

## Data & Solutions for Today's Workforce Challenges: Dakotas Edition

Allison Abayasekara  
Director, Training & Technical Assistance  
May 4, 2016

Association of Clinicians for the Underserved



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## The Fun Awaits

What's the STAR<sup>2</sup> Center?  
How do I understand my data profile?  
What are some concrete next steps for  
improving my workforce program?

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## 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.

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**STAR<sup>2</sup> Center**

Solutions, Training, and Assistance  
for Recruitment and Retention

[www.chcworkforce.org](http://www.chcworkforce.org)

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**Partnership: PCAs, PCOs, BPHC**



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## Current Resources

Self Assessment Tool	Best Practice Form
Newsletter	Data Profiles!

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## 2016 Training

Monthly Webinar Series	• Hot Topics
Video Tutorials	• R&R Issues
State & Regional Trainings	• PCA Conferences
Advisory Groups	• PCAs, CHCs, Clinicians

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## Personalized Technical Assistance

- Phone
- Email
- On-Site



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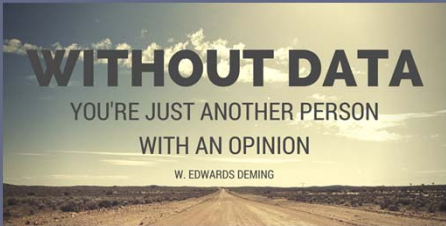
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**WITHOUT DATA**  
YOU'RE JUST ANOTHER PERSON  
WITH AN OPINION  
W. EDWARDS DEMING

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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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**Health Center Recruitment and Retention Data Summary**  
 HOCS000000: **GENERIC HEALTH CENTER, INC.**  
 10 MAIN ST | ANYTOWN, USA 12345

Descriptive Attributes	
<b>Health Center Organization</b>	<b>Service Area</b>
Number of Sites: 4	FQHC: Underserved Penetration: 51%
Medical Users: 8,923	FQHC: Medicaid Penetration: 29%
% Non-Patient Service Revenue: 20%	# Counters serving area: 3.3
Special Pop Focus (Majority of patients)? No	Total Pop in SA: 153,434
Any Grant Condition? No	Total Low Income Pop in SA: 38,800
EHR Installed/In-Use? Yes	% Medicaid Pop: 31%
PCMH Recognition? No	% Underserved Pop: 15%
Grantee Medical IRPSA Score: 18	% Low Income Pop: 55%
City: <input checked="" type="checkbox"/> MHC: <input type="checkbox"/> HO: <input type="checkbox"/> PH: <input type="checkbox"/> Urban:	% of S.A. pop covered by a PC HPSA: 0%

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**Delivery Sites**

**Core Service Area**  
Cumulative to 75% Patients (used for service area SA)

**Other Area Served**  
Cumulative 76%-100% Patients

**Results Table Key**

City, Or, Service Area, ZIP

Population of Area

Low Income Population

Medicaid Population

Medicaid Population

Medicaid Population

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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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**Blue Flags**

- Review User Guide

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**Context**

- Why is this number this way?

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**Solution**

- Possible problem and solution

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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%

**Recruitment**

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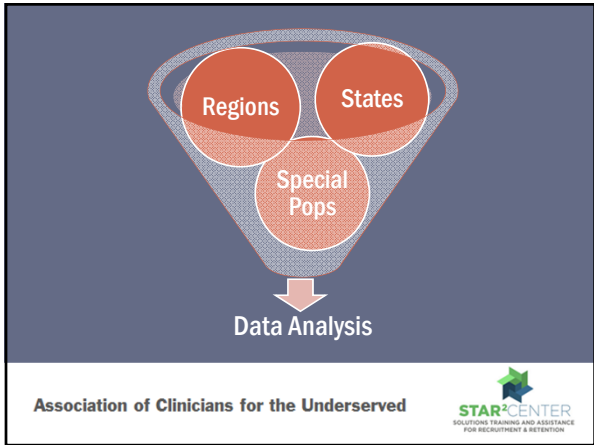
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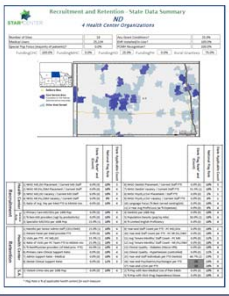
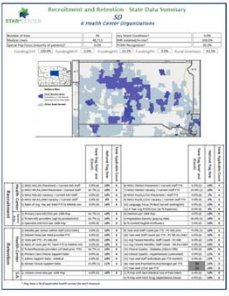
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Recruitment and Retention - State Data Summary	Recruitment and Retention - State Data Summary																														
																															
