



Advancing Health Center Recruitment & Retention Through Health Professions Education & Training

NEW Health discusses NEW Health University & Staff Development

Tuesday, 21 June 2022

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HOUSEKEEPING



- This session is being recorded and the **recording** will be sent via email to everyone who registered
- Please use the **Q&A** box to ask questions (use the drop down box and select all participants and panelist so everyone can see your question)
- Use the **Chat** box to share comments and thoughts
- Please complete the **evaluation** at the end of the session

WEBINAR GUIDELINES



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ASSOCIATION OF CLINICIANS FOR THE UNDERSERVED



Access to Care & Clinician Support

Recruitment & Retention

National
Health
Service Corps

Resources

Training

Networking

- 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

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YOUR PRESENTERS



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menti.com

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Would you rather be
able to understand
anyone in the world, or
be understood by
anyone?

(No, you may not have both
superpowers...)



Bringing healthcare into communities and communities into healthcare



Since 1978

MEDICAL | DENTAL | PHARMACY | BEHAVIORAL HEALTH

It is the **mission** of NEW Health to promote health and wellness within our communities by providing integrated, open-access healthcare for all.

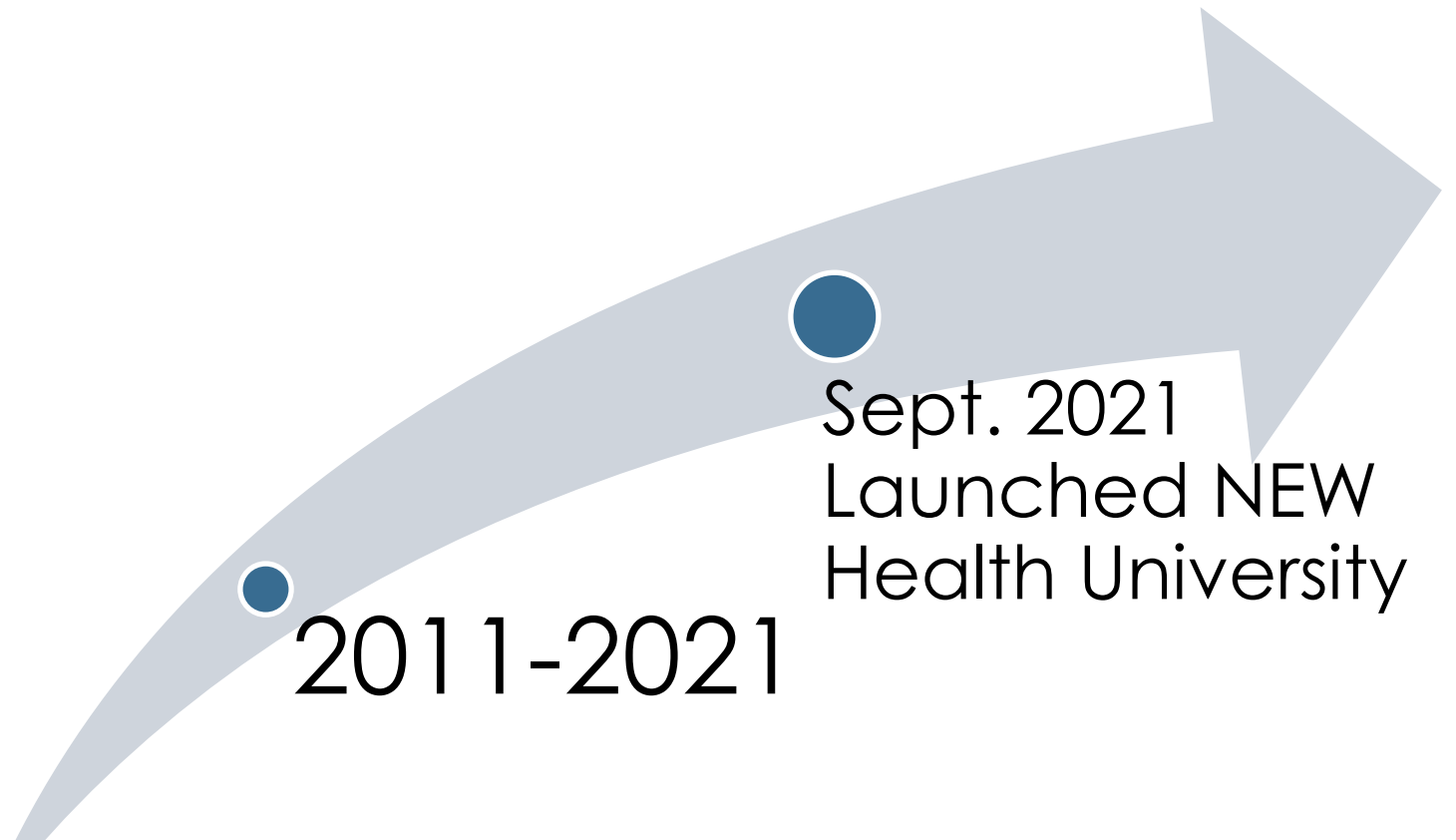
NEW Health provides medical, dental, pharmacy, and behavioral health services for **16,000 patients** annually.

