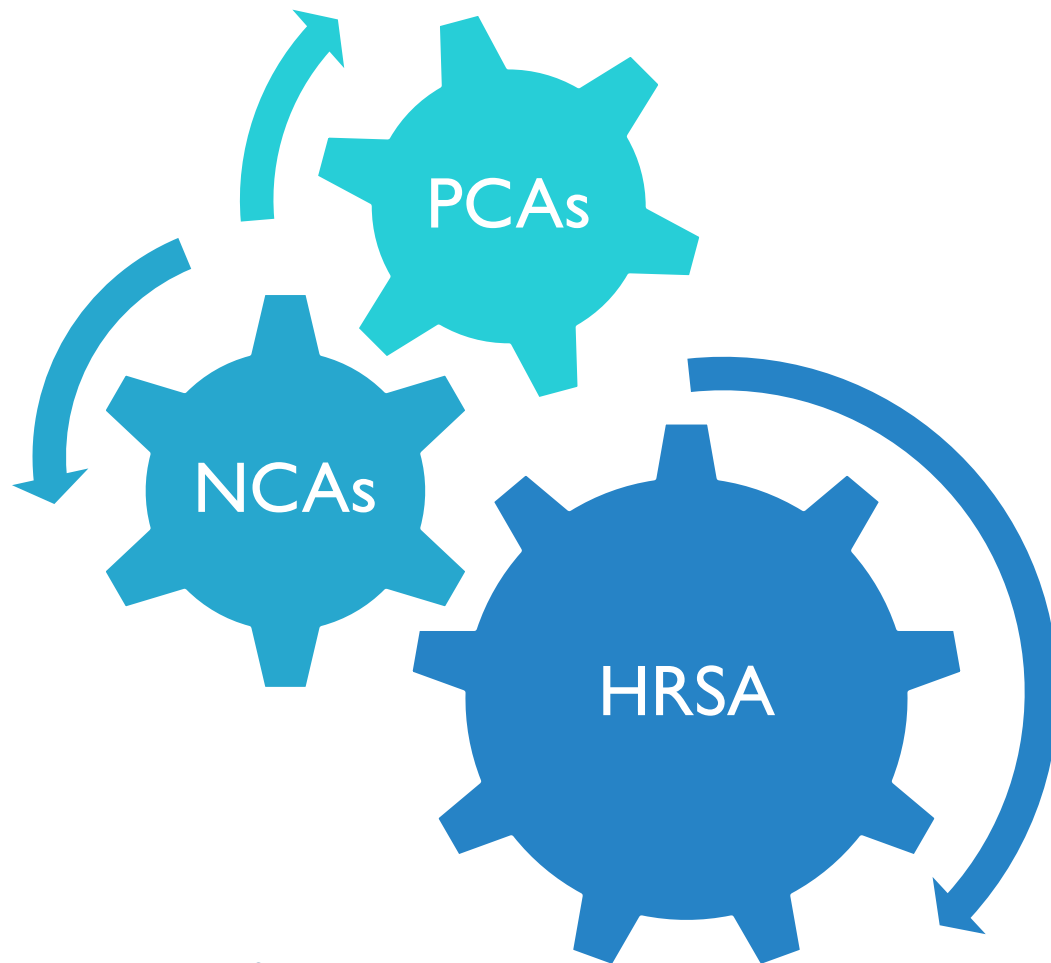
TODAY'S ACTIVITIES

- ✓ Identify national workforce resources
- ✓ Identify key workforce considerations
- ✓ Laugh at Craig's jokes

