

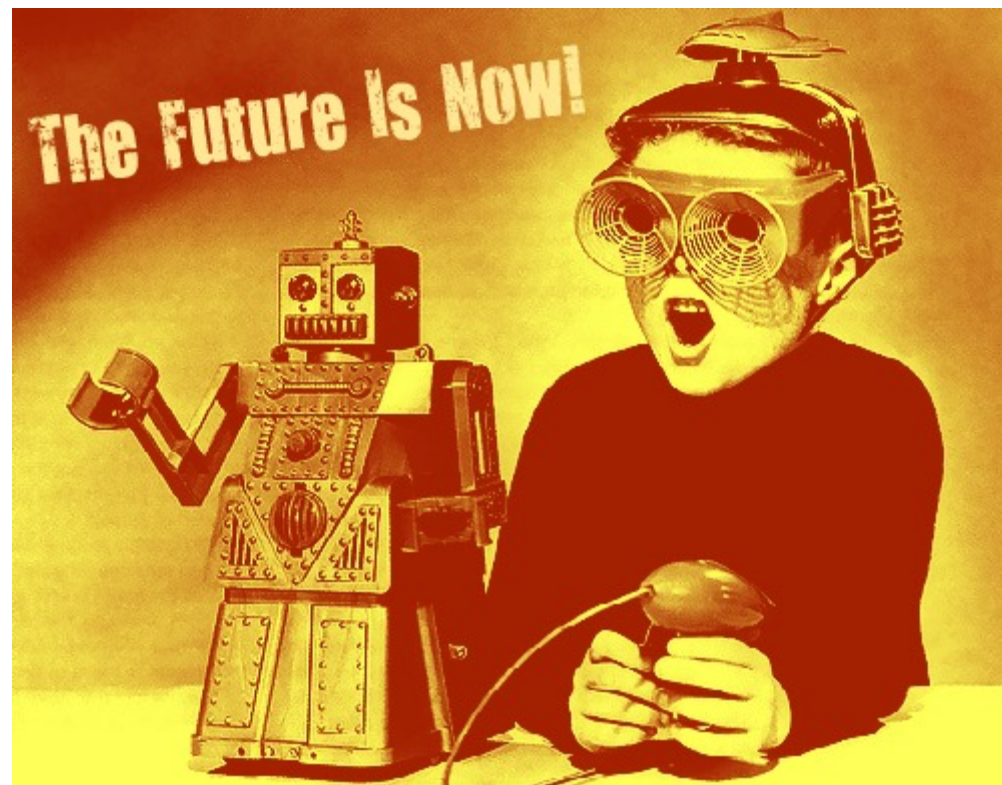


# REGION 9 STRATEGY SESSION

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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!

