


**Data & Solutions for Today's Workforce Challenges:
CA Consortia Edition**

Association of Clinicians for the Underserved




Cast of Characters

Allison Abayasekara, MA
Association of Clinicians for the Underserved

Pamela Byrnes, MS, PhD
John Snow, Inc.


Association of Clinicians for the Underserved



The Fun Awaits

What's the STAR² Center?
What's this new data profile?
How can you use data to address your workforce challenges?

Association of Clinicians for the Underserved



ACU

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.

Association of Clinicians for the Underserved



STAR² Center

Solutions, Training, and Assistance
for Recruitment and Retention

www.chcworkforce.org

Association of Clinicians for the Underserved



Partnership: PCAs, PCOs, BPHC



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The screenshot shows the STAR Center website with a navigation bar at the top containing 'RESOURCES', 'TRAINING', 'ASSISTANCE', 'STAR CENTER', 'ABOUT US', and 'CONTACT US'. The main content area is divided into three sections: 'RESOURCES' with a green header and an illustration of a person at a computer; 'NOW OFFERING BUNDLES' with a white header and four circular icons; and 'INSTRUCTIONS' with a white header and a list of steps. At the bottom, there are three columns for 'Best Practices', 'Self-Assessment Tool', and 'Data Profiles User Guide'. The footer includes the 'Association of Clinicians for the Underserved' logo and the 'STAR CENTER SOLUTIONS TRAINING AND ASSISTANCE FOR RECRUITMENT & RETENTION' logo.

The graphic has a dark blue background with the title 'Current Resources' in white. It features four light green boxes arranged in a 2x2 grid. The top-left box is labeled 'Self Assessment Tool', the top-right 'Best Practice Form', the bottom-left 'Newsletter', and the bottom-right 'Data Profiles!'. The footer contains the 'Association of Clinicians for the Underserved' logo and the 'STAR CENTER SOLUTIONS TRAINING AND ASSISTANCE FOR RECRUITMENT & RETENTION' logo.

The graphic has a dark blue background with the title '2016 Training' in white. It features four orange rounded rectangles on the left, each with a corresponding arrow pointing right. The categories are: 'Monthly Webinar Series' (with sub-points 'Hot Topics'), 'Video Tutorials' (with sub-points 'R&R Issues'), 'State & Regional Trainings' (with sub-points 'PCA Conferences'), and 'Advisory Groups' (with sub-points 'PCAs, CHCs, Clinicians'). The footer contains the 'Association of Clinicians for the Underserved' logo and the 'STAR CENTER SOLUTIONS TRAINING AND ASSISTANCE FOR RECRUITMENT & RETENTION' logo.

Regional Training




for the individual

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Personalized Technical Assistance

- Phone
- Email
- On-Site



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WITHOUT DATA
YOU'RE JUST ANOTHER PERSON
WITH AN OPINION
W. EDWARDS DEMING

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- Individual R&R Profiles
- 55 data points from 13 data sets
- Using data to identify workforce need

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graph TD; A[Health Center Feedback] -- Annual --> B[ACU Profiles]; B --> C[PCA/PCO Feedback]; C -- Confidential --> D[Release to Health Centers]; D --> A;
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Health Center Recruitment and Retention Data Summary

HOCSD000000: GENERIC HEALTH CENTER, INC.

10 MAIN ST | ANYTOWN, USA 12345

Descriptive Attributes	
Health Center Organization	Service Area
Number of Sites	FQHC: Underserved Penetration
Medical Users	FQHC: Medical Penetration
% Non-Patient Service Revenue	# Counties serving area
Special Pop Focus (Majority of patients)?	Total Pop in SA
Any Grant Conditions?	Total Low Income Pop in SA
EHR Installed/In-Use?	% Med-Bid Pop
PCMH Recognition?	% Underserved Pop
Grantee Medical MIPS Score	% Low Income Pop
City: <input checked="" type="checkbox"/> CHC <input type="checkbox"/> MHC <input type="checkbox"/> HO <input type="checkbox"/> RH <input type="checkbox"/> Urban	% of S.A. pop covered by a PC HPSA

