



RECRUITMENT & RETENTION DATA PROFILE DASHBOARD

JUNE 13, 2019
IPM EASTERN

WELCOME!

Allison Abayasekara
VP, Training & Programs



WEBINAR HOUSEKEEPING

We are
Recording

Ask
Questions

Have Fun

ASSOCIATION OF CLINICIANS FOR THE UNDERSERVED

Access to Care & Clinician Support

Recruitment & Retention

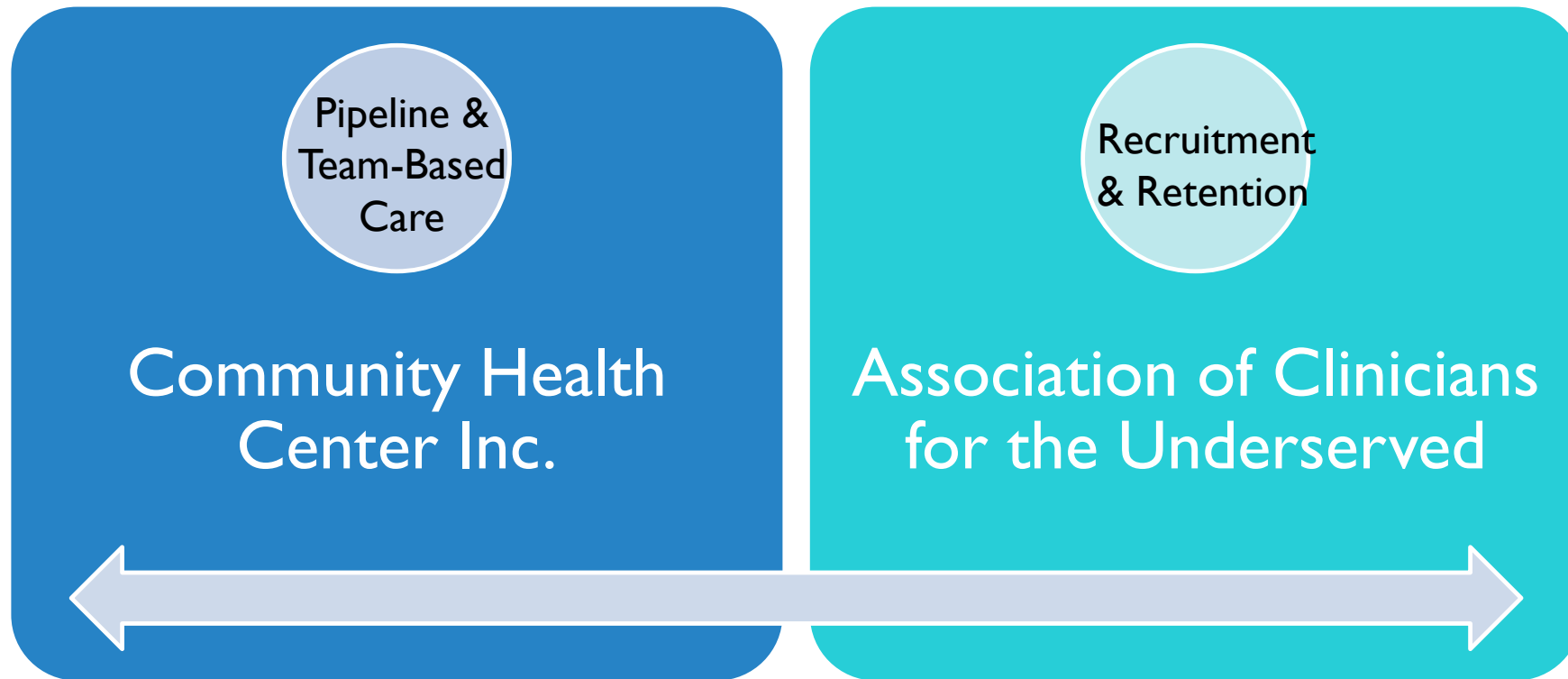
National
Health
Service Corps

Resources

Training

Networking

BPHC NATIONAL COOPERATIVE AGREEMENTS



www.healthcenterinfo.org

STAR² CENTER



STAR²CENTER
SOLUTIONS TRAINING AND ASSISTANCE
FOR RECRUITMENT & RETENTION

www.chcworkforce.org

POLL QUESTION

What type of organization do you work for?