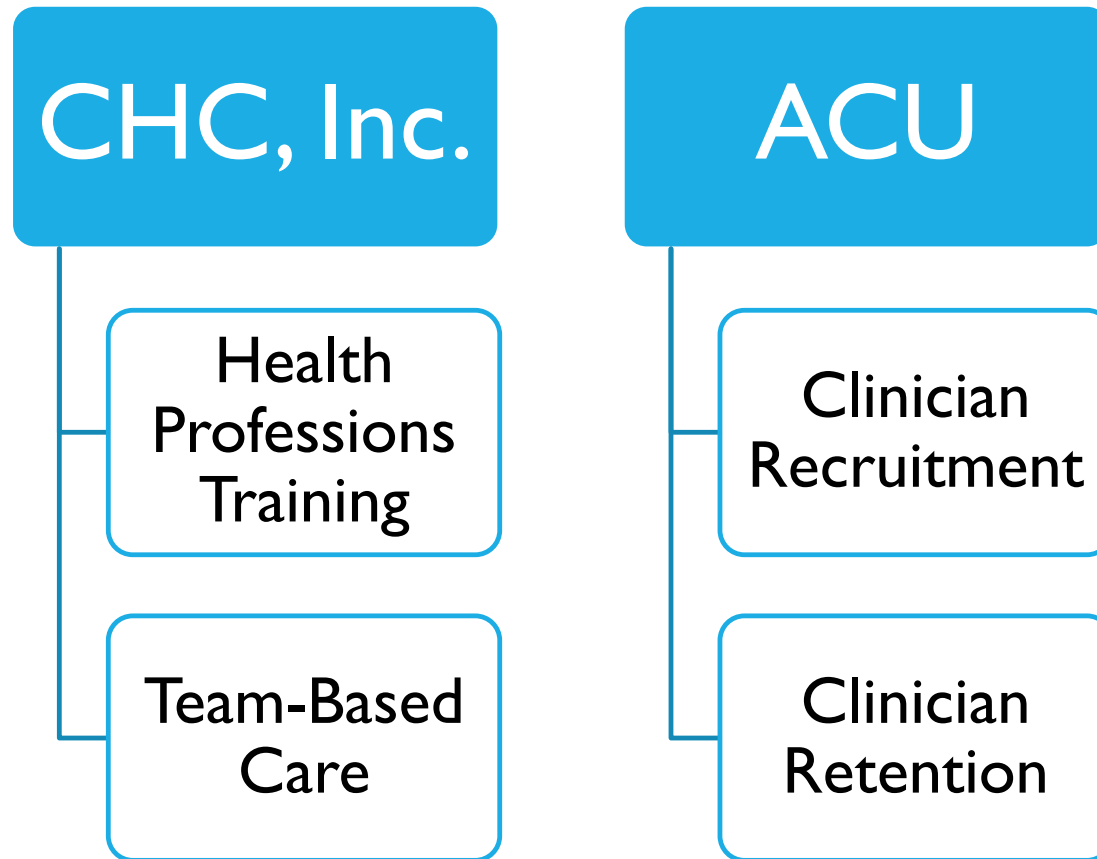
ABOUT ACU

The Association of Clinicians for the Underserved (ACU) is a nonprofit, transdisciplinary organization of clinicians, advocates and health care organizations united in a common mission to improve the health of America's underserved populations and to enhance the development and support of the health care clinicians serving these populations.

