

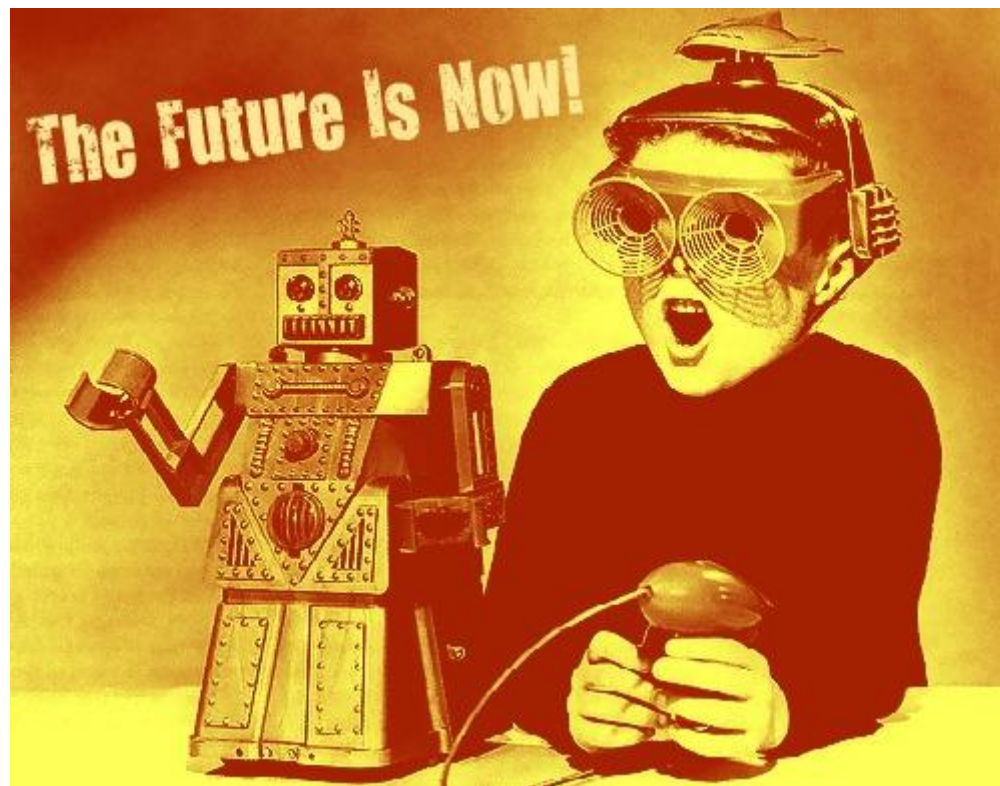


# REGION 2 & 3 STRATEGY SESSION

ALLISON ABAYASEKARA, MA

PAMELA J. BYRNES, PHD

# THANKS FOR COMING!





# GOALS OF THE DAY

- ✓ Connect with each other
- ✓ Share individual PCA priorities & activities
- ✓ Identify areas for immediate and future collaboration
- ✓ Have some fun!

**WHAT  
ARE YOUR  
GOALS**



# PLAN FOR THE DAY

1. Build a common language and structure for discussing workforce activities
2. Complete your PCA Workforce Matrix covering: topics, activities, data, and collaboration
3. Talk!
4. Stitch things together into a Regional Action Plan



# WORKFORCE MATRIX







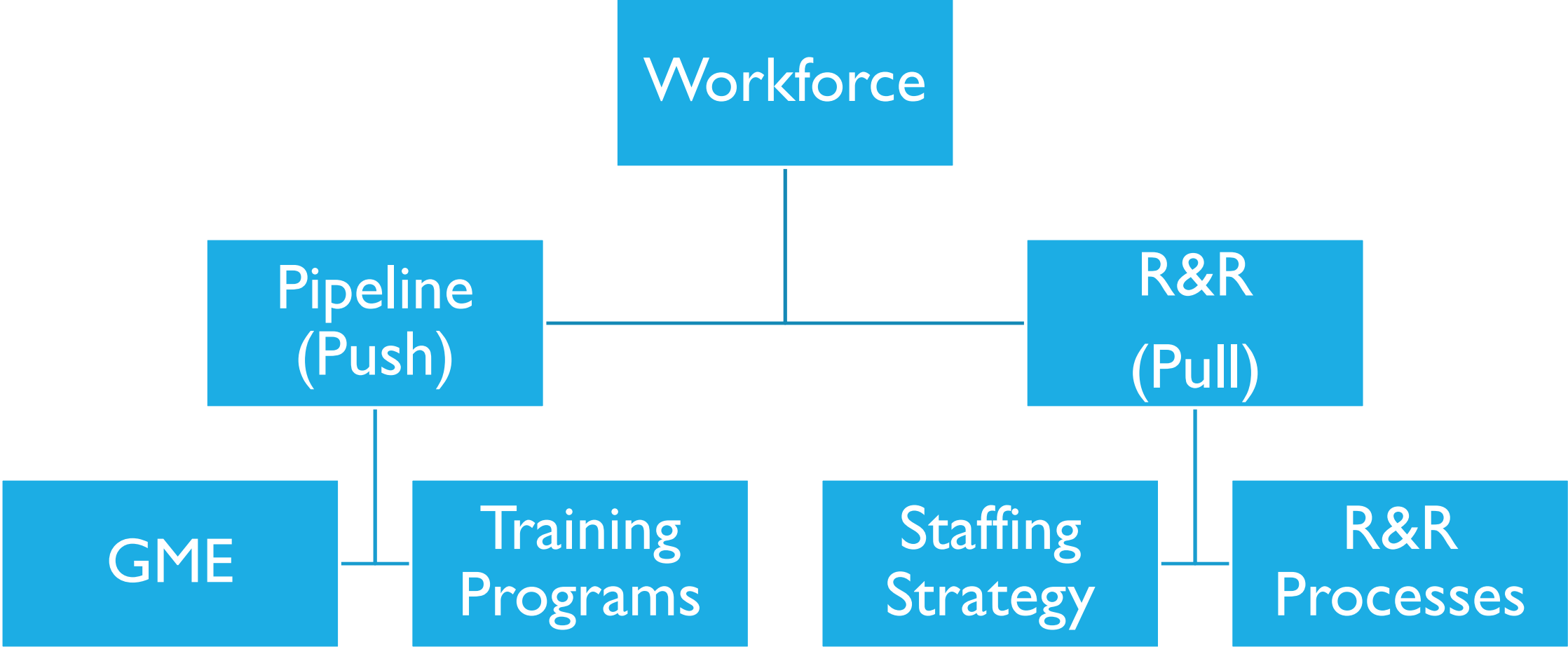
ACU Workforce Strategy Session  
PCA Workforce Matrix  
2017-2018

| Specific R&R Topic | Planned Activities<br><i>Next 12 Months</i> | Data Source |      | Collaboration Opportunity | Action Step |
|--------------------|---|-------------|------|---------------------------|-------------|
|                    |   | Have        | Need |                           |             |
|                    |   |             |      |                           |             |
|                    |   |             |      |                           |             |
|                    |   |             |      |                           |             |

# RECRUITMENT & RETENTION TOPICS

Specific content for training and TA that leads to better recruitment and retention





# RECRUITMENT & RETENTION: BIG TOPICS

- Strategic Planning for Staffing
- Sourcing Strategies
- Interview Processes
- Compensation & Benefits
- Onboarding Programs
- Clinician Burnout
- NHSC Turnover
- Part-Time Staffing

# RECRUITMENT & RETENTION: SPECIFIC TOPICS

- Sourcing Strategies
  - Physicians
  - NPs/PAs
- Interview Processes
  - Interview Techniques
  - Best practices for engaging the whole team
- Clinician Burnout
  - Practice Design
  - Wellness Programs
- NHSC Turnover
  - Engagement strategy
  - Tracking turnover

# PLANNED ACTIVITIES



The actual T/TA activities you have planned to deliver content on your selected topics

Webinar

In-Person  
Training

Conference  
Session

Office  
Hours

Printed  
Resource

Self-Paced  
Session





# ACTION TIME!

1. Review the list of activities for 2017-2018 you brought
2. Start to fill in the Topics & Activities columns for your PCA
3. It's ok to leave some squares blank! You may not have them all tied together yet

What are your current strengths?

What are some big gaps for your PCA?

What questions have come up?





# NATIONAL TREND



# TODAY'S STARTER DATA SETS

1. Population & Aging Data Sets, available in most states
2. ACU Data Profiles – State Aggregate Reports

How are the national trends playing out in each state?

