Workforce T/TA Professional Development Series Session 4 Health Professions Education & Training (HP-ET)

Tuesday, June 18, 2024

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Desiree Sweeney, Chief Executive Officer, NEW Health

HOUSEKEEPING

- This session is being recorded. The **recording and slides** will be sent to all registrants.

- Use the **chat box** to ask questions, share comments, and thoughts.

- Send a message to **Mariah Blake**, if you are experiencing technical difficulties.

- Please complete the **evaluation** at the end of the session.

- Be as present as possible, listen deliberately, share generously
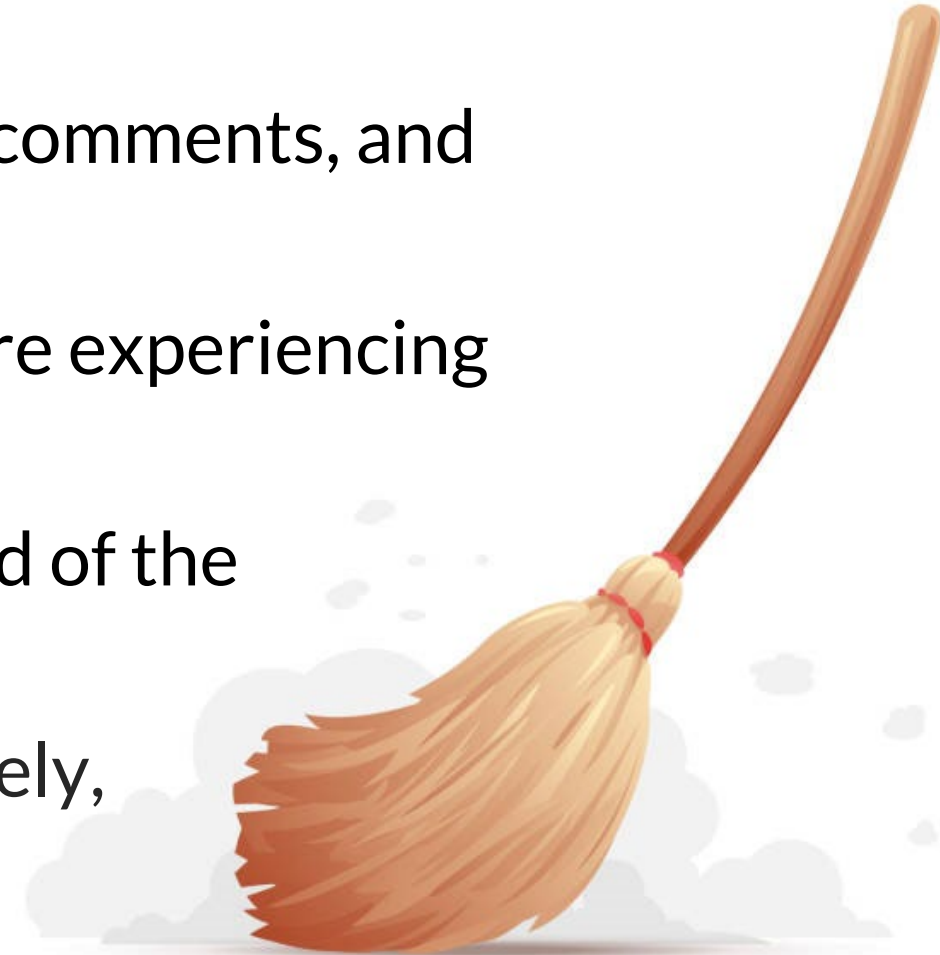
ASSOCIATION OF CLINICIANS FOR THE UNDERSERVED (ACU)

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 22 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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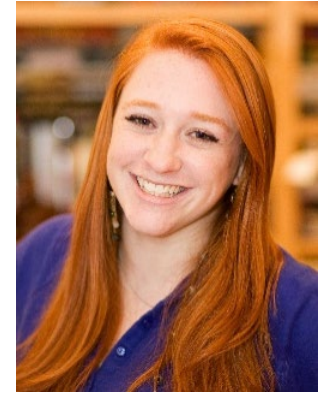**Training Specialist**
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YOUR SPEAKERS

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LEARNING OBJECTIVES

- Identify key aspects of designing and implementing a Health Professions Educations & Training (HP-ET) program

