
STRATEGIC WORKFORCE TOOLS: RETENTION EDITION

ALLISON ABAYASEKARA, MA

DIRECTOR, TRAINING & TECHNICAL ASSISTANCE



www.chcworkforce.org

ACU

ACU is a nonprofit, transdisciplinary organization of clinicians, advocates and health care organizations united in a common mission to improve the health of America's underserved populations and to enhance the development and support of the health care clinicians serving these populations.



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STAR² CENTER

Solutions, Training, and Assistance for Recruitment and Retention

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3

RESOURCES

- Resource Center
- Self-Assessment Tool
- Data Profiles
- R&R Plan Template
- Best Practices Form
- Newsletter



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4

TRAINING

- Video Tutorials of Tools
- Monthly Webinar Series
- Regional Webinars
- Trainings at PCA Conferences
- Advisory Groups

September 2016

« Prev Next »

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13 Using ACE's Self-Assessment Tool to Identify Your Workforce Needs	14 ACLI at 2016et 2016 Annual Conference	15 STAR ² Center at Indiana PHCA	16	17
18	19	20	21	22 STAR ² Center at APHCA Annual Conference	23	24
25	26	27	28 STAR ² Center Virtual Office Hour	29 STAR ² Center at WPHCA Fall Learning Session	30	1

See all events



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5

ASSISTANCE

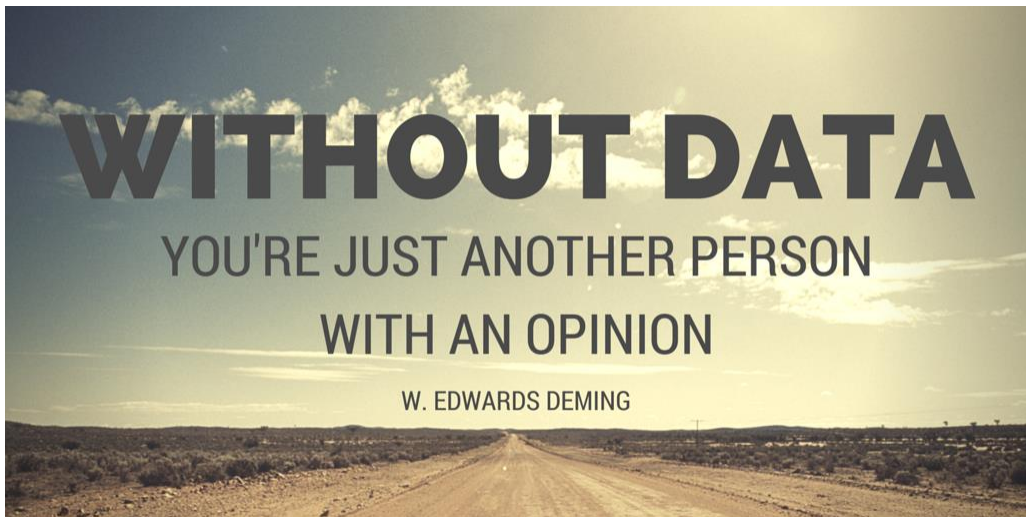
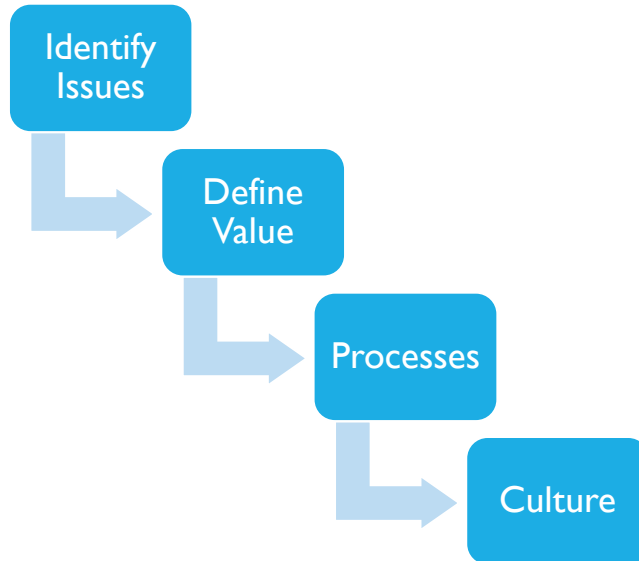


- Phone
- Email
- On-Site



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6



COST OF TURNOVER

- 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	\$ -



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STAR² CENTER RECRUITMENT & RETENTION PLAN TOOLS

Purpose:

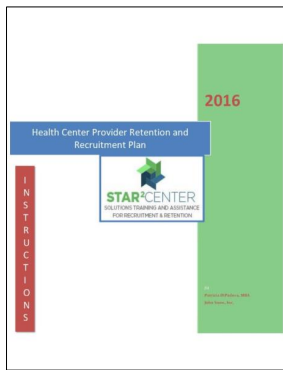
Assist health centers in developing a written Retention and Recruitment plan. The Retention and Recruitment Plan Template provides a structure and thought process for improving retention and recruitment practices.

