



PCA/HCCN PROFESSIONAL DEVELOPMENT SERIES

INCORPORATING STAFF EXPERIENCE INTO TTA PROGRAMS

MARCH 19, 2020

2 P.M. EASTERN

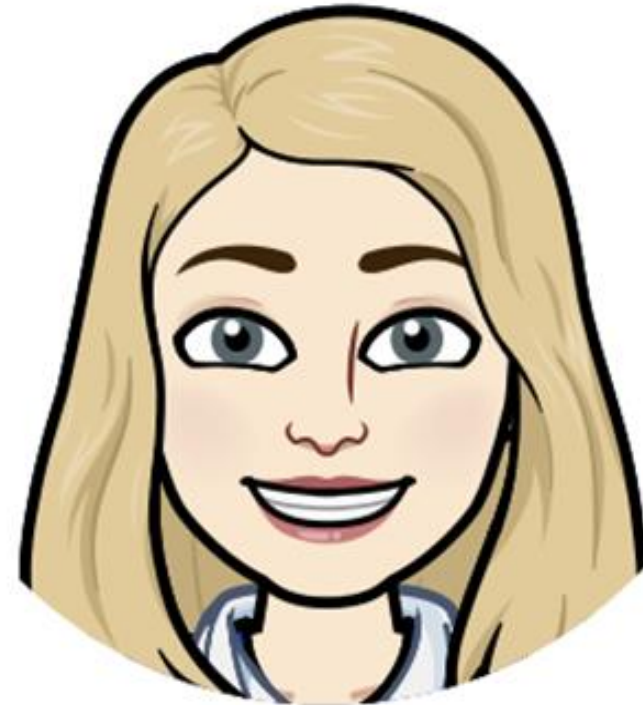
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<http://www.chcworkforce.org>

HELLO!

Suzanne Speer
Director,
Workforce Development



ASSOCIATION OF CLINICIANS FOR THE UNDERSERVED

Recruitment & Retention

National
Health
Service
Corps

Resources

Training

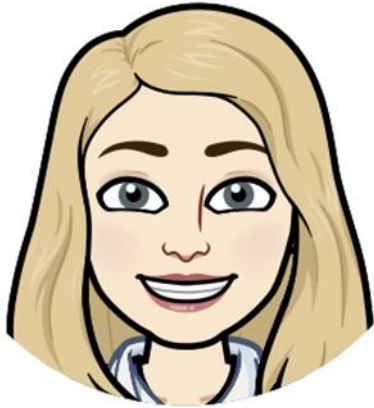
Networking

EVERYTHING CLINICIAN RECRUITMENT & RETENTION

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

www.chcworkforce.org

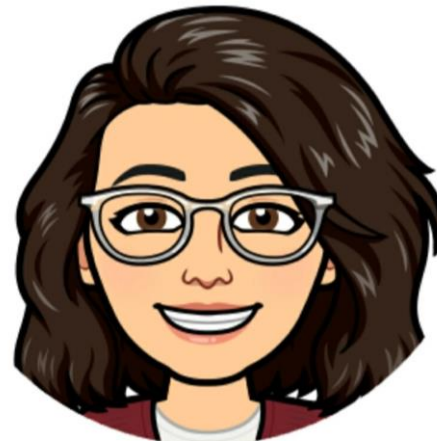
ACU FACULTY



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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

Session &
Series
Evaluations

Have Fun

- Questions?

- Use the chat and questions boxes
- Email mblake@clinicians.org

Select "All panelists and attendees"
before sending your chat to the group



Use the Q&A box to share
questions directly with the
presenting team



INCORPORATING STAFF EXPERIENCE INTO TTA PROGRAMS

Thinking Back...