- Learn key steps to plan for, build, and support a health center HP-ET program

- Understand the work of NEW Health University in pathway development

DESIGNING AN HP-ET PROGRAM
Models & Approaches

Accredited Programs	Graduate Programs
Certificate Programs	Supervision for Licensure
Apprenticeships	Mentorships
Clerkships & Internships	Rotations
Fieldwork/Field Placements	Shadowing
Partnerships (Academic Institutions, Health Centers)	Educational Outreach
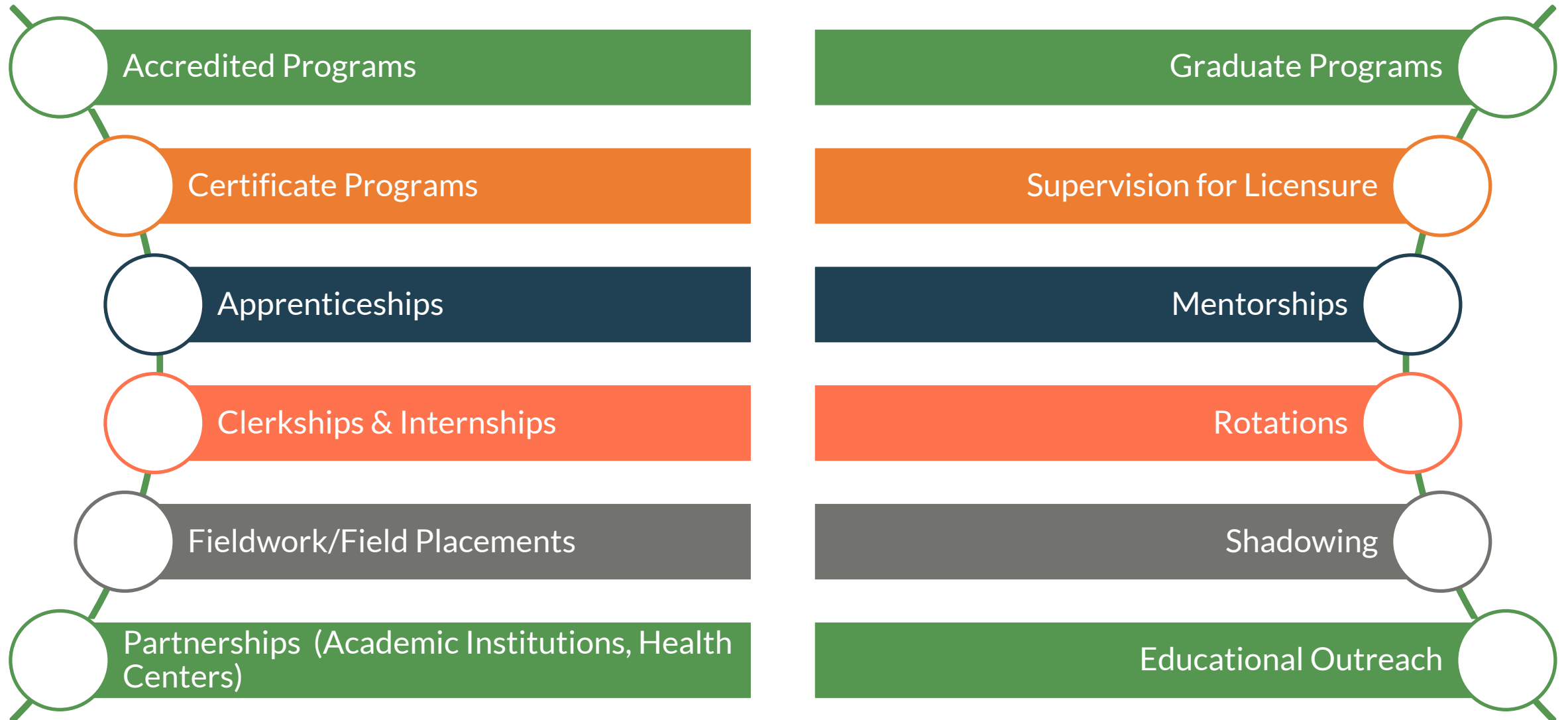
DESIGNING AN HP-ET PROGRAM
Key Considerations

- Need

- Organizational Culture

- Buy-In & Engagement

- Available Faculty

- Partnerships

- Diversity, Equity, and Inclusion (DEI)

- Curriculum Development

- Capacity

- Financial Feasibility & Sustainability

- Gap Analysis

- Location/State Requirements

- Alignment with Organizational Strategy & Objectives

- Building a Culture of Education

Secure buy-in from staff and leadership

Resources – Requirements = Surplus (or Shortfalls)

What is <u>required</u>?

What do <u>we have</u>?

What do <u>we need</u>? Or what can <u>we offer</u>?

A *plan* = How do we get what we need, using what we have?

IDENTIFY RESOURCES
Internal

❑ Leadership Support
  ❑ One or more C-Suite members
  ❑ Full C-Suite support

❑ Board of Directors/Advisory Board Support
  ❑ One or more Board members' support
  ❑ Majority of Board members' support
  ❑ Full Board support

❑ Patient Population That Would Benefit
  ❑ Diverse patient population that would benefit from additional staff diversity and training
  ❑ Patients have stated an interest in being part of the healthcare training community

❑ Potential Community Interest, Support, or Benefits

❑ Training Space for
  ❑ Clinical experience (supervised patient care)
  ❑ Skills practice
  ❑ Didactic instruction, group discussions, etc.