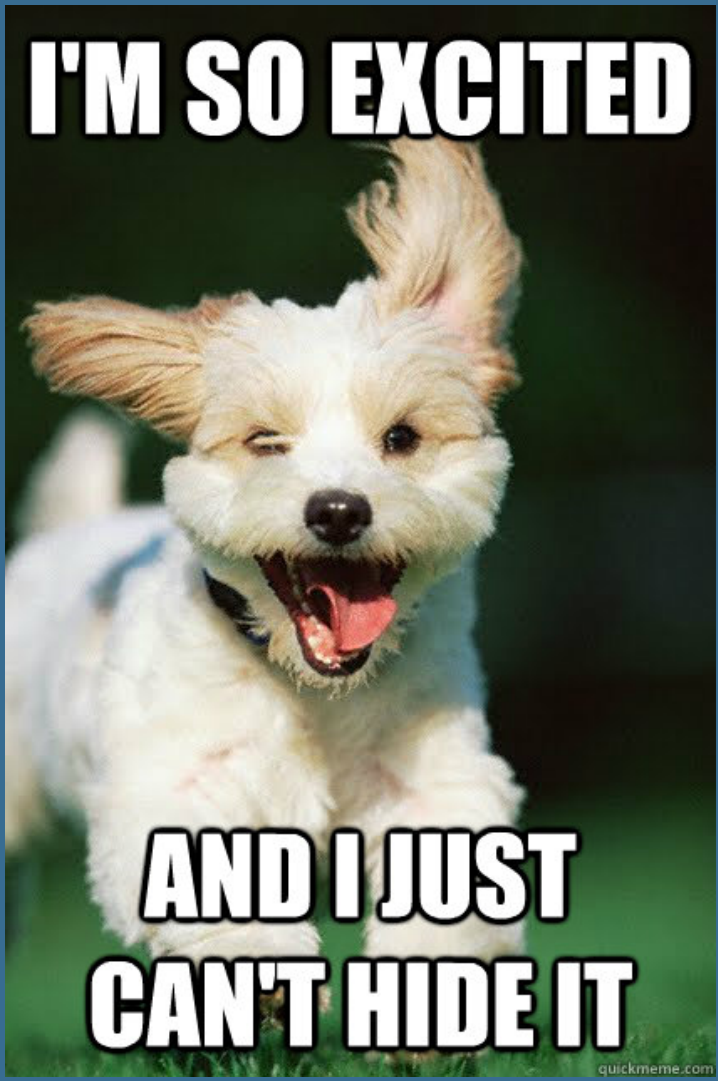
**WHAT  
ARE YOUR  
GOALS**



# PLAN FOR THE DAY

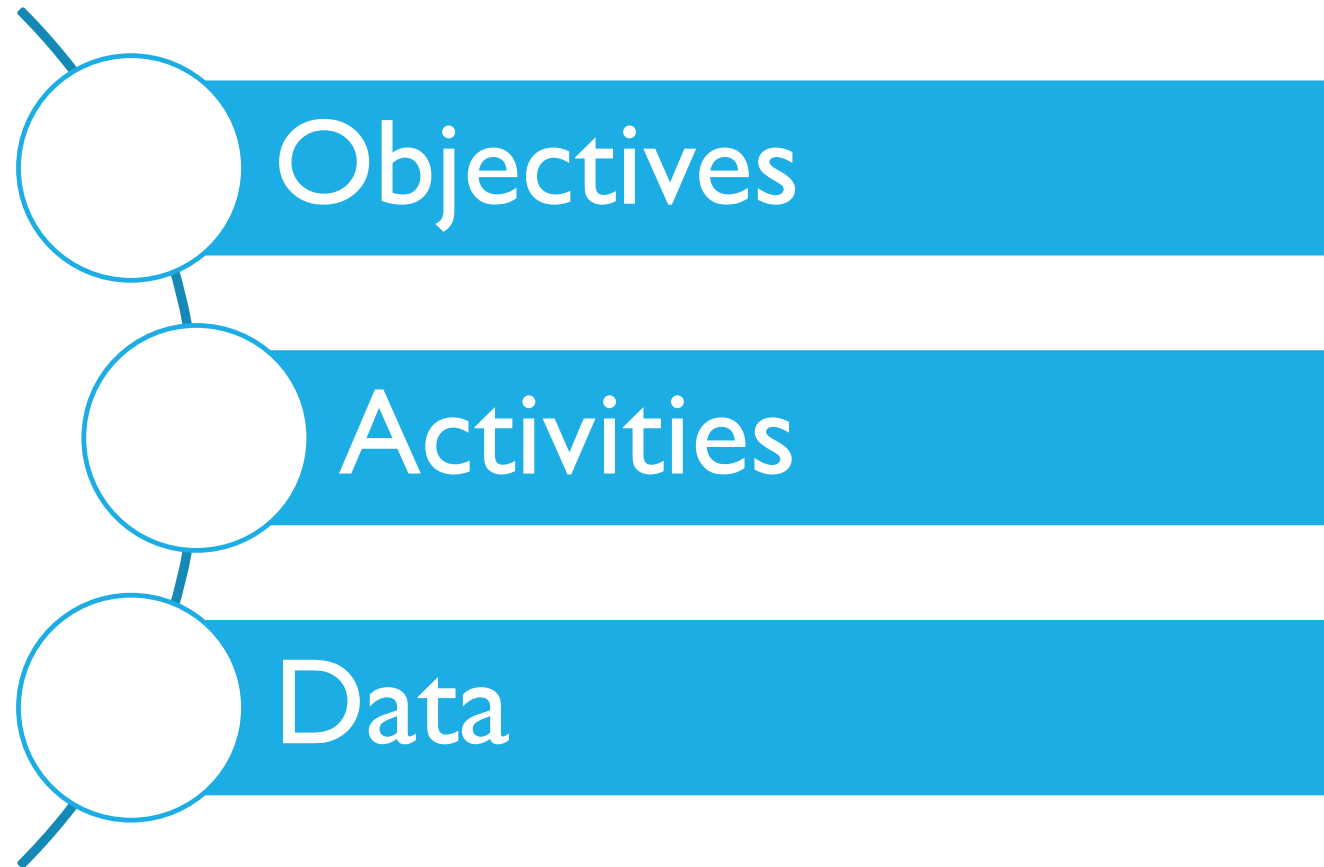
1. Build a common language and structure for discussing workforce activities
2. Complete your PCA Workforce Matrix covering: R&R objectives, planned activities, and data sources
3. Talk!
4. Stitch things together into a Regional Action Plan