WHERE WE FIT



WORKFORCE NCAS

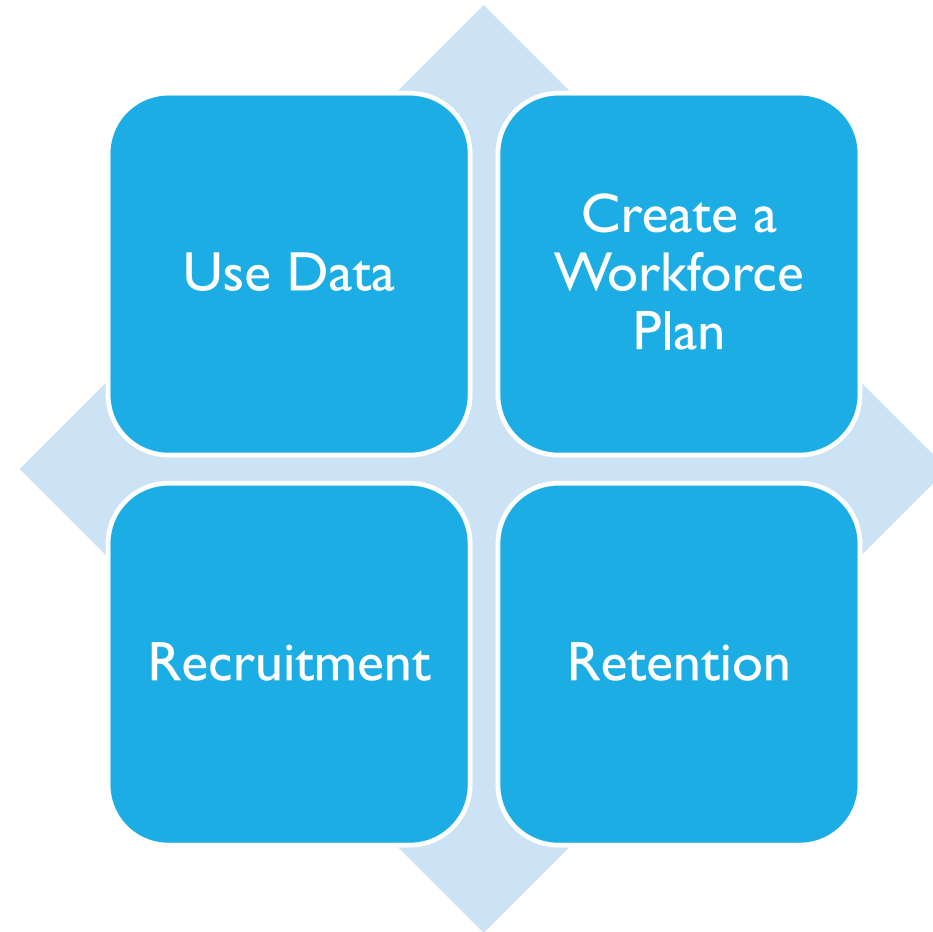


STAR² CENTER

Solutions, Training, and Assistance
for Recruitment and Retention

www.chcworkforce.org

OUR PHILOSOPHY



HOW DO WE GET WHERE WE'RE GOING?

- How many of what kinds of staff do you need and when do you need them?
- What do you need to get and keep those staff?

RESOURCES

The screenshot shows the STAR2CENTER website with a navigation bar containing 'RESOURCES', 'TRAINING', 'ASSISTANCE', 'ABOUT US', and 'CONTACT US'. The main content area is titled 'RESOURCES' and includes a paragraph: 'This resource center serves as your one-stop shop for tools, manuals, research, and any other workforce-related resources you may need. Use the search function below, or check out the pre-packaged bundles for information on workforce hot topics. Can't find something you're looking for? Contact us today and we'll help you find it!' Below this is a search section with the heading 'NOW OFFERING BUNDLES' and 'INSTRUCTIONS'. The instructions state: 'Make a selection from one or both of the drop-down menus and click "submit" to review the resources that are included in the categories you selected. Alternatively you can "select All" to view a complete list of STAR2CENTER resources.' There are four icons representing different bundle categories: a book, a building, a folder, and a laptop. Below these are dropdown menus for 'BUNDLE', 'TOPIC', and 'CONTENT TYPE', a 'SUBMIT' button, and a 'SEE ALL' link. At the bottom, there are three featured resources: 'Best Practices', 'Self-Assessment Tool', and 'Data Profile User Guide', each with a brief description.

- Data Profiles
- Self-Assessment Tool
- R&R Plan Template
- Financial Impact Tool
- Self-Paced Courses
- Newsletter



Health Center Recruitment and Retention Data Summary

HOC5000000: GENERIC HEALTH CENTER, INC.

10 MAIN ST / ANYTOWN, USA 12345

Descriptive Attributes			
Health Center Organization		Service Area	
Number of Sites	4	FQHC Uninsured Penetration	51%
Medical Users	8,921	FQHC Medicaid Penetration	29%
% Non-Patient Service Revenue	70%	# Grantees serving area	13
Special Pop Focus (majority of patients)?	No	Total Pop in SA	153,434
Any Grant Conditions?	No	Total Low Income Pop in SA	84,849
EHR Installed/In-Use?	Yes	% Medicaid Pop	31%
PCMH Recognition?	No	% Uninsured Pop	15%
Grantee Medical HPSA Score	18	% Low Income Pop	55%
CHC <input checked="" type="checkbox"/> MHC <input type="checkbox"/> HO <input type="checkbox"/> PH <input type="checkbox"/> Urban <input type="checkbox"/>		% of S.A. pop covered by a PC HPSA	0%



