

# Clinician Recruitment & Retention: Ideas and Solutions for Today's Challenges

Association of Clinicians for the Underserved  
August 2, 2016

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# Cast of Characters

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# The Fun Awaits

- ✓ STAR<sup>2</sup> Center Refresher
  - ✓ Data & Strategy
- ✓ Recruitment & Retention

**WHAT  
ARE YOUR  
GOALS**



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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

2 Assessment  
Tools

Best Practice  
Form

Newsletter

Data Profiles!

# 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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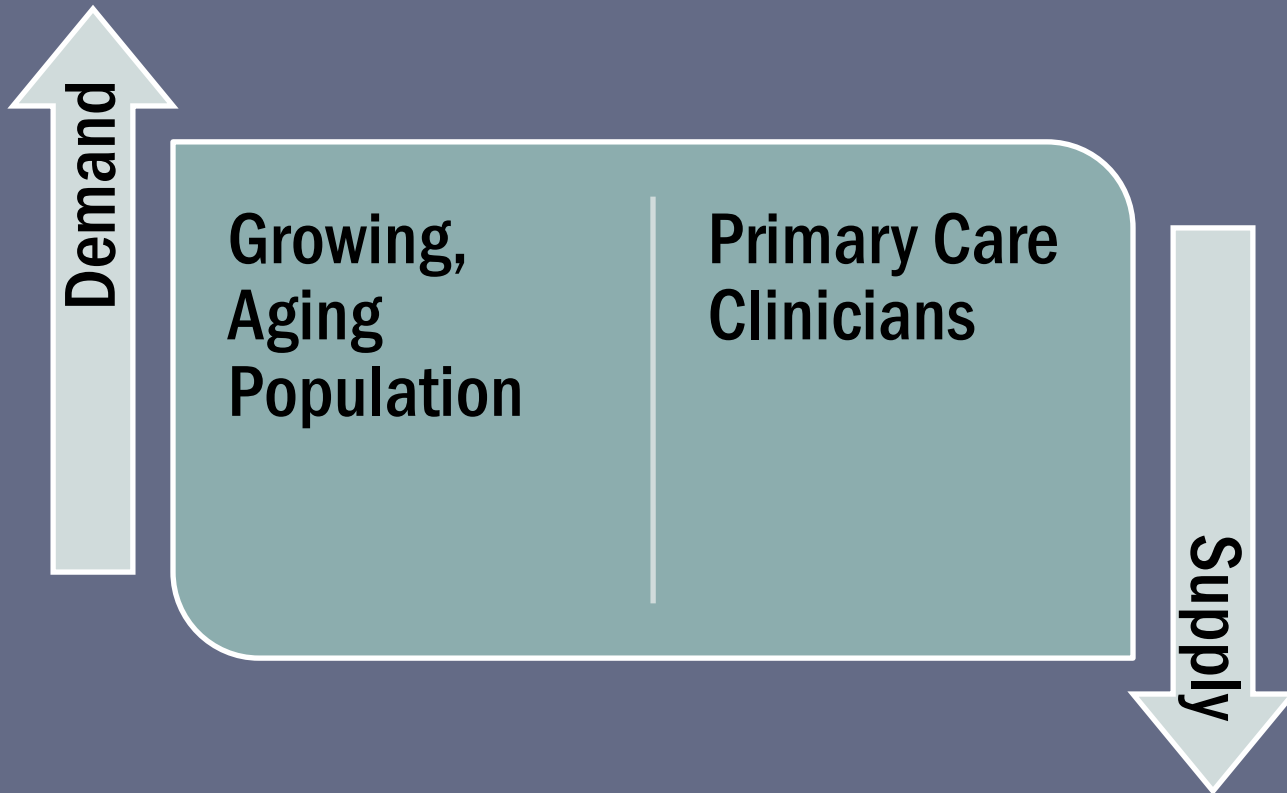