# WORKFORCE MATRIX





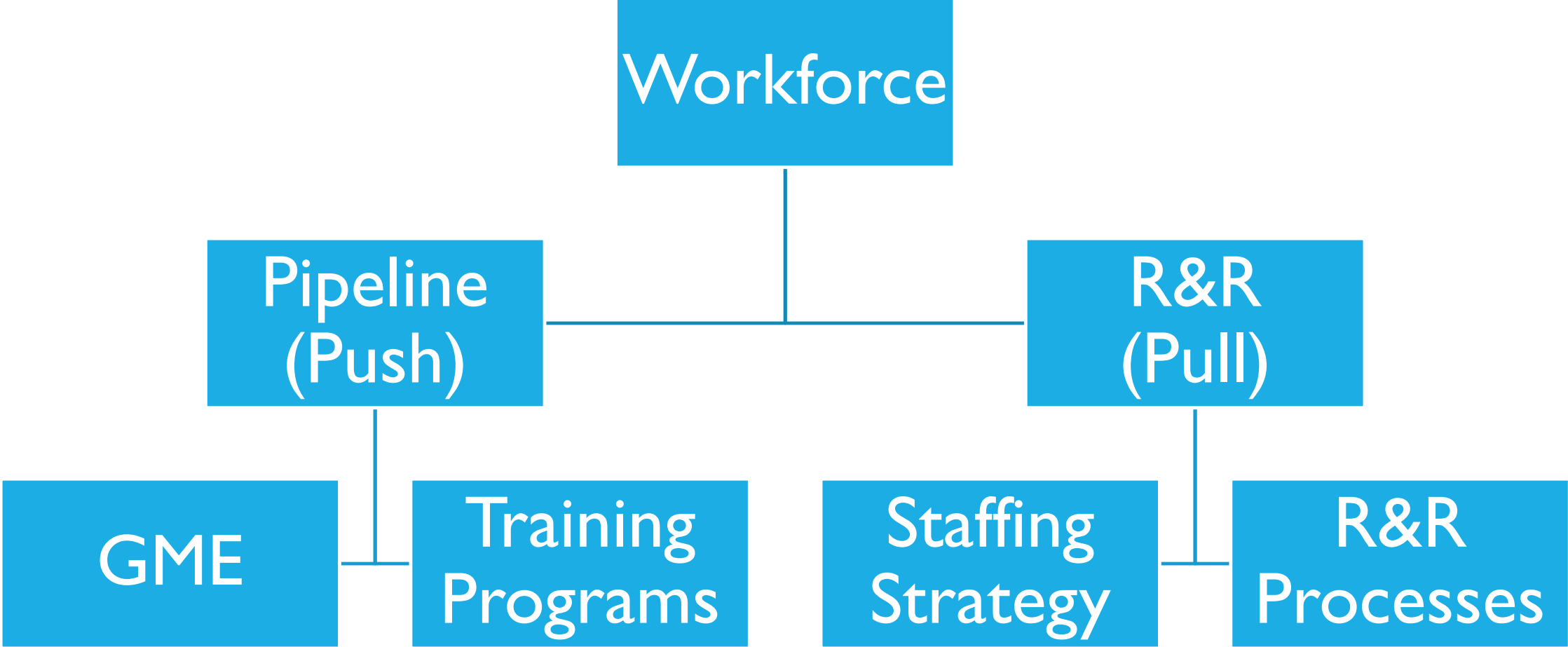
ACU Workforce Strategy Session  
PCA Workforce Matrix  
2017-2018

<b>Recruitment &amp; Retention Objective</b>	<b>Planned Activities</b> <i>Next 12 Months</i>	<b>Data Sources</b> <i>Need or Have</i>

# OBJECTIVES

What workforce objectives are you trying to help your health centers achieve?





