

STAR² Center 2020-2021 PCA & HCCN Workforce Professional Development Webinar Series

Shared Best Practices January 14, 2021



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 awards totaling \$625,000 with 0% financed with non-governmental sources, and \$625,000 under grant number U30CS29051 with 0% 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](https://www.hrsa.gov).

What strategies are your health centers using to incorporate mission in their retention efforts?

- We have several CHCs that put missions into their job descriptions.
- Many of our centers will speak to the organization mission during the recruitment process.
- We put the mission vision and values in all job postings
- Not sure if they post through the PCA health center careers board then yes
- Retention assistance has been a big ask of our health centers, eager to hear what other states are doing.
- We put in our job posting that we want to hire and retain employees that share our vision and values

What compensation & benefits strategies are your health centers using in their retention efforts?

- Continuing FFCRA type family leave even after FFCRA expired.
- Retention bonuses, money for self-care items
- Hazard pay with COVID-19...
- Being specific to individual provider interest, like allowing time off for mission work
- Trying to create provider incentive programs – balancing patient loads with provider pay
- Providers referral bonus – bring other graduates (from their alma mater) into the provider realm at the community health center would be a strong incentive program



How are your health centers using career paths in their retention efforts?

How are your health centers using work schedules in their retention efforts?

- MA career ladders.
- Health IT training program
- Giving an allocated number of dollars for continuing education. Most focus on specific positions, but some give at least some \$\$ for all staff.

- They implemented rotating schedule where some part of their staff are working remote while the other half are in the clinic. Tried this with their clinical staff but mostly with administrative staff. Some health centers are allowing their MA's to work 10 hour shifts for three consecutive days and allowing them to take the two days off afterwards.

