



Medical | Dental | Behavioral Health | Pharmacy



Celebrating 45 years of bringing healthcare into communities and communities into healthcare.

1

Start Here
How to Create a Workforce Development Plan for Your Health Center

Week 2

- External Pipeline Development
- Retention
- Key Performance Indicators (KPIs)


2

External Pipeline Development

Consider
What are your workforce gaps? Which positions do you have the most trouble recruiting?

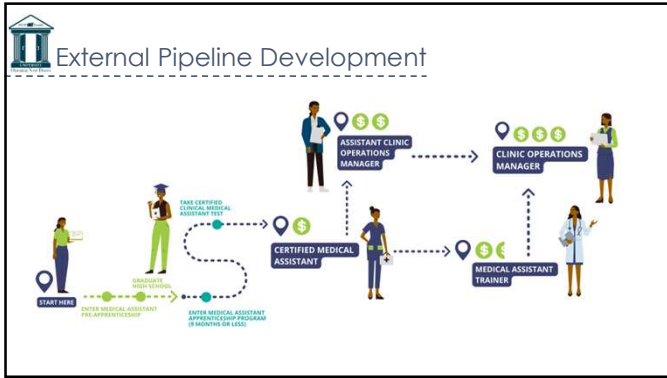
External academic partners - who are your local schools? HS?

Other external partners - ex: PCA, ESD 101, Chamber of Commerce, Workforce Board



- Developing MA Pre-Apprenticeship
- Non-clinical HS Internships
- Career Pathway Visuals

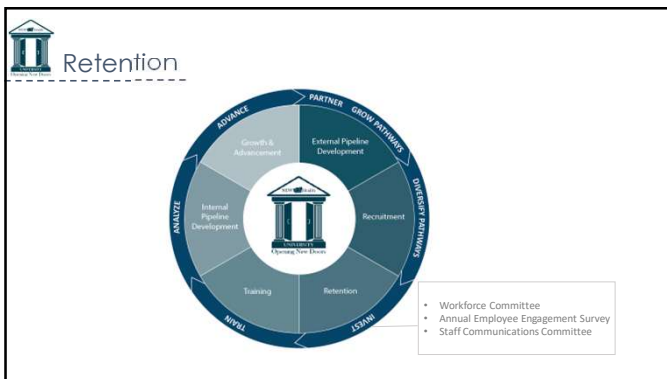
3




4



5

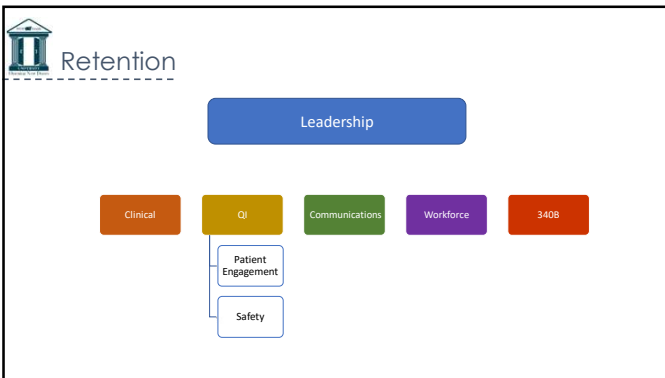


6


 Retention

Need	Causes	Resources we have	Resources we need
Trouble recruiting and retaining MAs and DAs Problems: Operational inefficiencies, burned out staff	<i>Contributing:</i> Wage competition <i>Contributing:</i> Shortage of local MAs and DAs, and local housing shortage Root: Insufficient staff training at onboarding and thereafter	-Great benefits -MA Apprenticeship -Ability to train our own DAs -Staff trainers	-Revamp job postings to highlight benefits -Develop MA Pre-Apprenticeship to expand workforce pipeline -Revamp DA training program -Re-org to move trainers under NEW Health University with ownership of all training programs and student rotations

7



8

 Retention

NEW Health shared values and commitment to successful meetings & project management.

Be bright.

- Commit to thinking outside the box - be innovative!
- Productive collaboration with team members.
- Respect each other's perspectives and contributions.
- You were selected to be on the team because of your expertise and skills! Actively contribute to the conversation.


Be brief.

- Come prepared to meetings:
 - Be on-time.
 - Read the agenda in advance and propose any appropriate agenda changes or additions.
 - Be prepared to share updates on your assigned tasks.
- Complete assigned tasks in a timely manner to keep the project on-schedule.

Be gone.