# EXAMPLES OF OBJECTIVES

- Increase physician tenure to minimum of 4 years
- Integrate behavioral health professionals into all care teams
- Decrease time-to-fill rates for Nurse Practitioners
- All health centers have a strategic workforce plan
- All health centers have a written retention and recruitment plan
- All health centers are collecting standard HR data

# 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

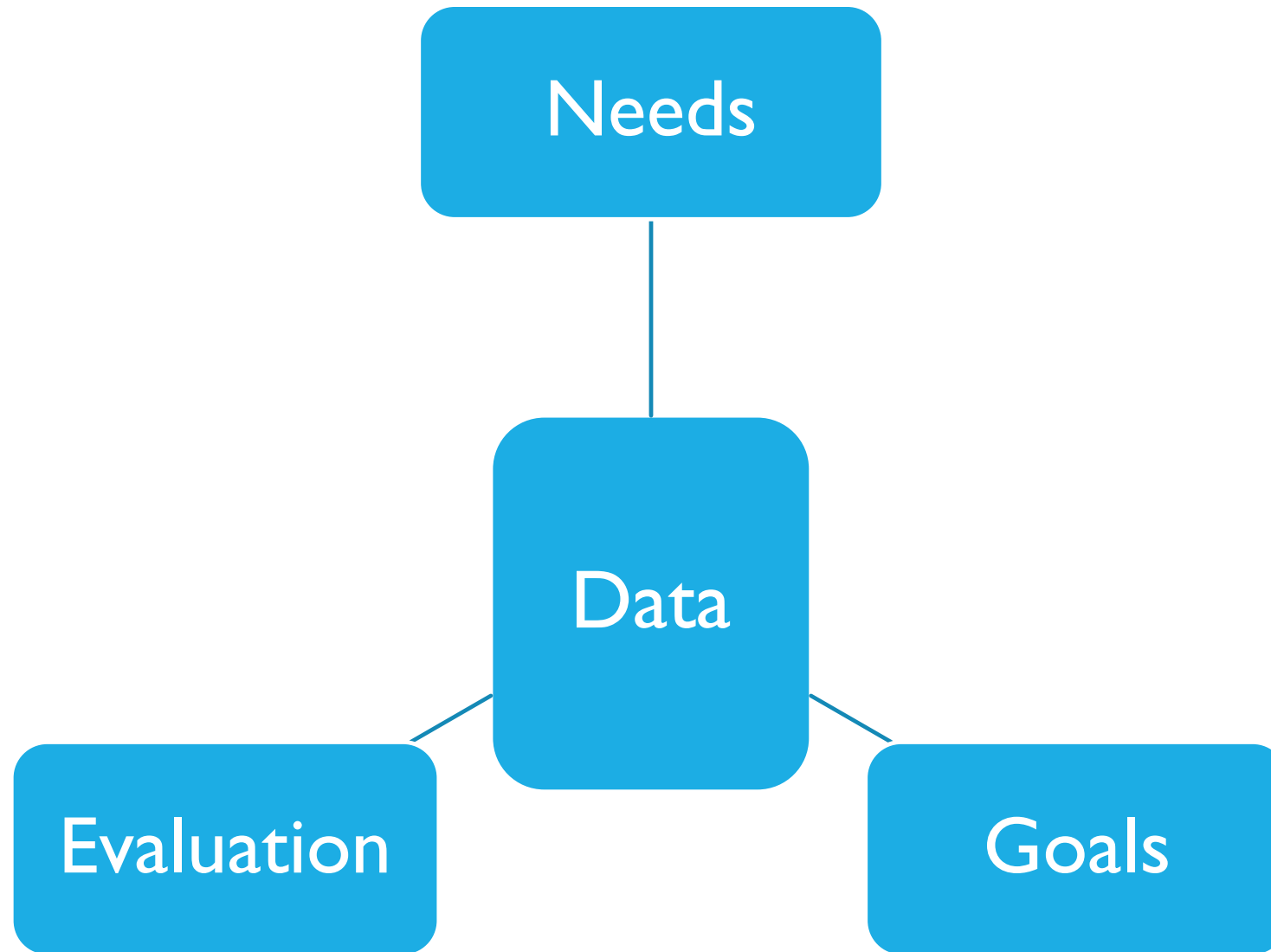
Self-Paced  
Session

# DATA

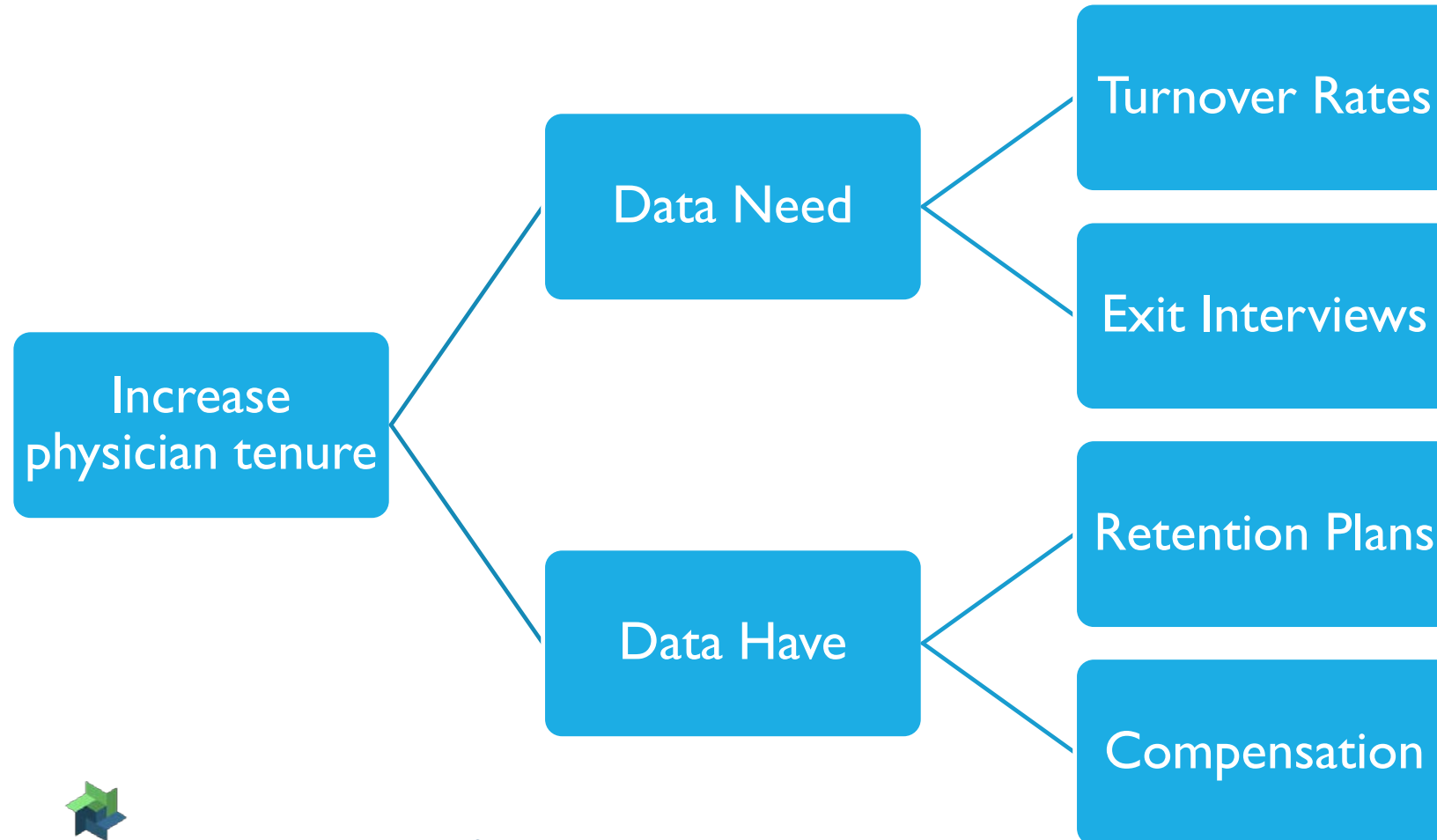


Examining your current and wished-for workforce data sets, and connecting them to your R&R objectives