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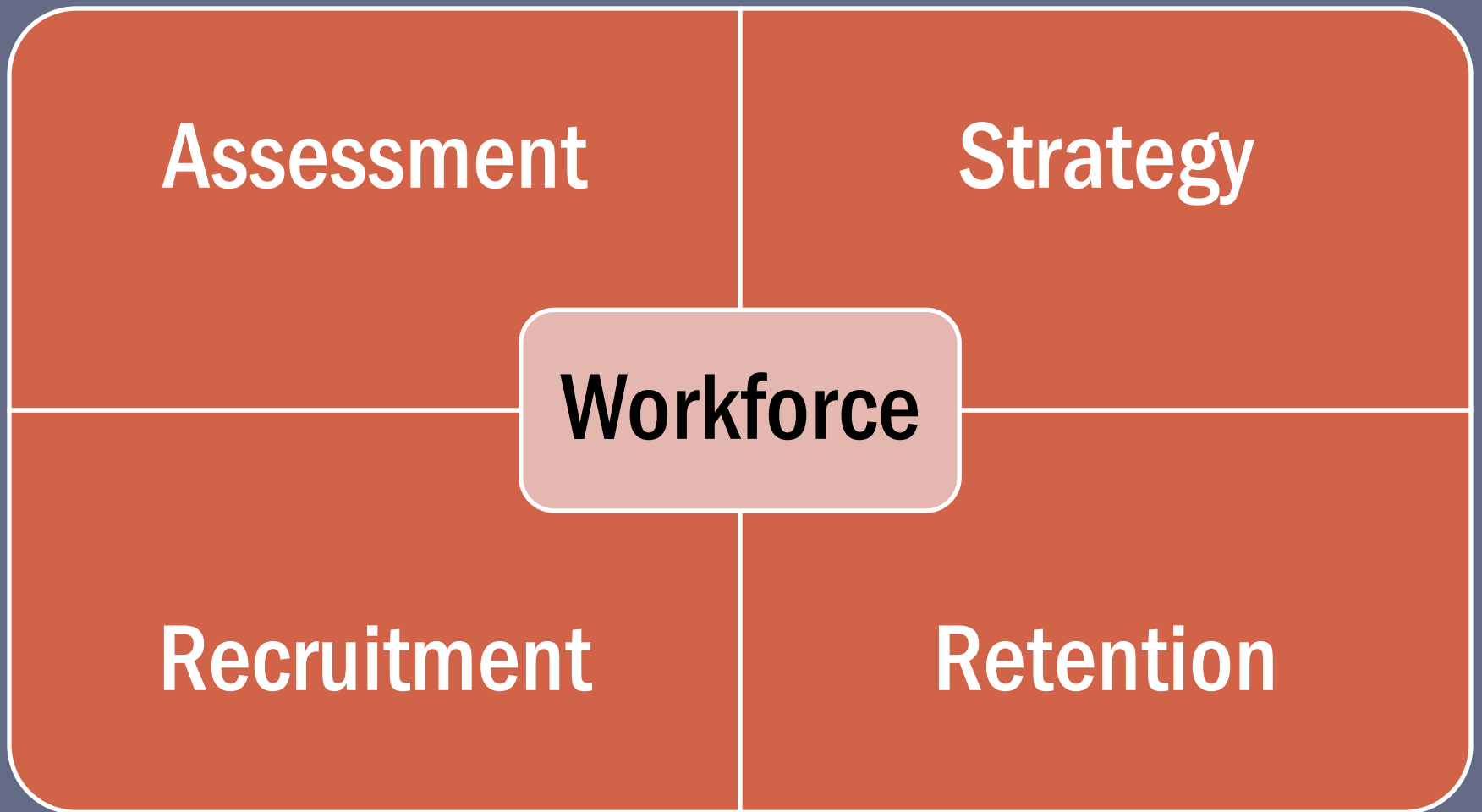


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# National Trends



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**WITHOUT DATA**

YOU'RE JUST ANOTHER PERSON

WITH AN OPINION

W. EDWARDS DEMING

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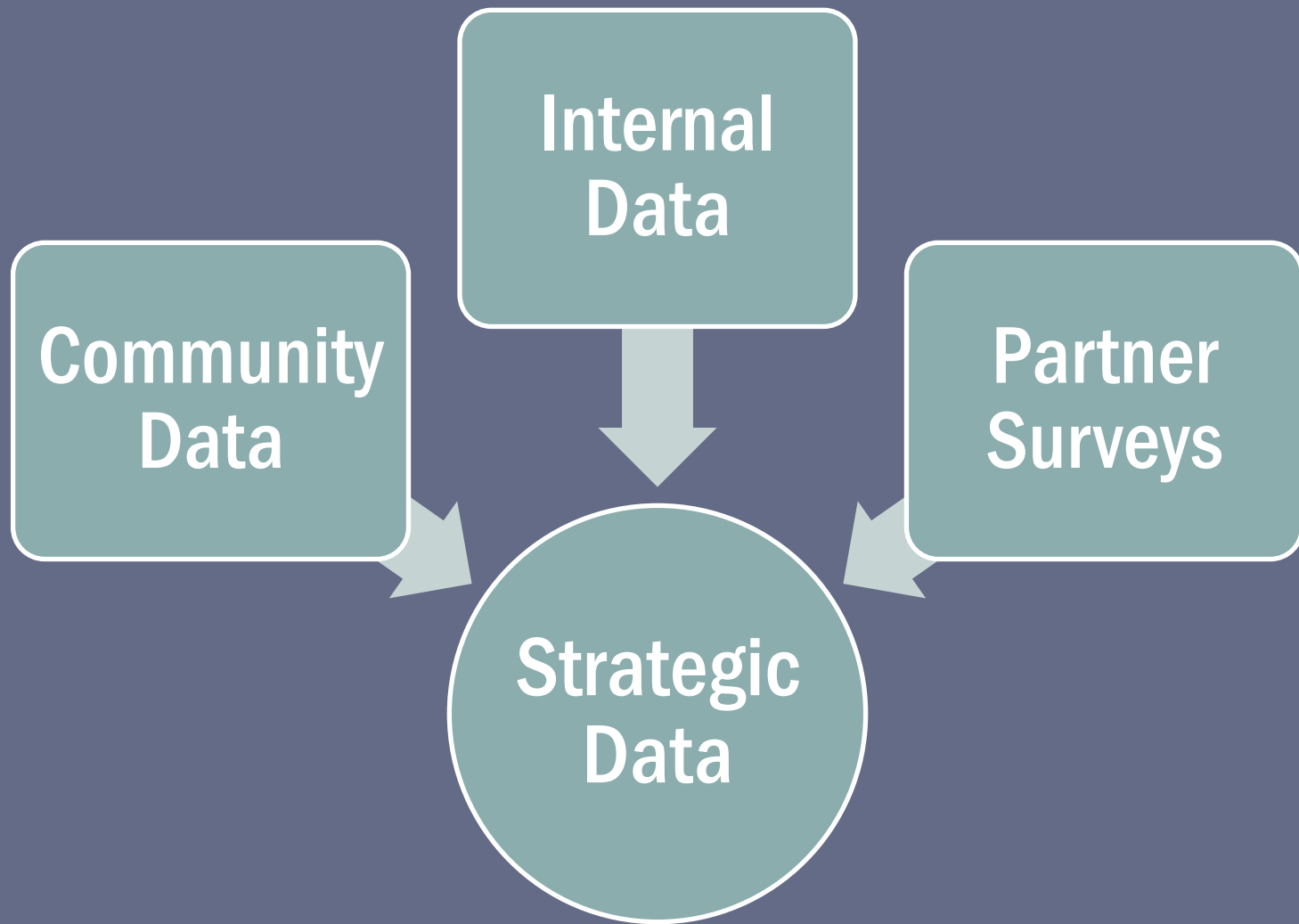