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City	Dr. Service Area
Delivery Sites	
Core Service Area	
Other Area Served	

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Description
Average number of months that CEO and CMO staff individuals have been continuously in their position
Medical patients per medical provider FTE (physicians and non-physicians)
Medical visits per provider FTE for physicians Ratio showing Health Center visits per medical FTE compared to the same mix of staff FTE seeing patients at the MGMA median for that license/specialty/position. Note: A ratio of 1 means the average visits per FTE is equivalent)
Portion of medical provider FTE at the health center that are NP, PA, or CNMs
Ratio of nurses and 'other medical personnel' to medical provider FTE (physician and non-physician)

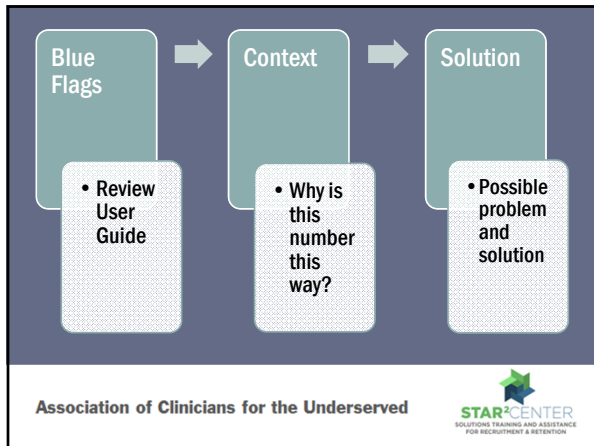
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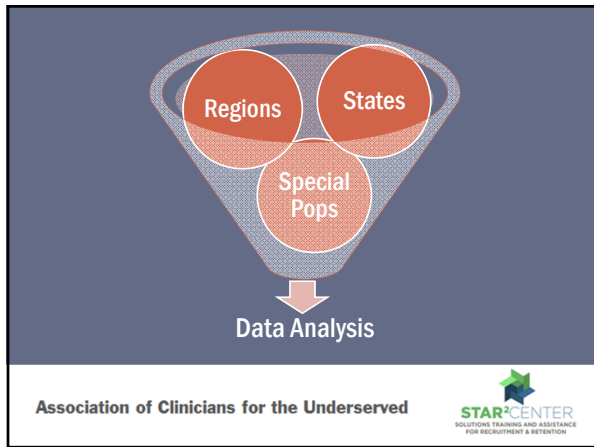
Flag Threshold(s)	Measure Centile Distribution Across Health Centers***					Curve
	10th	25th	50th	75th	90th	
<=14	14	32	78	140	230	
>=1316	609	753	941	1,117	1,316	
>=4215	1,740	2,445	3,019	3,624	4,215	
>=1.35	63%	82%	98%	117%	135%	
<=0.14 or >=0.89	23%	37%	50%	65%	79%	
<=1.07	1.1	1.4	1.8	2.1	2.6	

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Trend Measure	Prior Year	Current Year	Trend	Trend % (of PY)
1) NHSC MD,DO Placement / Current MD Staff	0%	0%	0%	N/A
2) NHSC NP,PA,CNM Placement / Current Staff	0%	5%	5%	N/A
3) NHSC MD,DO Vacancy / Current MD Staff	10%	0%	-10%	-100%
4) NHSC NP,PA,CNM Vacancy / Current Staff	12%	0%	-12%	-100%
5) Ratio of Avg. Pay per Med FTE to MGMA mix	64%	58%	-6%	-9%
6) NHSC Dentist Placement / Current Staff FTE	12%	78%	66%	572%
7) NHSC Dentist Vacancy / Current Staff FTE	23%	0%	-23%	-100%
8) NHSC Psych,LCSW Placement / Staff FTE	Not Included	0%		N/A
9) NHSC Psych,LCSW Vacancy / Current Staff FTE	0%	0%	0%	N/A
10) Language Focus (% Best Served nonEnglish)	6%	7%	0%	2%
11) 4 Year Avg Profit/Loss (as % Expenses)	3%	4%	1%	34%

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The image displays two side-by-side reports titled "Recruitment and Retention - Geographic Data Summary".


