



PCA/HCCN PROFESSIONAL DEVELOPMENT SERIES

DEVELOPING A WORKFORCE TRAINING PLAN FOR YOUR STATE

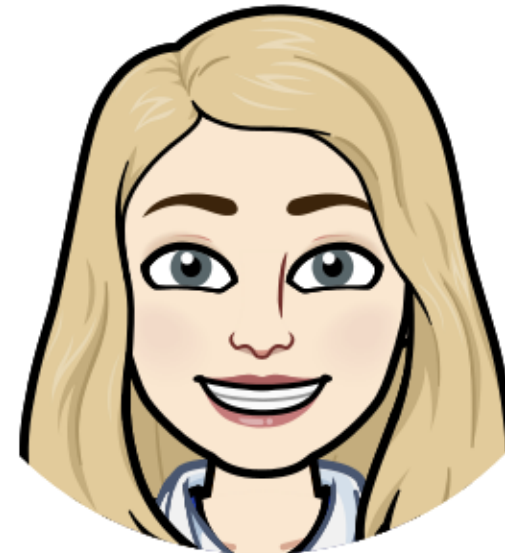
DECEMBER 6, 2018

3 P.M. EASTERN

TODAY'S PRESENTER

Suzanne Speer

Director,
Workforce Development



ASSOCIATION OF CLINICIANS FOR THE UNDERSERVED

Recruitment & Retention

National
Health
Service
Corps

Resources

Training

Networking

NATIONAL COOPERATIVE AGREEMENTS

Pipeline &
Team-Based
Care

Community Health
Center Inc.

Recruitment
& Retention

Association of
Clinicians for the
Underserved



EVERYTHING CLINICIAN RECRUITMENT & RETENTION

Solutions, Training, and Assistance for Recruitment and Retention (STAR² Center)

www.chcworkforce.org

ACU FACULTY

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GOALS OF SERIES

Help build your workforce expertise



Share PCA & HCCN Successes



Connect you with others

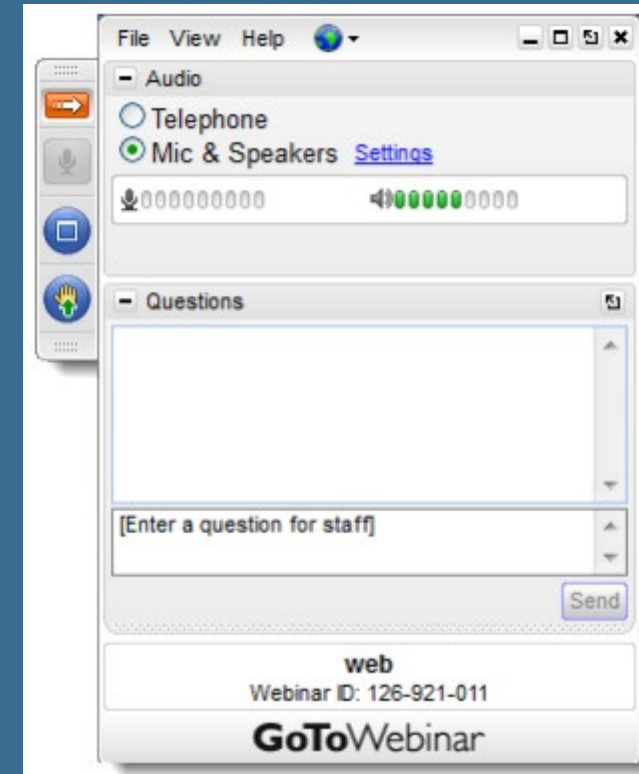
WEBINAR HOUSEKEEPING

We are
Recording

Ask
Questions

Have Fun

- Questions?
 - Raise your hand
 - Use the chat & questions boxes
 - Email mblake@clinicians.org



GOALS FOR TODAY

Review components involved in developing a state workforce training plan

Review processes involved in developing a state workforce training plan

Hear from some experts from CPCA

POLL QUESTION I

Does your organization currently have a workforce training plan?