# REGION 2: PUERTO RICO



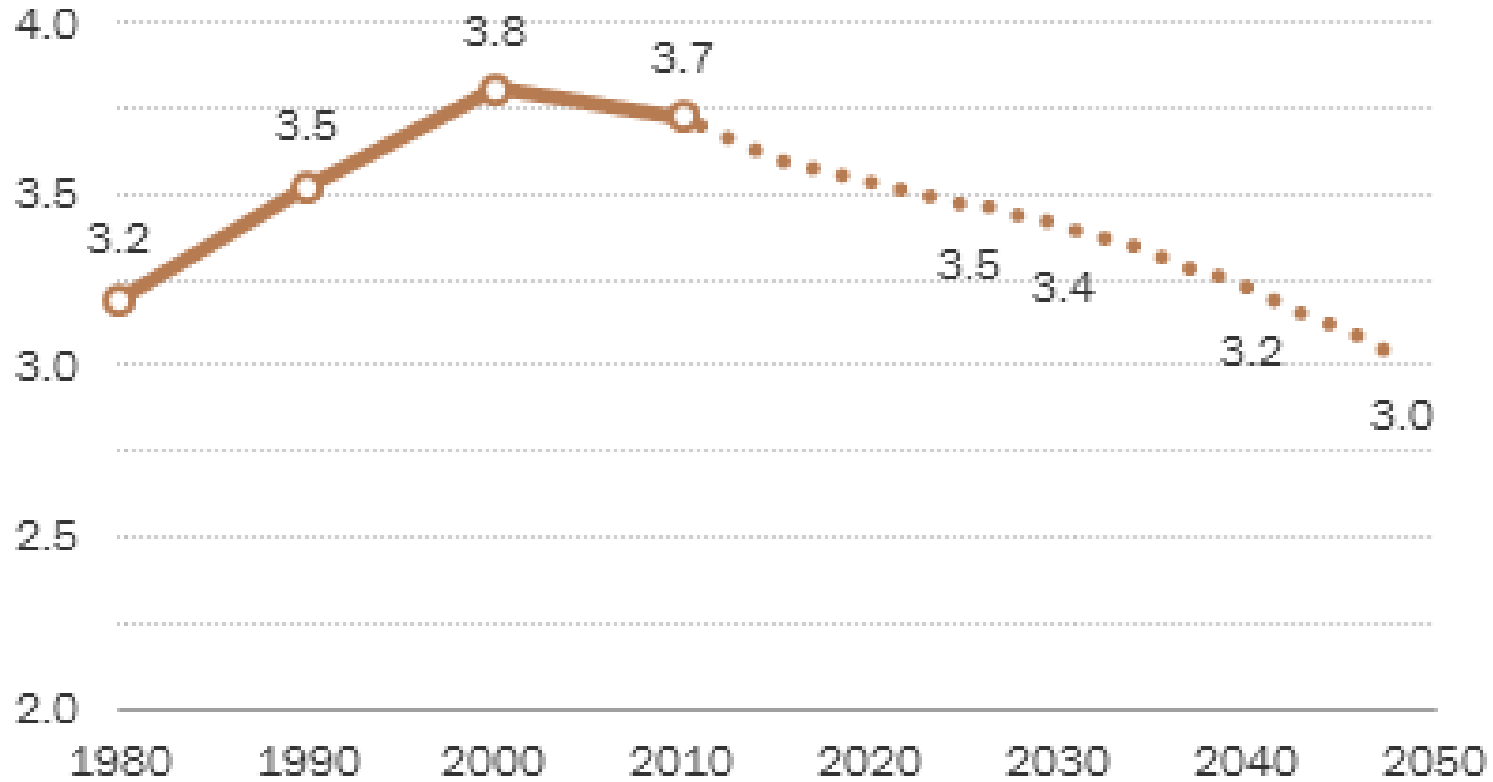
Aging of  
Current Pop.



Declining  
Overall Pop.

Population losses in Puerto Rico have accelerated in recent years, affecting every corner of the island and continuing the largest outmigration in more than 50 years

*In millions*



Note: Solid line represents decennial census population counts; dotted line represents population projections. Data labels are for 1980, 1990, 2000, 2010, 2025, 2030, 2040 and 2050.

# ACU AGGREGATE REPORT

- Language Needs
- Finances/Compensation
- Balanced Use of Non-Physician Providers

Compensation

Competition

Staffing  
Structure

Sourcing  
Strategy



# REGION 3: DISTRICT OF COLUMBIA

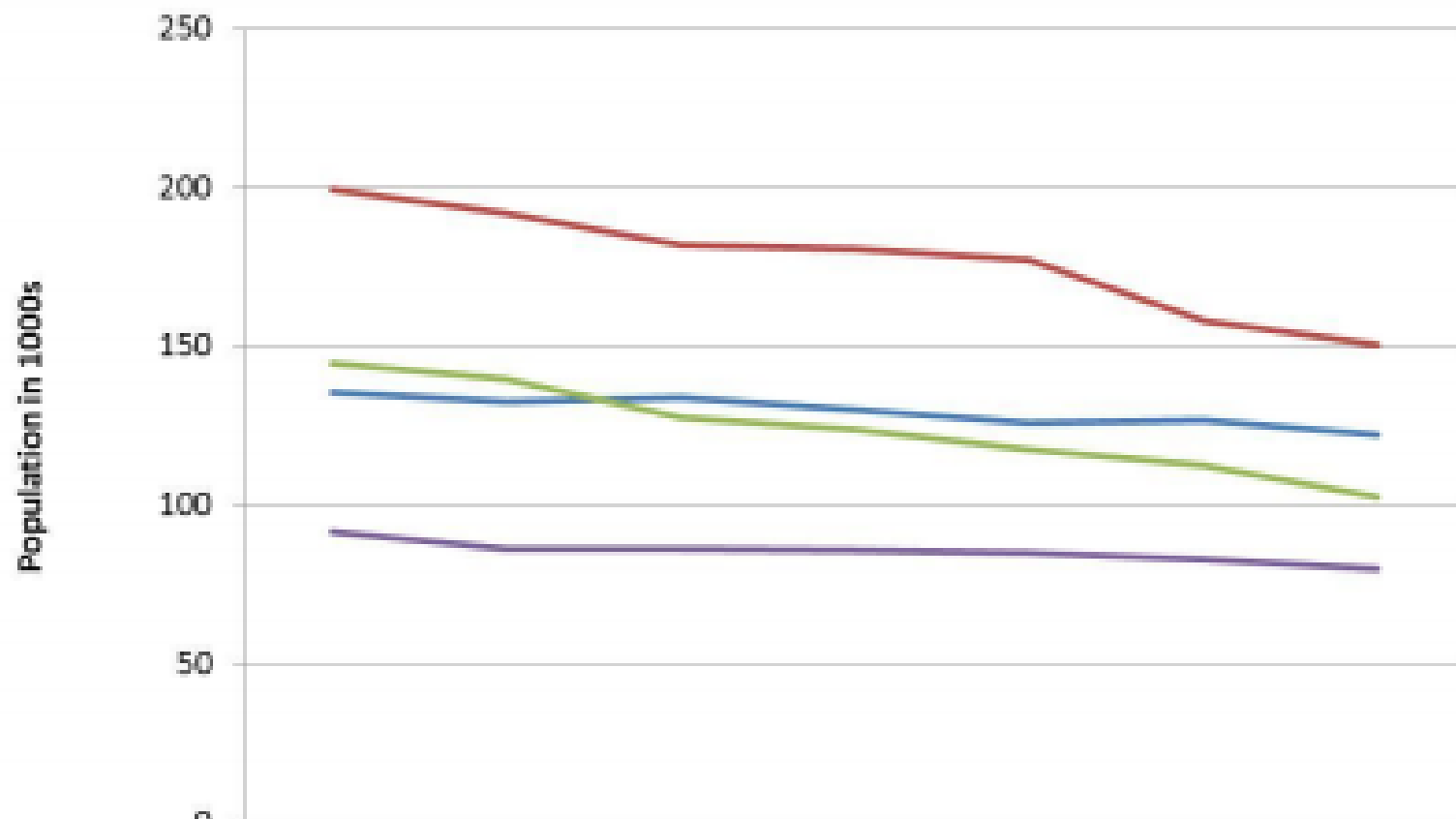


Proportion  
of 65+ Pop.



Declining  
Overall Pop.,  
including 65+

The U.S. Census Bureau estimates that 13.4 percent of DC's pop. will be 65+ by the year 2030. However, the total number of individuals 65+ is expected to decrease by 5.6 percent by 2030.



|             | 2000 | 2005 | 2012 | 2015 | 2020 | 2025 | 2030 |
|-------------|------|------|------|------|------|------|------|
| 0-19 years  | 136  | 133  | 134  | 130  | 126  | 127  | 122  |
| 20-39 years | 200  | 192  | 182  | 181  | 177  | 158  | 151  |
| 40-59 years | 145  | 140  | 128  | 124  | 118  | 113  | 103  |
| 60+ years   | 92   | 87   | 86   | 86   | 85   | 83   | 80   |

