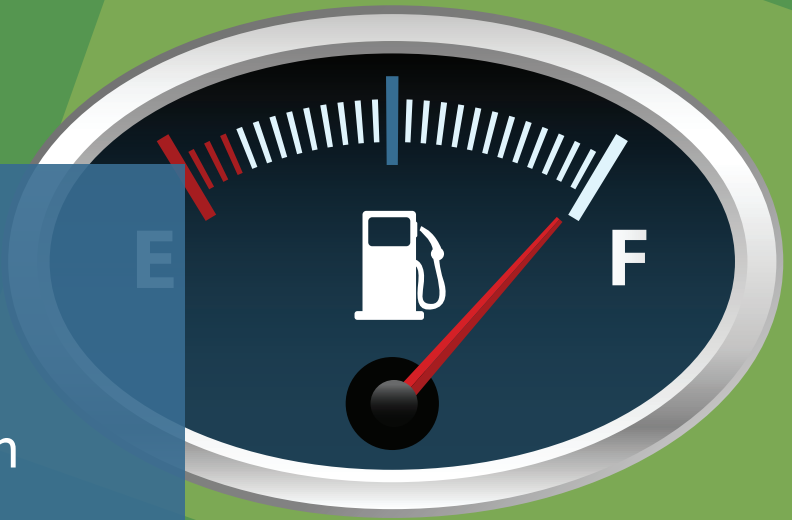


# A Health Center at Full Capacity:

## Workforce is the Fuel for Your Organizational Mission



The fuel for high-quality patient care as it journeys through the complicated healthcare landscape is a robust workforce! While it might be a bit different at each organization, every health center has some of this energy powering their organizational efforts.

Identifying and replicating common features of a strong health center will ensure they continue their journey with full tanks, no matter the make of their organization.

**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:

#### **Data-Informed Workforce Plan**

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

#### **Equitable and Effective Compensation Structure**

Defines a sustainable approach to total compensation that is attractive to potential and current staff and maintains fairness.

#### **Tested Recruitment and Retention Strategies**

Uses a Plan-Do-Study-Act approach to testing and refining the specific recruitment and retention strategies that make up a formal workforce plan.

#### **Policies that Support Diversity and Cultural Respect**

Commits to policies that help to recruit and retain a workforce representative of the patients served, with ongoing opportunity to learn and enhance cultural respect in practice.

#### **Positive Culture Focused on Engagement**

Focuses on a culture of two-way communication to continually improve the practice experience, reduce burnout, and support transdisciplinary teams in a consistent way.

#### **Chief Workforce Officer**

Has a high-level staff member dedicated to developing, monitoring, and improving the workforce plan.

#### **High-Functioning Managers**

Identifies the key role of managers in developing and engaging staff, and invests in their training with the expectation of staff retention.

#### **Health Professions Training Program**

Provides coordinated education and training to developing health professionals and ensures current clinicians can engage in teaching.

# HELPING YOU FILL YOUR TANK

The Association of Clinicians for the Underserved, through a National Cooperative Agreement from HRSA's Bureau of Primary Health Care, operates the Solutions, Training, and Assistance for Recruitment and Retention (STAR<sup>2</sup>) Center.

The STAR<sup>2</sup> Center offers a number of learning opportunities, including live and archived webinars, in-person trainings, learning collaboratives, a dynamic resource center, self-paced courses, tools, individual technical assistance, and more. These resources are free and designed to support health centers with any amount of fuel in their workforce tanks. Explore the highlighted activities for each of the key health center features below, and reach out to the STAR<sup>2</sup> Center team at any time for information and assistance.

**We're here with tools to help you fill your tank!**



## Data-Informed Workforce Plan

- ACU Data Profile Dashboards
- Workforce Self-Assessment Tool
- Financial Impact Assessment Tool
- Using HR Metrics Self-Paced Course

## Chief Workforce Officer

- STAR<sup>2</sup> Center – Making of a Chief Workforce Officer
- Core Competencies of a Chief Workforce Officer
- Chief Workforce Officer Toolkit
- STAR<sup>2</sup> Center Talks Workforce Success Podcast Season Two: Chief Workforce Officers

## High-Functioning Managers

- Manager Training and Engagement Webinar Series
- Manager Training Toolkit
- Engaging High-Functioning Managers for Retention Self-Paced Course

## Positive, Consistent Culture Focused on Engagement

- Burnout Webinar Series
- Burnout Self-Assessment Tool
- Turnover Calculator Tool
- Turnover Webinar Series
- Developing an Effective Employee Engagement Plan Self-Paced Course

## Tested Recruitment and Retention Strategies

- Retention and Recruitment Plan Template
- Exploring and Using the Recruitment & Retention Plan Template Webinar Series
- Strategic Planning Workbook
- Recruitment Budget Self-Paced Course
- Building the Recruitment Team Self-Paced Course
- Administrative Strategies for Increasing Retention Self-Paced Course
- Effective Onboarding Strategies Self-Paced Course
- Screening and Interviewing Candidates Self-Paced Course
- Advertising and Sourcing Candidates Self-Paced Course

## Equitable and Competitive Compensation Structure

- Compensation Webinar Series
- Compensation Self-Assessment Tool
- Creating a Robust Compensation Package Self-Paced Course

## Policies that Support Diversity and Cultural Respect

- Building an Inclusive Organization webinar series
- Building an Inclusive Organization Toolkit

## Health Professions Training Program

- ACU Report – Assessment of Health Professions Training in Health Centers

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