- A. Health Center Program Grantee
- B. FQHC Look-Alike
- C. Primary Care Association
- D. Something else- I'll tell you in the comments!



A DATA-INFORMED APPROACH



WITHOUT DATA

YOU'RE JUST ANOTHER PERSON

WITH AN OPINION

W. EDWARDS DEMING

Image Credit: Pinterest, Robyn Easterbrook

DATA PROFILE APPROACH

What workforce data is available?



How do we use that data to understand workforce issues broadly?



How do we use that data to help health centers identify their own specific pressure points?



DATA PROFILE HISTORY

PDF Reports

Produced & Distributed
Annually


Used to Start Conversations at
Individual, State, National Levels

Previous Data Profile Reports (2015-2018)

STAR²CENTER Health Center Recruitment and Retention Data Summary
H80CS00000: GENERIC HEALTH CENTER, INC
10 MAIN ST. | ANYTOWN, USA 01234

Descriptive Attributes			
Health Center Organization		Service Area	
Number of Sites	4	FQHC Uninsured Penetration	30%
Medical Users	6,282	FQHC Medicaid Penetration	9%
% Non-Patient Service Revenue	54%	# Grantees serving area	6
Special Pop Focus (majority of patients)?	No	Total Pop in SA	77,872
EHR Installed/In-Use?	Yes	Total Low Income Pop in SA	40,570
PCMH Recognition?	Yes	% Medicaid Pop	26%
Grantee Medical HPSA Score	16	% Uninsured Pop	13%
% of S.A. pop covered by a PC HPSA	100%	% Low Income Pop	52%

CHC MHC HO PH Rural



Recruitment			
1) NHSC Placement % of MD,DO Staff	0%	6) NHSC Vacancies as % of MD,DO Staff	195%
2) NHSC Placement % of NP,PA,CNM Staff	29%	7) NHSC Vacancies as % of NP,PA,CNM Staff	0%
3) NHSC Placement % of Dentist Staff	0%	8) NHSC Vacancies as % of Dentist Staff	0%
4) NHSC Placement % of Psych,LCSW Staff	0%	9) NHSC Vacancies as % of Psych,LCSW Staff	0%
5) Ratio of Avg. Pay per Med FTE to MGMA mix	84%	10) Language Focus (% Best Served nonEnglish)	-7%
		11) 4 Year Avg Profit/Loss (as % Expenses)	-4%

Retention			
1) Patient Panel per Med provider FTE	735	9) Months per Senior Admin staff (CEO/CMO)	136
2) Visits per FTE - PC MD,DO	2,077	10) Avg Tenure Months/ Staff Count - PC MD	58
3) Ratio of Visits per PC Team FTE to MGMA mix	79%	11) Avg Tenure Months/ Staff Count - NP,PA,CNM	57
4) % NonPhysician providers (of Med prov. FTE)	82%	12) Clinical Quality - Diabetes (HbA1c<8%)	54%
5) Primary Care Clinical Support Ratio	1.41	13) Clinical Quality - Hypertension (controlled)	58%
6) Dental Clinical Support Ratio	0.56	14) Year-end staff individuals per FTE - Dentists	1.00
7) Year-end Staff Count per FTE - PC MD,DOs	1.95	15) Year-end Psychiatrist,Psychologist per FTE	0.00
8) Year-end Staff Count per FTE - PC NP,PA,CNM	1.00	16) Year-end LCSW per FTE	0.00
1) Violent crime rate per 100k Pop	462	3) % Pop with Illicit Drug Dependence/Abuse	2.6%
2) % Pop with Non-Medical Use of Pain Meds	4.6%		

Wednesday, November 22, 2017

STAR²CENTER Health Center Recruitment and Retention Trend Summary
(compared to prior year profile)
H80CS00000: GENERIC HEALTH CENTER, INC.

