PCA/HCCN PROFESSIONAL DEVELOPMENT SERIES

GETTING STARTED: THE BUILDING BLOCKS OF A STAFF RETENTION PLAN

JANUARY 30, 2020
2 P.M. EASTERN

THIS PROJECT IS SUPPORTED BY THE HEALTH RESOURCES AND SERVICES ADMINISTRATION (HRSA) OF THE U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES (HHS) AS PART OF AN AWARD TOTALING $448,662.00 WITH 0 PERCENTAGE FINANCED WITH NON-GOVERNMENTAL SOURCES. THE CONTENTS ARE THOSE OF THE AUTHOR(S) AND DO NOT NECESSARILY REPRESENT THE OFFICIAL VIEWS OF, NOR AN ENDORSEMENT, BY HRSA, HHS, OR THE U.S. GOVERNMENT. FOR MORE INFORMATION, PLEASE VISIT HRSA.GOV

http://www.chcworkforce.org
TODAY’S PRESENTER

Suzanne Speer
Director,
Workforce Development

http://www.chcworkforce.org
EVERYTHING CLINICIAN RECRUITMENT & RETENTION

Solutions, Training, and Assistance for Recruitment and Retention
(_STAR^2_ Center)

www.chcworkforce.org
ACU FACULTY

Suzanne Speer
sspeer@clinicians.org
703-577-1260

Mariah Blake
mblake@clinicians.org
703-562-8819

Sabrina Edgington
sedginton@clinicians.org
703-577-1295
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?

- Raise your hand
- Use the chat and questions boxes
- Email mblake@clinicians.org
OBJECTIVES FOR TODAY

1. Understand the importance of having a TTA plan for staff retention
2. Identify the building blocks of a staff retention plan
3. Identify tools and resources to build a written retention plan
POLL QUESTION 1

What type of organization do you represent?

A. Primary Care Association
B. Health Center Controlled Network
C. National Training and Technical Assistance Partner
D. Other
What is one thing you hope to take away from this series?

Use the chat box to respond.
GETTING STARTED: THE BUILDING BLOCKS OF A STAFF RETENTION PLAN
QUESTION

Why should PCAs (and health centers) care about building a staff retention plan?
(Why is high turnover not a good thing?)

Use the chat box to respond.
TURNOVER...

- Reduces Employee Morale
- Impacts patient experience
- Affects productivity
- Is expensive!
FINANCIAL ASSESSMENT TOOL

- Separation Costs
- Vacancy Costs
- Recruitment Costs
- Onboarding Costs
STAFF RETENTION PLANS
RETENTION PLANS INVOLVE...

- Mission
- Compensation
- Benefits
- Work Schedules
- Career Path
MISSION: RECRUITMENT

Needs Assessment
Unconventional Sourcing
Interviewing
MISSION: ENGAGEMENT

- Volunteer Opportunities
- Community Relationships
- Sabbaticals
COMPENSATION

Strategy

- Work-Life Balance
- Finances
- Recreation
COMPENSATION: WORK-LIFE BALANCE

- Flex Hours
- Limited Call
- Child Care
COMPENSATION: FINANCES

- Financial Planning
- Mortgage Assistance
- Transportation
COMPENSATION: RECREATION

- Concierge Services
- Discounts
- Vacation
CAREER PATH

- Training
- Special Projects
- Financial Support
CAREER PATH: TRAINING

Counseling

On-Site

Relevant
CAREER PATH: SPECIAL PROJECTS

Networking ➔ Teaching ➔ Research
CAREER PATH: FINANCIAL SUPPORT

- Tuition
- Associations
- Resources
STAR² CENTER RESOURCES

- Recruitment and Retention Plan
  - Template
  - Instructions
  - Action Plan

Image by isuru parabath on Pixabay
SUMMARY

- Identify the cost of turnover at an organization (gives you an idea of how important a retention plan is!)
- Identify the items involved in a retention plan
- Start working on writing your plan down!
QUESTIONS?
MOVING FORWARD

- Save the Date for our In-Person Meeting: Week of May 18th. More information coming very soon!
- Send us your questions/needs
- Connect with each other via email and IWS platform
- Look for your “assignment” on a workforce TTA self-assessment!
WORKFORCE TTA SELF-ASSESSMENT TOOL

- Allows PCAs to assess their strengths and opportunities regarding training efforts in the following categories:
  - Leadership Engagement
  - Data-Informed Workforce Efforts
  - R&R Strategies
  - Compensation & Professional Development
  - Positive, Engaged Culture
  - Diversity & Cultural Respect
  - High-Functioning Managers
  - Health Professions Training
NEXT SESSION

February 20, 2020
2:00 pm ET

Aligning Recruitment and Retention TTA Strategies

Please complete the session evaluation.
Thank you!
Suzanne Speer
sspeer@clinicians.org
703-577-1260

Mariah Blake
mblake@clinicians.org
703-562-8819

Sabrina Edgington
sedgington@clinicians.org
703-577-1295
THANK YOU!