# Assessment



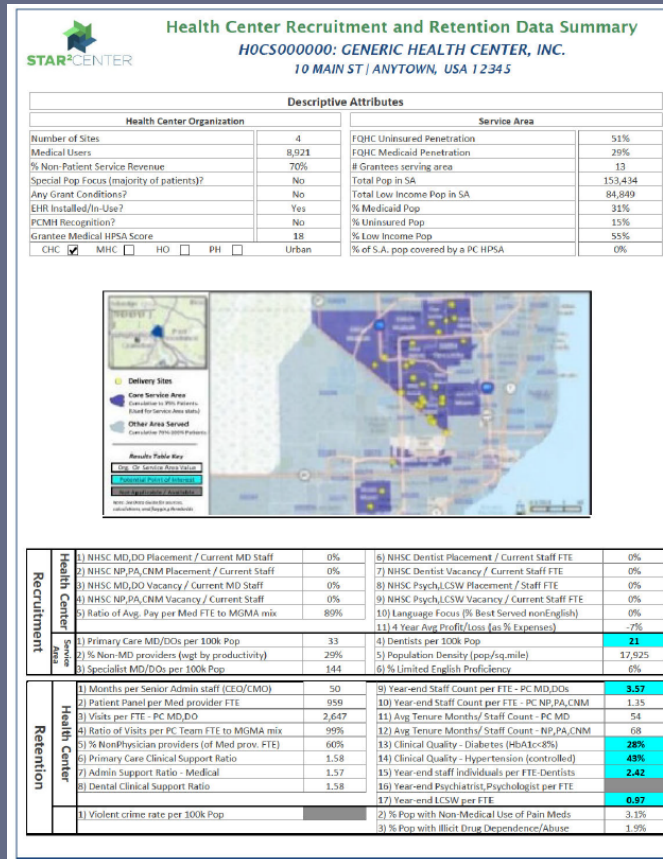
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# National & State Data



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# Internal Data

Turnover  
Rates

Patient  
Need

Planned  
Expansion

Workforce  
Age

Etc.!