❑ Financial Resources
  ❑ Income from services provided
  ❑ Grants or donations from government or non-government sources
  ❑ Payment or other funding from training and educational institutions
  ❑ Loans or other funding

- ❑ Higher-level educational institutions
    - ❑ Technical/community colleges
    - ❑ State colleges
    - ❑ Private universities

- ❑ State or regional institutions with relevant remote/hybrid training programs

- ❑ Local high schools or community colleges with—or interested in developing—vocational skills programs

- ❑ Student organizations or college/university job boards & clinical rotation opportunity posts

- ❑ Area hospitals, clinics, or independent practices potential partners)

- ❑ Minority-serving institutions with health training programs

- ❑ Primary Care Association (PCA)

- ❑ Area Health Education Centers (AHECs)

- ❑ National Training & Technical Assistance Partners (NTTAPs)—including the STAR² Center

- ❑ Fellow health centers

- ❑ Accrediting bodies relevant to your training program

- ❑ External funding/grant/loan opportunities

- Is there adequate staffing to support an HP-ET program?

- What departments will participate in an HP-ET program (clinical or non-clinical)?

- Identifying trainers/preceptors
  - Expressed interest
  - Required credentials
  - Capacity
  - Teaching skills
    - Train-the-trainer

- Mirroring existing care teams

- Administrative support

Source: STAR² Center Strategic Workforce Planning HP-ET Learning Collaborative & WIPFLI

DESIGNING AN HP-ET PROGRAM
Partnership Development

- AHECs
- Hospitals
- Academic Institutions
- Other Health Centers
- Contracts
- Community Based Organizations/Non-Profits
- And more…

Source: STAR² Center Strategic Workforce Planning HP-ET Learning Collaborative & WIPFLI

DESIGNING AN HP-ET PROGRAM
Partnerships Benefits & Challenges

Benefits

Negotiation Strength
Aligned Mission, Vision, Values
Wider Range of Resources
Shared Control

Challenges

More complex decision-making
Perceived conflicting need or
competition
More personalities in the mix

Source: STAR² Center Strategic Workforce Planning HP-ET Learning Collaborative & WIPFLI

- What is required?

- What is available?

- What is unique?

- What needs to be developed?

ASSESSING COSTS
Key Considerations

Not every cost can be anticipated ahead of time, so providing some flexibility in your program budget is important.

Staff Time	Staff Training & Education	Trainee Costs
Facilities	Supplies	Marketing & Promotion
Recruitment & Partnership Building	Administration	Liability Insurance & Other Fees

Returns (Losses) = Gains – Inputs or Expenditures

Potential Losses
- Reduced patient load per FTE
- Reduced income per patient visit

Tangible Returns
- Reduced turnover
- Fewer position vacancies/increased recruitment
- Client retention
- Increased shift coverage
- Savings on certification, training, or CMEs now obtained in-house

Intangible Returns
- Staff Satisfaction
- Quality of Care
- Client Satisfaction
- Improved Site Reputation and Community Links
- Partnerships

- ❑ How are learners able to provide feedback to both your organizations/programs?
- ❑ How are your staff able to provide feedback?
- ❑ How are you evaluating learners' achievements at your health center?
- ❑ How is the educational institution/training organization evaluating what learners achieve at your health center?
- ❑ How are your organizations sharing that information and addressing challenges together?

STAR² CENTER RESOURCE HIGHLIGHT

Health Professions Education and Training Financial Impact
Assessment Tool

Click here to access the Health Professions Education and Training Financial Impact Assessment Tool