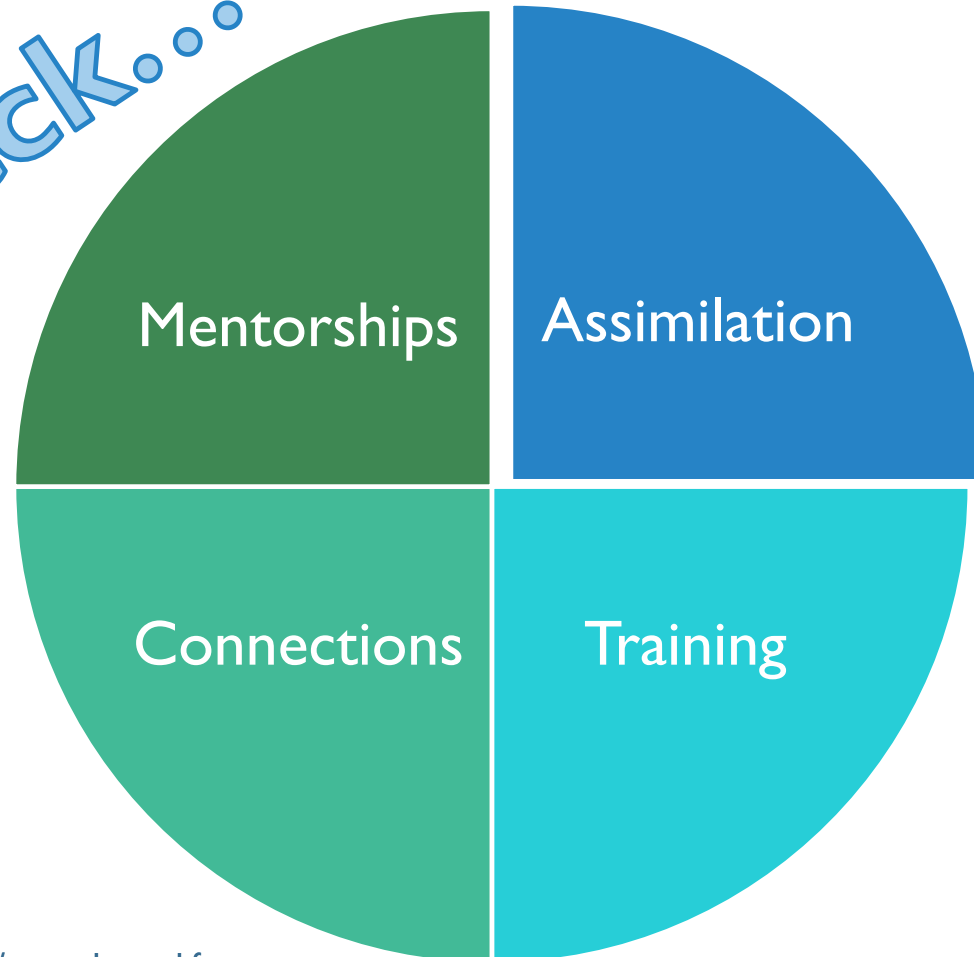
Retention

Recruitment



POSITIVE ONBOARDING EXPERIENCE AFFECTS RETENTION

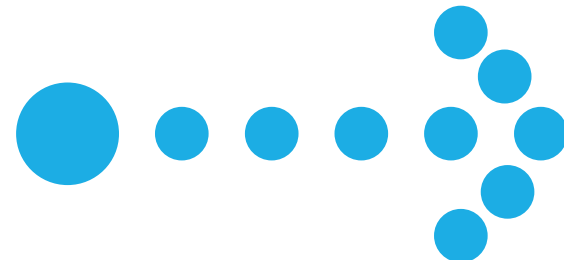
Thinking Back...



Recruitment



Positive Staff Experience



Retention!!

Onboarding



QUESTION

When it comes to Staff Experience TTA, what comes to mind?

Use the chat box to respond.



HEAR IT FROM A NCA

GUEST EXPERT

Amanda Schiessl

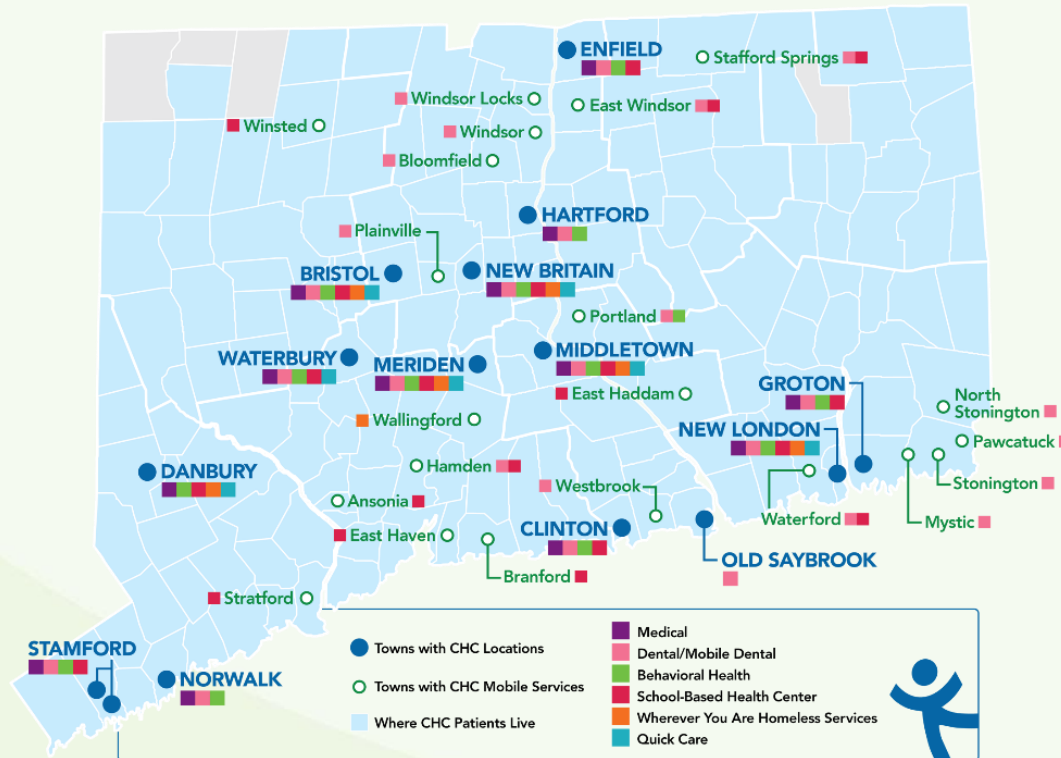
*Project Director/Co-Principal Investigator,
National Cooperative Agreement
Clinical Workforce Development
Community Health Center, Inc.*