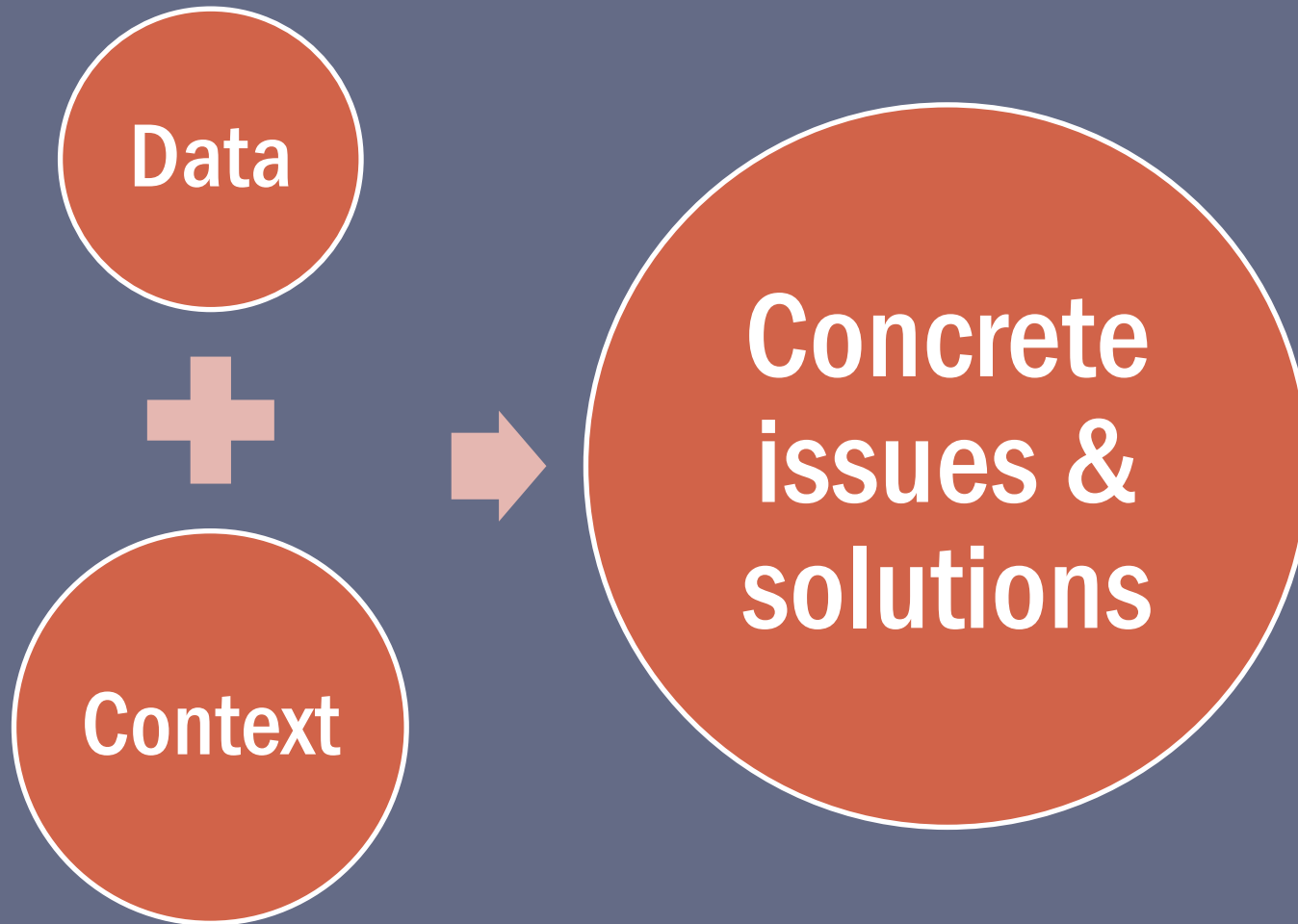
# Partner Surveys

Staff  
Satisfaction

Community  
Needs

Partner  
Priorities

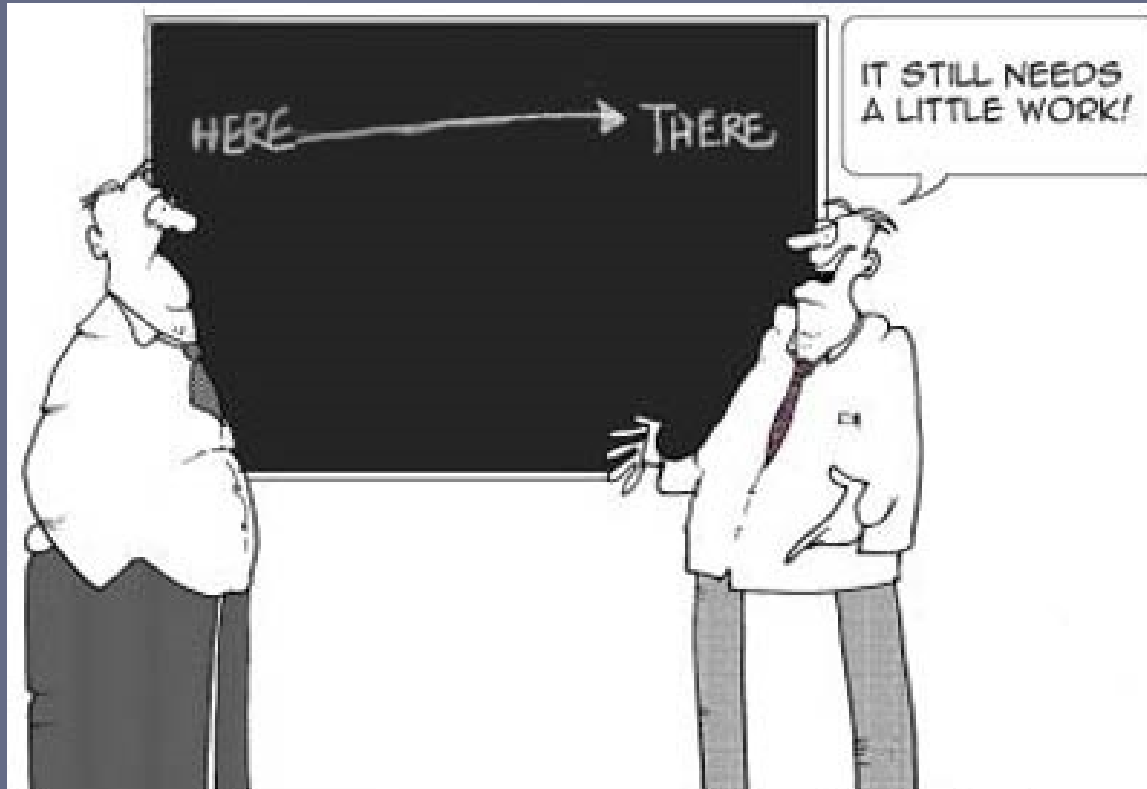
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# Data Action Items

- Classify which data you already have
- Identify data gaps
- Develop data process & plan
- Collect new data
- Prepare for strategic planning!

