



# PCA/HCCN PROFESSIONAL DEVELOPMENT SERIES

## DESIGNING WORKFORCE T/TA FOR HEALTH CENTER LEADERS

APRIL 16, 2020

2 P.M. EASTERN

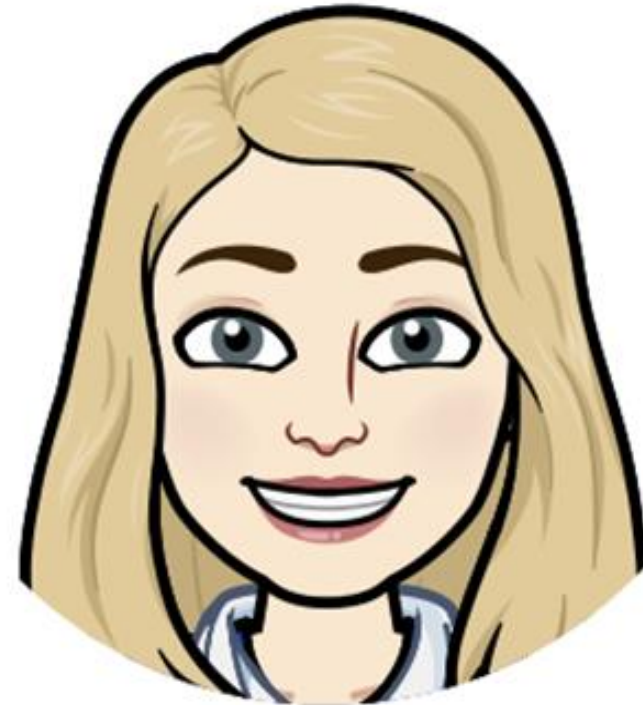
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<http://www.chcworkforce.org>

HELLO!

Suzanne Speer  
Director,  
Workforce Development



# ASSOCIATION OF CLINICIANS FOR THE UNDERSERVED

## Recruitment & Retention

National  
Health  
Service  
Corps

Resources

Training

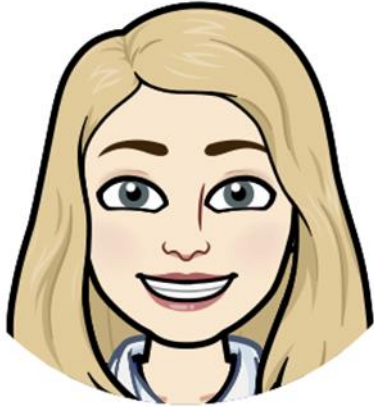
Networking

# EVERYTHING CLINICIAN RECRUITMENT & RETENTION

## Solutions, Training, and Assistance for Recruitment and Retention (STAR<sup>2</sup> Center)

[www.chcworkforce.org](http://www.chcworkforce.org)

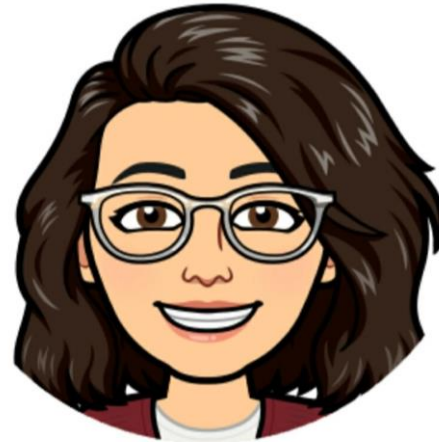
# ACU FACULTY



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# GOALS OF SERIES

Help build your workforce expertise



Share Insight From PCAs, NCAs & HCCNs



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](mailto: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