Our service area is very **rural**, averaging 10.7 people per square mile, and one of the counties we serve meets the “frontier” definition of fewer than 7 people per square mile.





The mission of NEW Health University is to create **community-based education pathways** for rural youth and to empower employees with training, education, and **internal career pathways** to strengthen our current and future healthcare workforce.

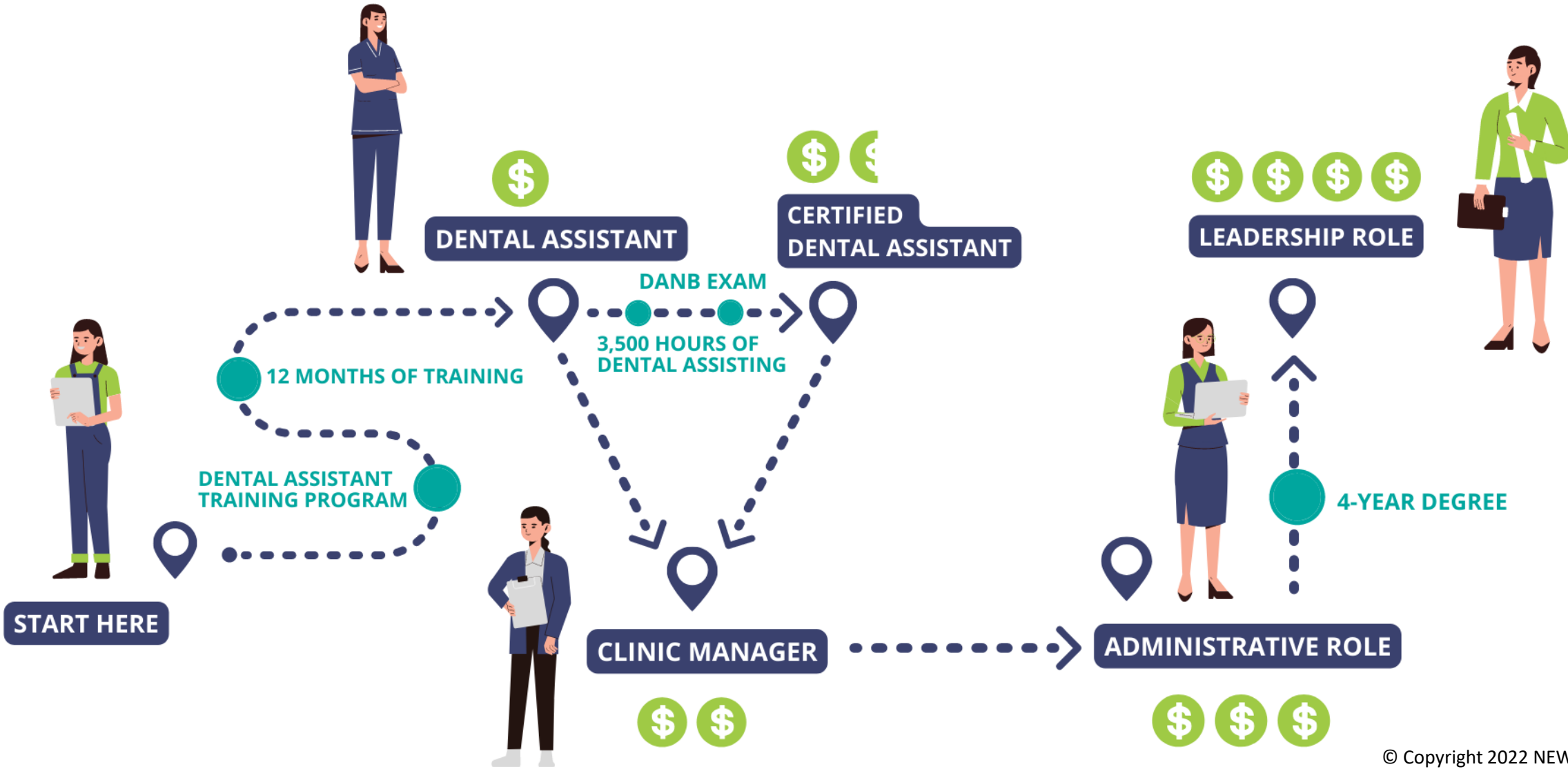




Org Vision Statement: NEW Health will be the trusted local **health care provider of choice**. The best outcome for every patient, every time, for generations to come.



The vision of NEW Health University is to be the **employer of choice** for our communities through career training, growth, and academic achievement.



