

Workforce

Webinar Resources

[Care Coordinator- Neighborhood Health Center Position Description](#)

[CMA. PM. MCHD](#)

[Community Health Worker Job Description Performance Evaluation](#)

[Data Analyst](#)

[FHC JD Outreach Enrollment Coordinator](#)

[Health Information Management Tech Quality Coordinator](#)

WEBINAR: The Emerging Health Center Workforce Environment (July 17 2013)

[Health Reform and the HC Workforce- Baker PDF](#)

[CRS- Physician Supply and Affordable Care Act 2013 PDF](#)

[NCQA Standards for Patient Centered Medical Home \(PCHM\)](#)

For maps on WF shortage areas: datawarehouse.hrsa.gov/hpsadetail.aspx.

[Employment Engagement vs. Employee Satisfaction FMRI Pt & Family Advisory Group Application](#)

[Introduction to Leadership Theories](#)

[Patient Focus Group Invitation](#)

[SNMHI Staff Engagement Surveys](#)

[Tips on Recruiting](#)

Webinar HRs Role in Building an Effective PCMH (July 18th 2013)

[Employee Engagement WACMHC- 2010](#)

[Eight characteristics of teamwork.pdf](#)

[IWS Behavioral Interviewing StarterGuideF.pdf](#)

[NACHC PMS Rounding Webinar 8-12-11- handout version.pdf](#)

[WA Employers Sample Interview Questions - Behavioral.pdf](#)

ARCHIVE: Resources from Previous Webinars

WEBINAR: Optimizing the Role of the Front Desk Staff (December 15, 2011)

Moderator: Katie Coleman, MSPH, MacColl Center for Health Care Innovation at the Group Health Research Institute (Seattle, WA) *Speakers:* Katie Bell and Prathiba Pinnamaneni, Neighborcare (Seattle, WA)

[Audio & video program](#) [Presentation slides](#) [Neighborcare Medical Clinic Tasking Guidelines](#)

[Scripting for Appointment Scheduling - www.safetynetmedicalhome.org/change-concepts/empanelment](#)

WEBINAR: Planned and Mini-Group Medical Visits (January 10, 2013)

Moderator: Nicole Van Borkulo, MEd, Qualis Health *Speakers:* Devin Sawyer, MD, and Jamacca Larman, CMA, St. Peter Family Medicine Residency Program (Olympia, WA)

[Audio & video program](#) [Presentation slides](#)

Download this Excel tool at:

[Patient Acuity Rubric](#)

HARMS8 Tool by CareOregon

[Hospitalization Risk Screening Tool for Primary Care Providers and Teams](#)

WEBINAR: Closing the Loop with Referral Management (February 26, 2013)

Moderator: Ed Wagner, MD, MPH, The MacColl Center for Health Care Innovation

Speaker: Linda Thomas-Hemak, MD, President and CEO, The Wright Center for Graduate Medical Education

[Presentation slides](#)

WEBINAR: Tools to Enhance Patient Engagement (January 24, 2013)

Moderator: Judith Schaefer, MPH, MacColl Center for Health Care Innovation at the Group Health Research Institute

Speakers: Chris Delaney, MBA, Insignia Health (Portland, OR); Cathy Davenport, RN, BSN, PeaceHealth (Eugene, OR); Shannon Gilbert, MHA, MultiCare Health System (Tacoma, WA); Jim Weiss, MD, Primary Health Medical Group (Meridian, ID)

[Audio & video program](#)

[Presentation slides](#)

A list of tips from the Institute for Patient- and Family-Centered Care

(www.ipfcc.org) on **recruiting patients** for QI Committees

www.safetynetmedicalhome.org/sites/default/files/CHA-Practice-Improvement-Tool.pdf

WEBINAR: Deeper Dive on Team Roles Part 1 (October 3, 2012)

Moderator: Diane Altman Dautoff, MSW, Qualis Health

Speakers: Ed Wagner, MD, MPH, MacColl Institute for Healthcare Innovation at Group Health (Seattle, WA); Lara Salazar, SPHR, Montana Primary Care Association (Helena, MT); Sue Barba; Ashley Crawford, LPN; Megan Kiser, RN; Jessica Carmen; and Susan Hamilton, Beaver Falls Primary Care & Behavioral Health Center (Beaver Falls, PA)