# QUESTION

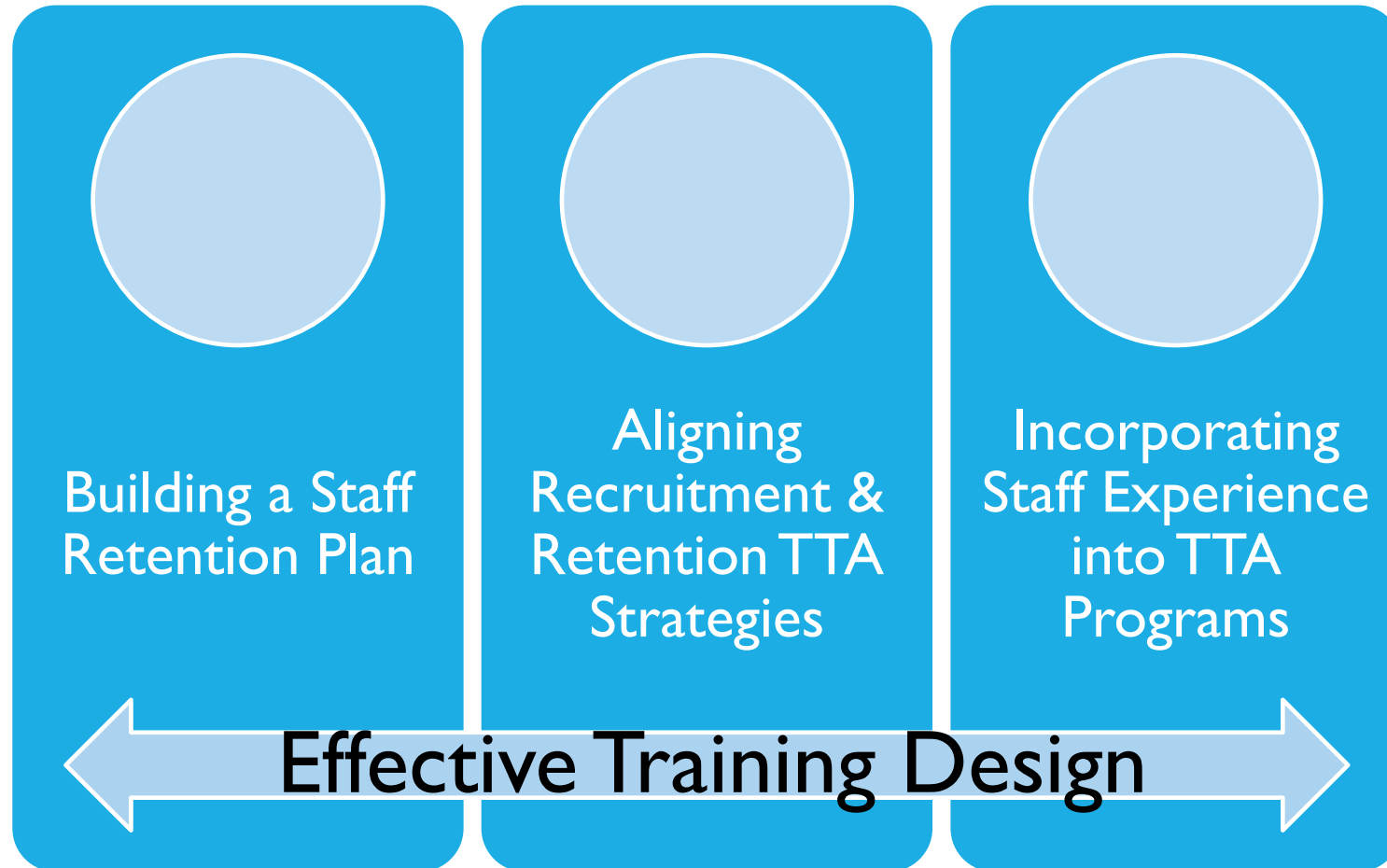
Quick check in...how is everyone? Is there anything that you would like to ask the group?

Use the chat box to respond.

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# DESIGNING WORKFORCE T/TA FOR HEALTH CENTER LEADERS

# THINKING BACK...





# HEAR IT FROM A NCA

# TODAY'S PRESENTER

Dr. Edward Schelb  
Specialist, Learning and  
Instructional Design  
NACHC



# TOP 10 WAYS TO IMPROVE YOUR TRAINING PRESENTATIONS



*Perfection is achieved, not when there is nothing more to add,  
but when there is nothing left to take away.*