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PATHWAYS



ADVANCE



TRAINING



HIGHER ED



Goals

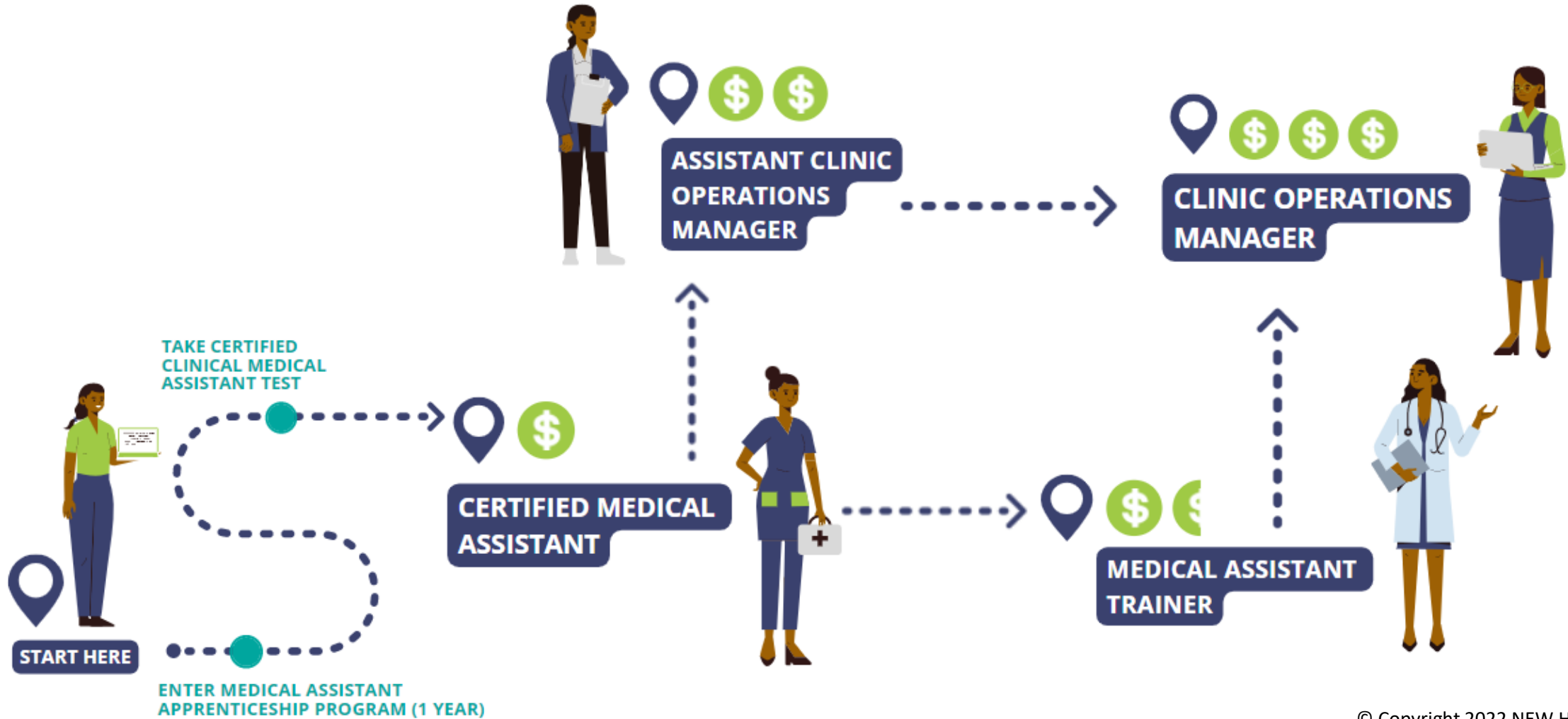
Grow & Diversify	Grow and diversify local health professional pathways in rural communities.
Invest	Invest in each employee's professional development.
Train	Provide regular training opportunities and dedicated time for training.
Advance	Advance staff within the organization to promote growth from within and to retain talent.
Partner	Partner with schools and academic institutions to support current employee education needs, and to support healthcare workforce pipeline development.
Analyze	Use data to inform continuous development of training content that will result in efficient operational workflows, employee satisfaction, and advance the patient experience.