A. I'm not sure...

B. We're not there yet

C. Yes, we do some basics

D. Yes, and we're practically experts!



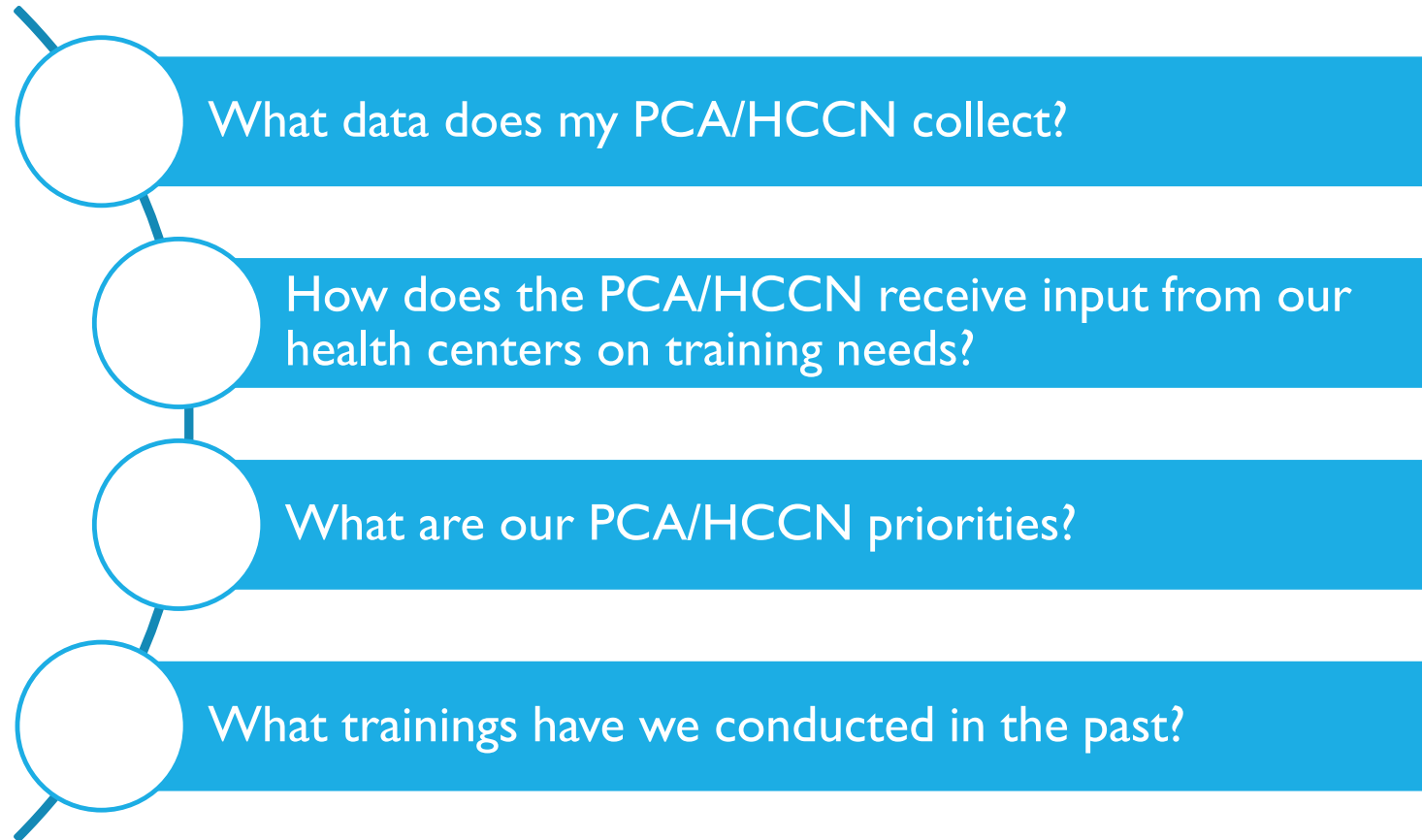
WORKFORCE TRAINING: PLANNING TO SUCCEED

A goal
without
a plan
is just
a wish.

