

# STAR<sup>2</sup> Center: Overview & Offerings

Wednesday, January 24, 2024  
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# YOUR SPEAKER



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*(she/her)*

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# ASSOCIATION OF CLINICIANS FOR THE UNDERSERVED



Access to Care & Clinician Support

Recruitment & Retention

National  
Health  
Service Corps

Resources

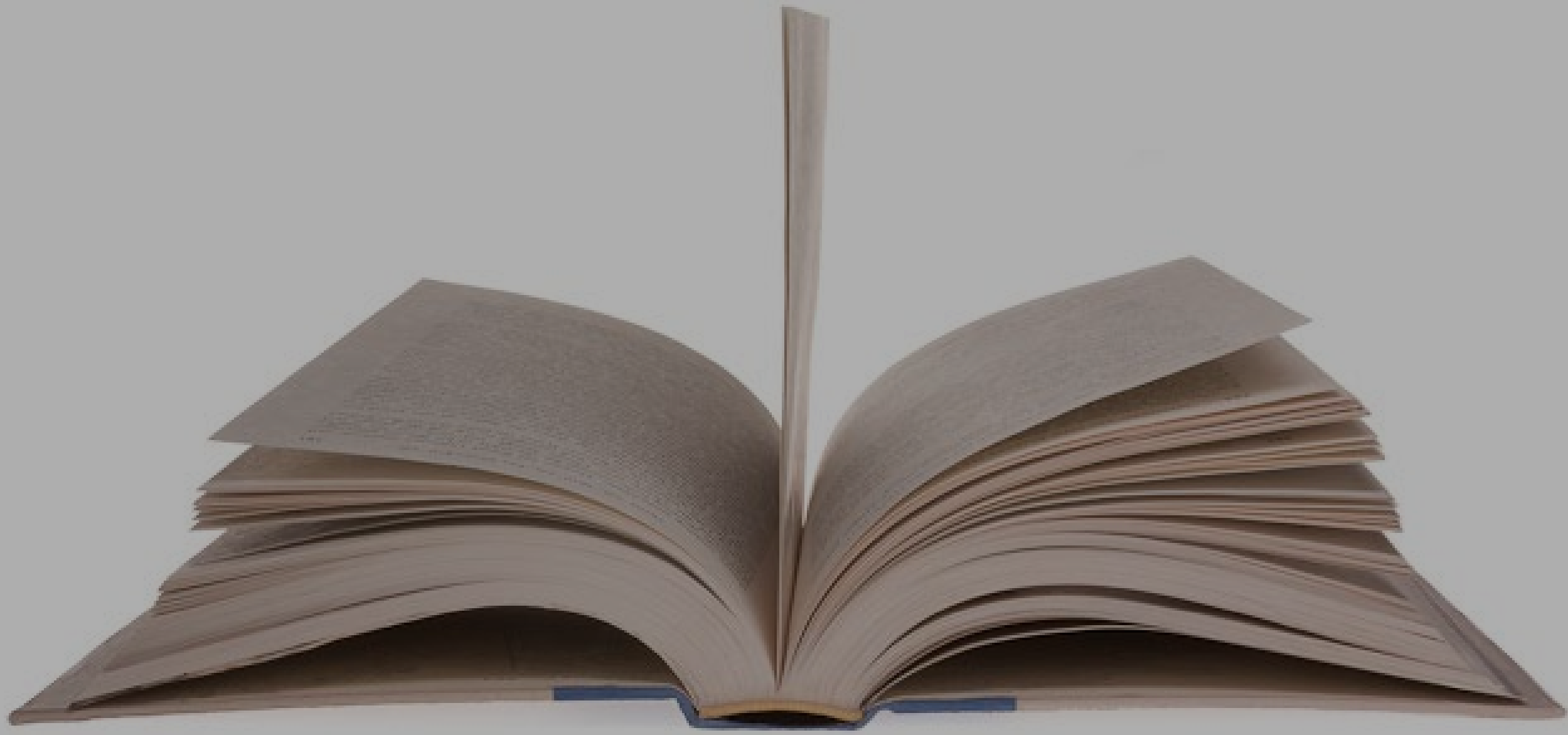
Training

Networking

- National Cooperative Agreement awarded in 2014
- Funded by the Bureau of Primary Healthcare
- One of 22 National Training and Technical Assistance Partners (NTTAPs)
- Produces **FREE** Resources, Training, and Technical Assistance