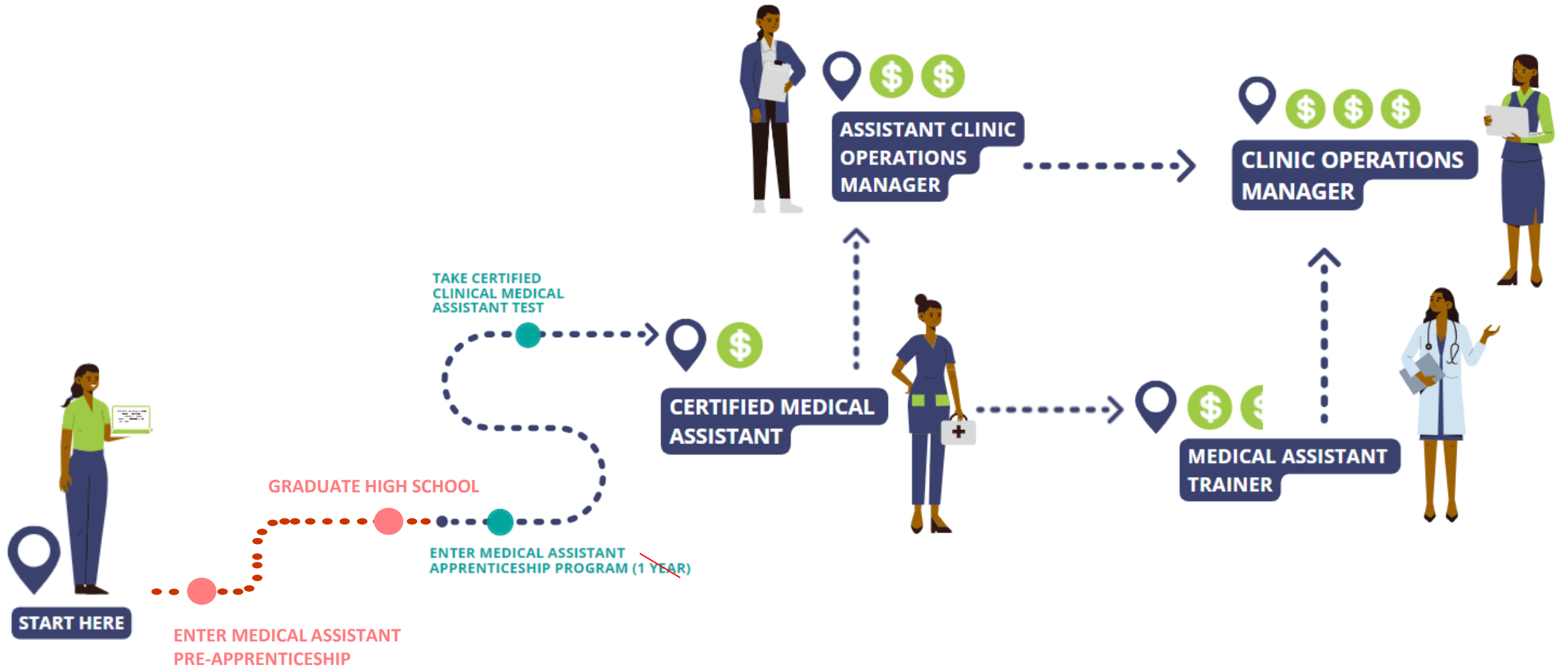
Comprehensive Workforce Development Plan