Recruitment	Health Center		Service Area	
	1) NHSC MD,DO Placement / Current MD Staff	0%	6) NHSC Dentist Placement / Current Staff FTE	0%
2) NHSC NP,PA,CNM Placement / Current Staff	0%	7) NHSC Dentist Vacancy / Current Staff FTE	0%	
3) NHSC MD,DO Vacancy / Current MD Staff	0%	8) NHSC Psych,LCSW Placement / Staff FTE	0%	
4) NHSC NP,PA,CNM Vacancy / Current Staff	0%	9) NHSC Psych,LCSW Vacancy / Current Staff FTE	0%	
5) Ratio of Avg. Pay per Med FTE to MGMA mix	89%	10) Language Focus (% Best Served nonEnglish)	0%	
11) 4 Year Avg Profit/Loss (as % Expenses)		-7%		
1) Primary Care MD/DOs per 100k Pop		4) Dentists per 100k Pop		
2) % Non-MD providers (wgt by productivity)		5) Population Density (pop/sq.mile)		
3) Specialist MD/DOs per 100k Pop		6) Limited English Proficiency		
1) Months per Senior Admin staff (CEO/CMO)		9) Year-end Staff Count per FTE - PC MD,DOs		
2) Patient Panel per Med provider FTE		10) Year-end Staff Count per FTE - PC NP,PA,CNM		
3) Visits per FTE - PC MD,DO		11) Avg Tenure Months/ Staff Count - PC MD		
4) Ratio of Visits per PC Team FTE to MGMA mix		12) Avg Tenure Months/ Staff Count - NP,PA,CNM		
5) % NonPhysician providers (of Med prov. FTE)		13) Clinical Quality - Diabetes (HbA1c<8%)		
6) Primary Care Clinical Support Ratio		14) Clinical Quality - Hypertension (controlled)		
7) Admin Support Ratio - Medical		15) Year-end staff individuals per FTE - Dentists		
8) Dental Clinical Support Ratio		16) Year-end Psychiatrist,Psychologist per FTE		
1) Violent crime rate per 100k Pop		17) Year-end LCSW per FTE		
2) % Pop with Non-Medical Use of Pain Meds		3) % Pop with Illicit Drug Dependence/Abuse		

Health Center Recruitment and Retention Trend Summary

(compared to prior year profile)

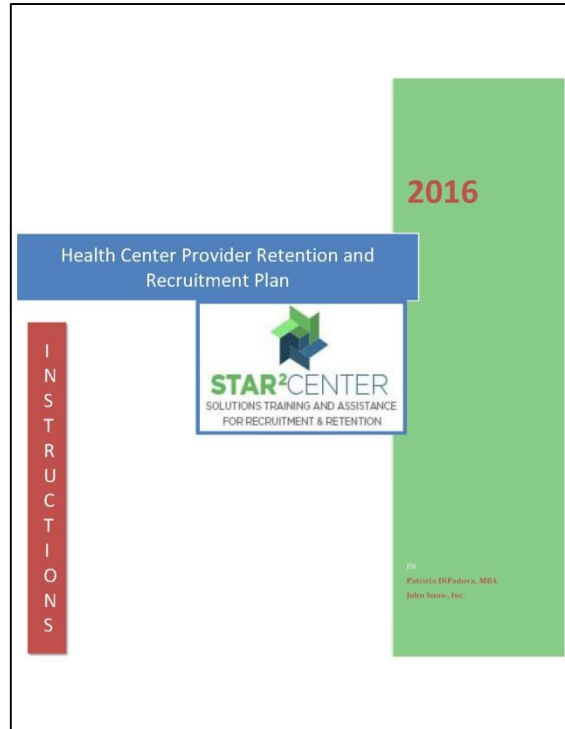
HOC5000000: GENERIC HEALTH CENTER, INC.

Trend Measure		Prior Year	Current Year	Trend	Trend % (of PY)
Recruitment	1) NHSC MD,DO Placement / Current MD Staff	27%	18%	-9%	-34%
	2) NHSC NP,PA,CNM Placement / Current Staff	29%	33%	4%	14%
	3) NHSC MD,DO Vacancy / Current MD Staff	18%	3%	-16%	-86%
	4) NHSC NP,PA,CNM Vacancy / Current Staff	22%	0%	-22%	-100%
	5) Ratio of Avg. Pay per Med FTE to MGMA mix	94%	92%	-2%	-2%
	6) NHSC Dentist Placement / Current Staff FTE	11%	31%	21%	191%
	7) NHSC Dentist Vacancy / Current Staff FTE	16%	0%	-16%	-100%
	8) NHSC Psych,LCSW Placement / Staff FTE	Not included	0%		N/A
	9) NHSC Psych,LCSW Vacancy / Current Staff FTE	77%	0%	-77%	-100%
	10) Language Focus (% Best Served nonEnglish)	22%	21%	-1%	-3%
	11) 4 Year Avg Profit/Loss (as % Expenses)	4%	3%	0%	-13%
Retention	1) Months per Senior Admin staff (CEO/CMO)	318	280	-37	-12%
	2) Patient Panel per Med provider FTE	710	724	14	2%
	3) Visits per FTE - PC MD,DO	2,776	2,745	-31	-1%
	4) Ratio of Visits per PC Team FTE to MGMA mix	96%	91%	-5%	-5%
	5) % NonPhysician providers (of Med prov. FTE)	39%	42%	3%	9%
	6) Primary Care Clinical Support Ratio	2.26	2.23	-0.03	-1%
	7) Admin Support Ratio - Medical	0.99	1.01	0.03	3%
	8) Dental Clinical Support Ratio	1.12	1.16	0.05	4%
	9) Year-end Staff Count per FTE - PC MD,DOs	1.18	1.28	0.10	8%
	10) Year-end Staff Count per FTE - PC NP,PA,CNM	1.37	1.17	-0.20	-14%
	11) Avg Tenure Months/ Staff Count - PC MD	59	70	11	19%
	12) Avg Tenure Months/ Staff Count - NP,PA,CNM	40	44	3	8%
	13) Clinical Quality - Diabetes (HbA1c<8%)	50%	47%	-3%	-7%
	14) Clinical Quality - Hypertension (controlled)	54%	63%	9%	17%
	15) Year-end staff individuals per FTE - Dentists	0.97	1.05	0.08	8%
	16) Year-end Psychiatrist,Psychologist per FTE	0.87	1.16	0.29	33%
	17) Year-end LCSW per FTE	2.84	1.39	-1.45	-51%