NEW Health

Medical | Dental | Behavioral Health | Pharmacy

2023 BEST PLACES TO WORK INW

Bringing healthcare into communities and communities into healthcare since 1978.
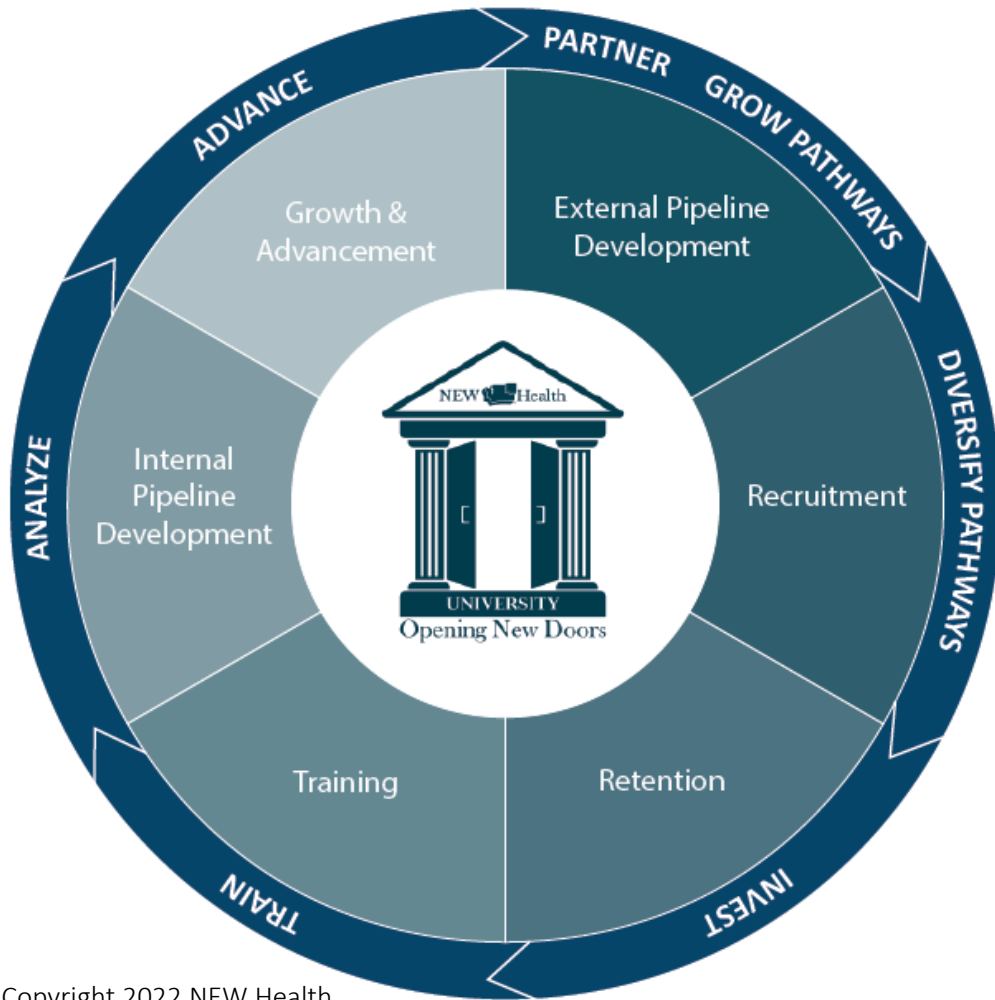
Who we are

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 **15,000 patients** annually.

NEW Health **locally employs over 180 staff** in Clinical, Operations, IT, Finance, Billing, Marketing, Maintenance, Human Resources, and other positions.