<table border="1"><tr><th>Organization</th><th>Current Staff</th><th>Current Vacancies</th><th>Current Placements</th><th>Current Retention</th></tr><tr><td>1) ...</td><td>...</td><td>...</td><td>...</td><td>...</td></tr><tr><td>2) ...</td><td>...</td><td>...</td><td>...</td><td>...</td></tr></table>	Organization	Current Staff	Current Vacancies	Current Placements	Current Retention	1) ...	...	...	...	...	2) ...	...	...	...	...	<table border="1"><tr><th>Organization</th><th>Current Staff</th><th>Current Vacancies</th><th>Current Placements</th><th>Current Retention</th></tr><tr><td>1) ...</td><td>...</td><td>...</td><td>...</td><td>...</td></tr><tr><td>2) ...</td><td>...</td><td>...</td><td>...</td><td>...</td></tr></table>	Organization	Current Staff	Current Vacancies	Current Placements	Current Retention	1) ...	...	...	...	...	2) ...	...	...	...	...
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2) ...	...	...	...	...																											

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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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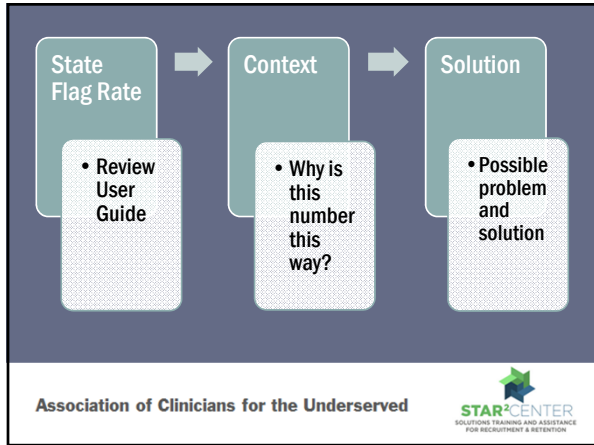
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## National & Regional Trends

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## National Trends

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

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## North Dakota's Trends

Growing Population	Aging Population	Workforce Shortages
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The infographic shows two data points: 2015 with a population of 756,927 and 2035 with a projected population of 966,375. The numbers are enclosed in light blue rounded rectangles, with the years in white circles. A dotted line connects the two circles, and a cluster of small blue dots is positioned above the 2035 circle.