The left report is for the "Community Health Partnership" at 1402 Parkmer Avenue, Suite 200, San Jose, CA 95128. It includes a map of California and a data table with columns for "Region", "State", "Special Pop", "Recruitment", and "Retention".

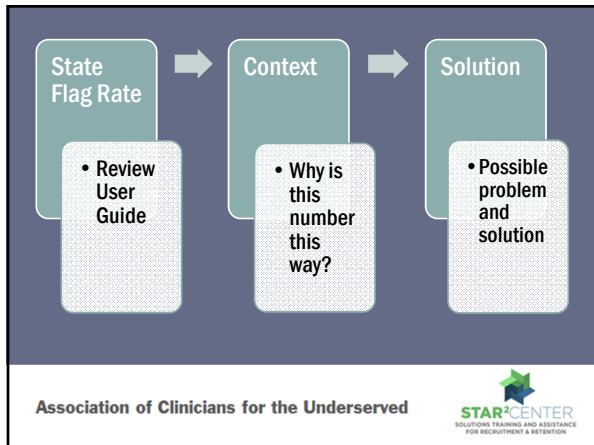
The right report is for the "San Joaquin Community Clinic Consortium" at 2720 Taylor St, Suite 400, San Francisco, CA 94133. It also includes a map of California and a similar data table.

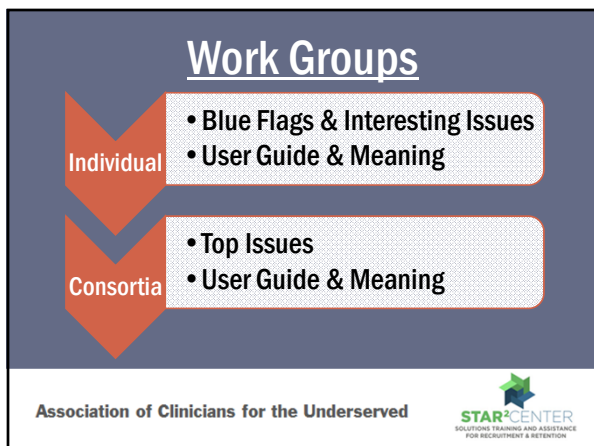
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	State Flag Rate* and (Count)	National Flag Rate	State Applicable Count
6) NHSC Dentist Placement / Current Staff FTE	0.0% (0)	10%	3
7) NHSC Dentist Vacancy / Current Staff FTE	0.0% (0)	10%	3
8) NHSC Psych,LCSW Placement / Staff FTE	0.0% (0)	2%	3
9) NHSC Psych,LCSW Vacancy / Current Staff FTE	0.0% (0)	8%	3
10) Language Focus (% Best Served nonEnglish)	50.0% (2)	10%	4
11) 4 Year Avg Profit/Loss (as % Expenses)	0.0% (0)	9%	4
4) Dentists per 100k Pop	0.0% (0)	10%	4
5) Population Density (pop/sq.mile)	0.0% (0)	10%	4
6) % Limited English Proficiency	75.0% (3)	10%	4

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AND NOW BACK TO
OUR REGULARLY
SCHEDULED
PROGRAMMING

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Work Group Feedback



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National & Regional Trends




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National Trends

The diagram features a central box labeled "Primary Care Clinicians". To its left, an upward-pointing arrow is labeled "Demand", and to its right, a downward-pointing arrow is labeled "Supply". The text "Growing, Aging Population" is positioned between the demand arrow and the central box.

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California's Trends

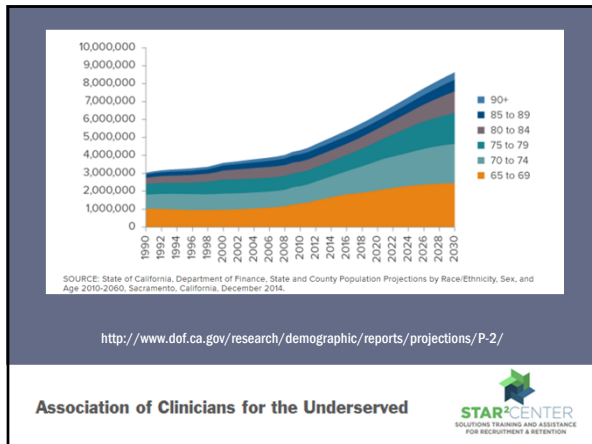
Growing Population	Aging Population	Workforce Shortages
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The infographic shows two data points: 2015 with a population of 38,896,969 and 2045 with a projected population of 48,574,095. A dotted line connects the two points, indicating an upward trend.