# ACU AGGREGATE REPORT

- Population Drug Dependence/Abuse
- Crime Rate

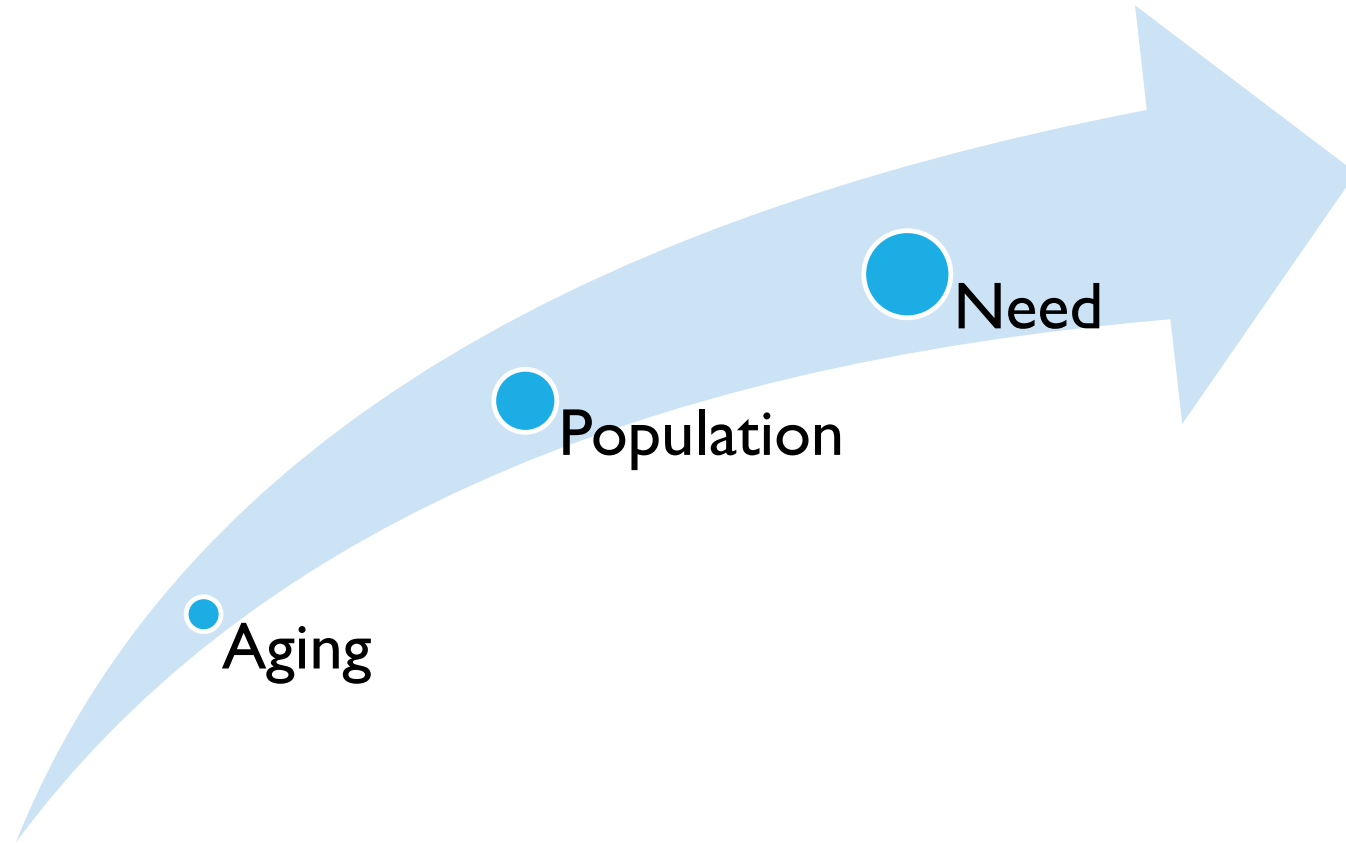
Compensation

Urban  
Competition

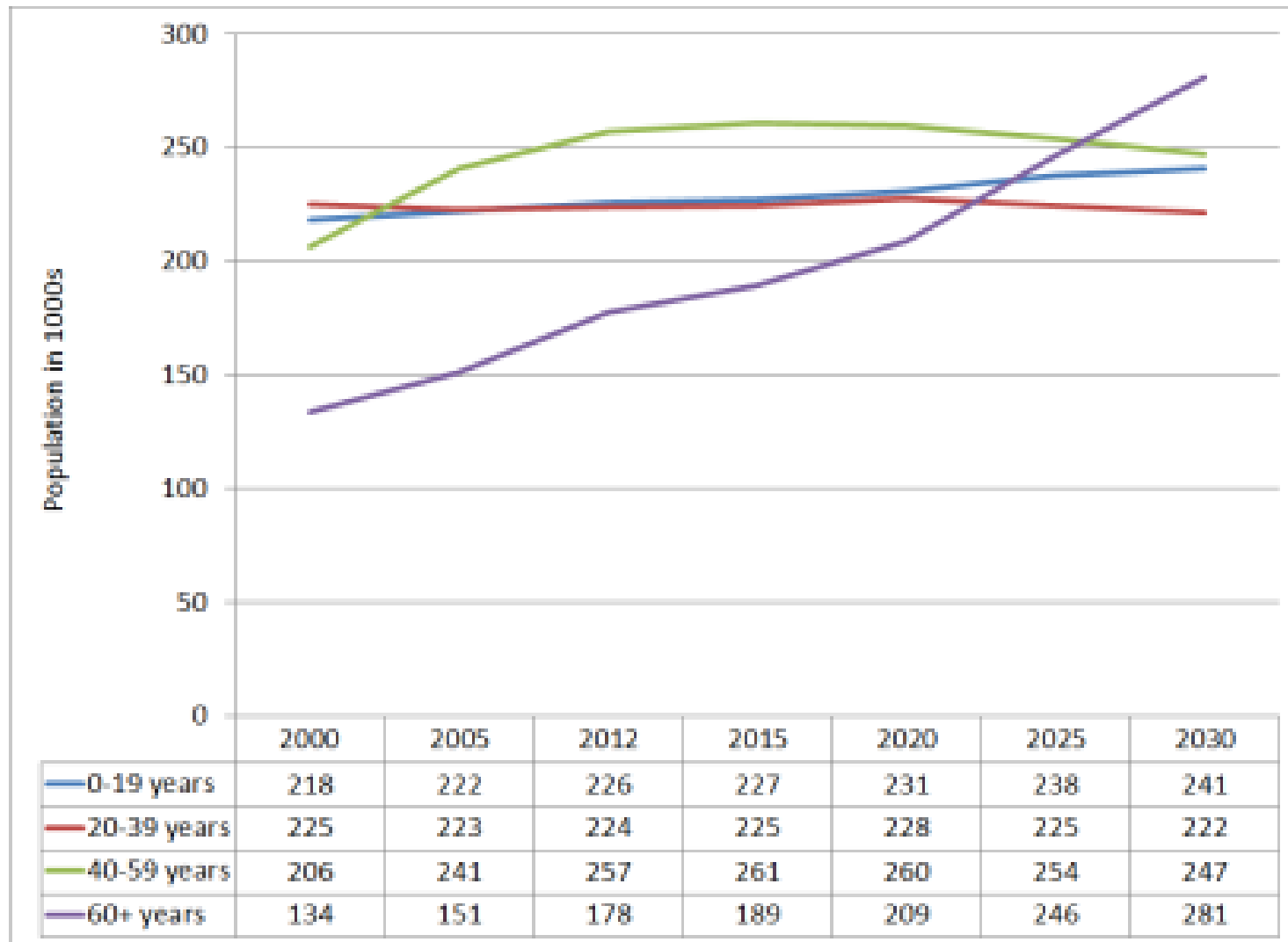
Retention  
Strategy

Sourcing  
Strategy

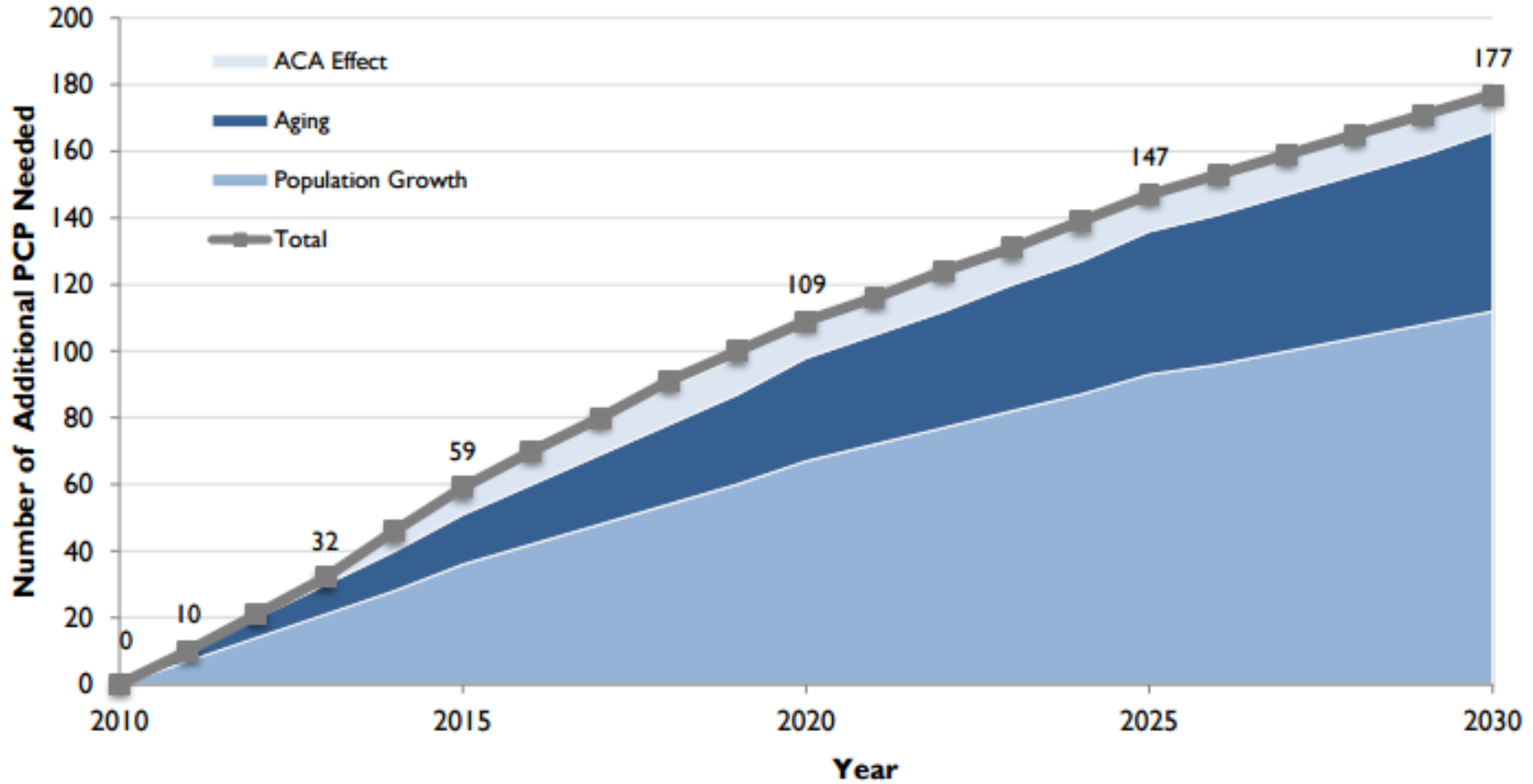
# REGION 3: DELAWARE



The U.S. Census Bureau estimates that 28.4 percent of Delaware's population will be 60 and older by the year 2030, an increase of 41 percent from 2012.