# Strategic Planning



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Community

Organization

Environment

Future

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# Community Trends

Age

Migration

Economics

Disparities

Culture

Language

# Organization

Current Staff

Demographics

Satisfaction

Opportunity

Compensation

# Health Care Environment

Policy

Reimbursement

Market Competition

# Future Plan

Where are we going?



What do we need to get there?



How does our staffing plan support this?

# Strategy Action Items

- Review current plan for staffing considerations
- Use collected data to analyze workforce needs
- Integrate staffing into strategic plan
- Prepare to implement!



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# Work Groups

**Data**

- **Challenges & Opportunities**
- **Next Step**

**Strategy**

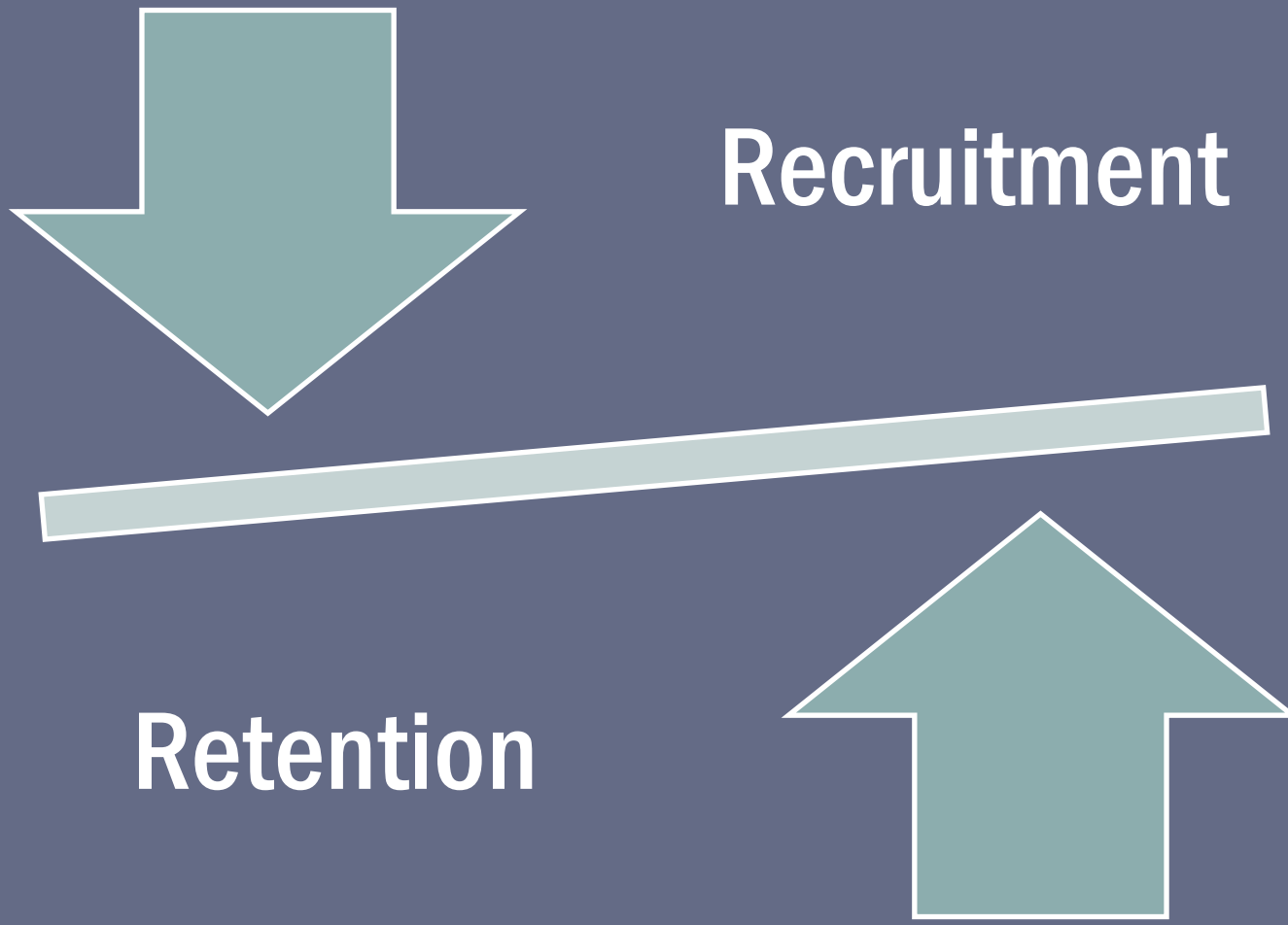
- **Challenges & Opportunities**
- **Next Step**