Trend Measure	2 Prior Report	Prior Report	Current Report	Trend (from 2 Prior)
Recruitment				
1) NHSC Placement % of MD,DO Staff	0%	0%	0%	0%
2) NHSC Placement % of NP,PA,CNM Staff	0%	0%	29%	29%
3) NHSC Placement % of Dentist Staff	0%	0%	0%	0%
4) NHSC Placement % of Psych,LCSW Staff	Not included			
5) Ratio of Avg. Pay per Med FTE to MGMA mix	73%	71%	84%	11%
6) NHSC Vacancies as % of MD,DO Staff	0%	38%	195%	195%
7) NHSC Vacancies as % of NP,PA,CNM Staff	0%	52%	0%	0%
8) NHSC Vacancies as % of Dentist Staff	0%	0%	0%	0%
9) NHSC Vacancies as % of Psych,LCSW Staff				
10) Language Focus (% Best Served nonEnglish)	9%	9%	7%	-2%
11) 4 Year Avg Profit/Loss (as % Expenses)	0%	-4%	-4%	-4%
Retention				
1) Patient Panel per Med provider FTE	860	670	735	-126
2) Visits per FTE - PC MD,DO	2,386	2,181	2,077	-309
3) Ratio of Visits per PC Team FTE to MGMA mix	85%	71%	79%	-7%
4) % NonPhysician providers (of Med prov. FTE)	60%	69%	82%	22%
5) Primary Care Clinical Support Ratio	1.35	1.07	1.41	0.06
6) Dental Clinical Support Ratio	0.55	0.65	0.56	0.02
7) Year-end Staff Count per FTE - PC MD,DOs	1.07	0.76	1.95	0.88
8) Year-end Staff Count per FTE - PC NP,PA,CNM	1.21	1.39	1.00	-0.21
9) Months per Senior Admin staff (CEO/CMO)	100	112	136	36
10) Avg Tenure Months/ Staff Count - PC MD	70	97	58	-12
11) Avg Tenure Months/ Staff Count - NP,PA,CNM	94	67	57	-37
12) Clinical Quality - Diabetes (HbA1c<8%)	57%	64%	54%	-4%
13) Clinical Quality - Hypertension (controlled)	67%	67%	58%	-9%
14) Year-end staff individuals per FTE - Dentists	1.94	1.00	1.00	-0.94
15) Year-end Psychiatrist,Psychologist per FTE				
16) Year-end LCSW per FTE				

Note: Due to a change in the timing of the release of these profiles, this report incorporates 2016 UDS data, while the prior reports are based on 2013 and 2014 UDS respectively, with no profile report based on 2015 UDS.

What Now?

- Review your Data Profile and note any blue flagged data points as potential areas of interest.
- Visit the [Data Profile Information Center](#) to access the User Guide and other supporting documents for more on specific data points and what they mean.
- Contact STAR² Center staff to further discuss your profile and/or schedule Technical Assistance.
 - info@chcworkforce.org -- 844-ACU-HIRE
- Search the STAR² Center website (<http://www.chcworkforce.org/>) for tools and training related to your specific workforce issues.

POLL QUESTION

Have you worked with a previous version of an ACU Data Profile?

A. Yes, at least one year's version

B. I'm not sure...

C. No

SUMMER = “SOFT” LAUNCH

Our Goal:

- Get feedback and incorporate user requests into the Data Profile Dashboard
- Help folks get comfortable with new system ahead of updated UDS data

Your Opportunity:

- Provide user requests via the [Feedback Survey](#) on the Data Profile Info Center
- Participate in rolling testing over the summer

CONFIDENTIALITY

You will only
have access to
your own
individual Data
Profile

Other
organizations'
data will be
shared in
aggregate

The only other
org we will
share your
individual data
with is your
Primary Care
Association



GETTING STARTED

CEOS: CHECK YOUR EMAIL



Sharing Your 2019 Workforce Data Profile Inbox x



CHCWorkforce.org <info@chcworkforce.org>
to me ▾



BPHC Grantee:

The Association of Clinicians for the Underserved (ACU) is pleased to provide you access to the updated individual recruitment and retention Data Profile platform, a free resource supported by funding from the Bureau of Primary Health Care. Using national data, ACU has developed Data Profiles for each Health Center Program grantee and FQHC Look Alike focused on key data points that relate to health center workforce recruitment and retention. The account information included below is unique to you and allows access to this confidential resource.