## Delaware Projected Primary Care Physicians Need



# ACU AGGREGATE REPORT

- Dentist Vacancies
- FT/PT NP/PA/CNM Staffing

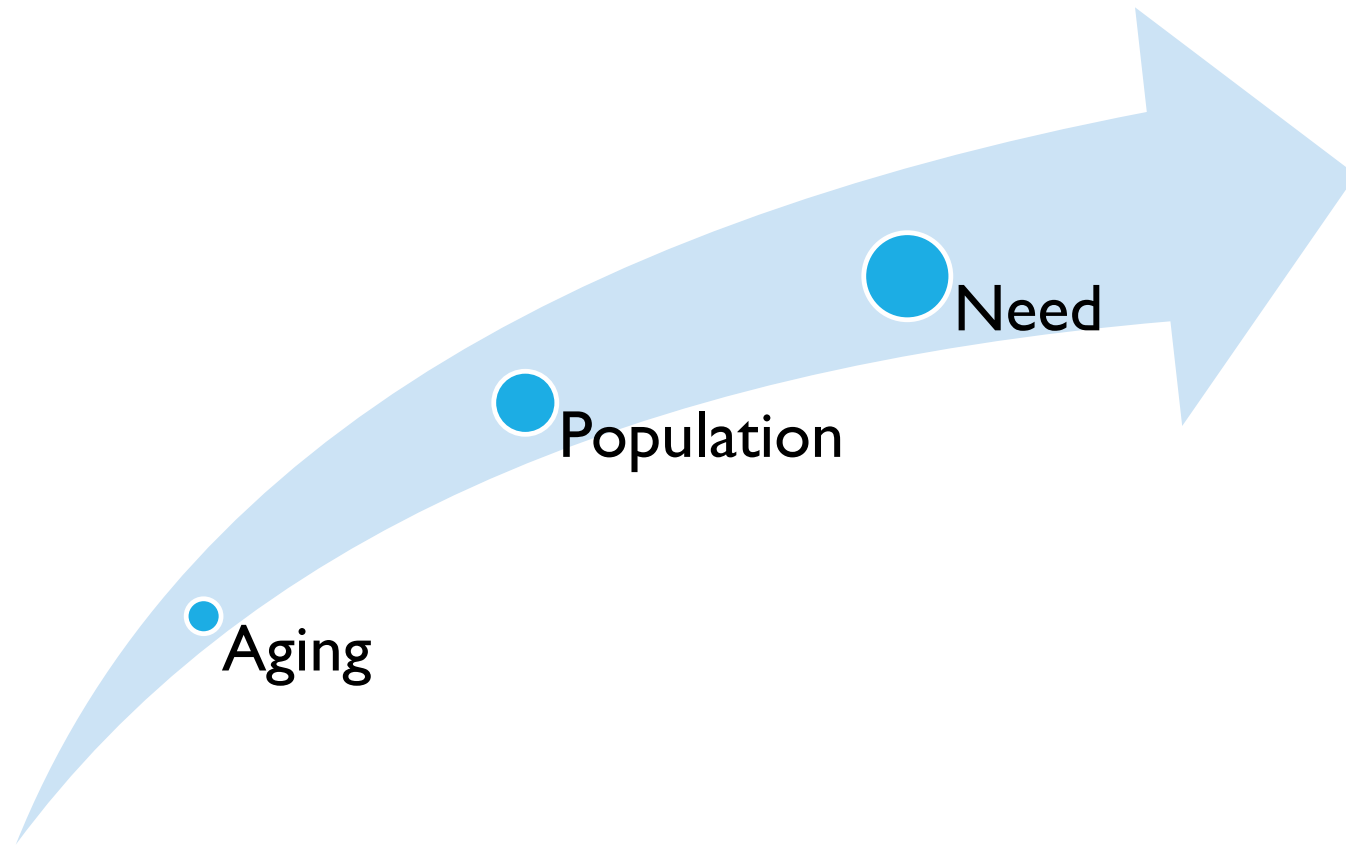
Dental Sourcing

Oral Health R&R

Staffing Structures

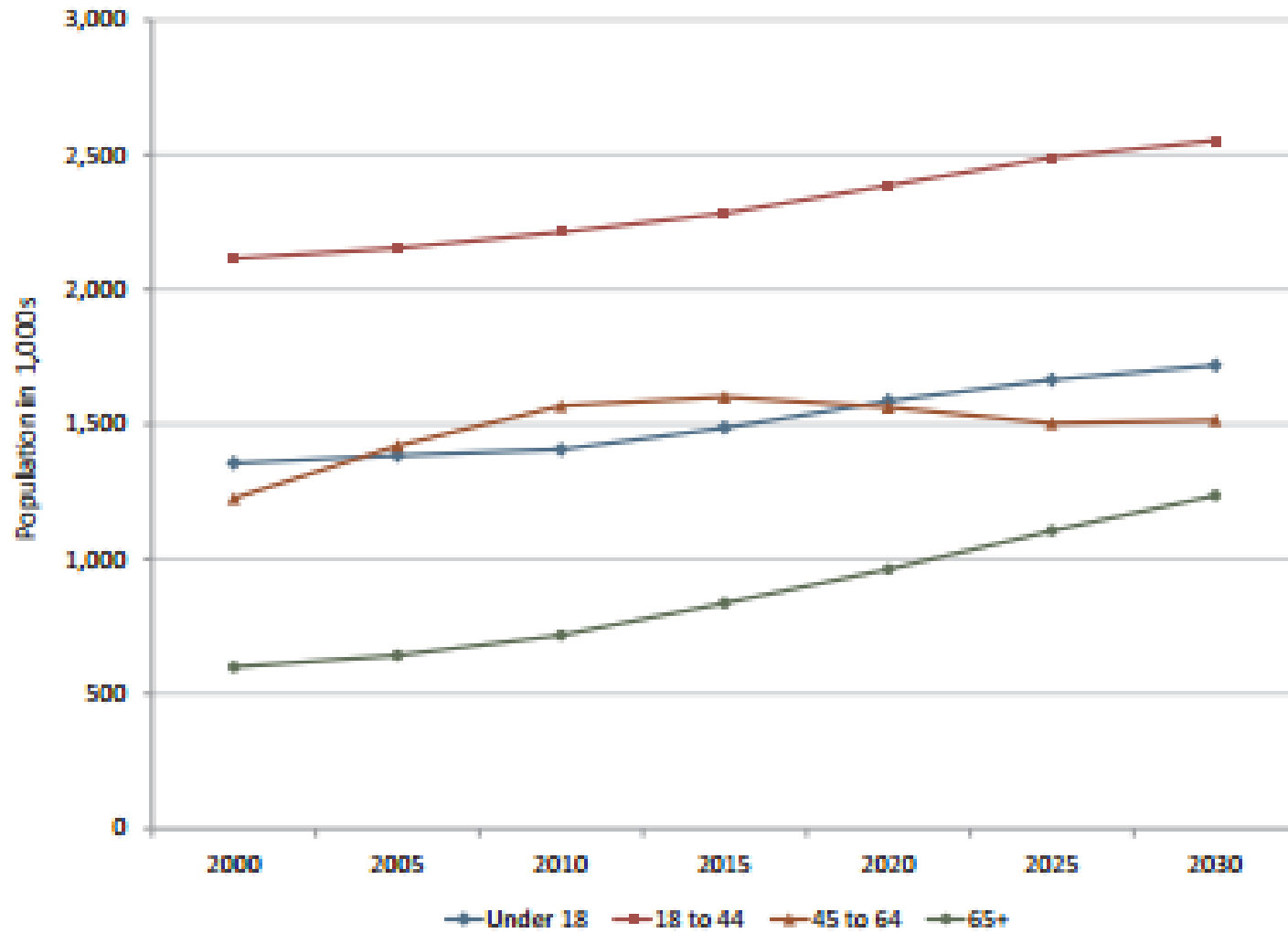
Retention Programs

# REGION 3: MARYLAND

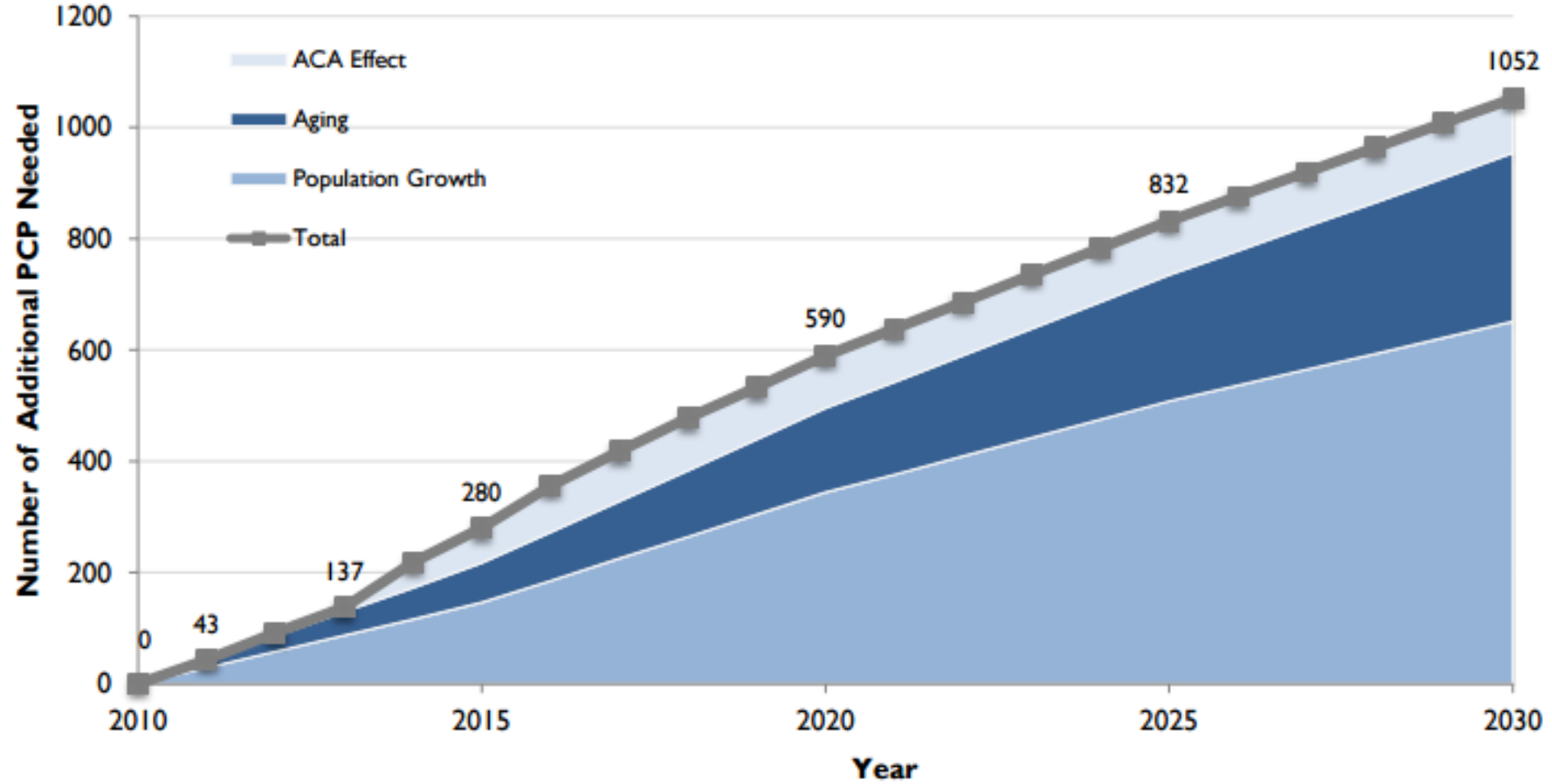


The U.S. Census Bureau estimates that 17.6 percent of Maryland's population will be 65 and older by the year 2030, an increase of 47.6 percent from 2015.





