



Recruitment and Retention

*LEARNING FROM THE PAST TO CREATE A
SUCCESSFUL FUTURE*

Agenda

- ▶ **Introductions**
- ▶ **Overview of Activities from a CMO Perspective**
- ▶ **Current Realities in CA**
- ▶ **Panelist Perspectives: Current Concerns and Future Interests**
- ▶ **Audience Perspectives**
- ▶ **Contemplating Next Steps**

Introductions

Part 1

- ▶ **Chapa-De Indian Health Care Program**

- ▶ Lisa Davies – CEO
- ▶ Michael Mulligan – Physician/Strategic Planner

- ▶ **CAO IHS**

- ▶ Charley Magruder – CAO CMO
- ▶ Jeanne Smith – Executive Director and Associate Director of OMS

- ▶ **Cejka**

- ▶ Tom Hoecker – Regional Vice President

- ▶ **Greenville Rancheria Tribal Health Program**

- ▶ Lucretia Fletcher - CEO

Introductions

Part 2

- ▶ **Indian Health Center of Santa Clara Valley**
 - ▶ Anupama Balakrishnan – Medical Director
 - ▶ Sonya Tetnowski – CEO
- ▶ **Redding Rancheria Indian Health Service**
 - ▶ Kathy Waurig – Health Operations Director
- ▶ **San Diego American Indian Health Center**
 - ▶ Joe Bulfer - CEO
- ▶ **Toiyabe Indian Health Project**
 - ▶ Cyndee Kidoo – HR Manager
- ▶ **United Indian Health Service**
 - ▶ Katie Cassels – Physician (recent Medical Director)

Recruitment

Part 1

▶ Importance

- ▶ *Essential foundation for Quality of Care Initiatives*
- ▶ *From recent CMO meeting: “Quality initiatives cannot begin effectively until we get critical provider vacancies filled.”*

▶ Some Key Routine Activities

- ▶ *Relay info about providers who come to my attention (Ex. IHS HQ)*
- ▶ *Discussions with providers who call and/or e-mail me about opportunities*
- ▶ *Commissioned Corps Support*
- ▶ *HPSA Score education and annual modification*
- ▶ *Opportunities for loan repayment – NHSC and IHS*

Recruitment

Part 2

▶ **Exploring New Activities**

- ▶ *National Health Service Corps (NHSC) Virtual Job Fairs*
- ▶ *IHS Virtual Career Fair*
- ▶ *Utility of clinic brochures*
- ▶ *Collaborative venture with Residency programs*
 - ▶ *Ventura County – FM and IM*
 - ▶ *PA Program*
- ▶ *Medical Student rotations*
- ▶ *Support IHS booth at key meetings. Possibilities:*
 - ▶ *American Association of Physician Assistants*
 - ▶ *US Public Health Service*
 - ▶ *American Academy of Family Practice*

Retention

- ▶ Current status
 - ▶ *Some funding relayed to clinics for physician bonuses*
 - ▶ *CMO occasionally asked to speak with providers thinking about leaving*
- ▶ Other important items to consider:
 - ▶ **What convinces providers to stay besides pay? My experience to this point:**
 - ▶ *A realistic and/or fulfilling work schedule (Ex. Chapa-De and perhaps others)*
 - ▶ *Adequate support staff to ensure efficient operation (Many good clinic examples)*
 - ▶ *Quality of care requirements in place (Accreditation and PCMH certification are key foundations)*
 - ▶ *Senior leadership teams are functioning effectively*
 - ▶ *Health boards are supportive*

Other Potential Discussion Areas

- ▶ Would formal training of various kinds be helpful? Possibilities:
 - ▶ *HPSA scores*
 - ▶ *IHS and NHSC loan repayment programs*
- ▶ Job announcements relayed to me with a request to share with all clinics
- ▶ Would it be helpful to share success stories?

Some National (IHS) Perspectives

- ▶ National vacancy rates for key health disciplines
 - ▶ *Physicians – 25%*
 - ▶ *Nurse Practitioners – 25%*
 - ▶ *Nurses – 18%*
- ▶ Use of commercial organizations to facilitate recruiting is now essential in many instances