*– Antoine de Saint-Exupéry*

# PROVIDE OPPORTUNITIES FOR PRACTICE

|            |                                                                                                                          |
|------------|--------------------------------------------------------------------------------------------------------------------------|
| REMEMBER   | 01<br>list, recite, outline,<br>define, name, match,<br>quote, recall, identify,<br>label, recognize                     |
| UNDERSTAND | 02<br>describe, explain,<br>paraphrase, restate,<br>summarize, contrast,<br>interpret, discuss                           |
| APPLY      | 03<br>calculate, predict, apply,<br>solve, illustrate, use,<br>demonstrate, determine,<br>model, perform, present        |
| ANALYZE    | 04<br>classify, break down,<br>categorize, analyze,<br>diagram, illustrate,<br>criticize, simplify                       |
| EVALUATE   | 05<br>choose, support, relate,<br>determine, defend,<br>judge, grade, compare,<br>contrast, argue, justify,<br>evaluate. |
| CREATE     | 06<br>design, formulate, build,<br>invent, create, compose,<br>generate, derive,<br>modify, develop                      |

## Sample Ways to Practice

Create a scenario in which users have to **solve** a problem.

Interactivity

Poll in which users have to choose the correct response (MC);

Poll in which users provide potential solutions (short answer)

Brainstorming where users provide potential solutions and participants “upvote” them

Create a problem in which users have to **calculate** a correct answer.

Interactivity

Poll in which users have to choose the correct response (MC);

Create a scenario in which users will **judge** whether the right decision has been made.

Interactivity

Yes/No Poll

Short answer poll that requires users to provide analysis

Collaborative analysis (each group provides an answer)

Present a complex problem where you want users to **generate** effective practices.

Interactivity

Short answer poll.

Unburden Your Slides of Text



Photo by Kari Shea on Unsplash

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## HOW TO DO IT

**Communicate telegraphically through bullet points (or illustrations)**

**Limit the number of items on a slide (around 5)**

**Leave thorny, detailed text for downloadables**



## 2 Planning Process: Designing Your Project

- ✓ Clarify scope
- ✓ Determine objectives
- ✓ Develop a task list

- 1. Project Integration Management**
  - Develop Project Mgt. Plan
- 2. Scope Management**
  - Scope Plan
  - Define Project Scope
  - Create WBS
- 3. Time Management**
  - Plan Activity
  - Develop Schedule
- 4. Cost Management**
  - Cost Estimating
  - Cost Budgeting
- 5. Quality Management**
  - Plan Quality Management
- 6. Human Resource Management**
  - Human Resource Planning
- 7. Communication Management**
  - Plan Communications Management
- 8. Risk Management**
  - Plan Risk Management
  - ID & Analyze Risks
  - Plan Risk Responses
- 9. Procurement Management**
  - Plan Procurement Management
- 10. Stakeholder Management**
  - Plan Stakeholder Management Plan

Provide illustrations



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## HOW TO DO IT

**Use simplified illustrations**

**Avoid complex illustrations that are not legible  
(for example, an entire Excel spreadsheet)**

**Use maps of processes to orient learner,  
but pull out detail to emphasize**

Use Plenty of Examples



8

## HOW TO DO IT

**Provide “worked examples” by isolating problem**

**Guide your learners systematically through a problem**

**Offer an opportunity for learners to solve a similar problem**

Tell a Story



## HOW TO DO IT

**Organize learning as story with beginning, middle and end**

**Pay attention to transitions**

**Invite learners to participate in the story—it belongs to them, not you**

**Think in terms of obstacles—what impedes the learner's journey**

7

Embrace “Less is More”