## Maryland Projected Primary Care Physicians Need



# ACU AGGREGATE REPORT

- Crime Rate
- Oral Health  
Vacancy/Support
- NP/PA/CNM Turnover
- FT/PT Physicians
- Psych/LCSW Vacancy

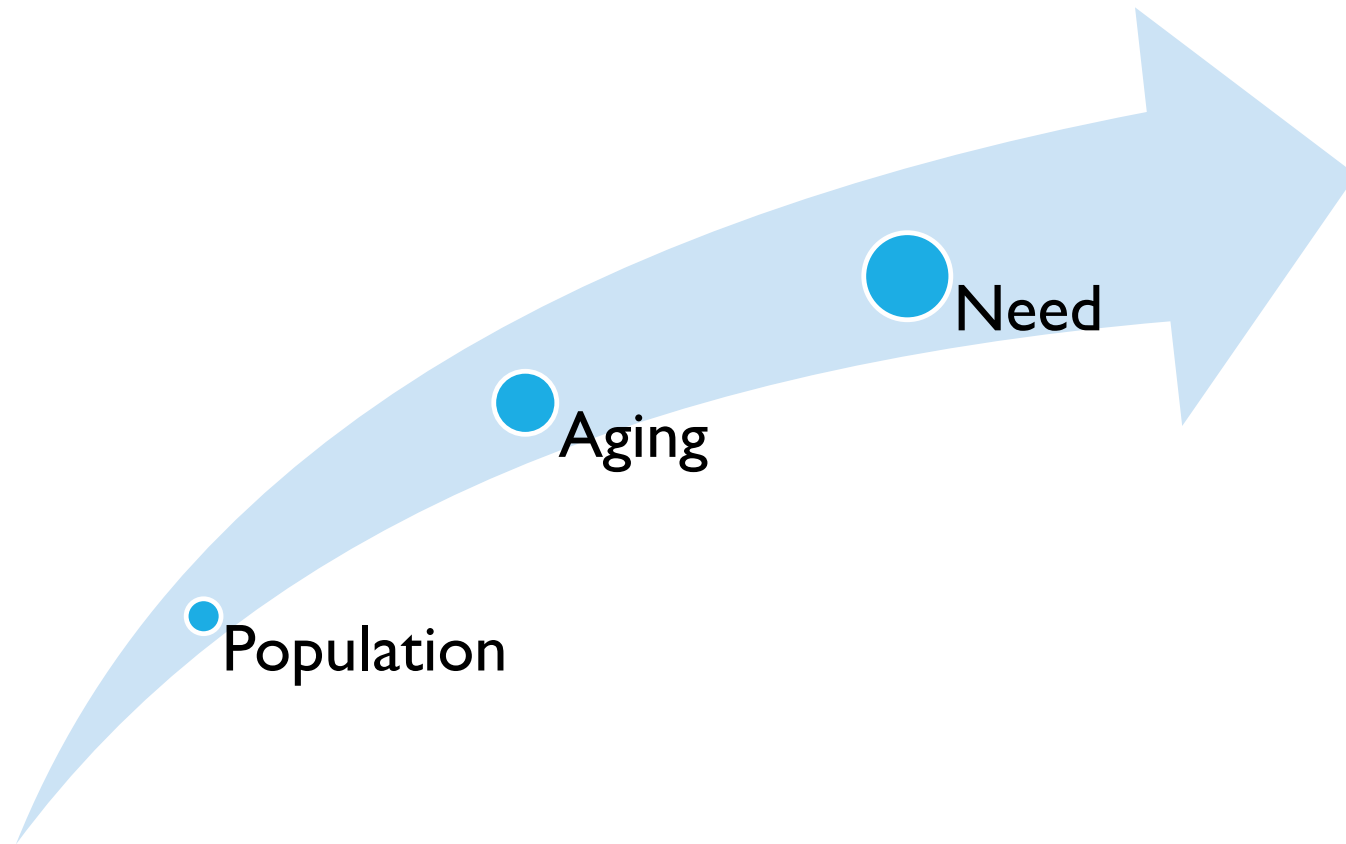
Compensation

Oral Health  
R&R

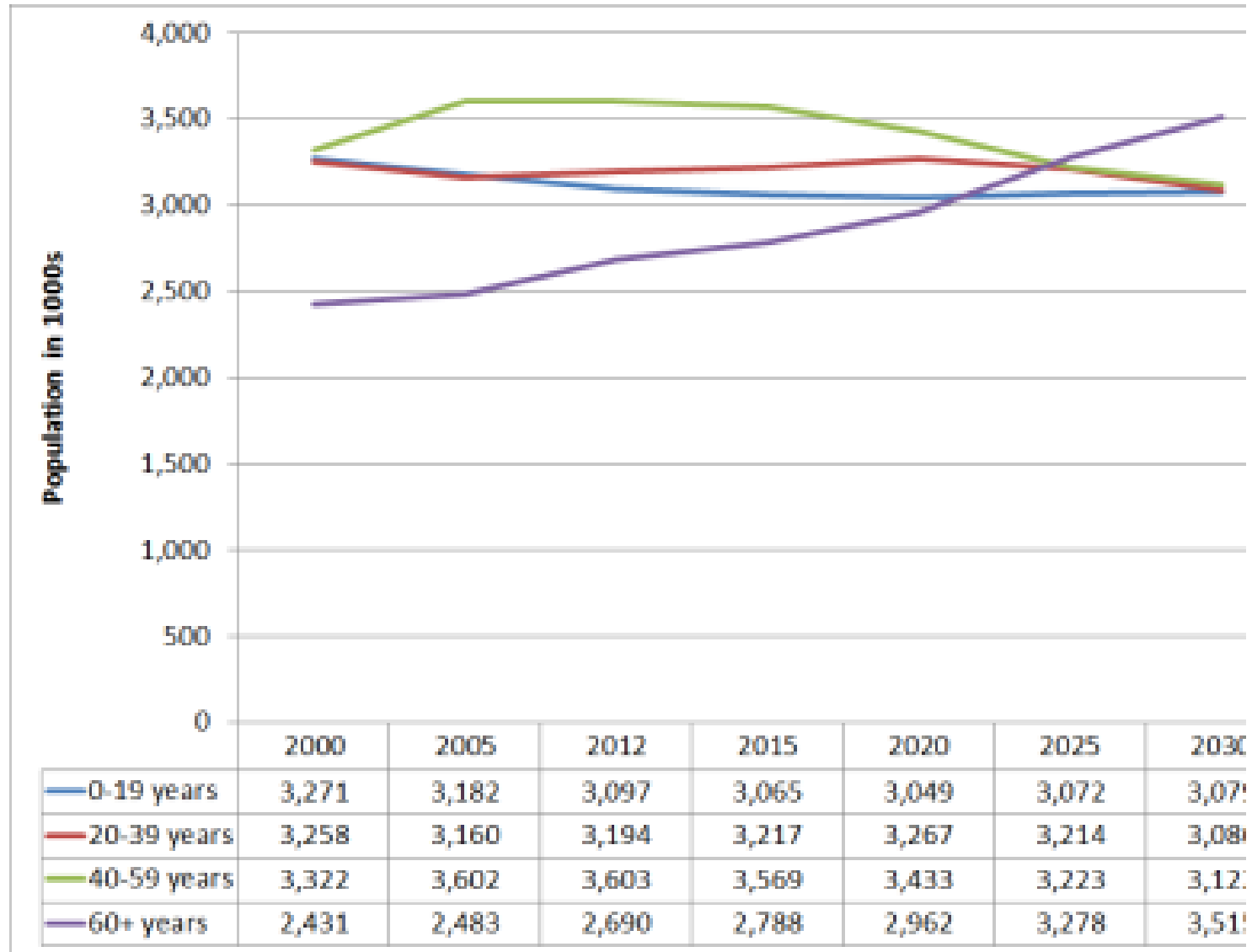
Retention  
Programs

Staffing  
Structure

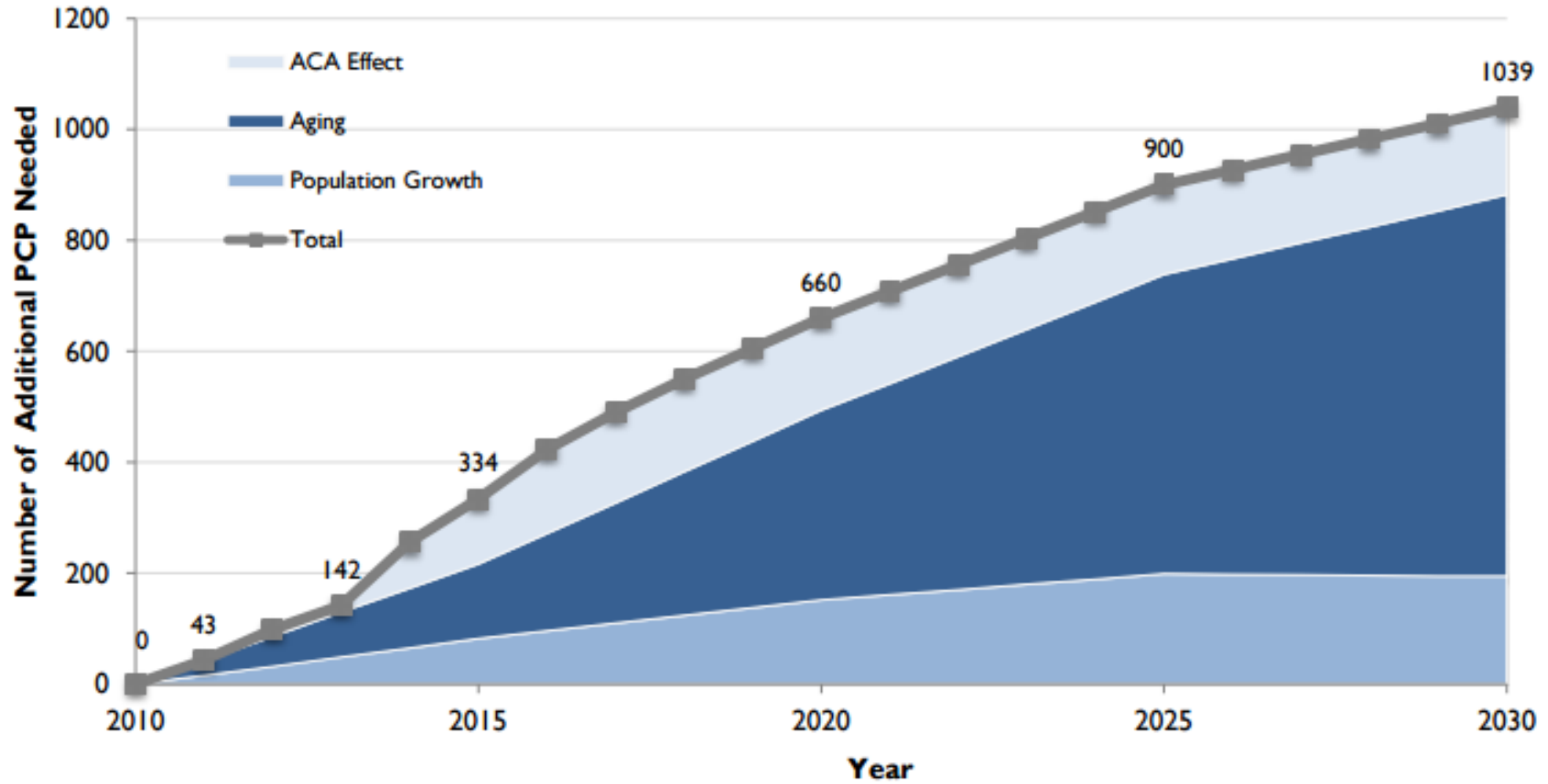
# REGION 3: PENNSYLVANIA



The U.S. Census Bureau estimates that 27.5 percent of Pennsylvania's population will be 60 and older by the year 2030, an increase of almost 28 percent from 2012.



## Pennsylvania Projected Primary Care Physicians Need



# ACU AGGREGATE REPORT

- Population Drug Dependence/Abuse
- Crime Rate
- FT/PT Physician Staffing
- Organizational Financial Stability