Maximizing the Potential for a Positive Staff Experience



Community Health Center, Inc. (CHCI)

Locations and Service Sites in Connecticut



THREE FOUNDATIONAL PILLARS

1 Clinical Excellence	2 Research and Development	3 Training the Next Generation
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CHCI Profile:

- ⊙ Founding year: 1972
- ⊙ Primary care hubs: 16; 204 sites
- ⊙ Staff: 1,000
- ⊙ Patients/year: 100,000
- ⊙ Visits/year: 550,000
- ⊙ Specialties: onsite psychiatry, podiatry, chiropractic
- ⊙ Specialty access by eConsult to 41 specialties

Elements of Model:

- ⊙ Fully integrated teams and data
- ⊙ Integration of key populations
- ⊙ Data driven performance
- ⊙ “Wherever You Are” approach

Weitzman Institute:

- ⊙ Formal Research
- ⊙ Quality Improvement
- ⊙ Practice Redesign
- ⊙ Implementation Science
- ⊙ Clinical Workforce Development

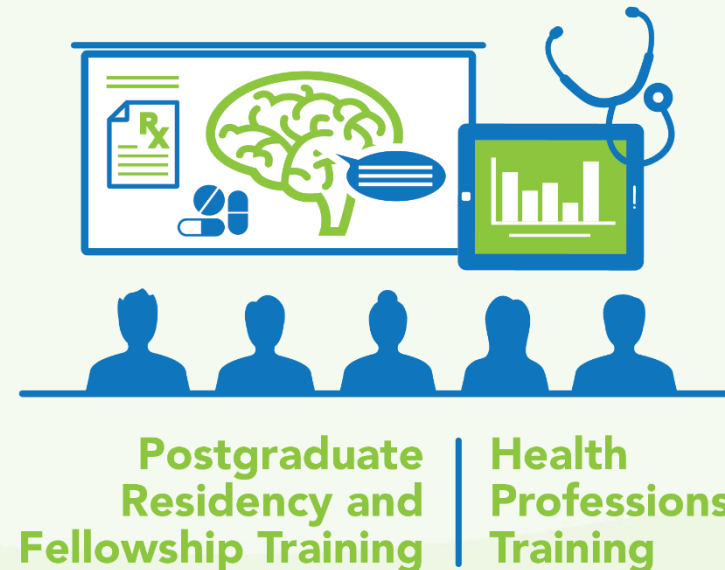
National Cooperative Agreement Clinical Workforce Development

Provides free training and technical assistance to health centers across the nation through national webinars, learning collaboratives, activity sessions, trainings, research, publications, etc.