~ Antoine de Saint-Exupery

www.heidihope.com/learning

WHERE DO I START? QUESTIONS TO ASK...



GATHERING INFORMATION

Workforce Data

- Job Board information
- Vacancy listings
- Retention surveys
- Compensation & Benefits surveys
- UDS workforce information

Workforce Input from Health Centers

- T/TA Needs Assessment Data on workforce
- Surveys from peer groups
- TA requests

PCA/HCCN Workforce Priorities

- PCA/HCCN strategic plan
- Department goals

Prior Trainings

- Reviews

ORGANIZATIONAL DATA

Salary

NHSC
Utilization

Staffing
Structures

Productivity
Expectations

Provider
Types

...and more!

HR DATA

Time to
Fill

Turnover

Tenure

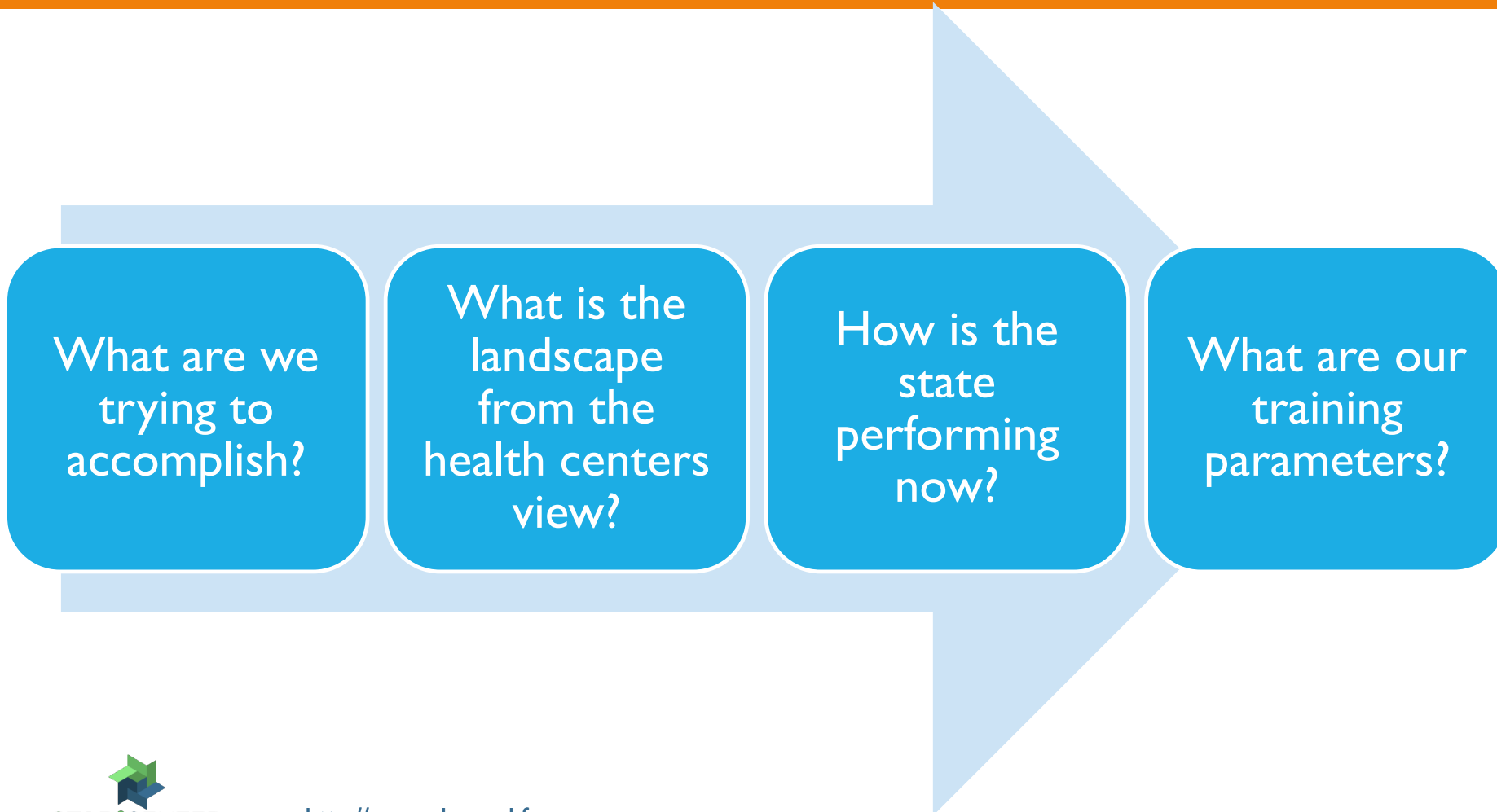
Vacancy
Rates

...and
more!



DEVELOPING YOUR PLAN

EXAMPLE PCA/HCCN PROCESS



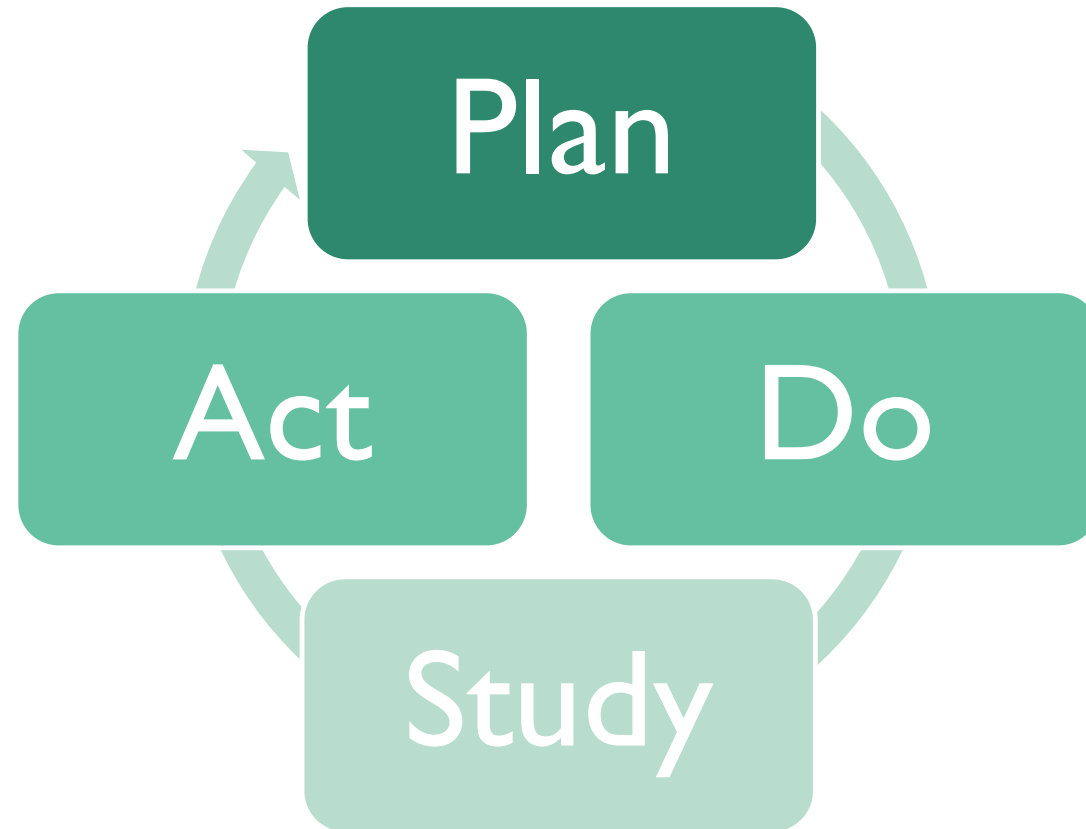
OTHER CONSIDERATIONS

Larger
Goals/
Themes

Type of
Training

In-House
or
Outside
Expertise?

