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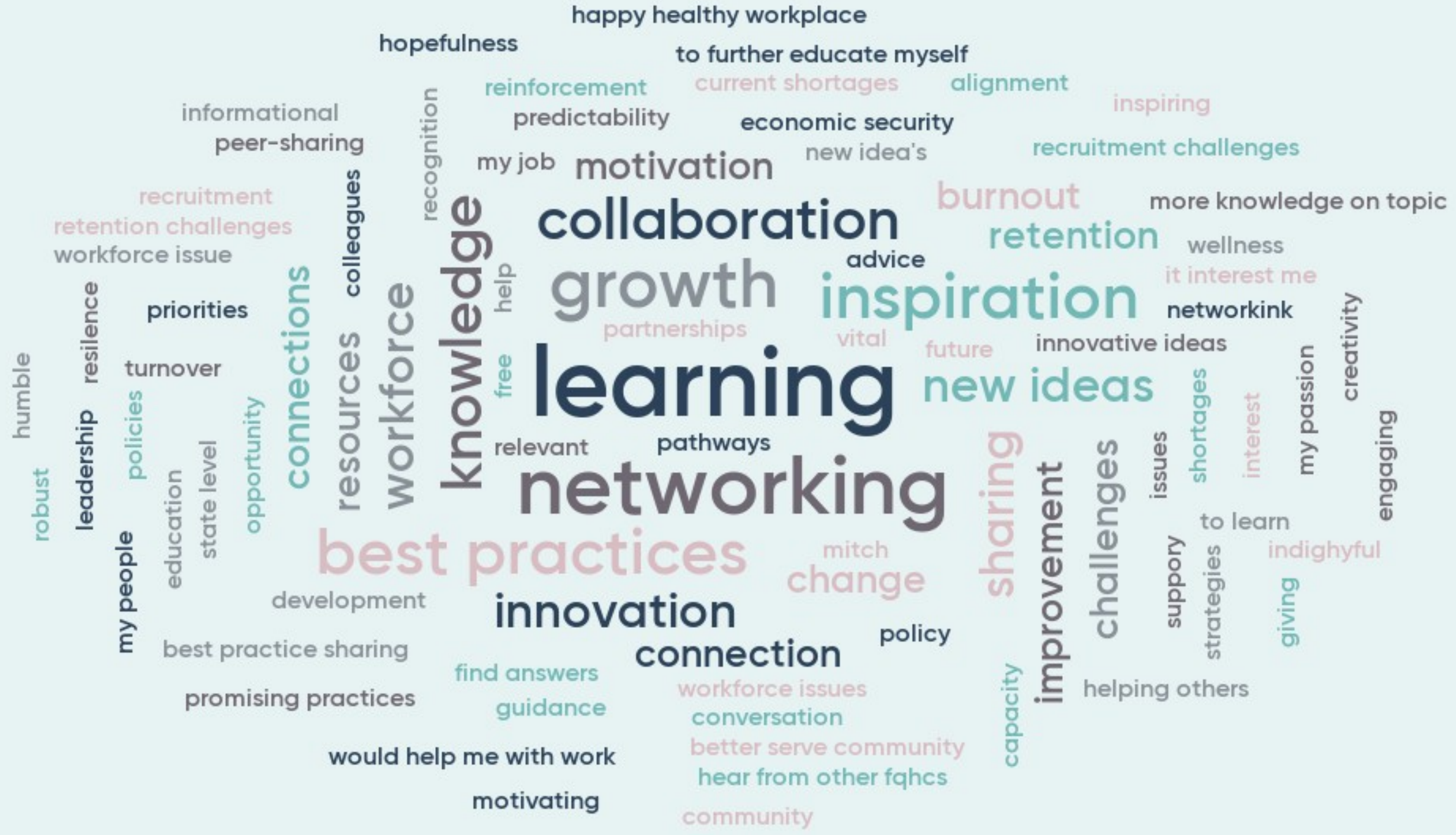
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# What motivated you to attend the 2023 Workforce Summit?



# Breakout Group Report Outs:

55 Answers



Financial and other support for HPET, but no \$ to keep the employees they train ("the larger hospitals come and hire them away after we train them")

Staff are "surveyed out" Stay interviews are useful, however.

Mission was a big driver in why employees came to the HC and why they stayed (based on stay interviews).

Helping staff find courage and words to share with others if they are having challenges. Trying to use models for constructive feedback. Hard to get staff to bring up issues with leadership.

Having focus groups with staff and leadership. These are not with the staff supervisors or the CEO; staff are broken out by staff member role/type to increase comfort with being open.