Grow & Diversify



Grow & Diversify





Train

Staff Training

1. Onboarding
Orientation
Checklists
90-days & Annual skill check
2. One-on-one skills training
Skills Evaluation
Coaching Report
3. Monthly training time

Trainers

- How to identify
- How to recognize

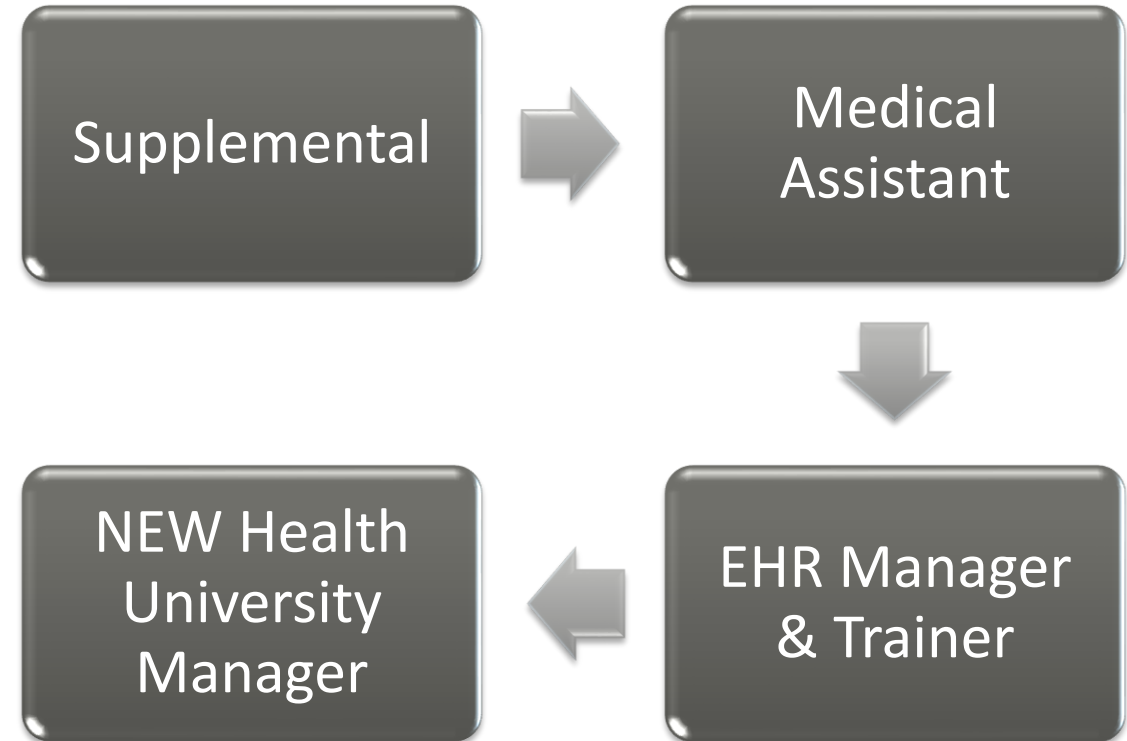


Train



"NEW Health University and its mission empower staff to grow their own career and stay within the organization. It's an amazing opportunity for all. As a 22-year employee that has been given the opportunity to grow within NEW Health, I'm very excited to be the manager of the University."

**MELLISA RUSSELL, MA-C,
NEW HEALTH UNIVERSITY MANAGER**





Train

April 2022 Monthly Trainings

Role	Training
Marketing	Creative Video Editing Techniques
Medical Providers	HIV/STI Prevention and Quality Measures
Dental Clinicians	Oral Cancer
Finance	Fiscal Policy Considerations in Preparation for HRSA Site Visits Part 2
Medical Assistants	Care Gap Worklist, Team Huddles, Risk Scores, and Problem List Clean Up
Front Desk and Care Coordinators	Working with Upset Customers
Medical Records	Individuals' Right under HIPAA to Access their Health Information
Operations Managers	Difficult Situations: Solutions for Managers
IT	Datto General User Training
Maintenance	Portable Electric Tools Safety
Pharmacy	Working with Upset Customers, and April PAAS Newsletter
Admin	340B the Basics, Project Management Foundations-Procurement, Prioritizing Time & Tasks



Partner
W



Medical and NP Students

UNIVERSITY *of*
WASHINGTON

Dental and PA Students



Dental Hygiene and RN Students



NP Students



What's next?

Developing new campus in partnership with local school district
And developing non-clinical career pathways for HS students

NEW Health University: Connected Careers

