PCA & HCCN PROFESSIONAL DEVELOPMENT SERIES
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http://www.chcworkforce.org
ASSOCIATION OF CLINICIANS FOR THE UNDERSERVED

Access to Care & Clinician Support

Recruitment & Retention

National Health Service Corps  Resources  Training  Networking

http://www.chcworkforce.org
STAR² CENTER

SOLUTIONS TRAINING AND ASSISTANCE FOR RECRUITMENT & RETENTION

www.chcworkforce.org
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HOUSEKEEPING

• This session is being recorded and the recording will be sent via email to everyone who registered

• Use the Chat box to ask questions and share comments and thoughts

• Send a message to Mariah Blake if you are experiencing technical difficulties.

• Please complete the evaluation at the end of the session
PCA Professional Development Series

Train the trainer sessions
Learn how to present content and use STAR² Center resources in your workforce TTA programs

Building your network
Build a community with other workforce leaders and become comfortable leaning on one another for support

Keeping you informed
As a workforce leader and trainer, you benefit from knowing what your colleagues are experiencing and hearing about promising practices

Bringing you inspiration
Let the conversations inspire you to do your work in new ways and re-energize your spirit

http://www.chcworkforce.org
WE HEARD FROM YOU!

- What TTA requests/needs have come up most over the course of the year?
  1. Recruitment and retention affected by COVID-19
  2. Policies that support diversity and cultural respect (DEI)
TODAY’S AGENDA

- Examine how COVID-19 has impacted both recruitment and retention practices
- Activity – group discussion around strategies
- Look at how STAR² Center Resources can assist
R&R during COVID-19 pandemic
RECRUITMENT DURING COVID-19

• Interviews happening remotely
• Candidates reluctant to change jobs
• Some positions being put on hold
• Some positions need to be filled urgently
• Having to re-design the entire recruitment process!
• Etc.!!
Poll

In what ways has recruitment been affected by the COVID-19 pandemic?
Poll

What have health centers done to overcome their recruitment challenges?
HOW CAN THE STAR² CENTER HELP YOU HELP THEM?

• Look to their written recruitment plan
  • If they don’t have them, focus on specific elements that need to be addressed
• Discuss how their recruitment team and roles might need to be adjusted
• Be open to changes and adjustments
R&R / WORKFORCE PLAN

- Track Successes
- Identify Opportunities
- Innovate with Data
- Ensure Alignment with Goals
RECRUITMENT TEAM ROLES

- Defining position
- Working with community partners
- Sourcing candidates
- Screening and interviewing
- Managing internal logistics
RETENTION DURING COVID-19

• Changing schedules due to childcare
• Leaving the healthcare industry
• Changing jobs to find a less demanding position
• Burnout
• Etc.!
Poll

In what ways has health center retention been affected by the COVID-19 pandemic?
Poll

What have health centers done to overcome their retention challenges?
HOW CAN THE STAR² CENTER HELP YOU HELP THEM?

• Look to their written retention plan
• Get back to basics:
  • Mission
  • Compensation
  • Benefits
  • Work Schedule
  • Career Path
QUESTIONS?
STAR² CENTER RESOURCES

STAR² Center Original Resources

- Retention & Recruitment Plan Template
- Self-Assessment Tool
- Financial Impact Tool
- Strategic Workforce Planning Workbook

http://www.chcworkforce.org
Resource: COVID-19 Podcasts
STAR² CENTER SELF-PACED COURSES

- Advertising and Sourcing Candidates
- Building the Recruitment Team
- Recruitment Budget
- Screening and Interviewing Candidates
- Administrative Strategies for Increasing Retention
- Creating a Robust Compensation Package for Retention
- Developing an Effective Employee Engagement Plan
- Effective Onboarding Strategies
- Using HR Metrics
- Leadership Skills

https://chcworkforce.elearning247.com/
JOIN US NEXT TIME!

Next Session

April 8th @ 3pm Eastern

The DEI Lens: An Essential Part of All Retention and Recruitment
STAY IN TOUCH!

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