We have lots of information about how to use this resource, where the data comes from, and more available on our Data Profile Information Center: <http://www.chcworkforce.org/star%C2%B2-center-individual-recruitment-ret...> (please click this link.)

This page includes many resources related to the Data Profiles, including the comprehensive User Guide.



You may now log in by clicking this link :

<https://chcworkforce.org/user>

This link can only be used once to log in and will lead you to a page where you can set your password.

After setting your password, you will be able to log in at <https://chcworkforce.org> in the future using:

username:

Please be in touch if you have questions!

Sincerely,
The STAR² Center Team

Association of Clinicians for the Underserved
www.chcworkforce.org
info@chcworkforce.org
844-ACU-HIRE

SET YOUR PASSWORD

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DATA DASHBOARDS



Welcome to the STAR² Center Data Dashboard. By clicking the link below, you will be directed to your unique, confidential Data Profile Dashboard where you will be able to review nationally-available workforce data that could affect recruitment and retention at both health center and service area levels. This page provides descriptions of multiple views available through the Data Profile Dashboard which allow you to examine data relevant to your organization in greater detail.

Once you have reviewed the introductory information, click the "click here to get started" arrow to access Organization View. In Organization View, you will see a drop down menu option containing the grant number(s) that you are able to access. Once you click the grant number for the organization you wish to review, the page will populate with that organization's Data Profile.

Pop-up information text boxes will be available throughout to help you understand and analyze your data. We also encourage you to review supporting documents and tools available in our [Data Profile Information Center](#). If you would like assistance or have any questions please don't hesitate to contact the STAR² Center team.

[View Data Profile](#)