[www.chcworkforce.org](http://www.chcworkforce.org)

Contact us: [info@chcworkforce.org](mailto:info@chcworkforce.org)



# RESOURCES

# SOME OF OUR NEWEST RESOURCES



- [Implementing Staff Satisfaction Surveys Infographic](#)
- [Building a Resilient & Trauma-Informed Workforce Factsheet](#)
- [C-Suite Toolkit: Health Professions Education and Training for Recruitment and Retention](#)
- [Working with Minority-Serving Institutions to Enhance and Diversify Recruitment Pathways](#)
- [The Growing Provider Shortage: Building the Case for Developing an HP-ET Program](#)
- [White Paper – Equal Pay for Work of Equal Value](#)
- [STAR<sup>2</sup> Center HP-ET Financial Impact Assessment Tool](#)



Click [here](#) to access the Resource Center!

# STAR<sup>2</sup> CENTER RESOURCE HIGHLIGHT

## C-Suite Toolkit: HP-ET For R&R



Click [here](#) to access the C-Suite Toolkit!



### C-Suite Toolkit: Health Professions Education and Training (HP-ET) for Recruitment and Retention



#### What is HP-ET and How Can it Work to Support Workforce Development at Health Centers?

- Health Professions Education and Training (HP-ET) programs provide the opportunity for health centers to recruit, develop, and retain their workforce by exposing health and allied health professions students, trainees, and residents to education and training programs at health centers.
- HP-ET is simply any training or education of health-related learners.
- HP-ET can be accomplished at health centers through partnerships with educational institutions, other healthcare organizations, or can be self-sustained within the health center.



#### Benefits of HP-ET for Staff Recruitment and Retention (R&R)

##### HP-ET supports Recruitment by...

- Providing a pathway for training staff to fill vital and under-staffed roles at health centers.
- Allowing health centers to recruit new workforce entrants and start onboarding early by exposing them to the health center, its care teams, and the community during their education.
- Advertising for the health center mission.
- Taking advantage of the fact that residents and other graduate medical practitioners tend to stay in the areas where they train.

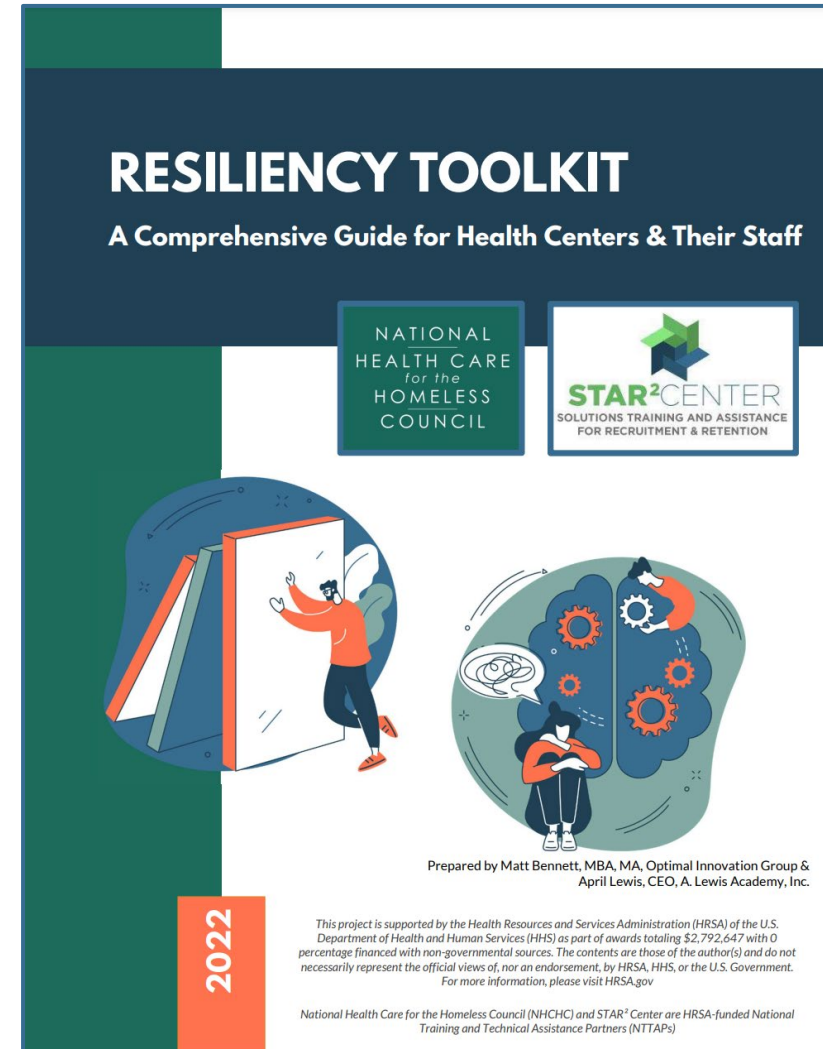
##### HP-ET supports Retention by...