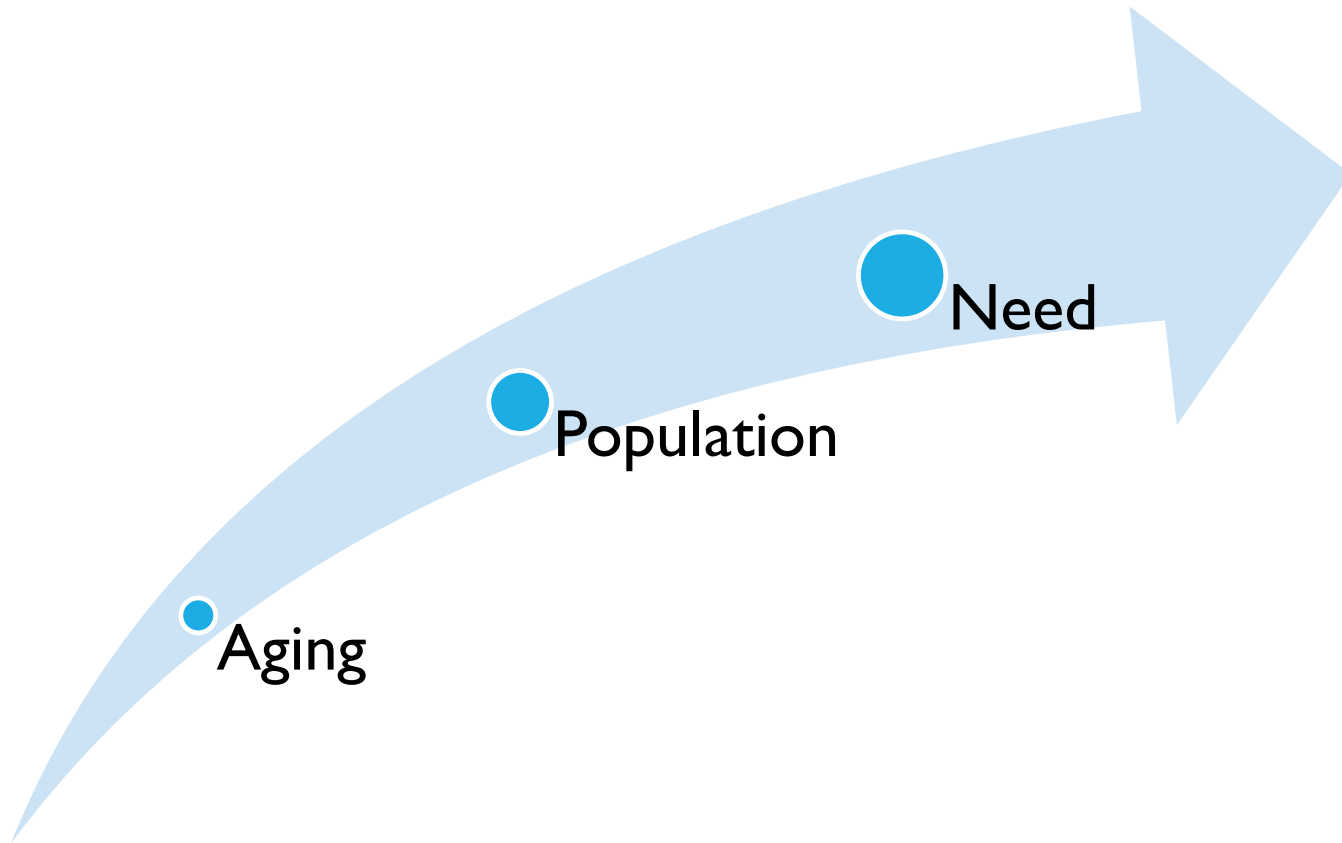
Compensation

Urban Competition

Rural Scarcity

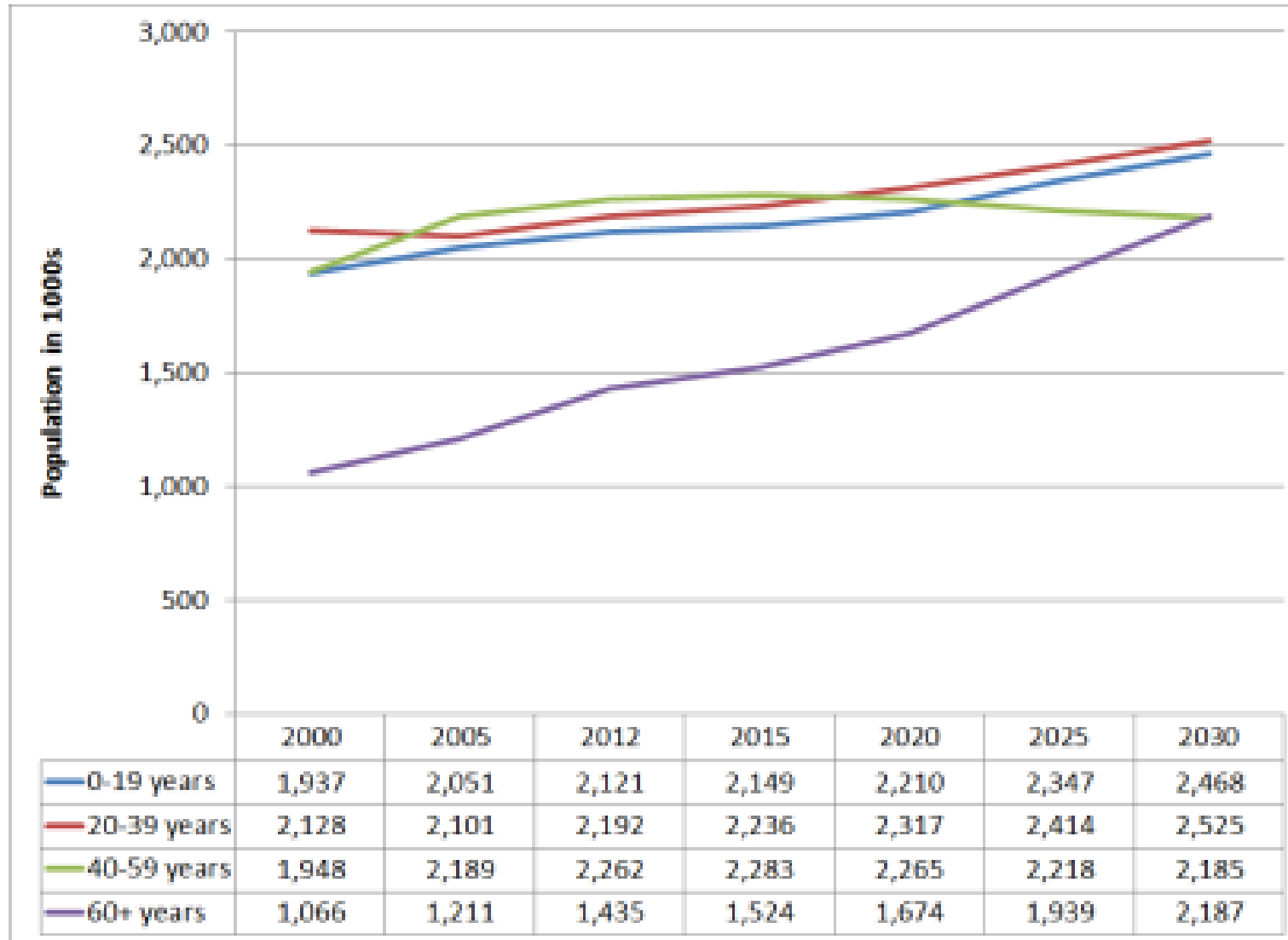
Staffing Structure

# REGION 3: VIRGINIA

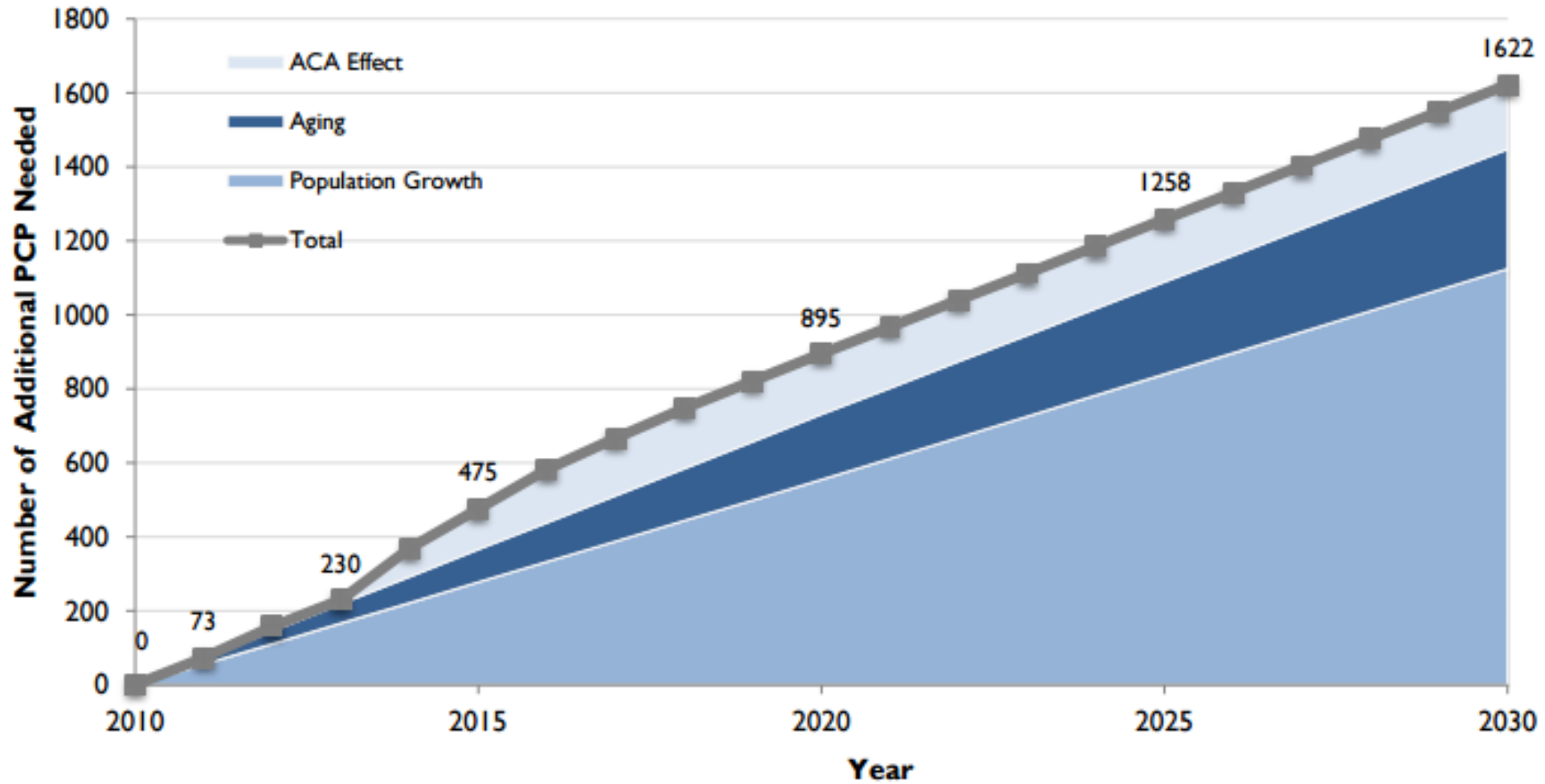


The U.S. Census Bureau estimates that nearly 24 percent of Virginia's population will be 60 and older by the year 2030, an increase of 30 percent from 2012.