6

## HOW TO DO IT

**Determine your objectives, then eliminate everything that can be eliminated**

**Respect the learner’s capacity for memory**

**Sacrifice “comprehensiveness” for practice**

## EXERCISE: HOW MUCH IS TOO MUCH?

**TOPIC:** Constructing and Operationalizing Your Organizational Data Strategy for Networks and Health Centers

**You have one hour to train on this topic.**

**QUESTION 1:** Is it possible to teach someone to construct and operationalize a data strategy in a one-hour session?

**QUESTION 2:** What can learners reasonably practice in a one-hour session on this topic?

Chunk Your Content



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## HOW TO DO IT

**Organize your content into 10-15 minute segments, each self-contained**

**Add some form of practice, based on what you want learners to do**

**Consciously scale back your monstrous PPTs**

## **REVISED TOPIC:** Construct Your Organizational Data Strategy for your Health Center

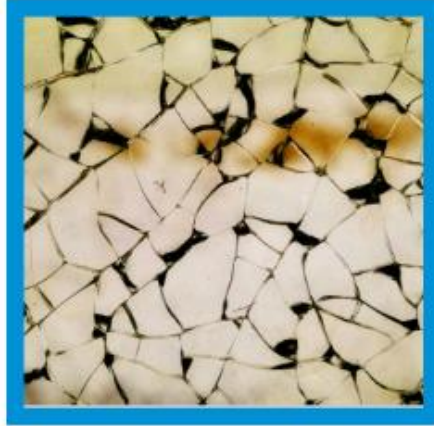
1. Analyze their current data operations and conduct a SWOT analysis.
2. Determine what data should be managed in health centers to be most successful.
3. Fill out a data strategy worksheet that identifies the following:
  - Data Requirements
  - Data Governance
  - Data Quality
  - Granularity
  - Integration
4. Fill out an action plan worksheet for each of the above categories.
5. Form a team and set incremental goals.
6. Establish data strategy priorities through a work plan.

**QUESTION 3:** Here is an attempt to chunk topics. Estimate how long it would take to introduce a SWOT analysis and have learners practice?

**QUESTION 4:** Assume that we can't get through all this in one hour. What do you do?



Focus on Pain Points



## HOW TO DO IT

**Understand pain points in context of work**

**Determine why things go wrong**

**Use pain points to structure your entire presentation**

4

Change Thought & Behavior



3

## HOW TO DO IT

**Encourage learners to share how they think and act in a real context**

**Provide mentoring feedback during practice activities**

**Demonstrate clearly why learners want to think or act differently (the WIIFM)**

Ask Strategic Questions



2

## HOW TO DO IT

**Use polling to:**

**Test knowledge**

**Encourage analytical thought**

**Help learners clarify their thoughts**

**Dive deeper into a problem**

**Employ chat and breakout rooms to explore thorny questions**

Ask Offer Real Opportunities  
for Engagement



1

## HOW TO DO IT

**Rethink the lecture format and offer:**

**Problem-Based Learning**

**Thought problems**

**Simulations**

**Sharing experiences and best practices**

**Consider “blended learning” models.**

**Remember, this model is based on mentoring, not didacticism. Offer your expertise through opportune feedback (and the careful crafting of problems and simulations for them to explore)**

**THANK YOU!**



**eschelb@nachc.com**

# MOVING FORWARD

- Send us your questions/needs
- Connect with each other via email and IWS platform
- Stay tuned for details about our next meeting!

# STAR<sup>2</sup> CENTER TRAINING SPOTLIGHT

- **Stay Interviews Learning Collaborative**
  - Featuring Dick Finnegan and staff from C-Suite Analytics
  - Begins May 7<sup>th</sup>
  - Applications open NOW
  - For Health Center Staff

# NEXT SESSION

May 18, 2020

1:00 pm – 4:30 pm ET

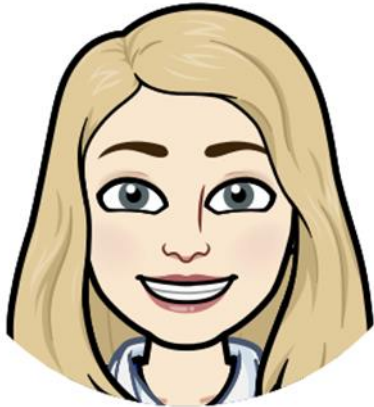
***Virtual Face-to-Face Session***

Please complete the session evaluation.

Thank you!



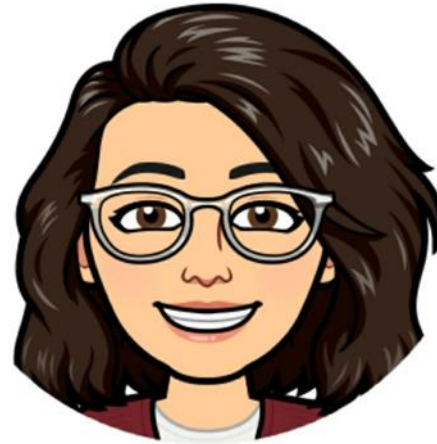
# STAY IN TOUCH!



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THANK YOU!