# Work Group Feedback



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# Recruitment

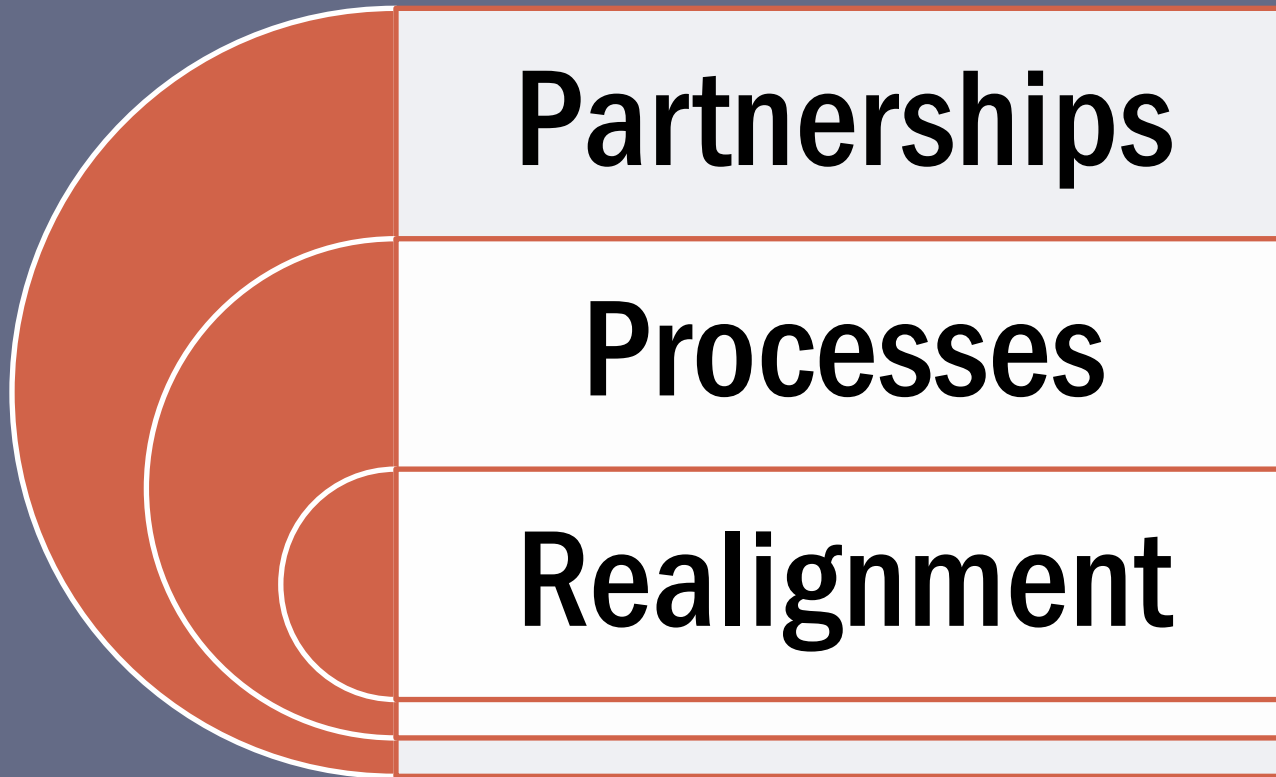
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www.glasbergen.com