### Virginia Projected Primary Care Physicians Need



# ACU AGGREGATE REPORT

- FT/PT Physician Staffing
- FT/PT NP/PA/CNM Staffing
- Newer Senior Admin Staff

Rural  
Scarcity

Turnover

Long-Term  
Retention

Overall Org  
Change

# REGION 3: WEST VIRGINIA

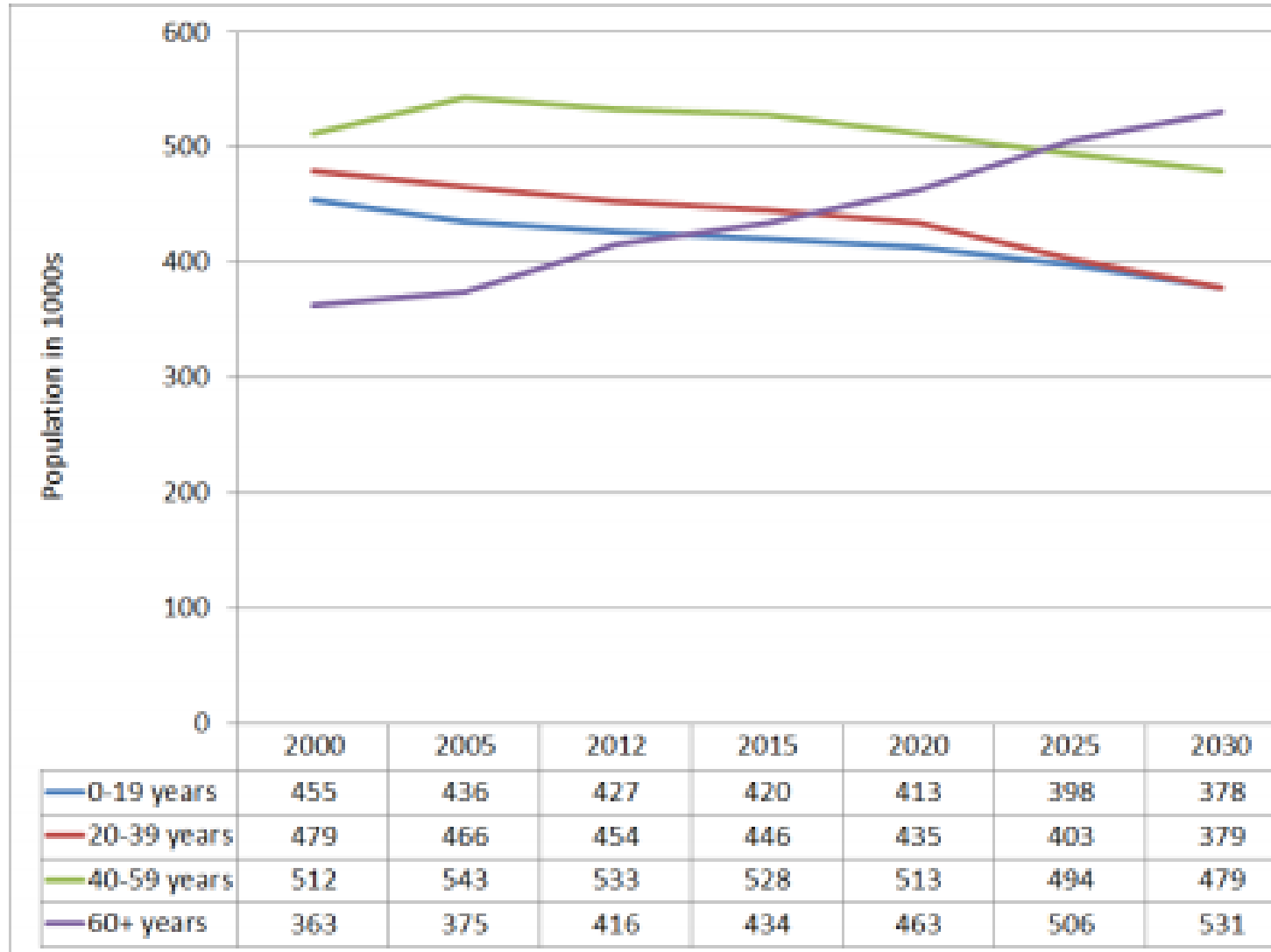


Aging of  
Current Pop.

