



RESOURCES FOR R&R / PEER SHARING

SUZANNE SPEER





RESOURCES FOR RECRUITMENT & RETENTION



STRATEGIC PLANNING WORKBOOK

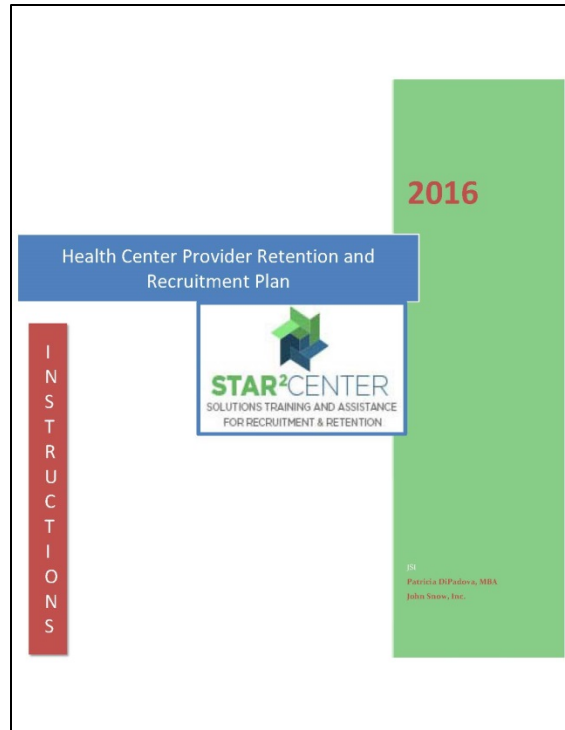
- Provides framework for thinking strategically about present and future workforce needs
- Easily customizable



R&R TEMPLATE

- Assist health centers in developing a comprehensive written R&R plan per HRSA's guidelines
- Provides a structure and thought process for improving R&R practices
- Accompanying tools and resources

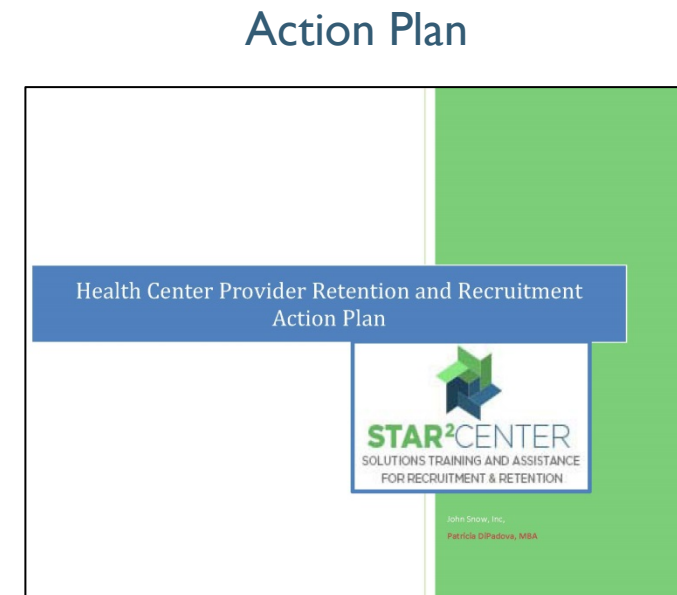
Health Center Provider Retention & Recruitment Plan



Instructions



Template



<http://www.chcworkforce.org>

R&R PLAN: ACCOMPANYING RESOURCES

- Instructions
- Action Plan
- Candidate Tracking Sheet
- 3-Part Webinar Series



FINANCIAL ASSESSMENT TOOL



- Actual costs of provider turnover
- Physician and non-physician tabs
- Downloadable Excel file