<http://www.dof.ca.gov/research/demographic/reports/projections/P-1/>

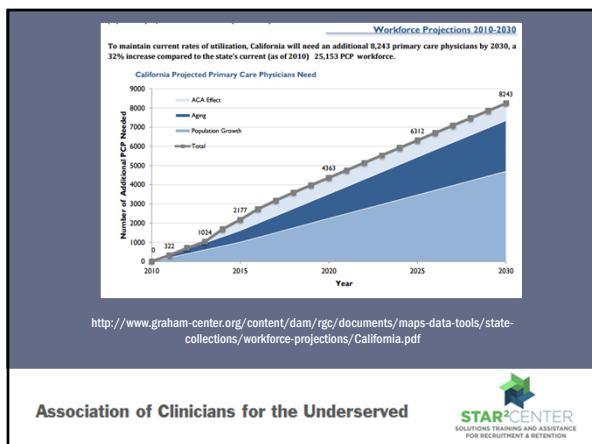
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P-2: State and County Population Projection


Total All Races				Year	
State/County	Geog Code	Age Group	Age Code	2015	2045
California	00	Total	1	38,898,069	43,574,095
California	00	0-4	2	2,512,090	2,806,289
California	00	5-9	3	2,533,178	2,778,641
California	00	10-14	4	2,516,184	2,819,321
California	00	15-19	5	2,633,909	2,920,518
California	00	20-24	6	2,899,549	3,025,683
California	00	25-29	7	2,738,088	2,969,510
California	00	30-34	8	2,775,349	2,916,822
California	00	35-39	9	2,604,103	2,943,419
California	00	40-44	10	2,565,565	2,918,103
California	00	45-49	11	2,597,743	2,972,719
California	00	50-54	12	2,644,323	3,115,677
California	00	55-59	13	2,515,511	2,929,144
California	00	60-64	14	2,149,977	2,810,682
California	00	65-69	15	1,765,119	2,565,297
California	00	70-74	16	1,220,668	2,281,612
California	00	75-79	17	867,483	2,057,314
California	00	80-84	18	627,575	1,740,080
California	00	85-89	19	428,173	1,212,872
California	00	90-94	20	217,546	612,090
California	00	95-99	21	58,253	207,472
California	00	100+	22	7,805	36,224
California	00	Median	23	36.5	41.9

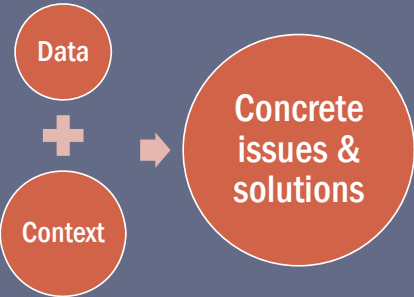
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Data: Regional Outliers

Language Focus	Non-Physician Provider Staffing	LCSWs
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Patients with Language Needs

Training Language Classes Apps & Tech Support	Support Use of MAs on Care Teams Pipeline Building
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Staffing Structures

Intentionality vs. Need

Benefits vs. Care Gaps

Use of Care Teams

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LCSWs

- Outsourcing & Referrals
- Reimbursements & Policies
- Care Teams & Services

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Other Regional Challenges

Competition	Mission	Training Programs	Sourcing	Housing
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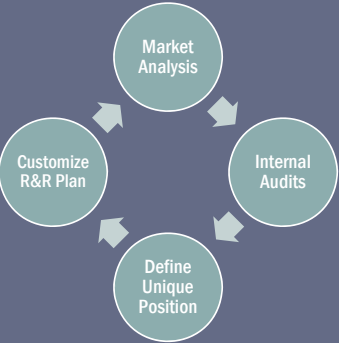
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Competition