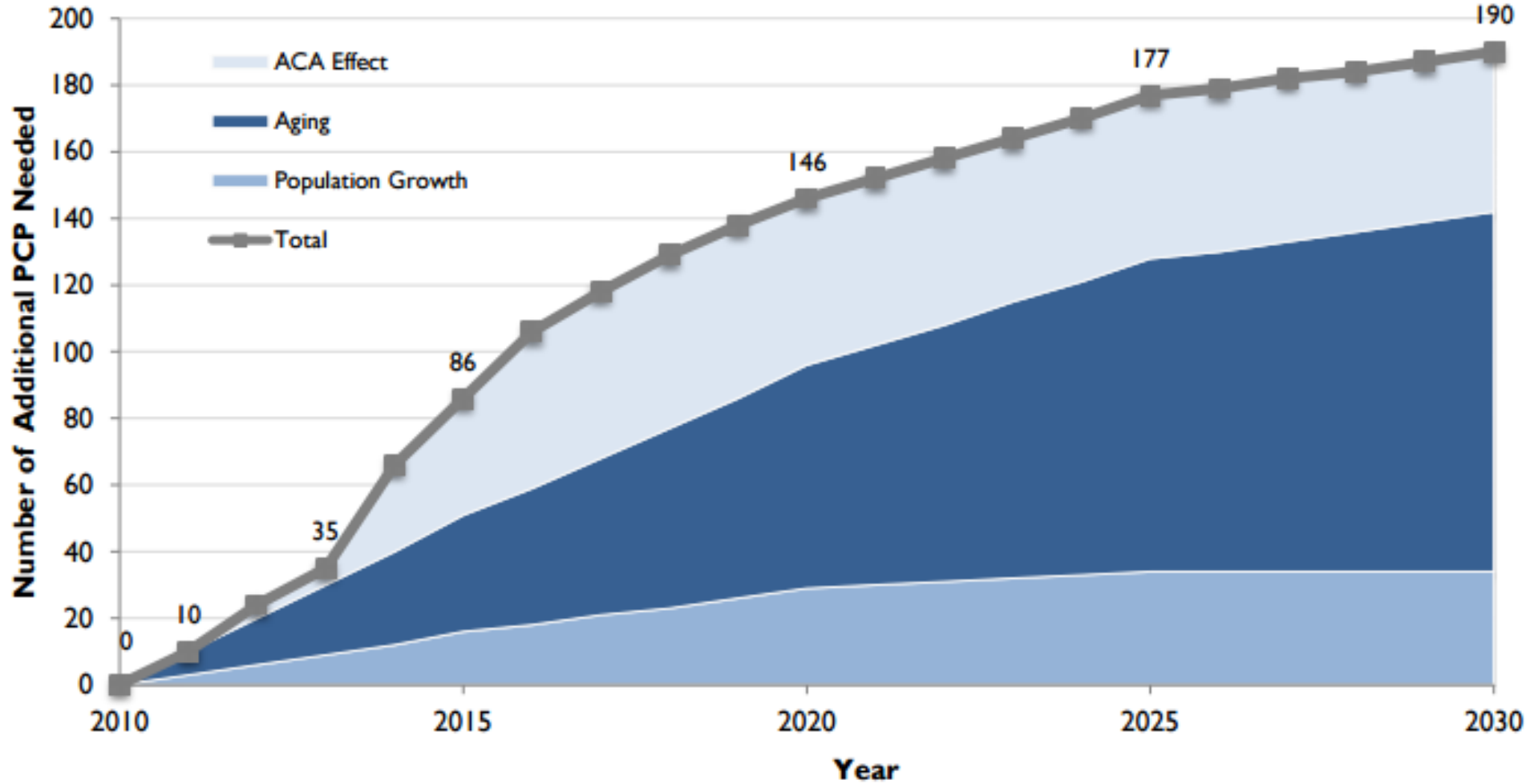


Declining  
Overall Pop.

The proportion of West Virginia's population that is 65 and older is growing while the proportion that is younger than 65 is shrinking.



## West Virginia Projected Primary Care Physicians Need



# ACU AGGREGATE REPORT

- Rural Locations
- Support Ratios

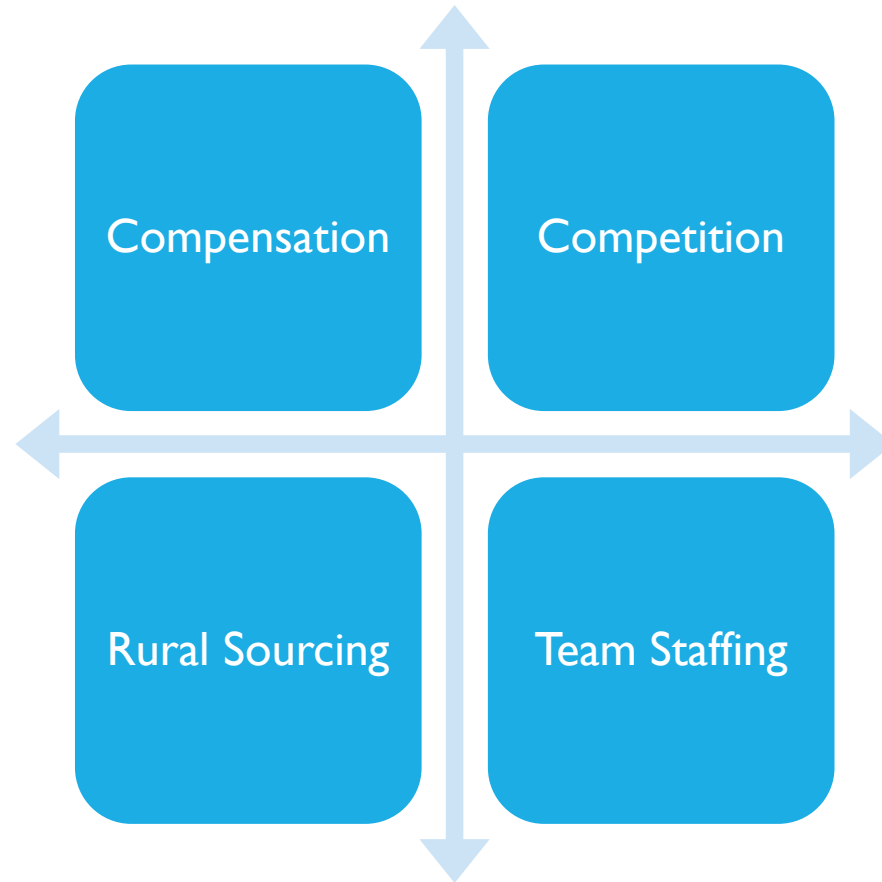
Rural Scarcity

Building Teams

Compensation

Recruitment  
Strategy

# CONNECTING THE DOTS







# DATA



Examining your current and wished-for workforce data sets, and connecting them to your R&R topics

Needs Assessments

Recruitment Data

Retention Data

Salary Surveys

ACU Data!



# ACTION TIME!

1. Review the list of data sets you brought
2. Start to fill in the Data column for your PCA
3. It's ok to leave some squares blank! You may not have them all tied together yet

What surprised you?  
How easy or hard was it  
to connect data with  
topics?  
What can we add to our  
wish list?



# UNMET NEEDS AND EXISTING GAPS

1. Reviewing our Wish List
2. Strengths, Challenges, Past Attempts
3. Examining the holes in your matrix

# COLLABORATION

Identifying opportunities to share information or work together





# COLLABORATION OPPORTUNITIES

Sharing templates



Sharing data



Joint training



Coordinated program development



# ACTION TIME!

1. Brainstorm collaboration opportunities for each row on your Matrix
2. Go chat with someone from another PCA about your idea
3. Dream big, friends!

What were some easy ideas?

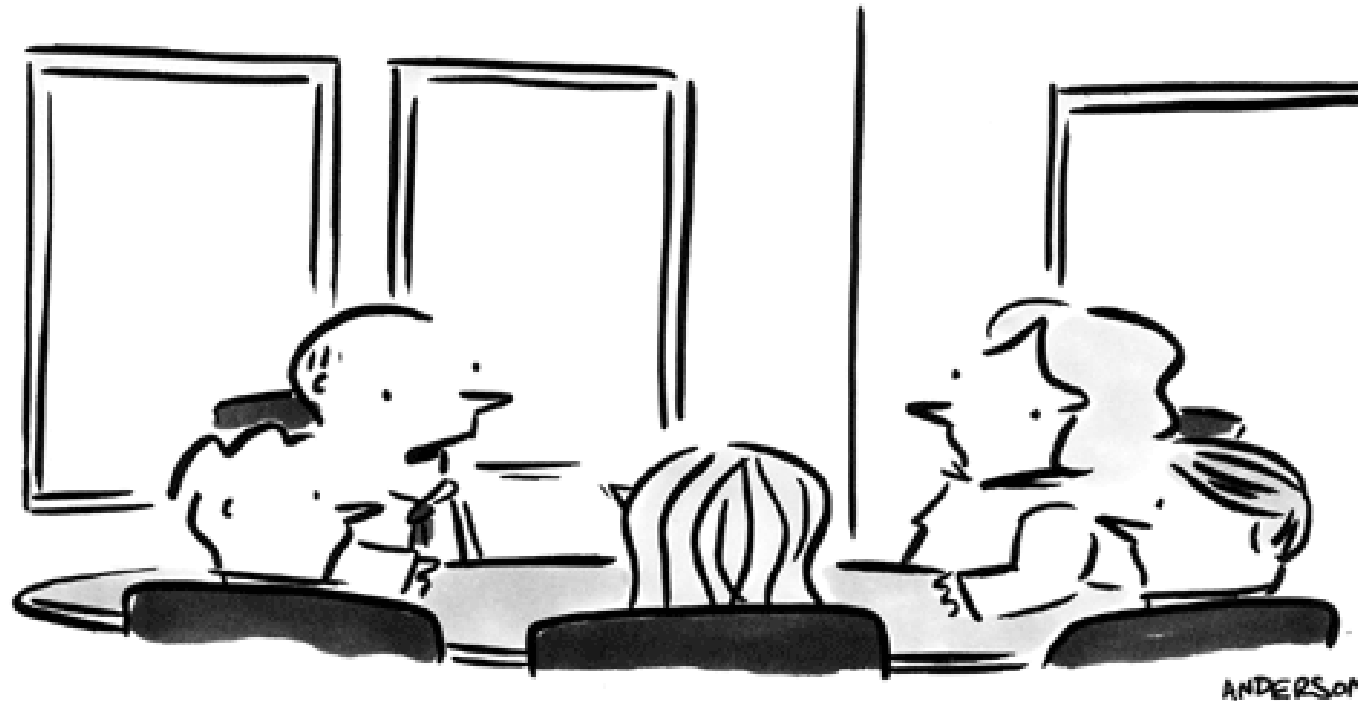
Which ideas seemed cool but challenging?

What can we do to collaborate across all PCAs in the region?



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"OK, now that we all agree, let's all go back to our desks and discuss why this won't work."

# REGIONAL ACTION PLAN





## ACU Workforce Strategy Session Regional Action Plan 2017-2018

| Objective | R&R Activity | PCAs Involved | Timeline | Collaboration Opportunities |
|-----------|--------------|---------------|----------|-----------------------------|
|           |              |               |          |                             |
|           |              |               |          |                             |
|           |              |               |          |                             |

# SO NOW WHAT?

1. Have a debrief meeting with your team to clean up your Workforce Matrix
2. Consider sharing your final Matrix with your Regional PCAs
3. Look for the final Regional Action Plan & Debrief from ACU



*Teamwork makes*  
**THE DREAM WORK.**

STAY IN TOUCH!

[Chcworkforce.org](http://Chcworkforce.org)

[aabayasekara@clinicians.org](mailto:aabayasekara@clinicians.org)

703-562-8820