LEARN AS YOU GO!



ACU RESOURCES

Now Available:

1. [Strategic Planning Workbook](#)
2. Data Profiles
3. PCA Curriculum Intake Form

Coming Soon:

1. HR Metrics Learning Collaborative
2. Turnover Analysis Tool

POLL QUESTION 2

What might be your greatest challenge in developing a state workforce training plan?

- A. Gathering all the information
- B. Analyzing information for trends
- C. Determining capacity to execute the training plan



HEAR IT FROM A PCA

GUEST EXPERTS

Nataly Diaz

Senior Program Coordinator

California Primary Care
Association

Isaias Ñiguez

Program Coordinator

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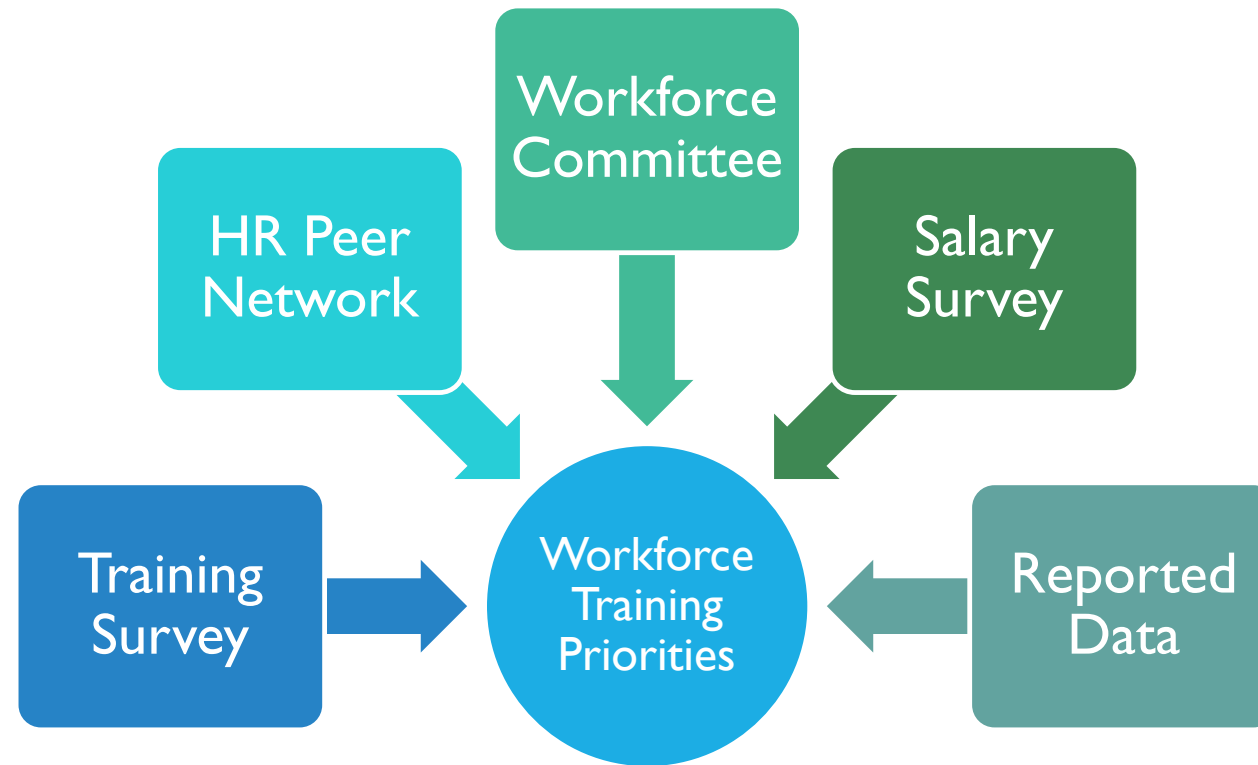
WORKFORCE FOCUS AREA & GOALS