- Have a project sustainability mind-set.
- Everyone has a role in supporting the project timeline.
- Ensure each project has a defined close-out.


9




- Reduction in staff turnover
- Reduction in the time positions are open
- Rate of student rotations turning into permanent hires
- Employee longevity
- # of employees who advanced internally
- # of employees with documented career pathways

Trainer KPIs

- Success rate of Apprentices/Trainees (MA, DA, Pharm Tech)
- # of new hires who require onboarding training beyond 30 days



10




Chewelah Pharm Techs

Indicators		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	TOTAL
Increase the number of patients on medication sync by 10% by September 30, 2023	Actual										
	Target										

Chewelah Pharmacist in Charge


Indicators		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	TOTAL
Target 2.5 inventory turns per month by September 30, 2023	Actual										
	Target										
Increase Daily Script count by 20 scripts per day per location by September 30, 2023	Actual										
	Target										

11



Maintenance Department	KPI	Data Resource	Goal	Reason
Facilities Manager	Work Order Cycle Time	Found in Autotask - Work order completion date - Work order creation date (in days)	Complete 75% of work orders with standard to high priority within 5 days (average) by September 30, 2023	The objective is to understand how long it takes to complete work, from creation to completion. If your average trend is increasing, then we will need to find the root cause (labor shortage, supply chain issues, planning, etc.
Facilities Workers	Time to respond to work order	Autotask - Response to ticket - Time ticket was added (in hours)	Respond to 75% of tickets with standard to low priority within 24 hours by September 30, 2023	The objective is to understand how long it takes to respond to a new work order. If your average trend is increasing, then we will need to find the root cause (labor shortage, workflow issues, planning, etc.

12




Patient Services Department KPIs	#1	Data Resource	#2	Data Resource	#3	Data Resource
Patient Services Department - Director	Increase World Reconnect Practice 95%	Medallia	Increase Self Patient Registration 40%	Athena Insights Report	Increase Portal Adoption to 48%	Athena Insights Report
Care Coordination Manager	Reduce Medical patient calls going to voice mail during regular business hours by 30%	Verity Insight - Phone system reporting	Incoming calls routed to Patient Services for 7:30 a.m. by end of year.	Verity Insight - Phone system reporting	Increase MCD assigned member capture rate by 3%	MCD Router Outreach Outcomes Report
CC	Increase the # of calls per month target 1000	Verity Insight - Phone system reporting	Length of time on call - target between 3-3 minutes	Verity Insight - Phone system reporting	Decrease the average call response time at or below 0:29	Verity Insight - Phone system reporting
CCM	65% of the CCM RFP measures at or above the 75th percentile target. To exclude provider/physician care and member experience measures.	CHPW/CHW Quality Incentive Summary Report provided quarterly	Increase the Diagnostic Registry Measures to 80% at or above target for NEW Health	Medical Quality Metrics Data Table		
Medical Records	Average of 500 documents processed per day.	Athena - Documents Indexed by User	100% of medical records requests processed within 15 working days	Medical Records Log - Patient Services Sharepoint		
Referrals	Increase the amount of orders completed to 80% - YTD	Athena - Referrals YTD	Increase referrals processed to 95% in 7 days.	Athena - Referrals and Imaging Prev Wk		
Health Coach	Increase the conversion rate of eligible patient on registry to completed CCM visits at 80%	CCM Registry/Health Coach Athena - All folder	Increase new patients onto the program registry by 50%	CCM Registry		

13


Group Work

Share challenges and outcomes from working on Week 1 homework

- Share your mission and vision statements
Ask questions about each other's statements
- Discuss your workforce needs and resources assessment
*What were the top needs you identified?
What resources did you identify that you already have?
What resources did you identify that you need? How are you going to get or develop those resources?*
- Share the initiatives you identified for your Workforce Development Spectrum
How do your initiatives align with your needs assessment?

30 MIN


14



How to Create a Workforce Development Plan for Your Health Center

Homework to complete before our next session:

- Set goals for your workforce development plan
- Create/adopt 2-3 KPIs

Come prepared to share your homework with your breakout group during the next session

15

Start Here

How to Create a Workforce Development Plan for Your Health Center

Virtual Sessions

Tuesday, April 11, 10:00AM-12:00PM

- Identifying Your Training Team
- Developing & Using Training Materials
- Monthly Training Time

Tuesday, April 18, 10:00AM-12:00PM

- Prepare for sustainability, share, celebrate!