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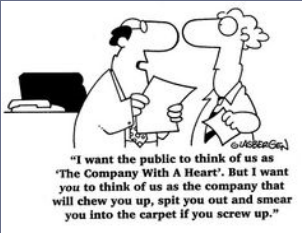




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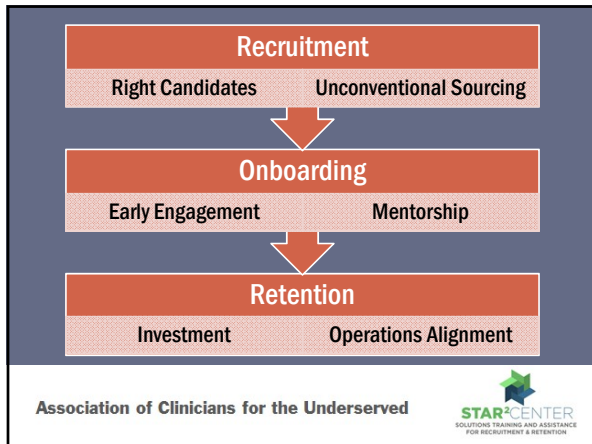
Mission Engagement

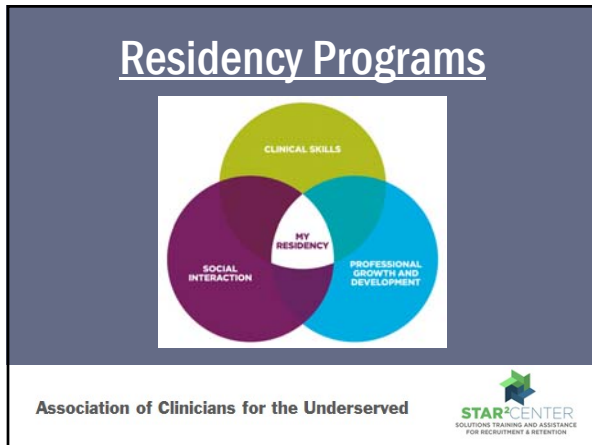


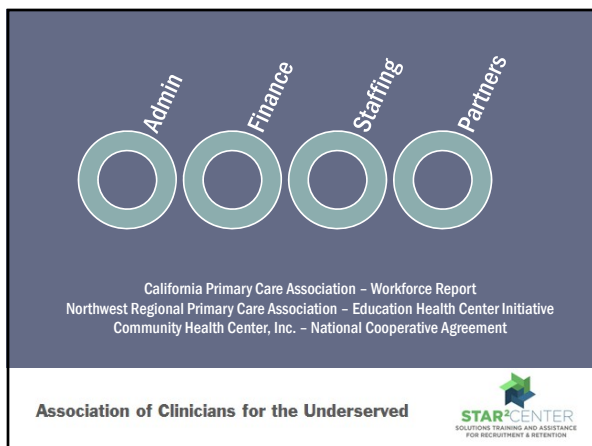
"I want the public to think of us as 'The Company With A Heart'. But I want you to think of us as the company that will chew you up, spit you out and smear you into the carpet if you screw up."

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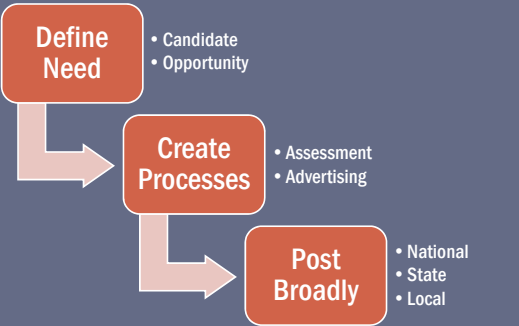


Sourcing Candidates




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Housing Shortages



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Support

- Real Estate Agents
- Short Term Solutions
- Commuting Perks

Partnerships


- Chamber of Commerce
- Landlords
- Developers

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Work Groups

Social Network



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Work Group Feedback




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Allison Abayasekara

- 703-562-8820
- aabayasekara@clinicians.org

STAR² Center

- 844-ACU-HIRE
- info@chcworkforce.org

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