Northport

Ione

Colville

Chewelah

Newport

Springdale

Loon Lake

Nine Mile Falls
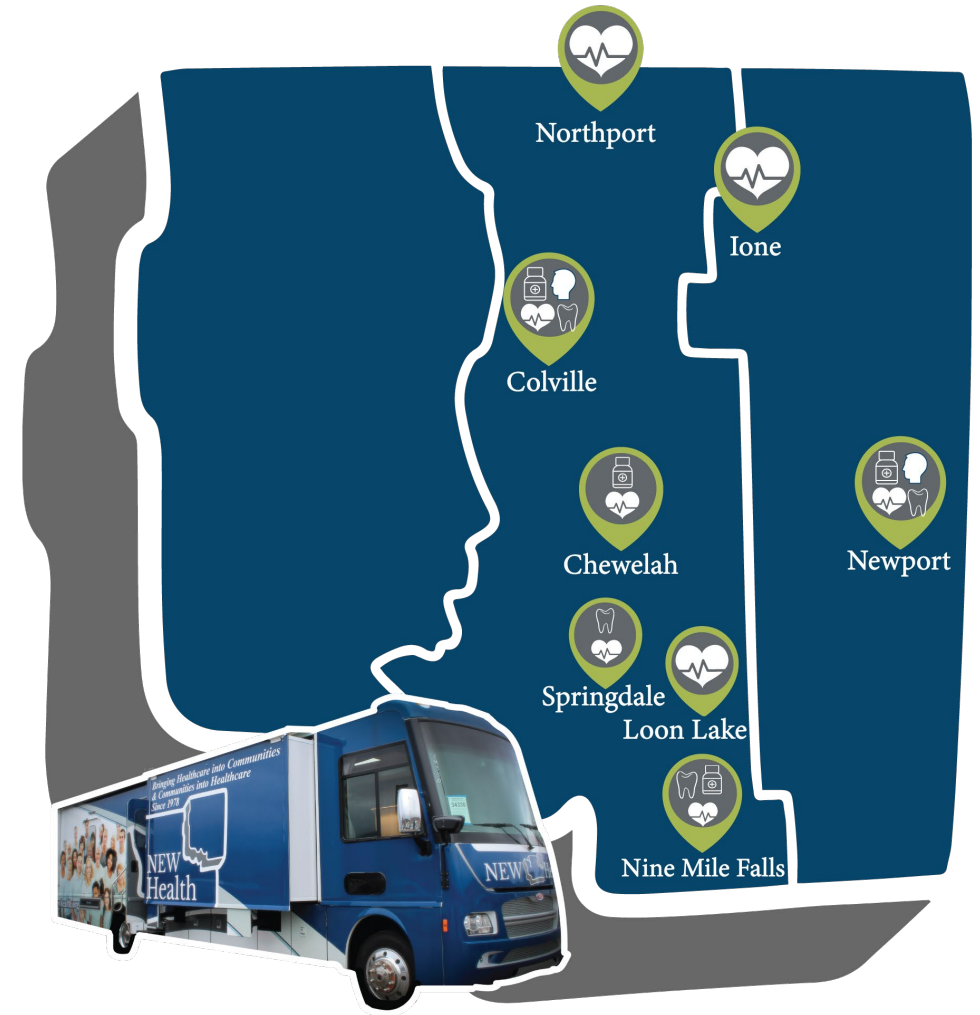
NEW Health

NEW Health University

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In 2021, NEW Health launched our **strategic workforce development program**: NEW Health University.

Today, we have more qualified applicants than we can hire for essential front-line positions.

NEW Health provides **on-the-job training**, including a Medical Assistant Apprenticeship, MA Pre-Apprenticeship, Pharmacy Technician Apprenticeship, Dental Assistant Training Program, and dedicated monthly education time for all employees.

Our rural communities value the career training programs we have developed that **enable rural youth to stay local and achieve living-wage employment**.

NEW Health University has proven to be so successful that NEW Health is now training other health centers across the country on how to create their own workforce development program.

newhealth.org

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.

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

NEW Health named a **_Best Places to Work Inland Northwest_** by the Spokane Journal of Business.

The Best Places to Work Inland Northwest is a survey and awards program that honors employers in the Inland Northwest region who are making their workplaces great.

The annual selection process is open to for-profit, non-profit, and government employers in Spokane, Bonner, Kootenai, Pend Oreille, and Stevens counties.

Only 40 companies were selected for this year's recognition, and **NEW Health was the only employer recognized from Stevens or Pend Oreille counties.**
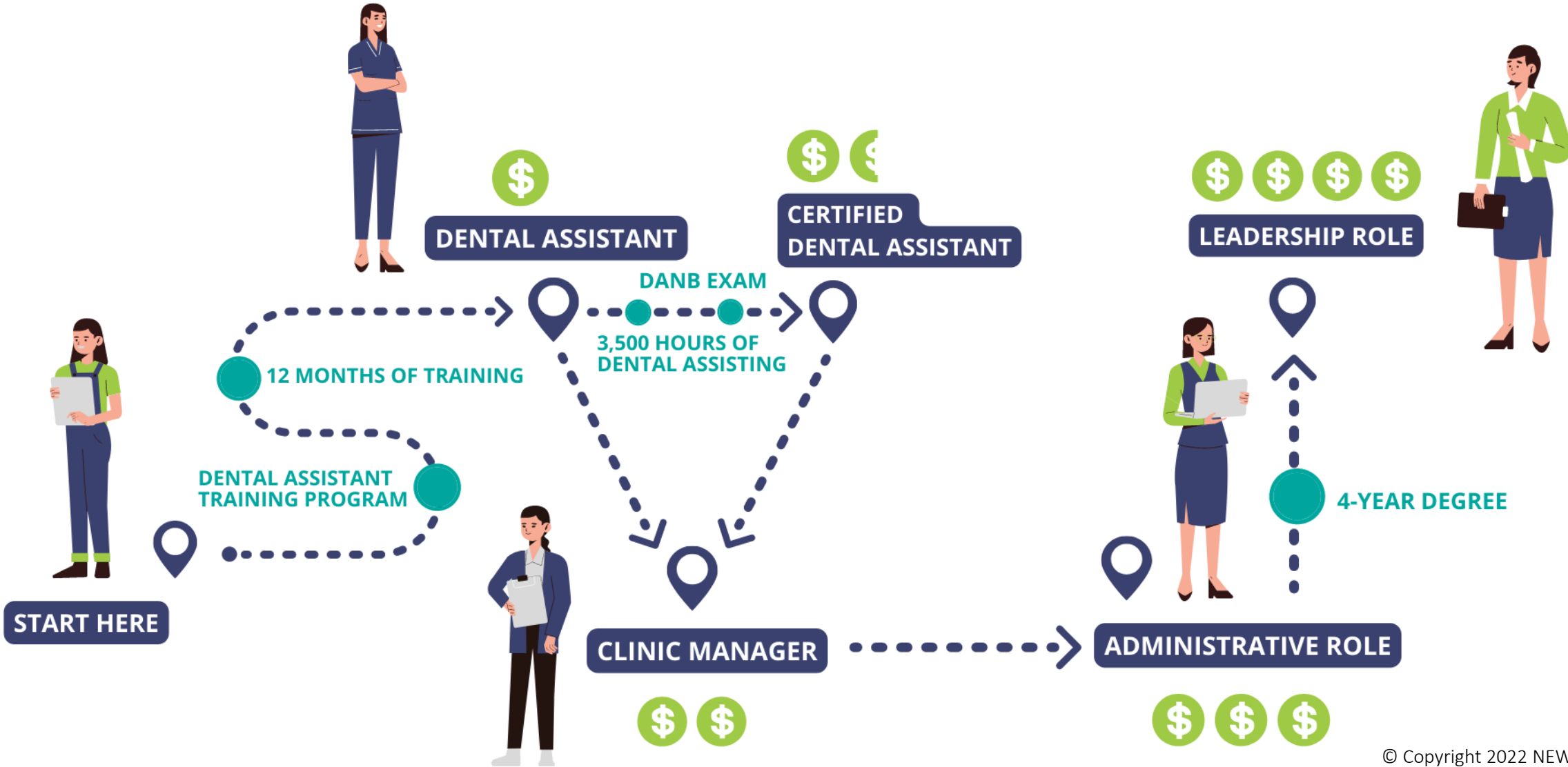
Employers were scored through two surveys managed by Workforce Research Group. Part one (25%) consisted of an employer survey about the company's benefits, policies, practices, and other information. Part two (75%) consisted of a confidential employee survey used to evaluate the employees' workplace experience in the areas of engagement and satisfaction. Focus areas included:

Employee Experience	Work-Life Balance
Role Satisfaction	Supervisor Relationship
Leadership	Communication and Workplace Culture
Benefits	Training, Technology and Development
Diversity and Inclusion	

2023 BEST PLACES TO WORK INW

NEW Health University 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.

DENTAL ASSISTANT

CERTIFIED DENTAL ASSISTANT

LEADERSHIP ROLE

DANB EXAM

12 MONTHS OF TRAINING

3,500 HOURS OF DENTAL ASSISTING

4-YEAR DEGREE

DENTAL ASSISTANT TRAINING PROGRAM

START HERE

CLINIC MANAGER

ADMINISTRATIVE ROLE

NEW Health
UNIVERSITY
Opening New Doors

PATHWAYS   ADVANCE   TRAINING   HIGHER ED

Expanding our workforce pipeline into High Schools

START HERE

ENTER MEDICAL ASSISTANT PRE-APPRENTICESHIP

GRADUATE HIGH SCHOOL

ENTER MEDICAL ASSISTANT APPRENTICESHIP PROGRAM (9 MONTHS OR LESS)

TAKE CERTIFIED CLINICAL MEDICAL ASSISTANT TEST

CERTIFIED MEDICAL ASSISTANT

ASSISTANT CLINIC OPERATIONS MANAGER

MEDICAL ASSISTANT TRAINER

CLINIC OPERATIONS MANAGER
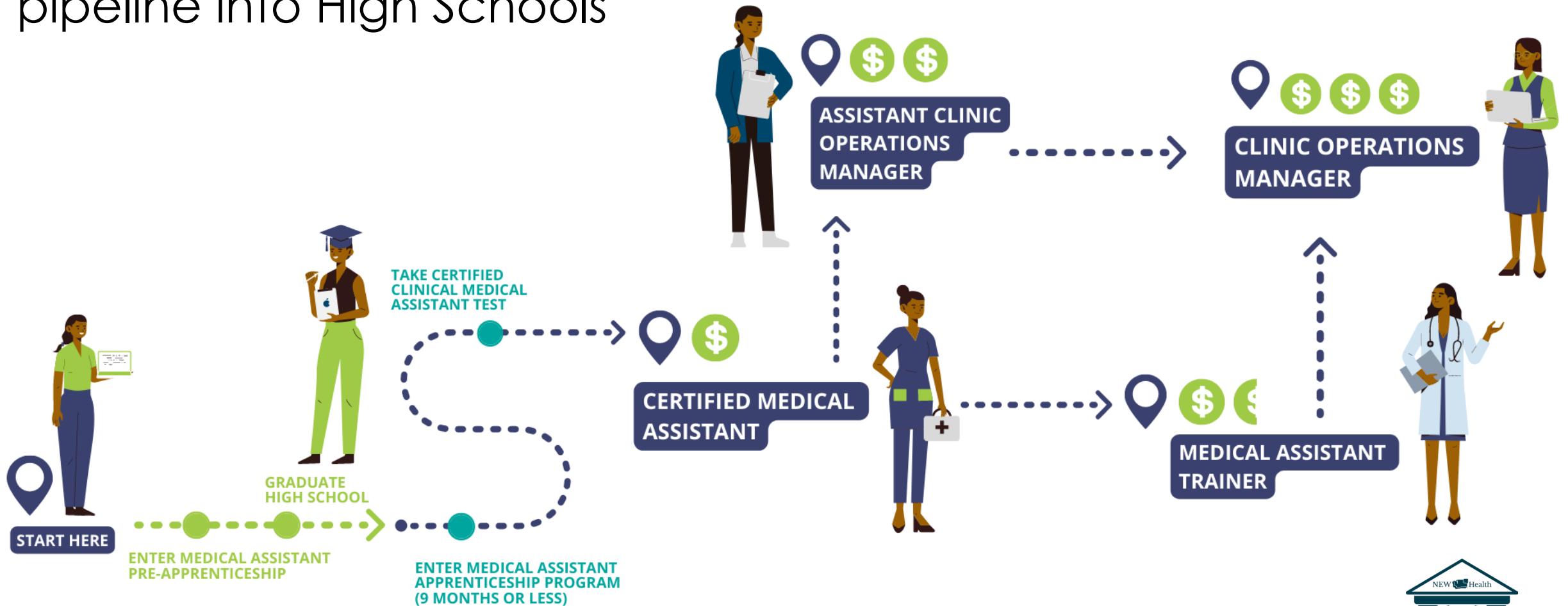
IT Internships for HS Students and internal career growth for employees