Experienced professionals passing knowledge to future generations

NACHC Workforce of the Future Challenge “How-To Guide”

Summer 2022



Your Path.
Your Journey.
Your Career.

Welcome to
NEW Health
University.





Learn more!



www.newhealth.org/newhealthuniversity

- Examples of career pathways
- MA Apprenticeship and DA Training program requirements
- NEW Health University copyrighted materials and consulting services available, including program assessment and strategic planning

QUESTIONS



Thank you!
Please fill out the evaluation!



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FOR THE UNDERSERVED



STAR²CENTER
SOLUTIONS TRAINING AND ASSISTANCE
FOR RECRUITMENT & RETENTION

UPCOMING EVENTS: REGISTER NOW!



STAR² Center Workforce Symposium

May 2-3, 2022, Nashville, TN

chcworkforce.org/web_links/workforce-symposium-2022

STAR² Center Retention & Recruitment Workshop

May 4-5, 2022, Nashville, TN

chcworkforce.org/web_links/rrplan-workshop-spring2022





STAR² CENTER RESOURCES

- Self-Assessment Tool
- Health Center Provider Retention and Recruitment Template
- Financial Assessment Tool
- Strategic Workforce Planning Workbook
- Chief Workforce Officer Toolkit
- Building an Inclusive Organization Toolkit

You can find all of these resources and more by visiting:

<https://chcworkforce.org/bundle/star%c2%b2-center-original-resourc>

READY TO LEARN MORE?



Check out the STAR² Center Self-Paced Courses:

<https://chcworkforce.elearning247.com/>

And the STAR² Center's Podcast Series, STAR² Center Talks Workforce Success:

[https://chcworkforce.org/web_links/star%
c2%b2-center-chats-with-workforce-leaders/](https://chcworkforce.org/web_links/star%c2%b2-center-chats-with-workforce-leaders/)



STAY IN TOUCH!

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