About Your Health Center Recruitment & Retention Data Profile Dashboard

WHO produced this resource?

The Solutions, Training, and Assistance for Recruitment and Retention (STAR²) Center was created by the Association of Clinicians for the Underserved (ACU) through a National Cooperative Agreement with the Bureau of Primary Health Care (BPHC). The STAR² Center provides free resources, training, and technical assistance to help health centers reach their workforce goals.

WHAT is this resource?

The STAR² Center has created individual health center recruitment and retention Data Profile Dashboards. These profiles can help health centers to analyze their own data as it relates to recruitment and retention and compare their data to that reported by all health centers nationally. Previously, these Data Profiles were created as static PDFs but are now housed in interactive dashboards.

WHEN was this resource created?

The Data Profile Dashboards are updated annually to reflect the most recent information available for each data set. This set of profiles features numerous data sets, including the 2020* Uniform Data System (UDS) information.

HOW was this resource produced?

Using national data, the STAR² Center team, BPHC staff, and expert consultants have identified key data points that relate to health center workforce recruitment and retention. Data from each individual health center has been compared to the national data for each point and highlighted with a blue flag where their data is very different from the national level. Blue flagged data points do not always highlight something "good" or "bad" about a health center. Instead, these flags are meant to draw the attention of health center staff to an area where they are performing differently from health centers nationally.

WHY is this information important?

The Data Profile Dashboards are meant to spark a self-assessment that can help health center staff determine where changes could be made to improve clinician workforce recruitment and retention in their organization. Health center staff have the opportunity to view grantee and service area information through a workforce lens to identify key strengths and potential challenges at an individual level, and understand trends at a national level.

It is important to note that this data was produced during the first year of the COVID-19 pandemic, so some of the data may look different than previous years.

WHAT should I do with this information?

CEOs/EDs can share their login information with appropriate health center staff and are encouraged to review their individual Data Profile Dashboard with their workforce team. They can contact the STAR² Center for further information or to set up individual training or technical assistance. The STAR² Center *Resource Center* also serves as an important tool in the self-assessment process. The *Resource Center* is a one-stop shop for free toolkits, articles, best practices, and new, informative data point one-pagers.

Understanding Your Health Center Recruitment & Retention Data Profile Dashboard

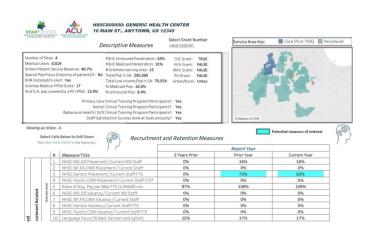**SOLUTIONS TRAINING AND ASSISTANCE FOR RECRUITMENT & RETENTION**

The Health Center Data Profile Dashboards provide a wealth of information about each health center. To help you get started with your Data Profile Dashboard, we have compiled key workforce factors and specific measures included in the Data Profile Dashboards that contribute to understanding each one.
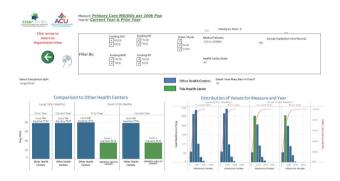
How pressured is the environment? How does it impact job satisfaction, work-life integration? These three measures can help you understand what may impact your recruitment and retention.

- Patient Panel Per Medical Provider FTE
- Visits Per FTE – Primary Care MDs
- Ratio of Visits Per Primary Care Team FTE to Medical Group Management Association Mix

Is there an effective team structure and support system? Does the culture of the organization encourage a multi-team approach? Are providers adequately supported? Are teams organized to utilize each staff person to the top of their ability and scope of practice?

- Percent Non-Physician Providers (or Med Provider FTE)
- Primary Care Clinical Support Ratio
- Dental Clinical Support Ratio

What resources does your health center have to attract and keep good staff?

- Four-Year Average Profit/Loss (as Percent of Expenses)
- Ratio of Average Pay Per Medical FTE to MGMA Mix
- Percent Non-Patient Service Revenue

What is your community like? What makes it unique?

- Total Low Income Population in Service Area
- Percent Low Income
- Percent Uninsured
- Language Focus (Percent Best Served in a Language Other Than English)

What is the broader access picture?

- Specialist MD/DOs Per 100k Population
- Primary Care MD/DOs Per 100k Population

The STAR² Center is a project of the Association of Clinicians for the Underserved

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