

YOUR PRESENTER







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LAND ACKNOWLEDGEMENT





This presentation was created on, and is being given from unceded territories of the Monacan people in Richmond, VA.

We humbly offer gratitude and respect to the elders, past and present citizens of these tribes, and to all indigenous peoples that are historically and contemporarily tied to the lands that make up Richmond, VA.

(Check out this resource to see whose land you're occupying: https://native-land.ca/.)

HOUSEKEEPING





- This session is being recorded and the recording will be sent via email to everyone who registered
- Please use the Chat box to ask questions and share comments (use the drop down box and select all participants and panelist so everyone can see your questions/comments)
- Contact Mariah Blake if you are having any technical difficulties
- Please complete the evaluation at the end of the session

ASSOCIATION OF CLINICIANS FOR THE UNDERSERVED





Access to Care & Clinician Support

Recruitment & Retention

National Health Service Corps

Resources

Training

Networking

STAR² CENTER





- National Cooperative Agreement awarded in 2014
- Funded by the Bureau of Primary Healthcare
- One of 21 National Training and Technical Assistance Partners (NTTAPs)
- Produces FREE Resources, Training, and Technical Assistance

www.chcworkforce.org

Contact us: info@chcworkforce.org

USING YOUR DATA PROFILE DASHBOARD WEBINAR SERIES



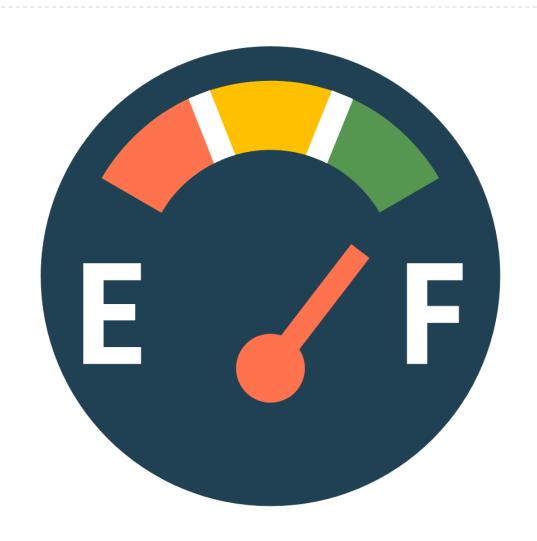


- June 22, 3-3:30p.m. ET: Data Profile Dashboard Overview
- June 23, 3-3:30p.m. ET: Using Data to Inform Your Workforce Efforts
- June 24, 3-3:30p.m. ET: Demo and Features of a Data Profile Dashboard

WORKFORCE IS THE FUEL







A Health Center with a full tank identifies workforce as an essential organizational issue, invests in appropriate operational and staffing resources, and has some key features...

Core Components

Data-Informed Workforce Plan

Equitable & Effective Compensation Structure

Positive Culture Focused on Engagement Tested
Recruitment &
Retention
Strategies

Health
Professions
Training Program

Chief Workforce
Officer

High-Functioning Managers

Policies that
Support Diversity
& Cultural
Respect



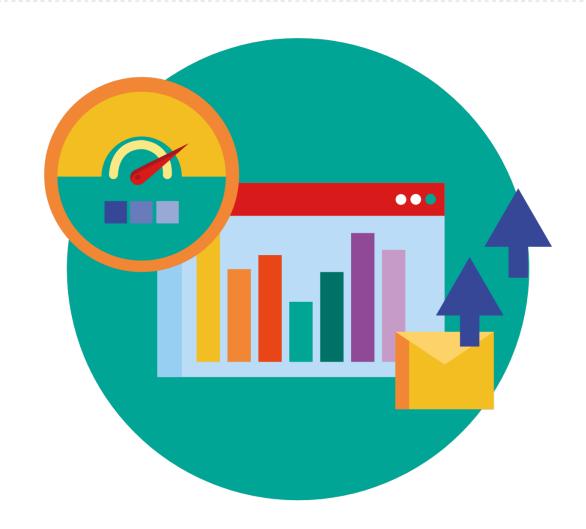


DATA INFORMED WORKFORCE PLAN





Uses organizational, human resources, and community data to help develop a realistic and dynamic plan for staffing.









