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PPS WORKFORCE LEADS AND CONSULTANTS MEETING

OCTOBER 6, 2017

RIVEREDGE RESORT
17 HOLLAND ST, ALEXANDRIA BAY
NY 13607

OVERVIEW

Health WorkForce New York and Fort Drum Health Planning Organization hosted a meeting of the Workforce Leads and Consultants on Oct 6, 2017. The purpose of this meeting was to address issues and concerns relative to health workforce development and to collectively find solutions and identify best practices. For the first time, an interactive discussion structure was implemented. The participants were divided into six groups of two, which then merged to form two groups of six, and finally the two groups joined to share their key findings.

Nine questions specific to Workforce Recruitment, Retention, and Training were given to attendees to discuss within their groups. Key findings for each question include:

1. Workforce Issues: Recruitment

- a. **What are you finding is the most efficient and effective way to increase student awareness of various healthcare career opportunities, including clinical/ medical, social/ community, and behavioral health?**

Multiple Workforce Leads found health career exploration programs like classroom presentations, New Visions, Med Tech Shadowing, and Scrubs Club to be an effective way to increase awareness of healthcare career opportunities.

Scrubs club is a health career exploration program that introduces high school students to various healthcare careers and opportunities to engage in hands-on, real-life experiences within the field. Leads mentioned that Scrubs Club currently consists of five schools for students to explore forty to fifty professions over a 9-month period. For more information on Scrubs Club, contact Catskills Hudson AHEC at <http://www.chahec.org>.

The **New Visions Program** is designed to increase health career awareness among high school students. This program allows students interested in health careers to volunteer and shadow in a hospital setting with healthcare professionals at the facility. For more information on New Visions program, contact the New Visions program coordinator in your region.

Med Tech Shadowing Program through the Bassett Health Network is a full-cycle pipeline development program. This program introduces local students from middle school onwards to Medical Laboratory careers via classroom presentations. Interested students apply and are set up with a 15-hour shadowing experience alongside a Medical Lab Technologist in the region and after completion each job shadow participant is given help with preparing a comprehensive career plan. This program can be customized to

any health professional occupation. For more information on this program contact Mandy Qualls, Center Director at CNYAHEC (Mqualls@cnyahec.org)

Workforce Leads also discussed participating in pop-up **Career Fairs**; however, it was agreed this method of reaching many students in short amounts of time leads to difficulties tracking participants who show an interest in health careers. Another way to reach a greater number of students is influencing the influencers, essentially educating parents and guidance counselors in the health career opportunities for them to pass on to their students/ children.

Workforce Leads also mentioned PPSs tapping into already existing educational outreach programs provided by Area Health Education Centers within their region rather than trying to develop something completely new.

A few other ideas were mentioned by Workforce Leads are listed as follows:

- Finding the best people for Community Health Navigator programs and incentivizing with sign-on bonuses;
- Optimizing practice efforts with the “waterfall” effect, i.e. pushing tasks down to the appropriate level;
- Cross educating students first to make sure certification programs are where they really should be;
- Residency Programs, i.e. Bassett is launching a residency program for Internal Medicine and UHS has a Psychiatric Residency Program;
- College credit incentives; and,
- Networking credits as a stepping stone.

b. What are the top disciplines that are the hardest to recruit in your region?

In no particular order, the positions that Workforce Leads found to be the hardest to recruit in their regions were:

Nurses, Nurse Practitioners, Behavioral Health, Physicians Assistants, Primary Care Physician, Med Lab Technologist, Direct Care Professionals, Home Health Aide/ Long Term Care/ SUF, Family Medicine, Neurologists, Psychiatrists Advanced Practice Providers, Behavioral Health, Mental Health Providers, and Nurse Instructors.

2. Workforce Issues: Retention

a. How are you leveraging the baby boomer generation’s experience and expertise to advance the workforce of the future?

Workforce Leads presented a general sense of agreement on using the baby boomer generation’s expertise to help instruct, mentor, and educate the workforce of the future. The nursing field was mentioned frequently as having a shortage of educators. It was suggested that those considering retirement from nursing should be encouraged to

continue part-time work as nurse instructors, paid preceptors, or assistant professors at local colleges to give back to the future generation.