<https://www.commerce.nd.gov/census/>

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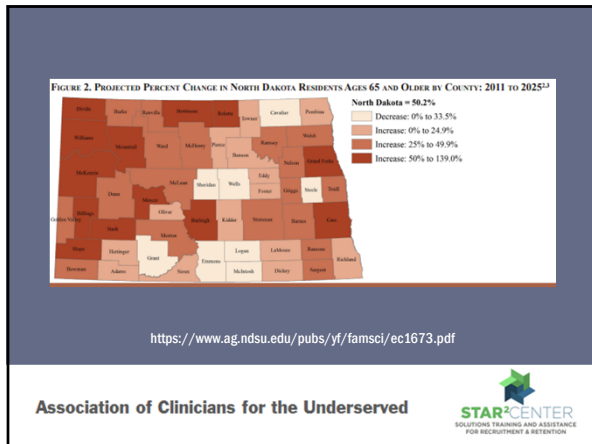
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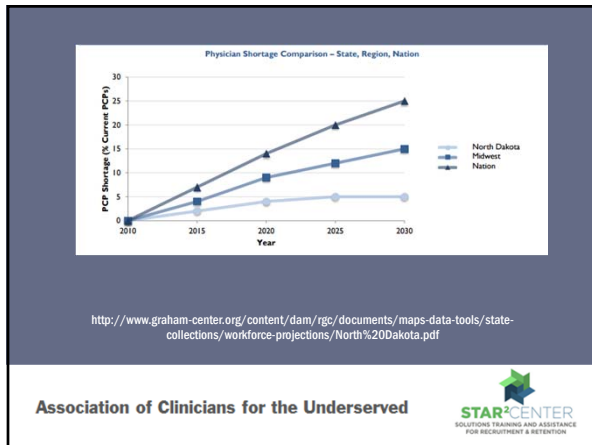
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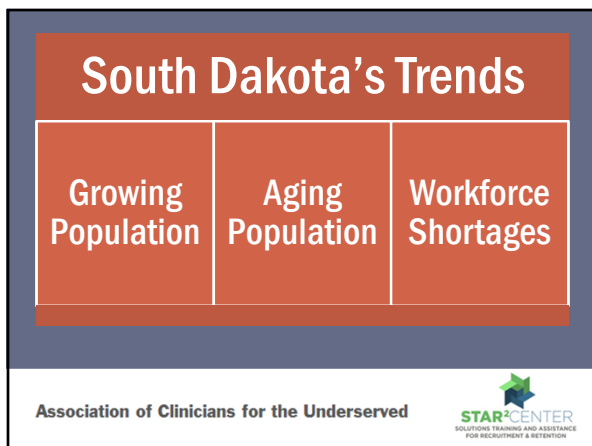
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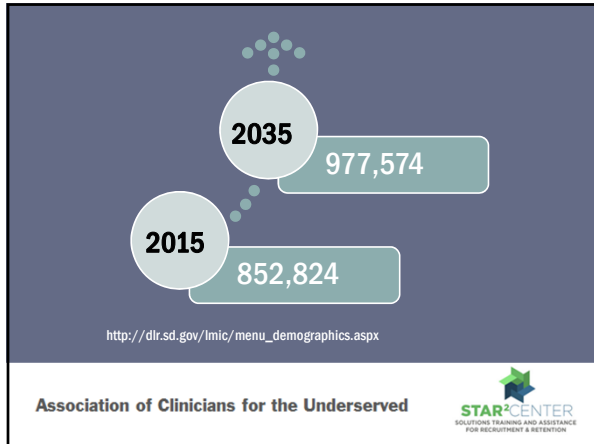
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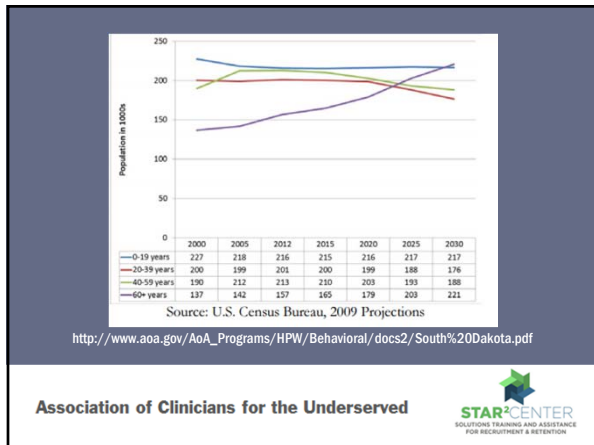
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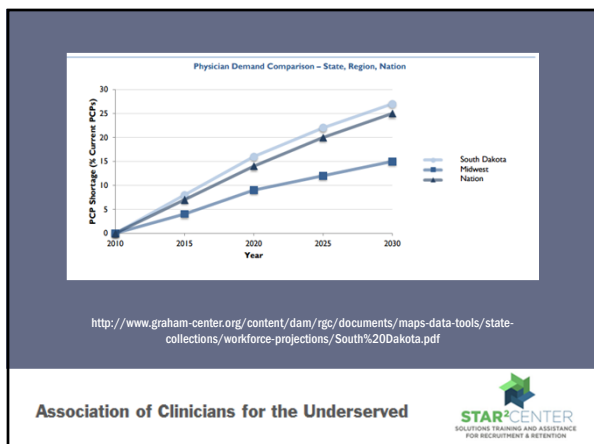
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### Data: Regional Outliers