Jay Brooke, High Plains Community Health Center (Lamar, CO)

[Audio & video program](#)

[Presentation slides](#)

WEBINAR: Deeper Dive on Team Roles Part 2 (October 25, 2012)

Moderator: Nicole Van Borkulo, MEd, Qualis Health

Speakers: Catherine Dower, JD; Susan Chapman, PhD, RN; and Lisel Blash, MS, MPA, UCSF Center for the Health Professions (San Francisco, CA); Christine Klucznik, Cambridge Health Alliance (Boston, MA); Ann Turner and Sarah Deines, Virginia Garcia Memorial Health Center (Cornelius, OR)

• [Recruitment & Retention of Clinicians](#) (NACHC)

• [Recruitment and Retention of Primary Care Physicians at Community Health Centers: A Survey of Massachusetts Physicians](#) (MassAHEC)

• [5-Year Strategic Plan for Primary Care Provider Recruitment in Oregon](#) (OR Health Policy Board and OR Healthcare Workforce Committee)

• [Health Care at the Crossroads: Strategies for Addressing the Evolving Nursing](#)

[Crisis](#) (Joint Commission)

- [Complex Care Manager Recruiting and Training Tips](#) (CA Quality Collaborative)
- [Employee Recruitment: Using Behavioral Assessments as an Employee Selection Tool](#) (Collins, SK)
- [Building a Viable Primary Care Provider Workforce](#) (Cruise, MK)
- [Health Care Staffing and the Expanding Role of the Nurse Practitioner](#) (Monster.com)
- [Access Transformed: Building a Primary Care Workforce for the 21st Century](#) (NACHC)
- [Sample Interview Questions: Medical Assistant](#) (Monster.com)
- [Healthcare Staffing: How Healthcare Reform Will Likely Impact Hiring](#) (Monster.com)

[Audio & video program](#)

[Presentation slides](#)

Additional Resources for Workforce Environment and Patient-Centered Medical Home Transformation

HR/ACA Resources and Websites

PCMH Services Website: www.qhmedicalhome.org

Qualis Health: <http://www.qhmedicalhome.org/experience-outcomes/snmhi>

SNMHI Website: www.safetynetmedicalhome.org

Coach Medical Home: www.coachmedicalhome.org

Additional Resources from July 18th Q and A Session

Community Health Worker / Patient Navigator training:

- http://patientnavigatortraining.org/website/pn_model.htm
- <http://www.ucdenver.edu/about/departments/CITT/Case-Studies/OnlineCourses/Pages/patientNavigator.aspx>
- http://www.altfutures.com/draproject/pdfs/Report_07_02_Patient_Navigator_Program_Overview.pdf

Clinical Health Coach training

- <http://iowacc.com/>

See separate resource file for Job/Position Descriptions zipped file

See following page for CHC HR Director Survey for PCMH based questions from Massachusetts League of CHCs

Dear CHC HR Directors,

The <<XX PCA>> has been asked to query our health centers on staffing changes and the role of HR in supporting workforce development especially in the context of patient centered medical home transformation.

We would appreciate you taking a few minutes to briefly share your experience and opinion in the following areas.

1. Does HR understand all the PCMH standards? Yes _____ No _____ Was HR a participant in the health centers NCQA application process? Yes _____ No _____
2. Is HR a member of the internal PCMH team? Yes _____ No _____
3. Does HR train staff on effective team development and work and/or change management? Yes _____ No _____ Is this staff development area contracted out to consultants? Please provide detail: _____
4. Was HR involved in updating job descriptions and discussing PCMH with potential staff hires (physician staff or other staff)? Yes _____ No _____
5. Does HR know, based on the PCMH model being implemented, what specific disciplines their CHC needs? Yes _____ No _____
6. Does HR know what a Medical Assistant can do? What licensure and credentials are needed? Also changes in the nursing role? Yes _____ No _____
7. What characteristics have been identified in prospective employees that will carry the PCMH work forward? List: _____
8. How do you identify those characteristics during the interview process? _____
9. Do you use any tools/standard interview questions during the interview process? Please explain _____

Thank you for your time and input.