Workforce wellness has been difficult trying to see them as a human and not just a worker. It can get lost in translation due to being short staffed. Financial wellness is wh pay equity is important.

"Brain breaks" - bring in food trucks, massage therapists, and other things to give staff a break from the routine.

In House Medical Assistant training program

Dental Assistant Apprentices program



# Breakout Group Report Outs:

55 Answers



It was awesome!!!!

We need to talk more, it was like ghost in the room.

Having a Chief Wellness Officer position

Information on possible partnership of training

Top of mind: Bigger roles for CHW with public health

Appreciated updates on progress in building support for community based training.

Top of Mind: clinician and office staff burn out. Make sure to consider all staff in discussions

Wondering how much time (staff ) to implement a program like be well together.

There are thoughtful, logical ways organizations can meet staff needs without increasing costs, such as adjusting work hours to allow time for personal appointments.



# Breakout Group Report Outs:

55 Answers



Medical Assistant Syposiums to determine if in house apprenticeship viable

Practice what you are teaching. Don't get too busy being busy

CHW who are recruited for lived experience but hesitant to pursue training to got the next step ie technology or how to have deeper conversations (beyond passing out flyers)

Take care of your own

Help our own help others

Costs of training are high up front. Benefits can take a while to realize. (Eg decreased turnover).

Partnering with Americorp to develop entry level position(s) and helping them gain the skills to graduate as Certified Community Health Workers

Prioritizing developing career ladder for entry-level positions. This helps providers with the correct ratio of support staff and also helps because recruitment for these positions is difficult.

Employee Wellness Programs (rethink app)



# Breakout Group Report Outs:

55 Answers



What is HC doing? Partnering with local hosp and education institutions for mentoring

Encouraged to hear that the conversations are the same as what is being talked about in my small CA county.

ORANGE FROG / HAPPINESS ADVANTAGE (be the outlier; share your spark)

Host all-staff meetings (close shop and have some fun together; get to know one another across the organization - especially if you have multiple locations)

What is working: Pairing CHWs with members of multidisciplinary team members ie pharmacy so they're able to do home assessment that helps the pharmacist do medication management

Wellness Wednesdays: provide snacks; lunch and learns; information; host a SMASH ROOM :) (and invite Gerrard! )

Implemented training for new MA in Alaska. The state does not require certification, the training allows us to grow our own. Also tiered the MA workforce at the organization.

Partnering with a local school district that offers CNA training to host the students at the clinic.

What is not working: Newer staff who want to advance but the educational opportunity goes to staff with greater longevity first



# Breakout Group Report Outs:

55 Answers



Create an engagement team to be responsible for celebrating and creating moments of happiness. (birthdays/holidays/special monthly celebrations)

Grow your own programs: Patient Service Rep, Medical Assistant, Dental Assistant; Pharmacy Tech

Create safe space to celebrate

Internship with a local college to Explore Healthcare profession with a focus on MA, Biller, Med Records, Qi/QA wanted to provide exposure to non provider roles

For the future: Looking at ways to support CHWs w/ sustainable salaries over time vs support by short term grant funding.

establish regular conversations with your directors - make wellness a part of every conversation

The county is offering an adult MA training program. The group provided scholarships to students enrolled in the program.

Recipient of Teaching facility grant - looking forward to starting family provider residency program

Thank you NACHC for bringing Orange Frog to our group so we can share it with our facilities



# Breakout Group Report Outs:

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IN CA developed and implemented this week a leadership program. The first group will have 85 students from multiple health centers. The target audience is mid-level managers.

This FQHC is still foundational still, they are rebuilding relationships with their local schools. Have started to hire MA vs. LPN and is looking for additional ideas for training the new MAs

CHC, Inc is offering a coaching and mentoring development workshop

Someone shared about a great training workshop resource from New Health University connected to New Health Community Center in NE Washington.  
<https://newhealth.org/newhealthuniversity/>

The little that is known about the CHWs work and the value of it.

Apprenticeships and Fellowships have been integrating and growing nationally throughout CHCs and is an emerging model based on growing and supporting your own .

In tandem there is market analysis work being done around retention. Based on cost-effectiveness, focusing on using data-driven information to highlight that 97% of the healthcare workforce are women.

There are some health centers that have started their own onsite daycare centers, partnered with nearby ones offering transportation, and supporting working parents through schedule changes.

Some incarceration institutions have historical safety concerns for staff in multiple areas. this is being addressed through a new program that champion psychological safety and less punitive actions.





# Breakout Group Report Outs:

**55** Answers

Innovation



# What is one word you would describe today's sessions OR a key takeaway?