<http://www.chcworkforce.org/acu-health-center-provider-retention-and-recruitment-plan-template>

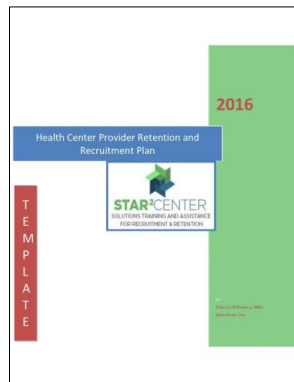


<http://www.chcworkforce.org>

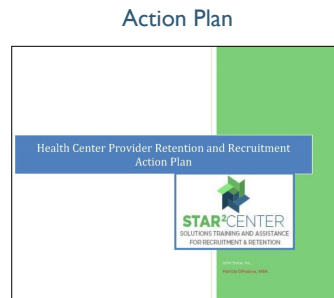
Health Center Provider Retention & Recruitment Plan Tools



Instructions



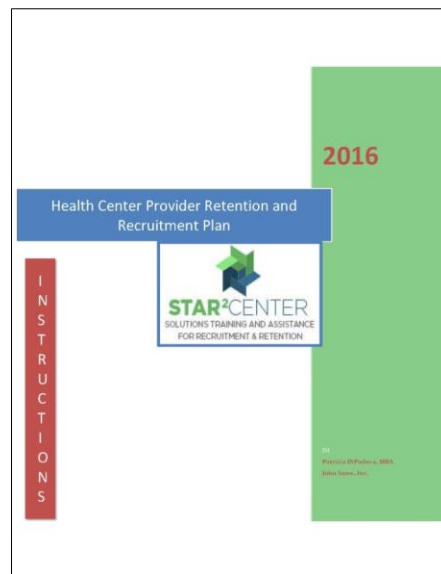
Template



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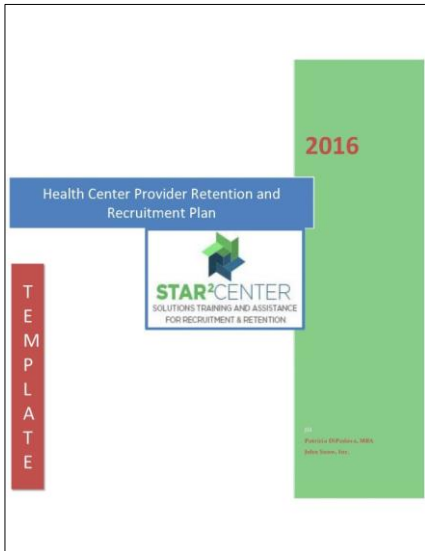
INSTRUCTIONS

- How to Use the Retention and Recruitment Template and the Action Plan Documents
- Rationale for each element
- Benchmark Data
- Examples



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TEMPLATE



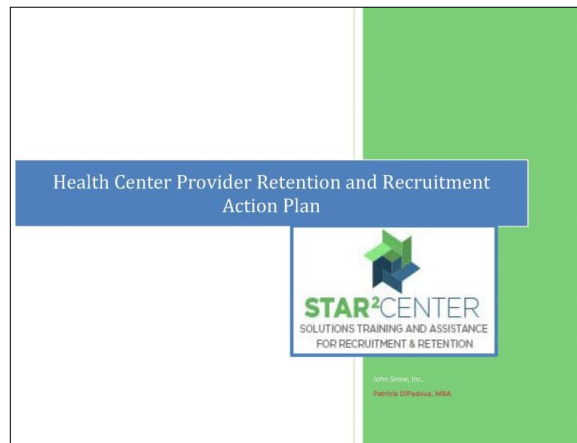
- Modify and save as your own plan
- Main body of document – MS Word
- MS Excel tracking form



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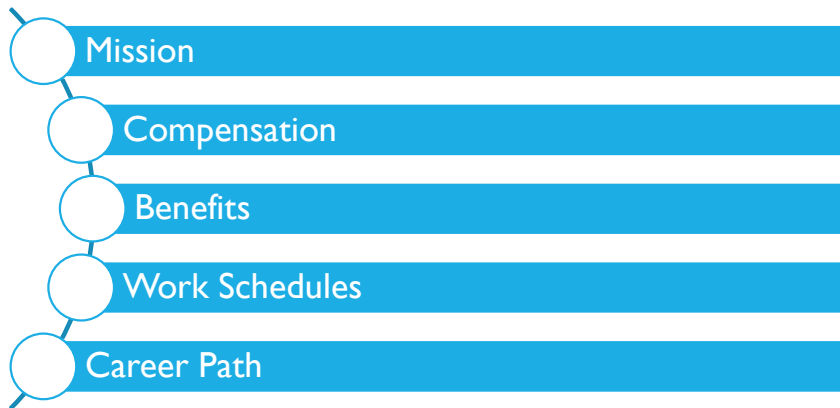
ACTION PLAN

- Keep track of gaps and opportunities
- Identify strategies for improvement
- Create a timeline for completion



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RETENTION



Mission Engagement





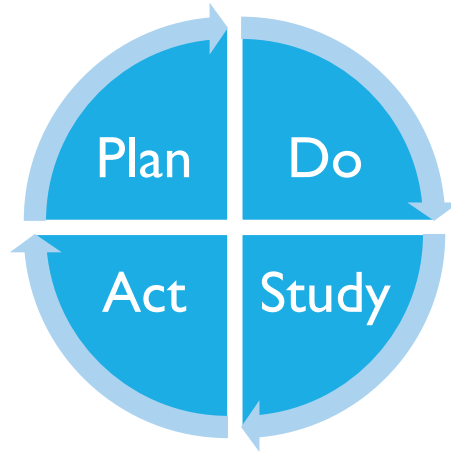
“What if, and I know this sounds kooky, we communicated with the employees.”

STAY INTERVIEWS



- Weekly-Monthly Check-Ins
- What’s energizing you?
- What’s challenging you?
- What would you like to share?
- What questions do you have?

DATA REALIGNMENT!



STAY IN TOUCH!

 Chcworkforce.org

 info@chcworkforce.org

 844-ACU-HIRE