- Improving staff satisfaction through training/teaching/mentoring.
- Improving staff skills as they work to keep up-to-date with new learners and the latest advancements in their fields.
- Providing the potential for additional benefits, including benefits gained through partnerships with educational or community institutions.

# STAR<sup>2</sup> CENTER TOOLKITS



- Organizational Leadership and Resiliency Toolkit
- Workforce Planning Resource Repository
- Chief Workforce Officer (CWO) Toolkit
- Building an Inclusive Organization Toolkit





# BUILDING AN INCLUSIVE ORGANIZATION TOOLKIT

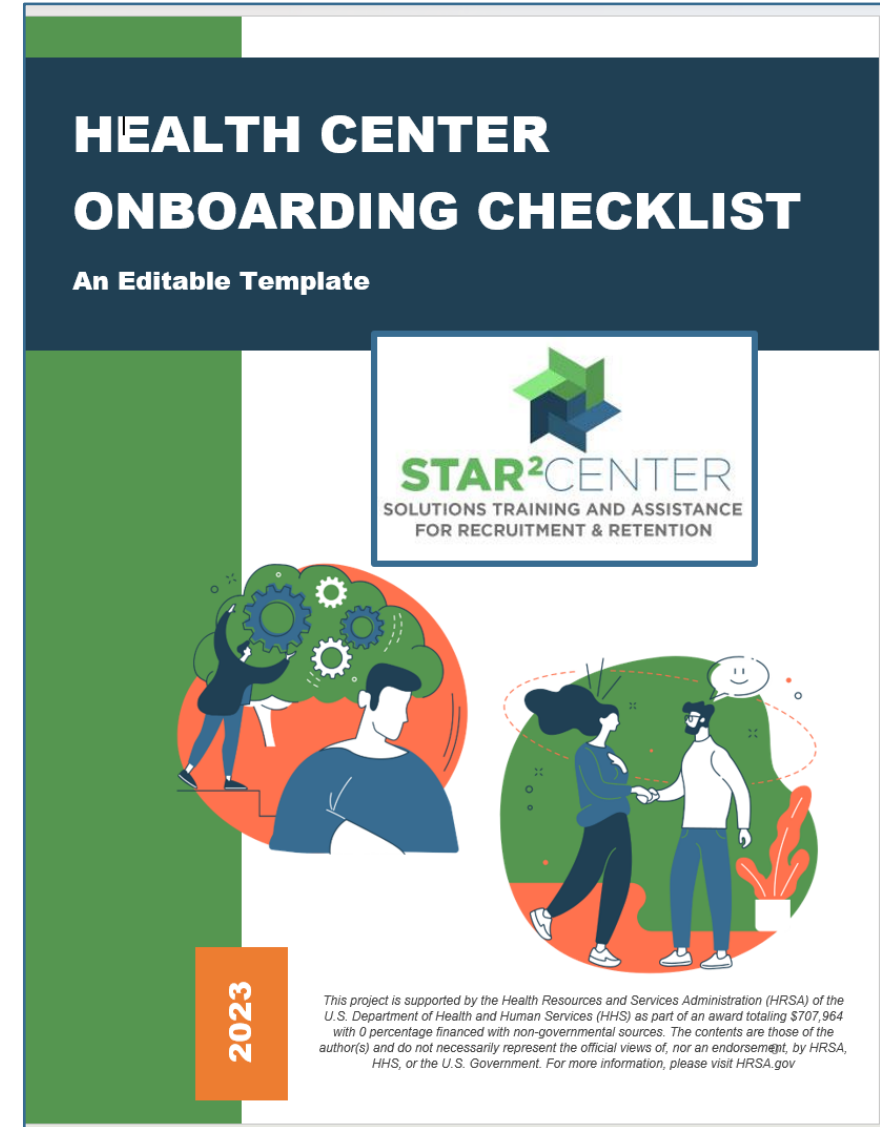


# STAR<sup>2</sup> CENTER RESOURCE HIGHLIGHT

## Health Center Onboarding Checklist



Click [here](#) to access the Health Center Onboarding Checklist!