CPCA Strategic Plan Bold Step #3: Cultivate a Robust Community Health Center Workforce



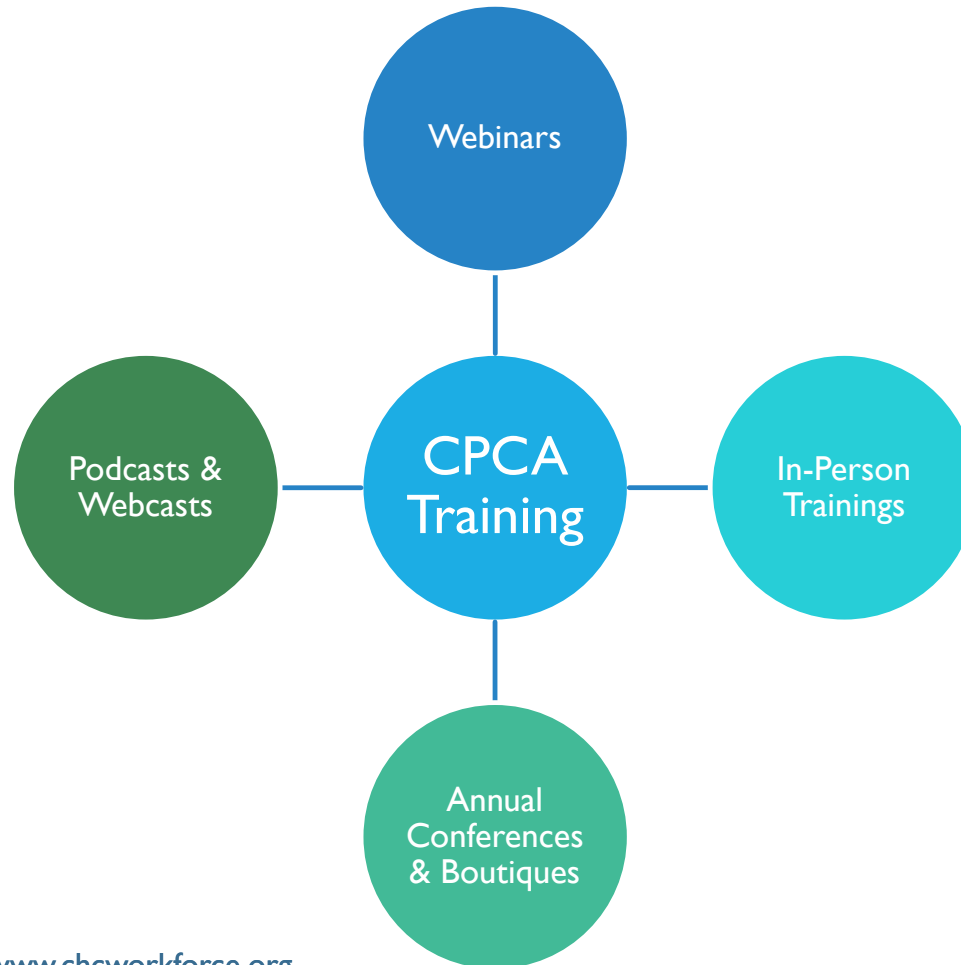
DETERMINING TRAINING PRIORITIES



WORKFORCE TRAINING PLAN

- 2018 Trainings
 - Medical Assistant Training, Supervision, and Scope
 - Medical Assistants & The Teamlet Model
 - Residency Program Supervision & Billing Considerations
 - Taming Talent Tremors: Recruit, Onboard, and Develop
 - Physician Leadership: Key to Health Center Vitality
 - Aligning Provider Compensation to Health Center Goals
 - Shortage Designation Modernization Project
 - Health Center & Workforce Development Board Partnerships
 - Compassion Fatigue – A Guide to Caring for Self While Caring for Others
- Recent Survey Data (Will Use to Develop 2019 Trainings)
 - Top Clinical Workforce Priorities
 - Enhancing Productivity
 - Developing/Reconfiguring Care Teams to Meet Patient Needs
 - Top Clinical Recruitment Challenges
 - Finding Effective Ways to Promote Your Organization as an “Employer of Choice”
 - Creating a Competitive Compensation & Benefits Package
 - Identifying & Utilizing Effective Combinations of Marketing Strategies for Open Positions
 - Top Strategies Used to Retain Existing Clinical Staff
 - Funding for Continuing Education
 - Part-Time/Flexible Schedules
 - Financial Incentives/Bonuses

WORKFORCE TRAINING DELIVERY



CPCA EVENT CALENDAR & ON-DEMAND TRAINING LIBRARY

EVENT CALENDAR

[Go to Events List](#)

Search Events

Keywords contain

Meeting type

(Any)

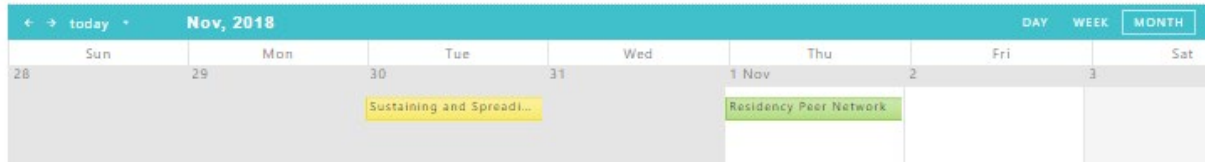
Meeting topic

(Any)

[Find](#)

Please enter your search criteria to view results

