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LPCA: PROUDLY SERVING AS "THE VOICE" OF LOUISIANA'S COMMUNITY HEALTH CENTERS

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LPCA Workforce Development Update

Community Health Center Workforce Questionnaire Results

In May 2017 the LPCA disseminated a survey to community health centers in an ongoing effort to build a comprehensive workforce development strategy. We would like to express our sincerest gratitude to all health centers that participated in this effort.

A large part of our strategy to better support health centers throughout the state includes assessing current vacancies in our system to help inform our recruitment and retention efforts.

Survey results, as presented, at the August 2017 LPCA Board of Director's Meeting are included below. For more information about the questionnaire or to participate in the survey please contact Yvette Merritt, Workforce Development Coordinator, at ymerritt@lpca.net.

- 15 of 34 (44%) member organizations completed the survey
- 93% of respondents currently have vacancies in their system
- On average vacancies are filled within 1-3 months but lengths of time vary based on the type of position. For example, in many cases physicians take longer to fill.
- Currently, 50% of CHC respondents have at least one MD vacancy, 60% have at least one Advance practice nursing vacancy, 76% have at least one nursing vacancy, 58% have at least one Dentist vacancy, 54% have at least one Dental Hygienist vacancy, and 58% have at least one social work vacancy
- Most health centers rely on posting jobs to their own websites and third party job boards to fill vacancies. 54% of respondents never post vacancies to 3RNet
- Recruitment and retention challenges among respondents include: finding a pool of qualified applicants (60%) and selecting mission driven candidates (50%)

Recruitment and Retention

The LPCA has met with several recruitment firms that are interested in working with FQHCs to fill physician gaps. The LPCA is not formally endorsing any of these firms, at this time, but if a health center would like to speak with a firm to price services and/or learn more information please contact us.

NACHC

Request for Proposals

NACHC is currently seeking proposals for training and technical assistance services in the following areas:

- Training and executive workforce development for clinical leaders
- Facilitation services for executive institutes
- Legal analysis and consultation on issues impacting operational performance of Health Centers
- Subject matter expertise for issue analysis and program coordination to support national HCCN cohort and military veterans interest group

All proposals must be received by September 6. For more information visit: <http://www.nachc.org/job-board/current-rfps/>

ACU

Recruitment and Retention Bootcamp

The STAR² Center at ACU invites health center staff to revamp their recruitment process in just 30 minutes a week! This free, pilot Recruitment Bootcamp will be a "back to basics" program of webinars, office hours, and assignments held from September 20 through December 13 and is intended for staff at small health centers. In addition to the educational programming, this cohort of 25 health center staff will benefit from peer sharing by way of an online discussion forum. At the conclusion of this series, the cohort will have updated their recruitment process and laid the groundwork for future workforce planning. Interested health centers can apply before Thursday, August 31. For more information or to register please visit: <http://chcworkforce.org/recruitment-bootcamp-revamping-your-processes-30-minutes-week>

ACU Assessment of Health Professions Training in Health Centers

With the support of HRSA's Bureau of Primary Health Care, the Association of Clinicians for the Underserved is fielding a short assessment to gather information on health centers' current experiences with health professions training activities in order to identify potential areas for resources, training, and technical assistance. This assessment takes approximately 15 minutes to complete and should be completed by all health centers regardless of whether or not they are currently training health professions students or residents. Information gathered through this assessment will be used to identify potential areas for resources, training, or technical assistance. Please preview the questions and complete the assessment online by Friday, September 22, 2017. In addition, LPCA asks that all participating health centers kindly choose the option at the end of the assessment that allows ACU to share your responses with your PCA. To access the assessment please visit: <http://chcworkforce.org/acu-assessment-health-professions-training-health-centers>

HRSA/3RNet

Annual UDS Report Released

In case you missed it, HRSA released the 2016 Health Center Program data during National Health Center Week, August 13-19, 2017. To access the full Louisiana state report please visit: <https://bphc.hrsa.gov/uds/datacenter.aspx?q=tall&year=2016&state=LA>

Webinar Series: Workforce Grand Rounds

The Workforce Grand Rounds, out of the Bureau of Health Workforce BHW, webinar series' goal is to improve health professions training with the intention to increase the number of high-quality health professionals, particularly in rural and underserved communities. To view the August 2017 webinar please visit: <https://hrsaseminar.adobeconnect.com/p978x9s3u49j/?proto=true>. Finally, to receive updates on this webinars series please visit: https://public.govdelivery.com/accounts/USHHSHRSA/subscriber/new?topic_id=USHHSHRSA_707

3RNet Annual Conference

The 2017 3RNet annual conference will be held September 12-14, 2017 in Scottsdale, AZ. 3RNet members represent over 5,000 communities across the U.S. that actively recruit physicians and other healthcare providers. Attendees include 3RNet members and representatives from other state-based agencies involved in workforce issues, the federal Office of Rural Health Policy, Health Resources and Services Administration, National Health Service Corps, Veteran's Administration, and Indian Health Service. 3RNet is committed to ensuring this event helps you make meaningful connections. For more information please visit: <http://conference.3rnet.org/>

Upcoming Events

2017 HRSA Virtual Behavioral Health Workforce Development Conference

The Health Resources and Services Administration (HRSA), Bureau of Health Workforce (BHW), Division of Nursing and Public Health (DNPH) is hosting a free behavioral health workforce virtual conference to highlight the accomplishments, best practices, and lessons learned from HRSA's behavioral health workforce programs on September 13, 2017.

The conference aims to showcase innovative academic and training approaches used by behavioral health grantees to expand the distribution of a skilled workforce focused on underserved populations and communities in need. Presentations highlight successes and/or lessons learned in behavioral health workforce development from the Behavioral Health Workforce Education and Training (BHWET) for Professionals and Paraprofessionals program; the Graduate Psychology Education (GPE) program; the Leadership in Public Health Social Work Education (LPHSWE) program; the Mental and the Behavioral Health Education Training (MBHET) program; and the Nurse Education, Practice, Quality and Retention (NEPQR). To learn more please visit: <https://www.hrsa.gov/virtual-behavioral-health-conference/>

A.T. Still University

In partnership with NACHC, A.T. Still University will host campus fairs in St. Louis, MO on October 17, 2017 and in Mesa, AZ on November 14, 2017. There is no cost to attend either event. Each year, CHCs are invited to A.T. Still's campus as part of their association with NACHC to recruit and network with soon-to-be graduates in the dental, osteopathic medicine, and the physician assistant programs.

For more information please contact atsucareerservices@atsu.edu.

LSU Dental Job Fair

In partnership with LDH and SELAHEC, LPCA invites members to participate in a dental job fair at LSU Dental School in New Orleans Wednesday, October 4, 2017 from 11am-2pm. Interested health centers are asked to contact Yvette Merritt at ymerritt@lpca.net or by phone at 225-927-7662 ext. 204 for more information and to RSVP for the event.

LPCA Front Office Boot Camp (Post Conference)

We've all heard the adage, "you never get a second chance to make a first impression." Now more than ever, Community Health Centers have a responsibility to ensure that their patients receive efficient, culturally competent, quality care from the moment they encounter front desk staff. This post-conference training session covers various aspects of providing quality customer service, NCQA elements affecting the front desk, staff responsibilities in infection control and communicable disease, a review of the National CLAS standards, and relevant aspects of clinic workflow. All health center staff are encouraged to participate, however, this training is focused to meet the specific needs of clerical personnel, medical record technicians, and their supervisors. To register please visit: <https://modiphy.wufoo.com/forms/2017-lpca-annual-conference-front-desk-boot-camp/>