COMPTIA ITF+ CERTIFICATION (160 HOURS + EXAM)

START HERE → IT HELPDESK SPECIALIST I

COMPTIA A+ CERTIFICATION (160 HOURS + EXAM)

IT HELPDESK SPECIALIST II

ITIL V4 CERTIFICATION

HELPDESK MANAGER

COMPTIA NETWORK+ AND COMPTIA SECURITY+ CERTIFICATIONS (160 HOURS + EXAM EACH)

NETWORK ENGINEER

COMPTIA SERVER+ AND COMPTIA CLOUD+ CERTIFICATIONS (160 HOURS + EXAM EACH)

SYSTEMS ADMINISTRATOR

NEW Health UNIVERSITY Opening New Doors

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Developing HS Student Internships

Medical Records

Information Technology

Marketing

Business Intelligence

Credentialing

Referrals

Legal & Corporate Compliance

Finance

Maintenance

Quality Improvement

Human Resources

Care Coordination & Scheduling

newhealth.org
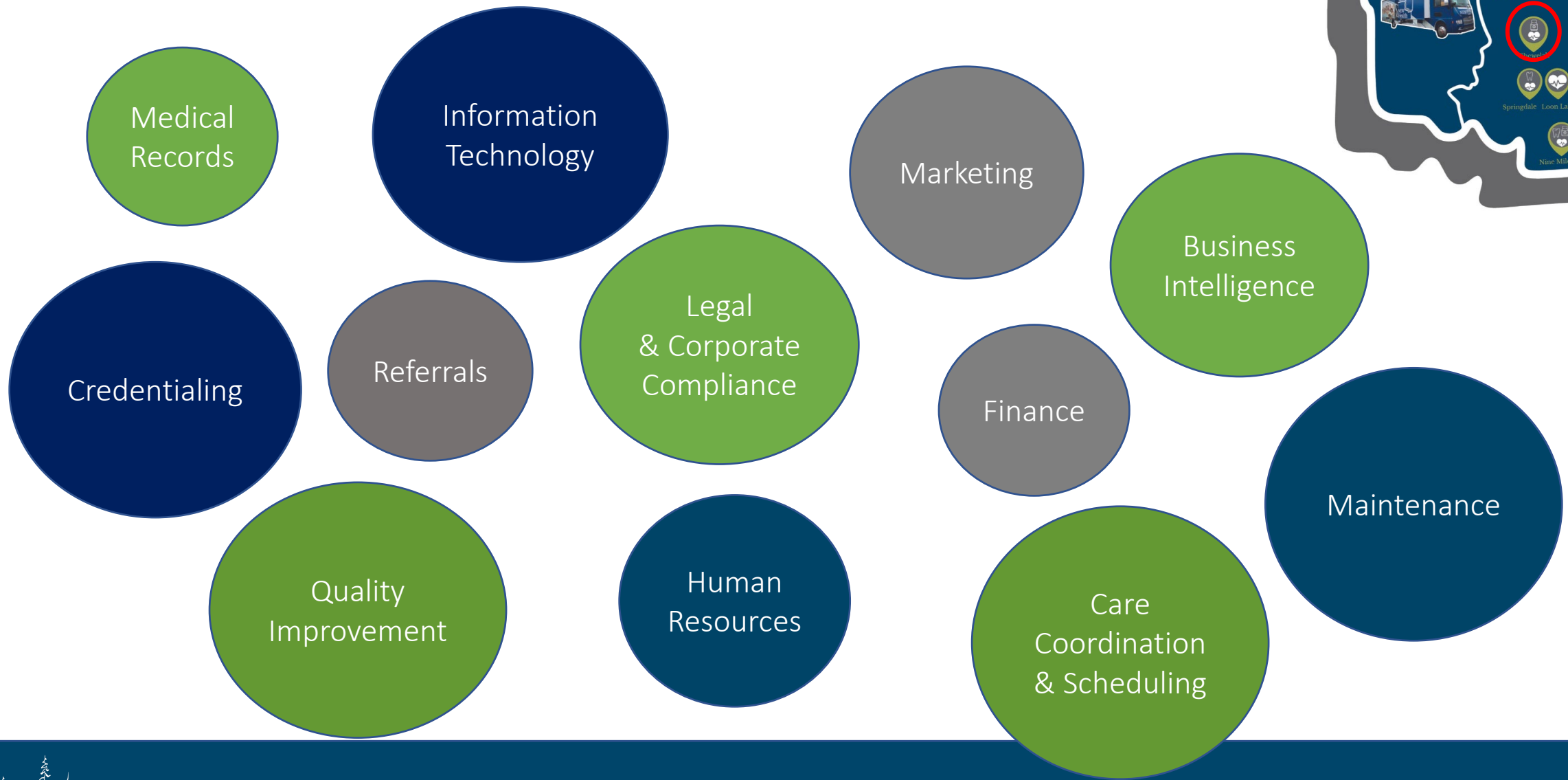
Creating a Regional Workforce Development Center