Event calendar



ONDEMAND TRAININGS

CPCA OnDemand Training

Keywords contain

Meeting topic

Workforce

[Find](#)

[Export -](#)

Date	Title	Topic Category
2/21/2018	Medical Assistant Training, Supervision, & Scope of Practice	Workforce
5/10/2018	Taming Talent Tremors: Recruit, Onboard & Develop CHC Staff	Workforce
6/14/2018	Physician Leadership: Key To Health Center Vitality	Workforce
6/27/2018	Shortage Designation Modernization Project	Workforce
7/17/2018	Aligning Provider Compensation To Health Center Goals	Workforce
7/18/2018	Status Of, and New Directions for Residency Programs	Workforce
9/20/2018	Health Center & Workforce Development Board Partnerships	Workforce

[Export -](#)

CPCA YOUTUBE PAGE

<https://www.youtube.com/c/CPCAVideo>



CPCA

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Date added (newest)

Grid

Support community health centers!
#GIVINGTUESDAY

1:31

Support community health



Train New Trainers (TNT) Primary Care
Psychiatry (PCP) Fellowship 7:51

Train New Trainers Primary Care



Accessible

4:57

The Value of Community Health



Help Patients Quit with e-Referral to
the California Smokers' Help 17:28

Help Patients Quit with e-Referral



1:43

Peter CPCA 2018 AC Video

FOR MORE INFORMATION

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QUESTIONS?



MOVING FORWARD



- Send us your questions/needs
- Connect with each other via email and IWS platform
- Participate in the PCA post-call poll after the regional calls this week!
- Join us next time:
 - Developing a State Recruitment Plan
 - Thursday, January 3, 2018
 - 3pm Eastern



THANK YOU!