



Medical | Dental | Behavioral Health | Pharmacy



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


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

Week 3

- o Identifying your training team
- o Developing and using training materials
- o Tips and strategies for analyzing workflows

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Training

- 3 FTE Trainers with KPIs
- Monthly Training Time
- Onboarding & Skills Checklists

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 Identifying your training team




Supplemental → **Medical Assistant**
NEW Health University Manager ← **EHR Manager & Trainer**

"NEW Health University and its mission empower staff to grow their own career and stay within the organization. It's an amazing opportunity for all. As a 22-year employee that has been given the opportunity to grow within NEW Health, I'm very excited to be the manager of the University."
MELISSA RUSSELL, MA-C
NEW HEALTH UNIVERSITY MANAGER

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 Identifying your training team



Trainer KPIs

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

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 Staff training

- Onboarding**
 - Onboarding plan *
 - 90-days and Annual skills checklists *
- One-on-one skills training**
 - Workflow evaluation
 - Coaching report *
- Monthly training time**

*See materials emailed from MTPCA

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Monthly Training

Role	Training
Marketing	Creative Video Editing Techniques
Medical Providers	HIV/STI Prevention and Quality Measures
Dental Clinicians	Oral Cancer
Finance	Fiscal Policy Considerations in Preparation for HRSA Site Visits Part 2
Medical Assistants	Care Gap Worklist, Team Huddles, Risk Scores, and Problem List Clean Up
Front Desk and Care Coordinators	Working with Upset Customers
Medical Records	Individuals' Right under HIPAA to Access their Health Information
Operations Managers	Difficult Situations: Solutions for Managers
IT	Datto General User Training
Maintenance	Portable Electric Tools Safety
Pharmacy	Working with Upset Customers, and April PAAS Newsletter
Admin	3A0B the Basics, Project Management Foundations-Procurement, Prioritizing Time & Tasks

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Monthly Training


2023	January	February	March	April	May	June	July	August	September	October	November	December
Marketing	Creative Video Training	Video Production	Video Production	Video Production	Video Production	Video Production	Video Production	Video Production	Video Production	Video Production	Video Production	Video Production
Medical Providers	HIV/STI Prevention	HIV/STI Prevention	HIV/STI Prevention	HIV/STI Prevention	HIV/STI Prevention	HIV/STI Prevention	HIV/STI Prevention	HIV/STI Prevention	HIV/STI Prevention	HIV/STI Prevention	HIV/STI Prevention	HIV/STI Prevention
Dental Clinicians	Oral Cancer	Oral Cancer	Oral Cancer	Oral Cancer	Oral Cancer	Oral Cancer	Oral Cancer	Oral Cancer	Oral Cancer	Oral Cancer	Oral Cancer	Oral Cancer
Finance	Fiscal Policy	Fiscal Policy	Fiscal Policy	Fiscal Policy	Fiscal Policy	Fiscal Policy	Fiscal Policy	Fiscal Policy	Fiscal Policy	Fiscal Policy	Fiscal Policy	Fiscal Policy
Medical Assistants	Care Gap	Care Gap	Care Gap	Care Gap	Care Gap	Care Gap	Care Gap	Care Gap	Care Gap	Care Gap	Care Gap	Care Gap
Front Desk and Care Coordinators	Customer Service	Customer Service	Customer Service	Customer Service	Customer Service	Customer Service	Customer Service	Customer Service	Customer Service	Customer Service	Customer Service	Customer Service
Medical Records	HIPAA	HIPAA	HIPAA	HIPAA	HIPAA	HIPAA	HIPAA	HIPAA	HIPAA	HIPAA	HIPAA	HIPAA
Operations Managers	Team Huddles	Team Huddles	Team Huddles	Team Huddles	Team Huddles	Team Huddles	Team Huddles	Team Huddles	Team Huddles	Team Huddles	Team Huddles	Team Huddles
IT	Datto	Datto	Datto	Datto	Datto	Datto	Datto	Datto	Datto	Datto	Datto	Datto
Maintenance	Electric Tools	Electric Tools	Electric Tools	Electric Tools	Electric Tools	Electric Tools	Electric Tools	Electric Tools	Electric Tools	Electric Tools	Electric Tools	Electric Tools
Pharmacy	Customer Service	Customer Service	Customer Service	Customer Service	Customer Service	Customer Service	Customer Service	Customer Service	Customer Service	Customer Service	Customer Service	Customer Service
Admin	Project Management	Project Management	Project Management	Project Management	Project Management	Project Management	Project Management	Project Management	Project Management	Project Management	Project Management	Project Management

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Group Work

- Share your **workforce development plan goals**
- Are you setting goals for immediate next steps, or goals to achieve over the next 6-12 months?*
- Ask questions about each other's goals.*
- Share your **KPIs**
- Have you established a baseline?*
- Where is the source for your data?*

Discussion question: *How are you going to sustain the work you started during this learning series? What barriers do you anticipate, and how are you going to overcome barriers to moving this work forward?*

30 MIN


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Start Here

How to Create a Workforce Development Plan for Your Health Center

Homework to complete before our next session:

- Develop a job description for a Trainer, or assess Trainer essential duties that may be added to an existing position
- Choose one position and develop your own Onboarding Plan, 90-days and Annual Skills Checklists

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Start Here

How to Create a Workforce Development Plan for Your Health Center

Virtual Sessions

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

- Prepare for sustainability, share, celebrate!

Prepare a 5-10 minute presentation (one per health center) to share how your health center is making progress on your workforce development plan.



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