Having this generation participate at presentations and career fairs was also suggested as a means to engage the future health workforce. Another idea mentioned by Workforce Leads was that of proactively meeting with staff and partners prior to their leaving or before employment issues arise. This way, open communication can be established between an employer and employees. Workforce Leads also mentioned the following for leveraging the experience and expertise of the baby boomer generation:

- Offer philanthropic scholarships
- Retention toolkits
- Stay interviews
- Continuing Education and Professional Development
- Supporting additional educational initiatives

b. Identify what you have found to be the best practices to address staff turnover rates and increase staff retention:

Workforce Leads suggested the following to be the best practices:

- Professional Development
- Rural Immersion - Bringing medical students into rural communities for five days to explore the community's healthcare facilities and culture to encourage more physicians to practice in rural areas
- Young professionals' associations and groups
- Funding workforce development
- Survey long-term employees
- Utilization of the Recruitment Portal on HWapps
- Stay interviews
- Loan forgiveness programs

3. Workforce Issues: Education/ Training

a. What important health-related topics are missing from post-secondary academic curriculum?

The following were determined to be the missing topics according to Workforce Leads:

- Training existing workforce in EHR and other technology
- Substance abuse disorder
- Value Based Payment (VBP)

- Population Health
- Care coordination, global view of population health
- Leadership and Change Management
- Cultural Competency
- Diverse Curriculum
- PCMH
- Interdisciplinary teams
- Social/ professionalism appropriateness/ communication
- Connect between employers, grads and schools to determine need and ability to be employed and mentored
- Putting the human back in the center
- Information Technology

b. Are there any health professions that could benefit from academic cross-training?

In no particular order, the following professions were identified as the ones that could benefit from academic cross-training:

Doctors (PCPs), Care Coordination, Behavioral Health Providers, Social Workers, Nurses, Peer Navigators. Non-clinical care teams need some training in clinical work; for example: Paramedics and RN, Human Services and Nursing, Care Management and Allied Health.

c. How do your healthcare facilities and academic institutions best collaborate to support student shadowing/ internship/ clinical rotation experiences?

For high school students, participants felt that the New Visions shadowing program, Medical Academy of Science, Health Camp (MASH Camp) and other AHEC lead opportunities provided support for students as a collaborative effort between facilities and academic institutions.

For medical students, Rural Medicine and Immersion programs were mentioned by Workforce Leads as an effective means of collaboration between facilities and academic institutions to support students' clinical rotation and shadowing experiences by exposing them to rural communities.

Other collaborations mentioned by Workforce Leads were:

- Workforce Education Alignment Pillar- having education institutions and people with voices at the table to bridge gaps
- Ensuring the right student is at the right site
- Partnerships for stipends and internships
- Community Health Navigator Programs

- Optimizing relationships with nursing professors

A possible roadblock mentioned from Workforce Leads were “Backdoor” internships creating alignment issues.

4. Workforce Issues: Compensation and Benefits Analysis

a. Are there any missing pieces of data your PPS desires to include in the upcoming compensation and benefits survey?

Workforce Leads listed the following:

- A partner’s true need/ retention to fill?
- Maybe ask “how many positions do you intend to fill” and “zip code of where that employee will be working”.

b. How is your PPS (PMO, partners, or region) using the data that has been collected?

Workforce Leads listed the following:

- Looking to market high needs positions in specific geographic locations
- Where is the highest need by faculty type/ zip code?
- Vacancy rates

HWAPPS FOR INDIVIDUALS

Ashleigh McGowan, Director of Strategy & Planning at Health Workforce New York (HWNY), presented HWapps for Individuals, a workforce development platform that provides career seekers, students, and health professionals with quick and convenient access to health career information, resources, experiential opportunities, jobs, and continuing education trainings.

The goal of HWapps for Individuals is to help users work towards their ideal health profession career by:

1. Assessing what the best health career is to fit their needs, interests, and skills;
2. Mapping out their career journey to stay on track with training, recruitment, and development goals;
3. Identifying local opportunities to gain experience in that health career;
4. Gaining the best education at their ideal college or university;
5. Being recruited by the best company to meet their career goals; and,
6. Continuously developing their skills to advance into their dream position.