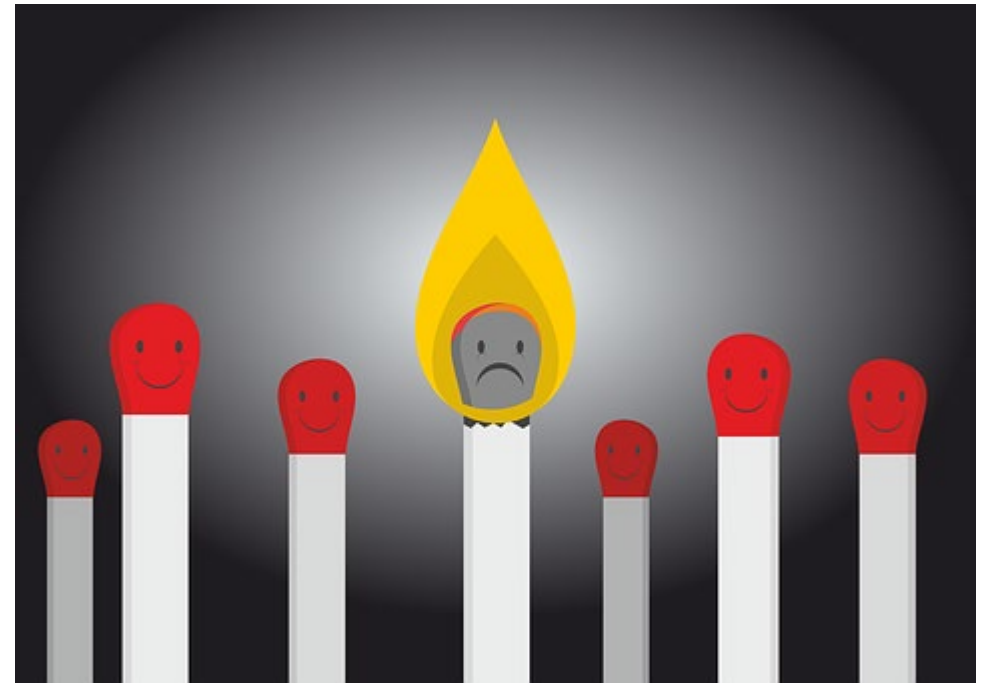
FINANCIAL ASSESSMENT TOOL

- Separation Costs
- Vacancy Costs
- Recruitment Costs
- Onboarding Costs

Tangible Costs	Cost
A. Termination Costs	
1. Human Resources and/ or Business Office Expense for terminating benefits, COBRA administration (if applicable), notifying health plans of provider change in status.	\$ -
2. Estimated cost of a Locums Tenens or other part time provider	\$ -
3. Malpractice tail coverage costs, if any	\$ -
A. Total Termination Costs	\$ -
B. Replacement Costs	
4. Advertising Costs	\$ -
5. Pre-Interview Staff Time - to arrange advertising; accept, sort and document applications (written and electronic); respond to telephone and written inquiries, arrange visits including logistics (hotel, travel, recruitment dinner), schedule telephone interviews and meetings with medical director, other staff involved in the decision process.	\$ -
6. Professional Recruiting Service Expenses	\$ -
7. Interview Staff Expenses	\$ -
8. Interview Direct Costs (on-site face-to-face interview visits)	\$ -
9. Post Interview Expenses - staff time for negotiation, other hiring expenses (bonus, relocation)	\$ -
B. Total Replacement Costs	\$ -
C. Net Impact to Revenue	
10. Revenue Loss from Leaving Provider	\$ -
11. Revenue Recovered from Locum Tenens	\$ -
C. Total Net Impact to Revenue [Recovered - Loss]	\$ -
D. New Hire/Onboarding Costs	
12. Payroll startup, Benefit Enrollment, establish passwords,email account	\$ -
13. Credentialing services cost (internal or Credentialing Verification Organization (CVO))	\$ -
14. Internal and external publicity announcements	\$ -
15. Equipment and Uniform expense	\$ -
16. Orientation Costs	\$ -
17. Cost of Productivity lost to startup	\$ -
D. Total New Hire/Onboarding Costs	\$ -
Total Financial Impact	\$ -

BURNOUT ASSESSMENT TOOL

- Assessing burnout from an organizational standpoint
- 7 questions
- 5-10 minutes to complete



BURNOUT ASSESSMENT TOOL

- Identify strategies to improve provider retention and reduce burnout
- Report with recommendations based on input



Provider Burnout Assessment Tool

OVERVIEW

Solutions Training and Assistance for Recruitment & Retention Center or STAR² Center provides training and technical assistance to community health centers for provider recruitment and retention. This Burnout Self-Assessment Tool has been designed to assist your health center in identifying topics for further exploration. The tool includes questions to gauge the need for intervention to prevent burnout at your organization.

HOW TO USE THE TOOL

The tool includes 7 questions. It should take approximately 5-10 minutes to complete. To navigate through the assessment, use the "continue" or "back" buttons at the bottom of each page. Throughout the assessment, your answers will generate suggested resources for further reading and next steps at your health center. When you have completed the last question (#7) you will arrive at the submission page. To send the survey click 'submit' on that page. Upon submission, you will receive an automated email with a summary of your responses.