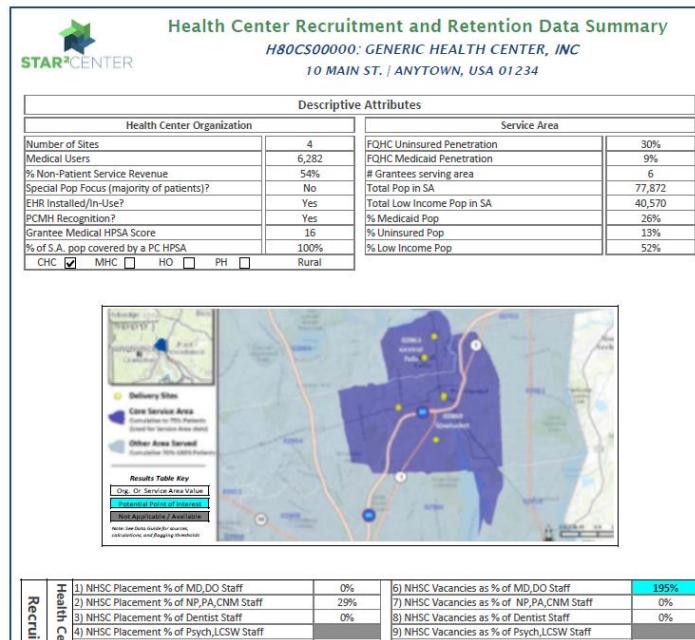


USING THE DATA PROFILE DASHBOARD

FROM PROFILE REPORT TO PROFILE DASHBOARD

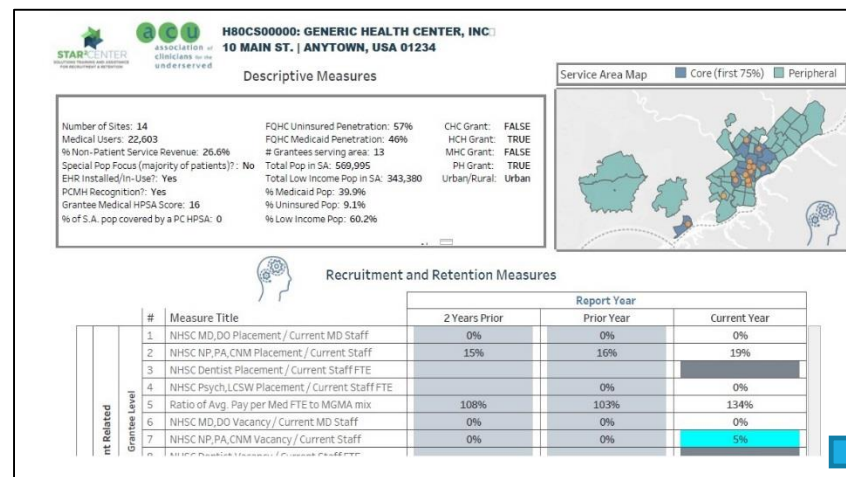
Profile Report

- Fixed PDF format
- Measures, Flags, and Trend only
- Emailed file stored locally



Profile Dashboard

- Dynamic web-based interface
- Improved map with zoom, pan, identify areas/sites, and additional statistics
- Ability to explore data elements custom comparison and trend functions



GOALS OF DASHBOARD REVISION

- Improve depth of information
- Add data visualizations (charts/graphs)
- Improve ability to interact with maps and data
- Improve ability to interpret what the data means
- Added capability to drill down on data elements and service area characteristics
- Offer ability to compare your organization to other health centers on each measure
 - Filter to focus on comparison group of best relevance (minimum of 20 orgs in comparison group)
 - Grant funding status, Urban/Rural, Size (by medical patients), State(s)
 - Remove 'outliers'
 - "Split" the charts to compare health centers by 'category' (Grant funding status, Urban/Rural, Size) showing how your center compares to other in your category and to those in the 'other' category.
- Enhance ability to examine trends in your data and the data for comparative groups

DATA VISIBILITY AND ACCESS

- Health Centers view their own data
- Primary Care Associations can view the data from the perspective of any health center in the state
- Filters and comparison splits can be used in combination to create a customized group (as long as 20+orgs)
- Descriptive measures and map are for most recent year
- Recruitment and Retention measures contain 3 years of data
 - Flag points are set separately for each year based on the distribution of results that year



QUESTIONS

ASK US YOUR QUESTIONS



Image by ijmaki from Pixabay

POLL QUESTION

Do you feel confident in understanding how your organization is going to receive its profile?

A. Yes, we will keep an eye on email!

B. No, I totally missed that part

C. I've got the gist but have questions about the details

POLL QUESTION

What seems like the most challenging part of using this Data Profile Dashboard?

- A. Getting access via my CEO
- B. Understanding how to use the platform
- C. Doing something with the data I see
- D. Something else, I'll tell you in chat!

POLL QUESTION

What use for this Data Profile Dashboard is most interesting to you?

- A. Identifying potential problem areas
- B. Comparing our org to others
- C. Seeing trends in my state/region
- D. Something else, I'll tell you in chat!



NEXT STEPS

WHAT TO EXPECT FROM US

Email access to CEOs & PCAs
next week

More support materials in the
[Data Profile Information Center](#)

Testing, feedback, and updates
throughout the summer

YOUR ACTION ITEMS

Go Online

- Visit Your Data Profile Dashboard
- Meet with Your Team to Analyze & Discuss
- Submit Feedback & Check for More News

Get in Touch

- Schedule Call for Profile Review
- Request TA from Workforce Expert

Data



Context



Concrete
issues &
solutions



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STAY IN TOUCH!

Chcworkforce.org

info@chcworkforce.org

844-ACU-HIRE



THANK YOU!