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# TRIED AND TRUE RESOURCES



## HEALTH CENTER COMPREHENSIVE WORKFORCE PLAN

A Retention & Recruitment Plan Template



2022

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- [Definition of a Comprehensive Workforce Plan](#)
- [Health Center Comprehensive Workforce Plan template \(updated 2022!\)](#)
- [Best Practices for Adapting to the Remote and Hybrid Workforce In Team-Based Care](#)
- [Self-Care for the Health Center Workforce](#)
- [Manager Training Toolkit](#)
- [The Evolving Role of Nurse Practitioners in Health Centers and Considerations for Job Satisfaction](#)
- [Effects of Virtual Care Delivery on Health Center Clinician Engagement and Burnout](#)

# DATA PROFILE DASHBOARDS



- Data visualization (interactive maps/charts/graphs)
- Context to help interpret what the data mean
- Drill down on data elements and service area characteristics
- Examine trends in your data and compare to health centers of similar type, size, geographical area, etc.
- Focus on comparison groups of best relevance
- Health Centers can view their own trends and compare to state, multi-state, or national averages
- PCAs can view data from the perspective of any health center in their state



# DATA PROFILE DASHBOARDS

How YOU Can Access Them



## Produced & Distributed Annually to Health Center CEOs/EDs

- Distributed in June/July each year
- CEOs receive an email & a paper mailer

## Health Center CEOs Set Up Password

- CEOs are encouraged to share their login information with HR leadership, CWOs, and anyone else they deem appropriate

## You Access Them!

- Review the information available in the DPD
- Utilize this information in workforce strategic planning

If your CEO/ED has questions/concerns/needs help, have them email Mariah Blake: [mblake@clinicians.org](mailto:mblake@clinicians.org)!

# DATA PROFILE DASHBOARDS

How YOU Can Access Them



Access the Data Profile Dashboards here:

<https://chcworkforce.org/data-dashboards-login/>



**TRAINING**

# STAR<sup>2</sup> CENTER RESOURCE HIGHLIGHT

## Training Calendar



Click [here](#) to access the Training Calendar!





2024 ACU STAR<sup>2</sup> CENTER

# WORKFORCE SYMPOSIUM

INCLUSIVE INNOVATION:  
PUTTING

PEOPLE FIRST



APRIL 29-30  
NASHVILLE, TN

- **Registration:** [Click here to access the registration process](#)
- **Hotel Information:** [Graduate Nashville – Click here to access our dedicated booking page!](#)
- **Draft Agenda:** [Click here to download the tentative agenda \(January 2024\)](#)

2024 ACU STAR<sup>2</sup> CENTER

# COMPREHENSIVE WORKFORCE PLAN WORKSHOP

CHOOSE YOUR OWN WORKFORCE ADVENTURE!

May 1 - 2 | Nashville, TN



- **Registration:** [Click here to access the registration process](#)
- **Hotel Information:** [Graduate Nashville – Click here to access our dedicated booking page!](#)
- **Draft Agenda:** [Click here to download the tentative agenda \(January 2024\)](#)

# INTERESTED IN TRAINING ON YOUR OWN TIME?



Check out the STAR<sup>2</sup> Center Self-Paced Courses: [chcworkforce.elearning247.com](https://chcworkforce.elearning247.com)

And the ACU & STAR<sup>2</sup> Center Video webpage:

[www.youtube.com/channel/UCZg-CFN7Wuev5qNUWt69u0w/feed](https://www.youtube.com/channel/UCZg-CFN7Wuev5qNUWt69u0w/feed)

And the STAR<sup>2</sup> Center Podcast page:

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





# TECHNICAL ASSISTANCE

# STAR<sup>2</sup> CENTER RESOURCE HIGHLIGHT

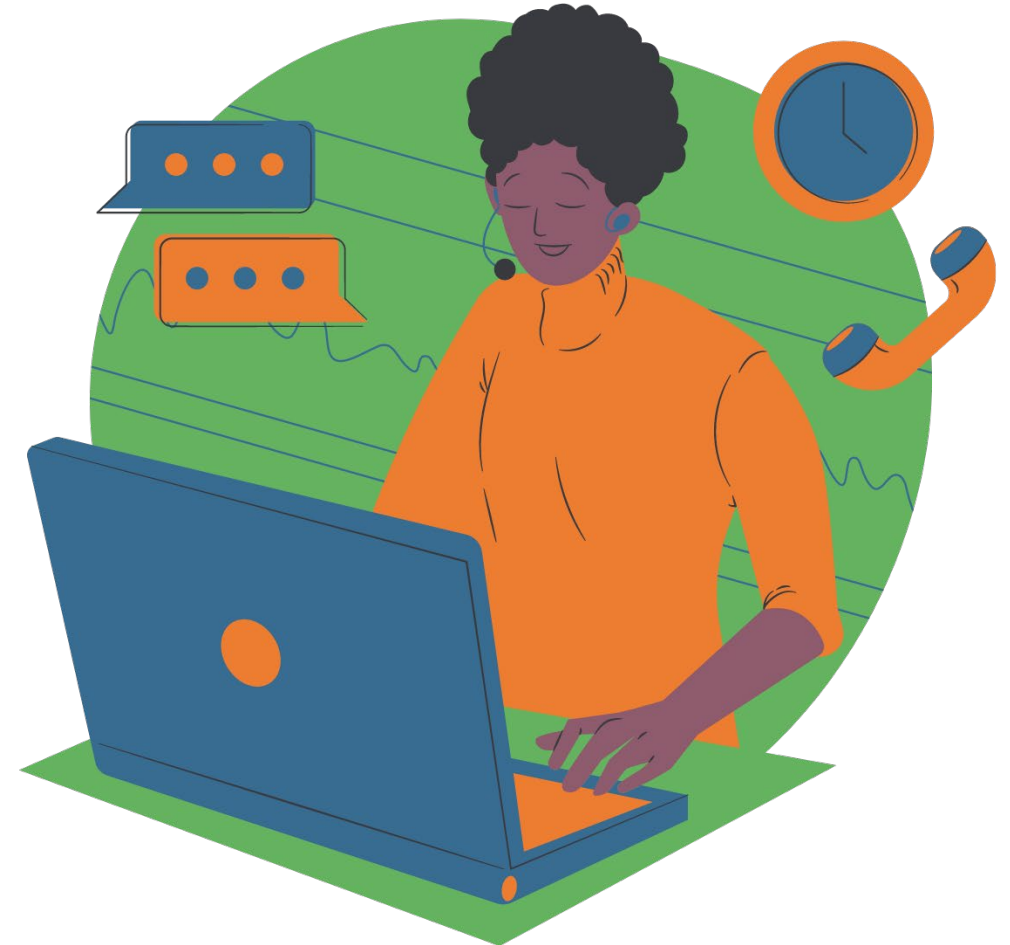
## Technical Assistance



Fill out [this form](#)

info@chcworkforce.org

844-ACU-HIRE



# QUESTIONS





# STAR<sup>2</sup> CENTER RESOURCES

- [Recruitment & Retention Self-Assessment Tool](#)
- [Health Center Comprehensive Workforce Plan Template](#)
- [Implementing Staff Satisfaction Surveys Infographic \(New!\)](#)
- [Building a Resilient & Trauma-Informed Workforce Factsheet \(New!\)](#)
- [C-Suite Toolkit: Health Professions Education & Training for Recruitment and Retention \(New!\)](#)
- [Pay Equity Checklist](#)
- [Financial Assessment for Provider Turnover Tool](#)
- [Building an Inclusive Organization Toolkit](#)
- [Onboarding Checklist](#)
- [Supporting Mental Health Through Compensation Equity Factsheet](#)

[You can find all of the STAR<sup>2</sup> Center's free resources here](#)

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

# ACU 2024 CONFERENCE

ENVISIONING A MORE EQUITABLE FUTURE:  
ADVANCING STAKEHOLDER-CENTERED INNOVATION

# CALL FOR PROPOSALS

