



# About your Health Center Recruitment and Retention Profile

## WHO produced this resource?

The Solutions, Training, and Assistance for Recruitment and Retention (STAR<sup>2</sup> Center) was created by the Association of Clinicians for the Underserved through a National Cooperative Agreement with the Bureau of Primary Health Care (BPHC). The STAR<sup>2</sup> Center provides free resources, training, and technical assistance to help health centers to reach their workforce goals.

## WHAT is this resource?

The STAR<sup>2</sup> Center has created individual health center recruitment and retention Data Profile Dashboards. These profiles can help health centers to analyze their own data as it relates to recruitment and retention and compare their data to that reported by all health centers nationally. Previously, these Profiles were created as static PDFs but are now housed in interactive dashboards.

## WHEN was this resource created?

The Data Profile Dashboards are updated annually to reflect the most recent information available for each data set. This set of profiles features numerous data sets, including the 2018 Uniform Data System information.

## HOW was this resource produced?

Using national data, the STAR<sup>2</sup> Center team, BPHC staff, and expert consultants have identified key data points that relate to health center workforce recruitment and retention.

Data from each individual health center has been compared to the national data for each point and highlighted with a blue flag where their data is very different from the national level. Blue flagged data points do not always highlight something "good" or "bad" about a health center. Instead these flags are meant to draw the attention of health center staff to an area where they are performing differently from health centers nationally.

## WHY is this information important?

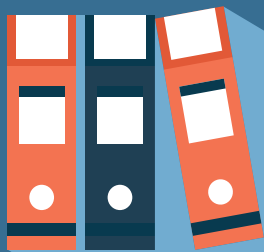
This Data Profile Dashboard is meant to spark a self-assessment that can help health center staff determine where changes could be made to improve clinician workforce recruitment and retention in their organization.

Health center staff have the opportunity to view grantee and service area information through a workforce lens to identify key strengths and potential challenges at an individual level, and understand trends at a national level.

## WHAT should I do with this information?

Health center staff are encouraged to review their individual Data Profile Dashboards with their workforce team and contact the STAR<sup>2</sup> Center for further information or to set up individual training or technical assistance.

This project is/was 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://HRSA.gov)



# STAR<sup>2</sup> Center Data Profile Dashboards

The Health Center Data Profile Dashboards provide a wealth of information about each health center. To help you get started with your Data Profile Dashboard, we have compiled key workforce factors and specific measures included in the Data Profile Dashboards that contribute to understanding each one.

**How pressured is the environment? How does it impact job satisfaction, work-life integration? These three measures can help you understand what may impact your recruitment and retention.**

- Patient Panel per Medical Provider FTE
- Visits per FTE – Primary Care MDs
- Ratio of visits per Primary Care Team FTE to Medical Group Management Association mix

**Is there an effective team structure and support system? Does the culture of the organization encourage a multi-team approach? Are providers adequately supported? Are teams organized to utilize each staff person to the top of their ability and scope of practice?**

- % Non-physician providers (of Med provider FTE)
- Primary Care Clinical Support Ratio
- Dental Clinical Support Ratio



**What resources does your health center have to attract and keep good staff?**

- 4 Year Average Profit/Loss (as % Expenses)
- Ratio of Average Pay per Medical FTE to MGMA mix
- % Non-Patient Service Revenue

**What is your community like? What makes it unique?**

- Total Low Income Pop in Service Area
- % Low income
- % Uninsured
- Language Focus (% Best Served in other than English)

**What is the broader access picture?**

- Specialist MD/DOs per 100k Pop
- Primary Care MD/DOs per 100k Pop

**H80C500000: GENERIC HEALTH CENTER, INC.**  
10 MAIN ST. | ANYTOWN, USA 01234

**Descriptive Measures**

Number of Sites: 14  
 Medical Users: 22,603  
 % Non-Patient Service Revenue: 26.6%  
 Special Pop Focus (majority of patients): No  
 EHR Installed/In-Use: Yes  
 PCMH Recognition: Yes  
 Grantee Medical HPSA Score: 16  
 % of S.A. pop covered by a PC HPSA: 0

FQHC Uninsured Penetration: 57%  
 FQHC Medicaid Penetration: 49%  
 # of Grantees serving area: 13  
 Total Pop in SA: 569,995  
 Total Low Income Pop in SA: 343,300  
 % Medicaid Pop: 39.9%  
 % Uninsured Pop: 9.1%  
 % Low Income Pop: 60.2%

CHC Grant: FALSE  
 HCH Grant: TRUE  
 MHC Grant: FALSE  
 PH Grant: TRUE  
 Urban/Rural: Urban

**Service Area Map**  
Core (first 75%) | Peripher

**Recruitment and Retention Measures**

#	Measure Title	Report Year		
		2 Years Prior	Prior Year	Current Year
1	NHSC MD,DO Placement / Current MD Staff	0%	0%	0%
2	NHSC NP,PA,CNM Placement / Current Staff	15%	16%	19%
3	NHSC Dentist Placement / Current Staff FTE			
4	NHSC Psych,CSW Placement / Current Staff FTE		0%	0%
5	Ratio of Avg. Pay per Med FTE to MGMA mix	108%	103%	134%
6	NHSC MD,DO Vacancy / Current MD Staff	0%	0%	0%
7	NHSC NP,PA,CNM Vacancy / Current Staff	0%	0%	0%