# OBJECTIVES & DATA



# WORKFORCE DATA

Workforce  
Projections

State Need  
Projections

ACU Data

HR Metrics

Compensation  
Benchmarks

Needs  
Assessment

# ACU AGGREGATE REPORTS

- You're not starting from scratch!
- Use these as starting point to identify types of data you might need to achieve objectives

**STAR<sup>2</sup>CENTER** Recruitment and Retention - State Data Summary  
TN  
29 Health Center Organizations

Number of Sites	177	Any Grant Conditions?	17.2%
Medical Users	337,601	EHR Installed/In-Use?	96.6%
Special Pop Focus (majority of patients)?	3.4%	PCMH Recognition?	55.2%

FundingCHC 89.7% FundingMHC 10.3% FundingHO 20.7% FundingPH 10.3% Rural Grantees 72.4%

		State Flag Rate and Count	National Flag Rate	State Applicable Count		State Flag Rate and Count	National Flag Rate	State Applicable Count	
<b>Recruitment</b>	<b>Health Center Service Area</b>	1) NHSC MD,DO Placement / Current MD Staff	6.9% (2)	10%	29	6) NHSC Dentist Placement / Current Staff FTE	7.7% (1)	10%	13
		2) NHSC NP,PA,CNM Placement / Current Staff	7.1% (2)	10%	28	7) NHSC Dentist Vacancy / Current Staff FTE	15.4% (2)	10%	13
		3) NHSC MD,DO Vacancy / Current MD Staff	10.3% (3)	10%	29	8) NHSC Psych,LCSW Placement / Staff FTE	0.0% (0)	2%	17
		4) NHSC NP,PA,CNM Vacancy / Current Staff	3.6% (1)	8%	28	9) NHSC Psych,LCSW Vacancy / Current Staff FTE	5.9% (1)	8%	17
		5) Ratio of Avg. Pay per Med FTE to MGMA mix	17.2% (5)	10%	29	10) Language Focus (% Best Served nonEnglish)	0.0% (0)	10%	29
<b>Retention</b>	<b>Health Center SA</b>	1) Primary Care MD/DOs per 100K Pop	27.6% (8)	10%	29	11) 4 Year Avg Profit/Loss (as % Expenses)	17.2% (5)	9%	29
		2) % Non-MD providers (wgt by productivity)	20.7% (6)	10%	29	12) Dentists per 100K Pop	24.1% (7)	10%	29
		3) Specialist MD/DOs per 100K Pop	27.6% (8)	10%	29	13) Population Density (pop/sq mile)	0.0% (0)	10%	29
		1) Months per Senior Admin staff (CEO/CMO)	3.4% (1)	10%	29	14) % Limited English Proficiency	0.0% (0)	10%	29
		2) Patient Panel per Med provider FTE	10.3% (3)	10%	29	9) Year-end Staff Count per FTE - PC MD,DOs	16.7% (4)	19%	24
		3) Visits per FTE - PC MD,DO	6.9% (2)	10%	29	10) Year-end Staff Count per FTE - PC NP,PA,CNM	17.9% (5)	19%	28
		4) Ratio of Visits per PC Team FTE to MGMA mix	13.8% (4)	10%	29	11) Avg Tenure Months/ Staff Count - PC MD	14.3% (4)	11%	28
		5) % NonPhysician providers (of Med prov. FTE)	17.2% (5)	10%	29	12) Avg Tenure Months/ Staff Count - NP,PA,CNM	10.7% (3)	10%	28
		6) Primary Care Clinical Support Ratio	10.3% (3)	10%	29	13) Clinical Quality - Diabetes (HbA1c<8%)	6.9% (2)	10%	29
		7) Admin Support Ratio - Medical	3.4% (1)	10%	29	14) Clinical Quality - Hypertension (controlled)	10.3% (3)	11%	29
8) Dental Clinical Support Ratio	30.8% (4)	11%	13	15) Year-end staff individuals per FTE-Dentists	0.0% (0)	23%	9		
				16) Year-end Psychiatrist,Psychologist per FTE	0.0% (0)	24%	4		
				17) Year-end LCSW per FTE	22.2% (2)	28%	9		
				1) Violent crime rate per 100K Pop	20.7% (6)	10%	29		
				2) % Pop with Non-Medical Use of Pain Meds	0.0% (0)	10%	29		
				3) % Pop with Illicit Drug Dependence/Abuse	0.0% (0)	10%	29		