Advancing a Model of Team-Based Care



Training the Next Generation



Postgraduate
Residency and
Fellowship Training

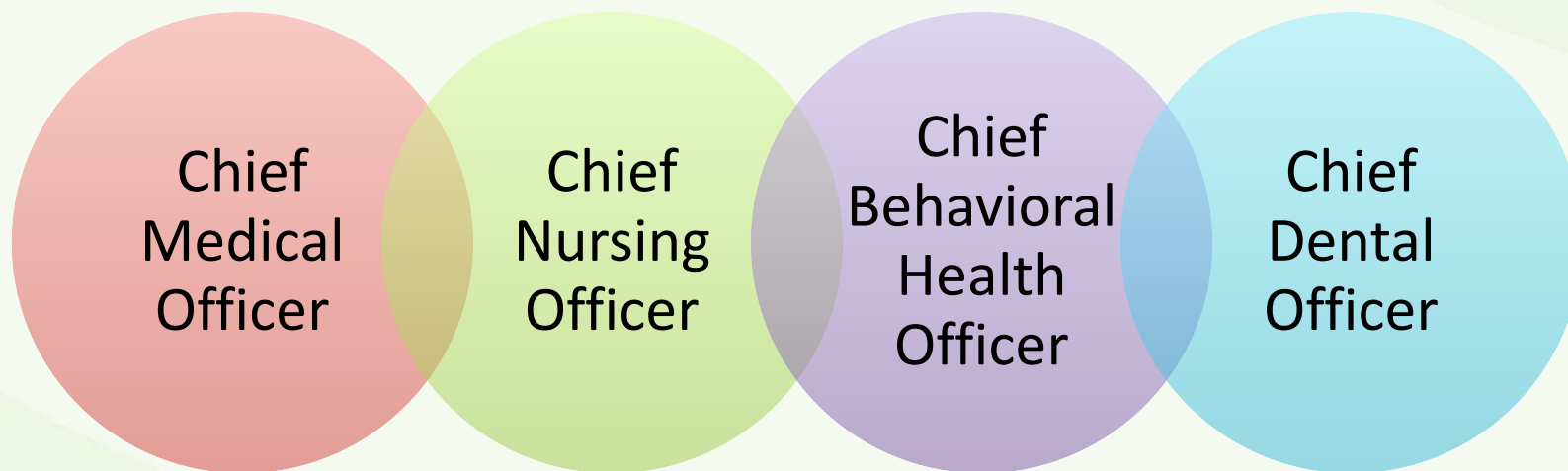
Health
Professions
Training

Objectives

- Identify strategies for effective screening of candidates
- Describe an approach to interviewing potential candidates
- Understand the benefits of orientating to the larger organization and each clinical discipline

Interdisciplinary Leadership

Four Clinical Chief Positions



The Interdisciplinary Team

Colocation Design

- 2 Medical Providers
- 1 Registered Nurse
- 2 Medical Assistants
- 1 Behavioral Health Clinician
- Additional members: podiatrist, dietician, Pharm-D, chiropractor, CDE
- Student/Trainees



Sourcing

Post Intentionally!

1. External (e.g. Idealist, Indeed)
 - Where do you do?
 - Harvest candidates - consider each potential candidate for all positions
2. Internal
 - Internal candidates
 - Referral benefits

Discussion Question

What are common strategies that you see health centers use to sourcing for potential candidates?

Effective Screening

- Look for history of primary care health network, ideally integrated or a background with underserved populations
 - Set up a call, lay out expectations
 - Clinical expectations
 - Integration, team-based approach
 - Credentialing and onboarding process
 - Benefits (E.g. PTO, CME, Insurance)

Discussion Question

What are some of your health centers' essential criteria (e.g. Spanish speaking or MAT provider)?

Effective Screening

- Identifying the right employees for your organization and model of team-based care
 - Multi-round, multi-tiered approach including layer of the organization's structure from HR, staff, clinical leadership to senior leadership- Is it via video conference or in-person?
 - Identify the individuals whom share the organization's passion and commitment
 - Ground your interviewing approach in reality

Discussion Question

What are strategies for interviewing that your health centers utilize?

New Employee Orientation

- Create a highly structured, individualized “ramp up” for new providers
 - Including a large inter disciplinary orientation to the organization from Human Resources
 - Discipline specific onboarding and training for each clinical discipline

Goal: Full scope, independent primary care providers that are confident, competent and resilience in the primary care setting

Interdisciplinary Orientation to Organization

- CHCI Human Resources handles this orientation (twice a month, 2-days)
 - Some Key Elements-
 - History, Model of Care and Values
 - Meet and Greet with Leadership (Where You Work Essay)
 - Information Technology Overview
 - HIPAA/Privacy Overview
 - HR Overview
 - Safety Trainings
 - Tour of Sites

Discussion Question

Are health centers conducting robust orientations such as this?

How are they orientating new employees?

Discipline Specific Onboarding and Training for Each Clinical Discipline

- Each clinical chief provides an orientation to their clinical discipline
 - Extended period of time for 'ramp up'
 - Develop their panels and practices
 - Master the electronic health record
 - Learn the art of practice in the community health center system and model of team-based care

Discipline Specific Onboarding and Training for Each Clinical Discipline

- Orientation for each clinical discipline ranges from four to six hours of intensive training with leadership
 - Some Key Elements-
 - Bylaws/Credentials
 - Committees
 - Peer Review
 - Performance Appraisals & Clinical Expectations
 - Chronic Care Model
 - Medical Policies/Integrated Services & Innovations
 - Patient Satisfaction

Discussion Question

Are health centers completing orientation
specific to disciplines?