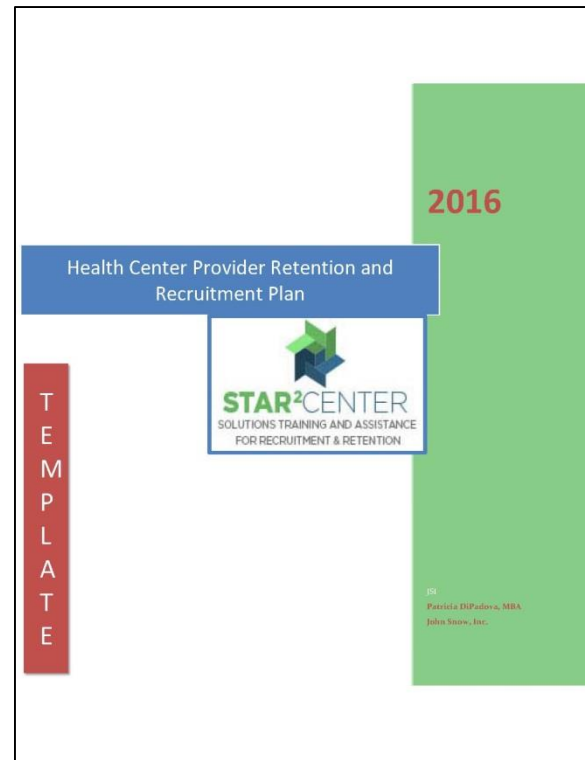
What Now?

- Review profile and note any blue flagged data points as potential areas of interest.
- Access the [Profile User Guide](#) and Data Point Bundle in the [Resource Center](#) for more details on specific data points and what they mean.
- Review the blue flagged data points and supplementary materials with your workforce team to unpack the numbers and identify specific issues to improve your workforce program.
- Contact STAR2 Center staff to further discuss your profile and/or schedule Technical Assistance.
 - info@chcworkforce.org or (844)ACU-HIRE
- Search the STAR2 Center website (www.chcworkforce.org) for tools and training related to your specific workforce issues

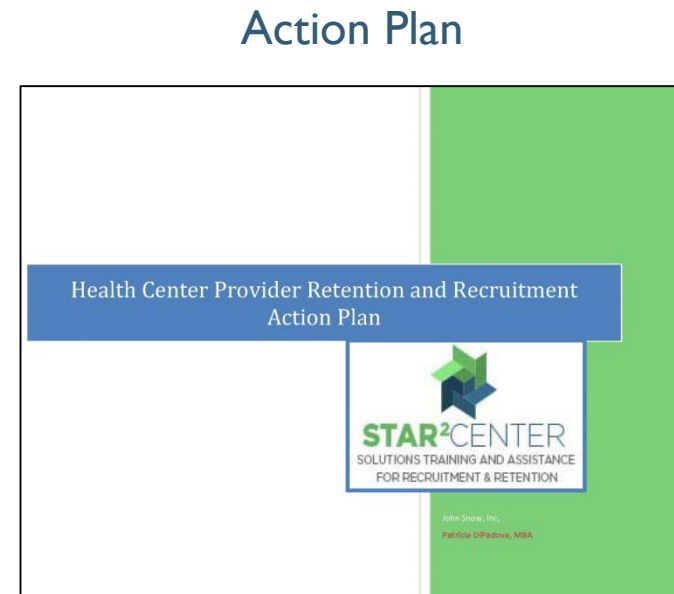
Health Center Provider Retention & Recruitment Plan Tools



Instructions



Template



STAR² CENTER RECRUITMENT & RETENTION PLAN TOOLS

Purpose:

Assist health centers in developing a written Retention and Recruitment plan. The Retention and Recruitment Plan Template provides a structure and thought process for improving retention and recruitment practices.