\* Flag Rate is % of applicable health centers for each measure



# ACTION TIME!

1. Review the list of activities & data sets you brought
2. Fill in the Workforce Matrix 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?



# Social Network





# STRENGTHS & CHALLENGES

1. What's the best thing you've ever done?
2. What activity was your biggest failure?
3. What have your previous roadblocks been and how could we overcome them?

# COLLABORATION

Identifying opportunities to share information or work together



# COLLABORATION OPPORTUNITIES

Sharing templates



Sharing data



Joint training



Coordinated program development

What are some easy ideas?

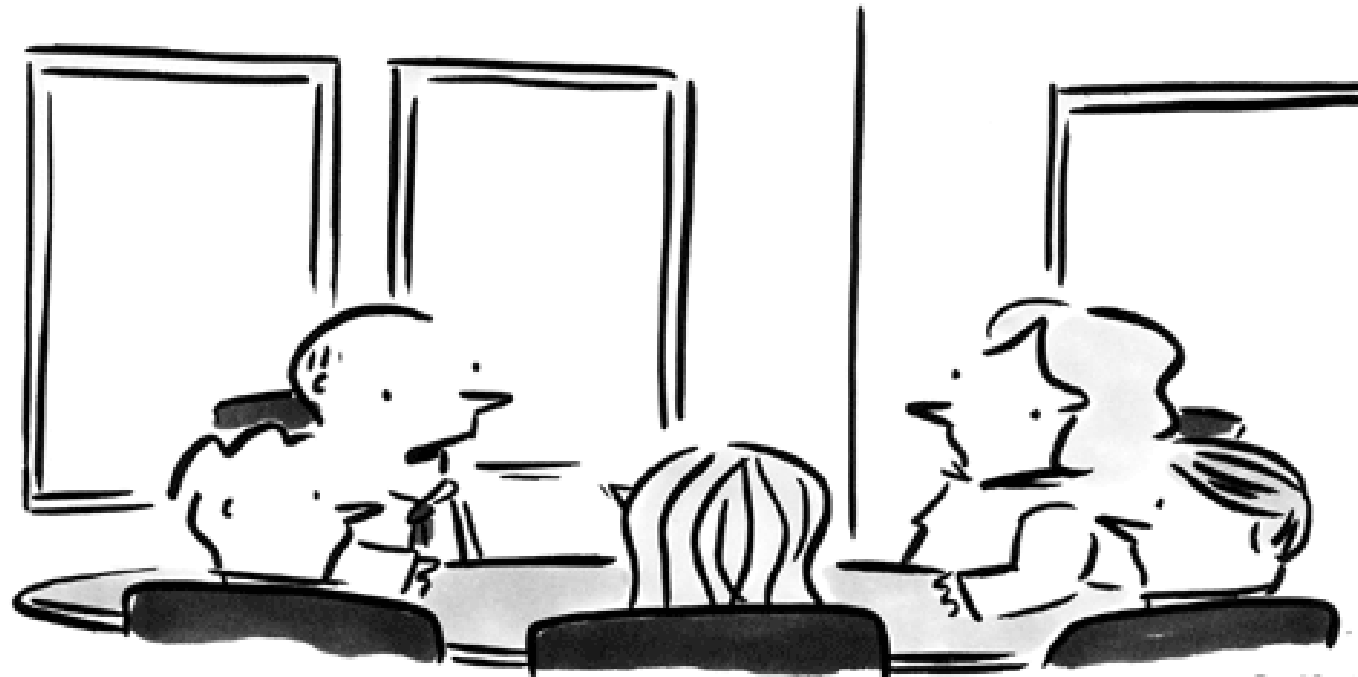
Which ideas seem cool but challenging?

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	Collaboration Opportunities	PCAs Involved

# 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!

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