HWapps for Individuals can provide PPSs:

1. A tool to expose the future workforce to health careers.

2. The ability to build, support, and track local talent.
3. A place to promote local health career exploration programs, opportunities, jobs, and trainings.
4. Ability to identify local, regional, and state-wide programs, opportunities, and trainings that already exist.
5. A tool to gain valuable insights about programs, opportunities, trainings and tell others about their experiences.

HWapps for Individuals consists of the following live and in development components:

- HWcareers – Live now
- HWtrainings – Live now
- HWrecruitment – November 2017 launch
- HWopportunities – December 2017 launch
- HWcommunity – January 2018 launch

Ashleigh finished by giving a demonstration of the following live components:

- HWcareers at www.hwcareers.org
 HWcareers is an interactive career exploration and planning system designed specifically for students, jobseekers, and educators.
 PPSs can use this tool to:
 - Engage the future workforce in health careers
 - Build, support, and track local talent
 - Promote local health career exploration programs and opportunities
- HWtrainings at www.hwtrainings.org
 HWtrainings is an interactive database designed to a) provide training vendors with an interface to promote their trainings, and b) provide organizations and individuals with a means to quickly search, identify, and connect with relevant trainings and vendors.
 PPSs can use this tool to:
 - Identify local trainings that already exist
 - Connect with training vendors
 - Gain valuable insights about trainings and tell others about their experiences.

For more information on HWapps for Individuals contact Ashleigh McGowan at amcgowan@hwapps.org

DSRIP TRAININGS

Ronnie Hector from 1199 TEF spoke about their DSRIP-specific trainings and gave a short demo on how the trainings are structured and designed. The trainings can be accessed by clicking <https://goo.gl/2xdDtH>. For more information, please contact Ronnie Hector at Ronnie.Hector@1199funds.org.

Sanchay Madan of Health Workforce New York informed everyone of the results of the Training Survey from the Workforce Leads and Consultants Meeting held on 04/06/17 and encouraged everyone to join the Workforce Strategy Forum on HWapps where they could access the survey results, meeting reports, important resources, and communicate with each other to collaborate on workforce issues. For more information, please reach out to Sanchay at Smadan@hwapps.org.

The Workforce Strategy Forum group can be accessed by clicking:
<https://www.hwapps.org/community/groups/inter-pps-training-strategy-forum/>

MEETING EVALUATION REPORT

Feedback Questions	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The meeting's purpose and objectives were clearly stated				1	6
Meeting time was convenient for me.				5	2
Meeting place was convenient for me.			2	4	1
The interactive meeting format was valuable			1	1	5
I am satisfied with this meeting.			1	4	2
Future meetings should have an icebreaker exercise			2	2	3
Time devoted to the ice breaker exercise was just right			1		6

Additional suggestions for improving Workforce Lead/Consultant meetings included:

- Better representation from more PPSs and other educational organizations.
- Keep the interactive format to keep the meetings engaging.

APPENDIX A: LIST OF ATTENDEES

Attendee Name	Organization
Cherlyn Fay	New York State Department of Health
Siti Mack	Central New York Collaborative Care
Wendy Kiuber	Leatherstocking Collaborative Health Partners
Ronnie Hector	1199 SEIU Funds
Michael Tropea	MS Hall
Tracy Leonard	North Country Initiative/Fort Drum Regional Health Planning Organization
Ashleigh McGowan	Health WorkForce New York
Claire Payne	Health WorkForce New York
Sanchay Madan	Health WorkForce New York
Molly French	Care Compass Network
Valerie Putney	Western NY Rural AHEC (on behalf of Millennium and Community Partners of Western New York)
John DelGrosso	Albany Medical Center
Scott Emery	MS Hall

APPENDIX B: HELPFUL RESOURCES

Organization	Website Link
DSRIP – New York State Department of Health	https://www.health.ny.gov/health_care/medicaid/redesign/dsrip/
Health WorkForce Apps (HWapps)	https://www.hwapps.org/
HWapps Training Marketplace	http://trainings.hwapps.org/
Inter-PPS Training Strategy Forum	https://www.hwapps.org/community/groups/inter-pps-training-strategy-forum/
My Health Career®	http://www.HWcareers.org