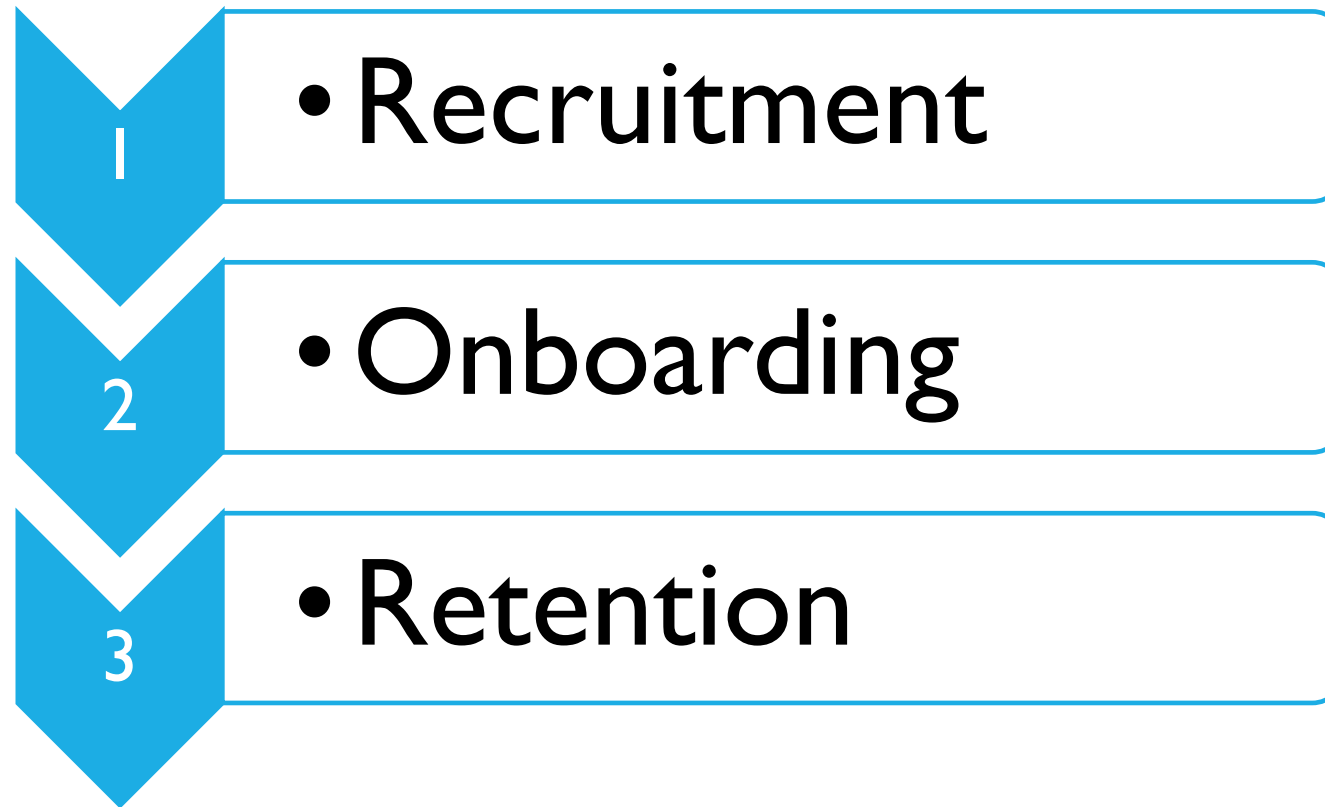
USES OF THE TOOL

The Burnout Self-Assessment Tool's primary purpose is to help you identify strategies that may improve your success with provider retention. Using your responses, the Tool will provide brief recommendations on those topics you might want to pursue. The STAR² Center has a considerable number of resources available to you on topics included in the Burnout Self-Assessment in our Resource Library.



BEST PRACTICES

BEST PRACTICES





GROUP ACTIVITY

❖ Go to Menti.com

❖ Enter 15 05 08 8

RECRUITMENT QUESTION 1

- What has helped you work best with recruitment firms?

RECRUITMENT QUESTION 2

- What are the best interview questions you use to assess a candidate's organizational fit?

ONBOARDING QUESTION 1

- How do you make orientation a positive experience?

ONBOARDING QUESTION 2

- What mentorship or other support programs do you offer to new hires?

RETENTION QUESTION I

- How do you measure staff engagement and satisfaction?

RETENTION QUESTION 2

- What elements of your benefits package are the biggest hits with your staff?

STAY IN TOUCH!

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THANK YOU!