**“I want you to find a bold and innovative way to do everything exactly the same way it’s been done for 25 years.”**

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# Recruitment



# Partnerships

## National

- ACU
- CHC Inc.
- NHSC

## State

- PCA
- PCO
- 3RNet  
Member

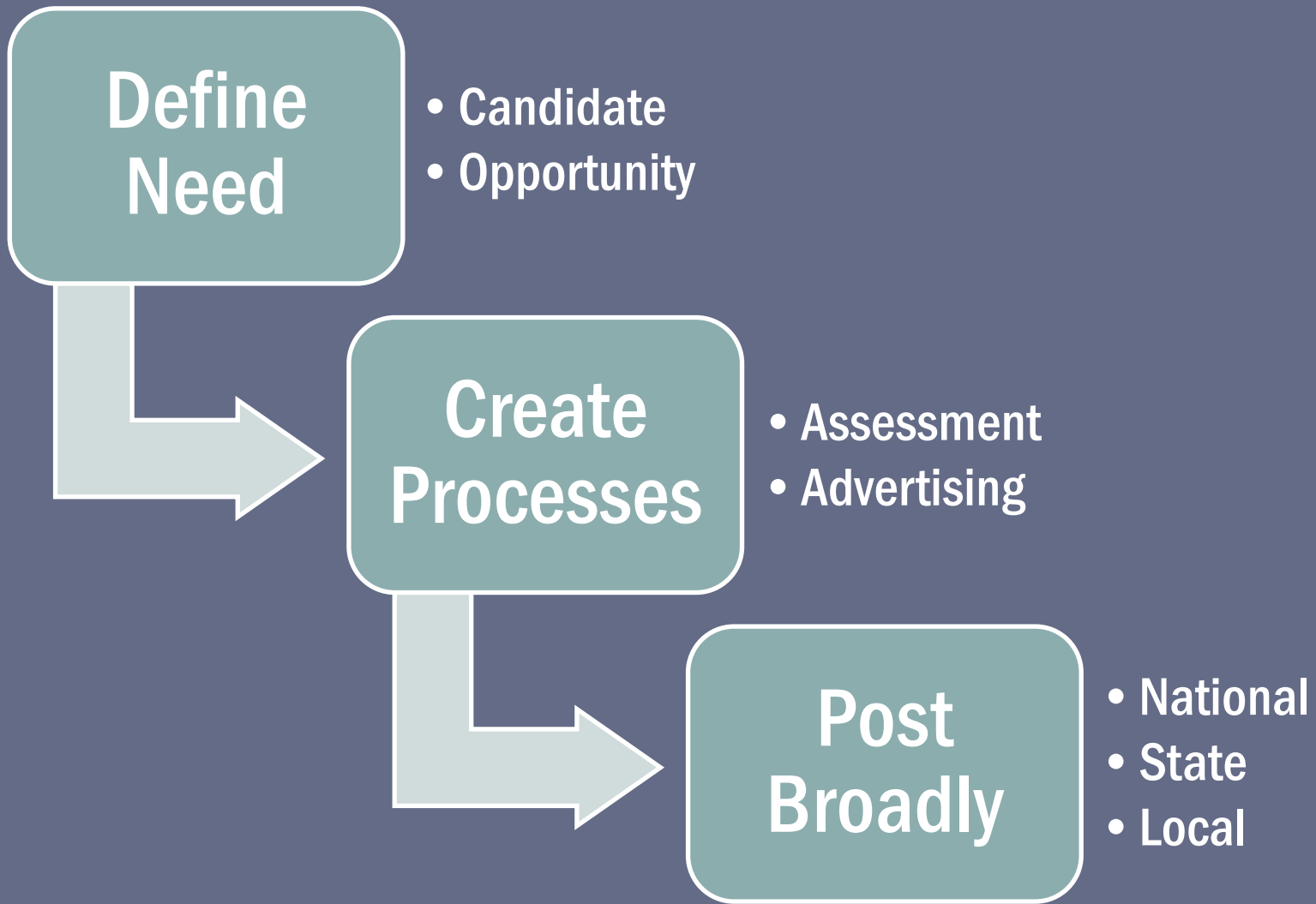
## Community

- Schools
- Businesses
- Religious  
Institutions

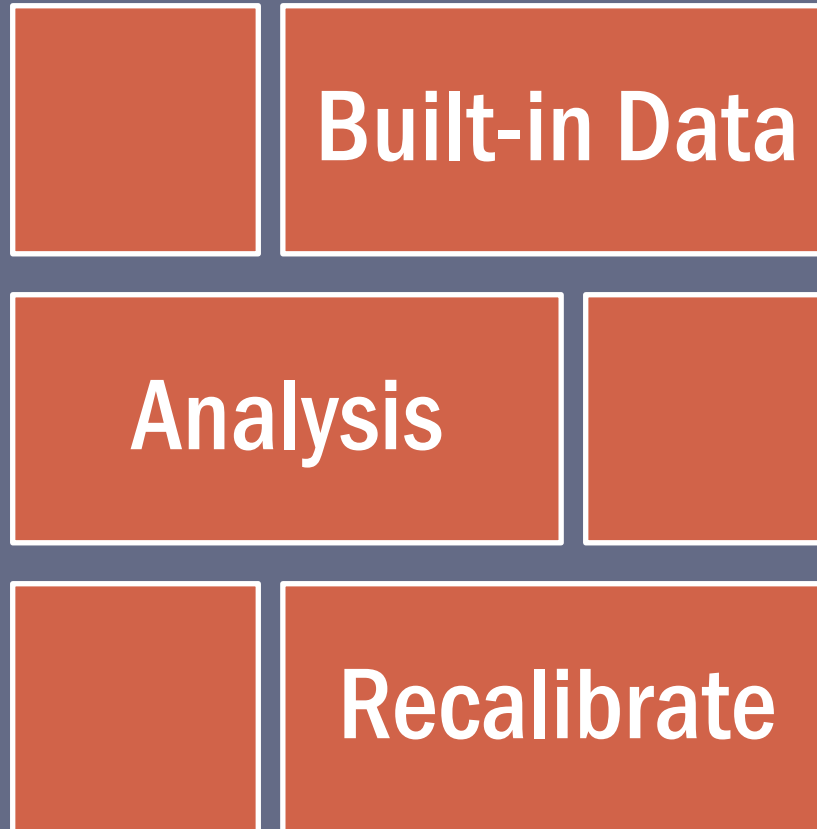
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# Processes





# Realignment



# Recruitment Action Items

- Engage partners on strategic plan
- Develop recruitment processes
- Analyze recruitment process results
- Adjust processes as necessary
- Prepare for retention!