Desiree Sweeney, CEO
dsweeney@newhp.org

Learn more: https://newhealth.org/newhealthuniversity/

NEW Health

QUESTIONS

Thank you!
Please fill out the evaluation!

STAR² CENTER RESOURCES

- [Recruitment & Retention Self-Assessment Tool](#)
- [Health Center Comprehensive Workforce Plan Template](#)
- [Equal Pay for Work of Equal Value White Paper](#)
- [Financial Assessment For Provider Turnover Tool](#)
- [Building an Inclusive Organization Toolkit](#)
- [Onboarding Checklist](#)
- [Supporting Mental Health Through Compensation Equity Factsheet](#)
- [C-Suite Toolkit: Health Professions Education & Training for Recruitment and Retention](#)

[You can find all of the STAR² Center's free resources here](#)

[Sign up for our newsletter here for new resources, trainings, and updates](#)

INTERESTED IN TRAINING ON YOUR OWN TIME?

Check out the STAR² Center Self-Paced Courses: chcworkforce.elearning247.com

And the ACU & STAR² Center Video webpage: www.youtube.com/channel/UCZg-CFN7Wuev5qNUWt69u0w/feed

And the STAR² Center Podcast page: www.chcworkforce.org/web_links/star%c2%b2-center-chats-with-workforce-leaders/

ACCREDITATION ORGANIZATIONS

- Community Health Workers – lists of state-by-state programs:
  - www.ruralhealthinfo.org/toolkits/community-health-workers/4/training/certification
  - nachw.org/membership/chw-networks-and-certification-programs
- Dental - CODA: coda.ada.org/en/find-a-program/program-options-and-descriptions
- Medical - ACGME: www.acgme.org/specialties
- Nurse Practitioner - NNPRFTC: www.nppostgradtraining.com/accreditation/
- Medical Assistants - AAHEP and ABHES: www.aama-ntl.org/medical-assisting/caahep-abhes-programs
- Nursing: nursingcas.org/whats-the-deal-with-accreditation/
- Pharmacy Tech - ASHP: www.ashp.org/professional-development/technician-program-accreditation/ashp-acpe-pharmacy-technician-accreditation-commission?loginreturnUrl=SSOCheckOnly
- Social Work - CSWE: www.cswe.org/accreditation

INFO & SUPPORT ORGANIZATIONS

MD/DO

- ACGME - www.acgme.org (also Psychiatry)
- Education Health Center Guide - educationhealthcenter.org
- Rural GME - www.ruralgme.org

Nurse Practitioner

- CHC Inc. – www.weitzmaninstitute.org/wp-content/uploads/2022/02/NPResidencyBook.pdf

CHW

- MHP Salud - mhpsalud.org/community-health-worker-resources

Psychology & Social Work

- APA - www.accreditation.apa.org
- Council for Social Work Education: www.cswe.org

Dental

- DDS, etc. - coda.ada.org/en/find-a-program/program-options-and-descriptions

- DA – Washington Association for Community Health - www.wacommunityhealth.org/capacity-building-1

Medical Assistants

- NIMAA – www.nimaa.edu/

- Washington Association for Community Health - www.wacommunityhealth.org/capacity-building-1

- Alaska Primary Care Association - alaskapca.org/apprenticeships

Multiple Disciplines Pathway Development

- NEW Health University - newhealth.org/newhealthuniversity

STAY IN TOUCH!

Chcworkforce.org

Clinicians.org

info@clinicians.org

844-ACU-HIRE

ACU
ASSOCIATION OF CLINICIANS
FOR THE UNDERSERVED

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SOLUTIONS TRAINING AND ASSISTANCE
FOR RECRUITMENT & RETENTION