Conclusion

- Retention begins at the point of pre-employment (e.g. sourcing and interviewing)
- Important to set clear, realistic expectations
- Interdisciplinary orientation is key
- Provide time for transition to practice including training on EHR
- Valuable to provide orientation specific to each clinical discipline

Questions!

Celebrating RNs in Primary Care and the Leadership Roles that Support Them

Postponed

- Celebrate the tremendous progress that health centers have made in advancing and transforming the role of the primary care RN
- As the primary care RN workforce in health centers grows, leadership structure must evolve as well
- Expert faculty will explore the key drivers and strategies for creating the role of the Chief Nursing Officer in your institution
- Discuss the benefits of a model of clinical leadership in which clinical chiefs of medicine, dentistry, behavioral health and nursing work together as a team of interdisciplinary leaders

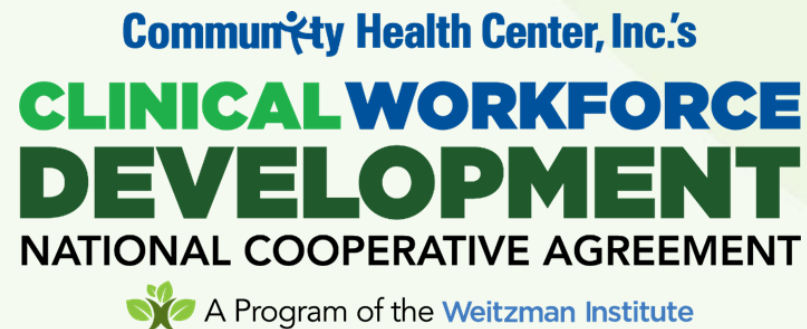
Register at www.chc1.com/nca

Advancing the Role of RNs in Primary Care

Postponed

- Showcase specialized RN roles that have arisen in response to the emerging needs of the health center patient population
- Identify the contributions that these roles bring to addressing the HRSA priorities
- Share how health centers can support nurses as they care for their most complex patients.

Register at www.chc1.com/nca



Visit our National Learning Library

www.chc1.com/nca

Contact us at nca@chc1.com



NEXT STEPS ON PLANNED FACE-TO-FACE MEETING IN MAY

POLL QUESTION I

Does your organization currently have a travel ban?
If so, how long?

- A. Yes, until the end of April
- B. Yes, until the end of May
- C. Yes, until all of this passes
- D. No, not at this time

POLL QUESTION 2

Would you attend a “virtual face-to-face” session?

A. Yes, absolutely!

B. No

C. I am not sure

POLL QUESTION 3

If you answered “yes” to the last question, what length or number of sessions would you attend?

- A. Half Day
- B. Full Day
- C. 2 Half Days

POLL QUESTION 4

What is your preference of topics?

A. Adaptive Leadership

B. Health Professions Training

C. Interactive R&R Plan Development

D. All of the above

E. Other – I'll tell you in chat

MOVING FORWARD

- Send us your questions/needs
- Connect with each other via email and IWS platform

NEXT SESSION

April 16, 2020

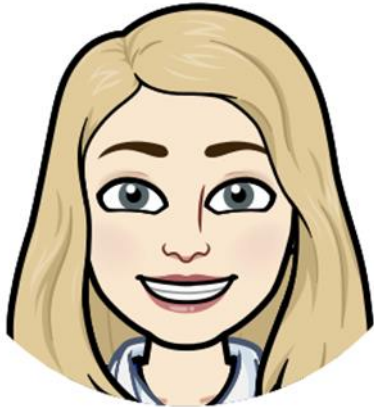
2:00 pm ET

Designing Workforce TTA for Health Center Leaders

Please complete the session evaluation.

Thank you!

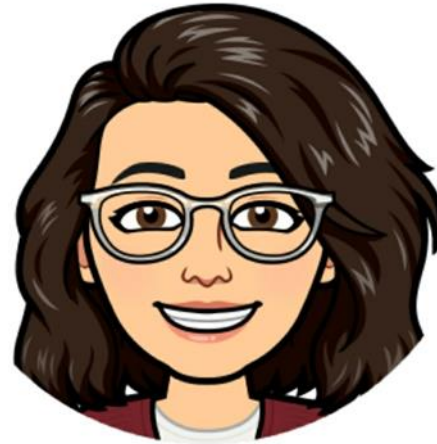
STAY IN TOUCH!



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THANK YOU!