# Retention



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# Mission Engagement

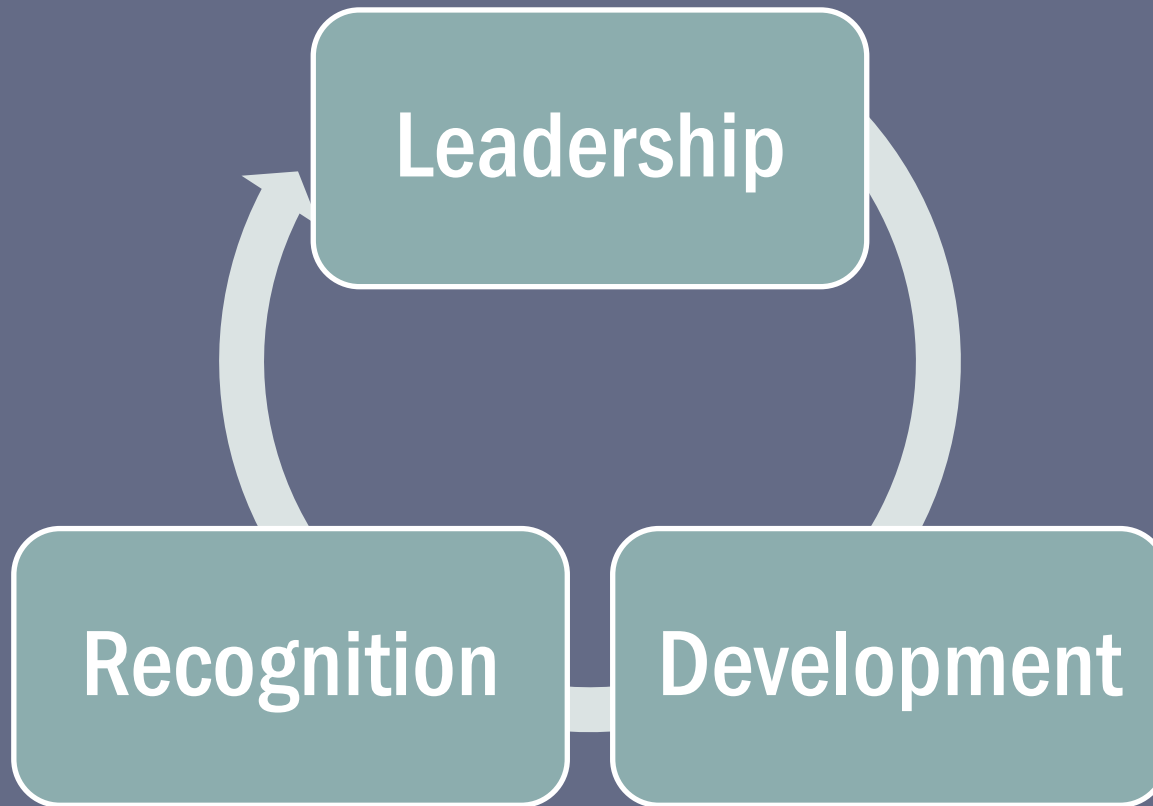


Recruitment

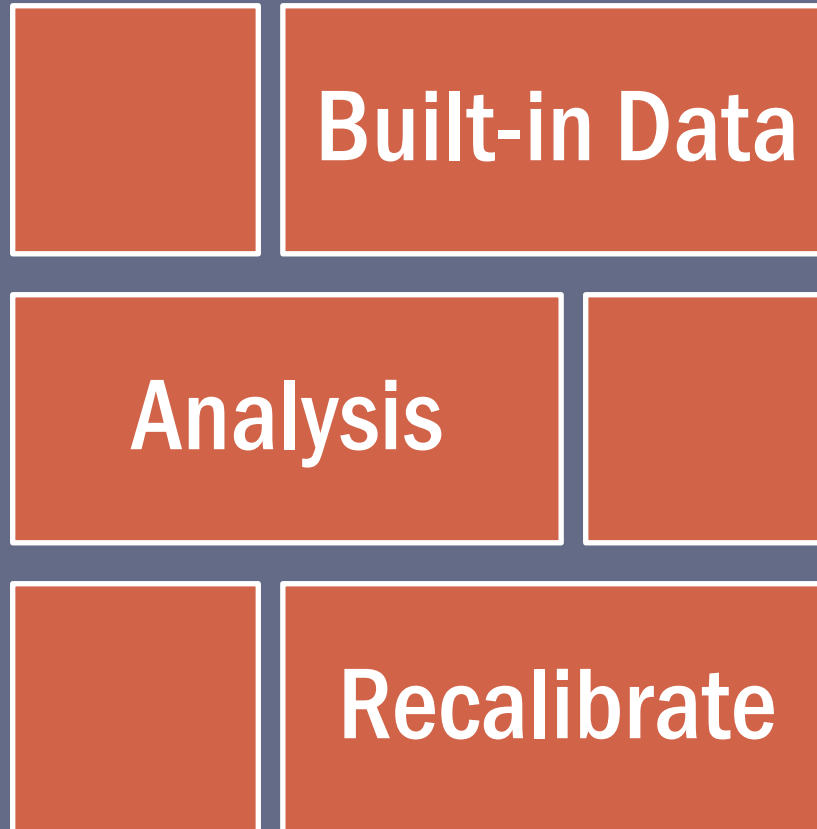
Onboarding

Communication

# Culture Development



# Realignment



# Retention Action Items

- Align staff processes with mission
- Identify current culture and future goals
- Develop processes for ongoing feedback
- Evaluate and realign as necessary



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# Work Groups

Recruitment

- **Challenges & Opportunities**
- **Next Step**

Retention

- **Challenges & Opportunities**
- **Next Step**



# Work Group Feedback



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