Rurality & Physician Recruitment	Non-Physician Provider Staffing	Dentists
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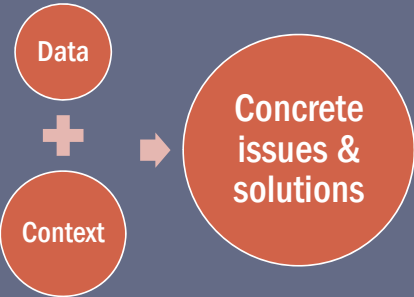
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### Rural Recruitment

- Pipeline & Training Programs
- Formal & Specific Strategies
- Incentives & Benefits

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**NPs & PAs**

Use of Care Teams  
R& R Strategies  
Administrative Model

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**Dentists**

Formal R&R Strategies    Organizational Structure    Facilities  
State Policy & Regulations    Training Partnerships

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**Other Recruitment Challenges**

Competition    Mission    Sourcing

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## Competition



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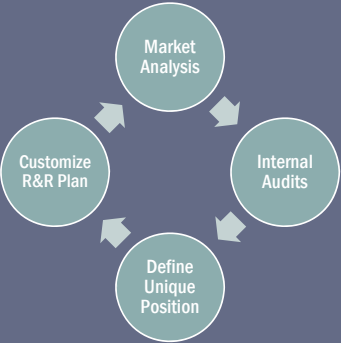
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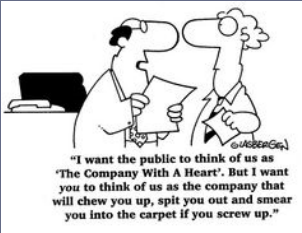
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## Mission Engagement



**"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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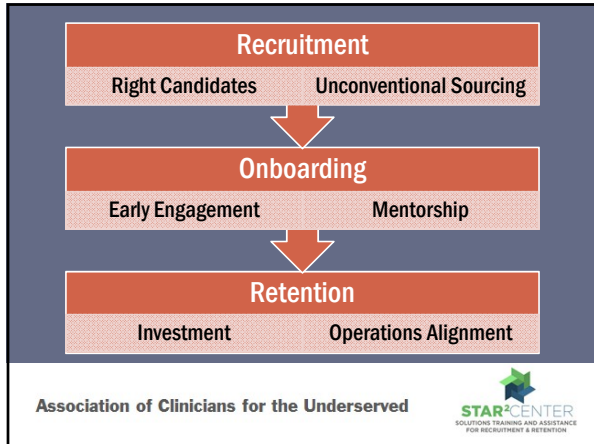
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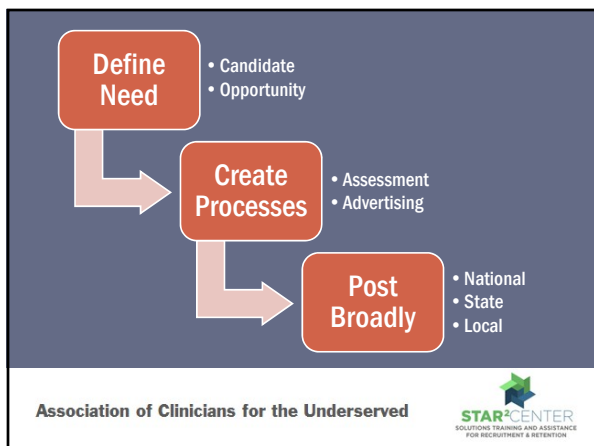
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## Work Groups

**Individual**

- Blue Flags & Interesting Issues
- User Guide & Meaning

**State**

- Top Issues
- User Guide & Meaning

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## Work Groups

Social Network



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## The Future Is Now!



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