<http://www.chcworkforce.org/acu-health-center-provider-retention-and-recruitment-plan-template>

ASSOCIATION OF CLINICIANS FOR THE UNDERSERVED

Recruitment Resources

National
Health
Service
Corps

3RNet

ACU
Career
Center

Recruiters



“What if, and I know this sounds kooky, we communicated with the employees.”

STAY INTERVIEWS



- Weekly-Monthly Check-Ins
- What's energizing you?
- What's challenging you?
- What would you like to share?
- What questions do you have?

FINANCIAL ASSESSMENT TOOL



- Determine actual cost of provider turnover

<http://chcworkforce.org/star%C2%B2-center-financial-assessment-tool>

SELF-PACED COURSES



- 4 Courses Currently - More on the Way!
- 101-level Courses
- 30 Minutes Each
- Anytime, Anywhere!

<https://chcworkforce.elearning247.com/>

SPRING STAR² CENTER HIGHLIGHTS

Learning
Collaboratives

Clinician
Burnout
Webinar Series

Onsite TA
Sessions

ON-SITE TECHNICAL ASSISTANCE SESSION GOALS

Provide direct
TA

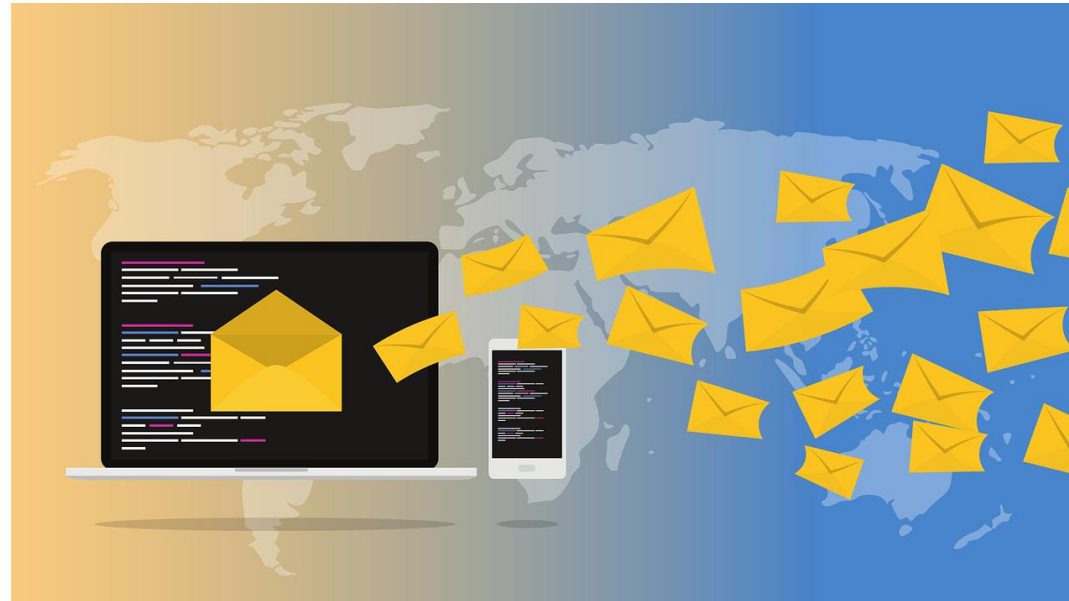
Learn from field

Strengthen PCA
Relationship

Share ACU
Resources

NEWSLETTER

Sign up to stay current on our latest tools and resources!



https://visitor.r20.constantcontact.com/manage/optin?v=00lmviBI9VtTvI9luQrjUW5eSQw2QxiLefWsjV3ZiaDkUKJpv5blxNy8594vwYus-xzjvLQ90Z7fdN-g4BjzFKD84hYX7QjjBHe_wPLW0Knmk%3D

STAY IN TOUCH!

CHCworkforce.org

info@chcworkforce.org

844-ACU-HIRE