WITHOUT DATA...

You're Just Another Person With an Opinion

-W. Edwards Demming

Are you familiar with the Data Profile Dashboards?

How comfortable are you with diving into workforce data? Why or Why not?

DATA PROFILE DASHBOARD 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?

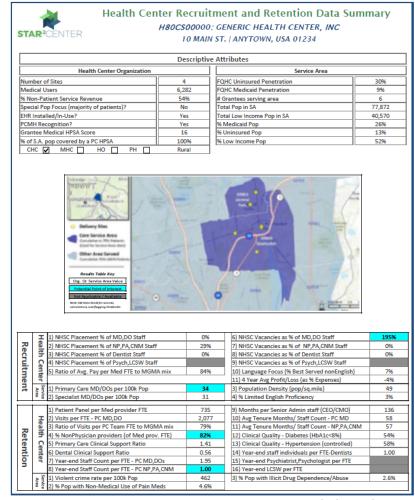
DATA PROFILE DASHBOARDS





- Began as PDF Reports (2015-2018); Now a dashboard in Tableau
- Produced and distributed annually to health center CEOs
- Utilized by health centers, state and national partners to start conversations about workforce

Previous Data Profile Reports (2015-2018)



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%	096	096
	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%	096	096
	8) NHSC Vacancies as % of Dentist Staff	096	0%	096	096
	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%
	1				
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 <u>Data Profile Information Center</u> 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.

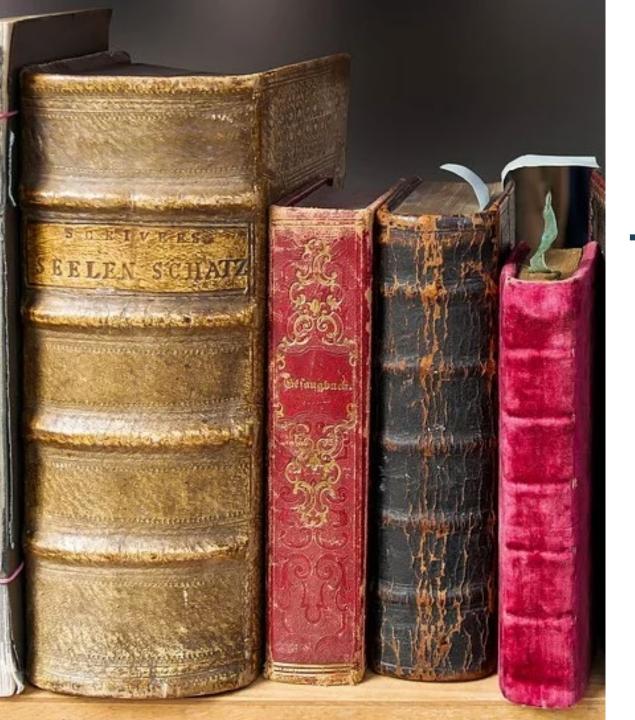
DATA PROFILE DASHBOARDS





- Data visualization (interactive maps/charts/graphs)
- Interpret what the data means
- Drill down on data elements and service area characteristics
- Compare your organization to other health centers on each measure
- Focus on comparison group of best relevance
- Examine trends in your data and the data for comparative groups
- Health Centers view their own data
- PCAs view data from the perspective of any health center in their state









DATA PROFILES

With context, allow you to see the STORY of your health center workforce

USING YOUR DATA PROFILE DASHBOARD







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DATA PROFILE DASHBOARDS – 2021 KEY DATES





- June 22,23,24: Webinar Series
- June 28: Release to Health Centers
- July 1: Release to PCA Staff (if signed DUA on file by 6/30)
- Ongoing: 1:1 TA

THANK YOU!

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