



## *PARTICIPANT HANDOUTS*

# **Recruiting Behavioral Health and Oral Health Staff in an Integrated Care Model**

*Thank you for attending today's training. By doing so you are strengthening the ability of your community-based and patient-directed health center to deliver comprehensive, culturally competent, high-quality primary health care services.*

### **Presented by:**

Allison Abayasekara, MA, Vice President, Training & Programs  
Association of Clinicians for the Underserved (ACU)

### **Live Broadcast Date/Time:**

Tuesday, May 8, 2018  
12:00–1:00PM Mountain Time / 1:00–2:00PM Central Time

### **Target Audience:**

Health center staff involved in behavioral health and oral health staff recruitment efforts.

### **Event Overview:**

As health centers move towards a robust integrated care model, their needs and priorities for the right team member can change. This issue can be especially prominent for behavioral health and oral health staff, who may not have trained in this model. Health center staff in charge of recruiting for these positions need to understand the nuances of the staff needed and what to look out for when recruiting and interviewing candidates. This introductory-level session will cover the basics of the integrated care model, characteristics for best fit within that model, and a review of the recruiter's role in finding the right person for the job. Participants will have the opportunity to ask questions throughout the presentation and have the option of individual assistance after the call to further explore this issue.

### **Learning Objectives:**

Upon completion of this session, participants should be able to:

1. Understand the basics of an integrated care model.
2. Identify interpersonal and professional characteristics required for a successful hire within that model.
3. Understand the recruiter's role in hiring the best team fit for an integrated care model.

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## **CHAMPS ARCHIVES**

This event will be archived online. This online version will be posted within two weeks of the live event and will be available for at least one year from the live presentation date. For information about all CHAMPS archives, please visit [www.CHAMPSonline.org/events-trainings/distance-learning](http://www.CHAMPSonline.org/events-trainings/distance-learning).

## **DESCRIPTION OF CHAMPS**

Community Health Association of Mountain/Plains States (CHAMPS) is a non-profit organization dedicated to supporting all Region VIII (CO, MT, ND, SD, UT, and WY) federally-funded Community, Migrant, and Homeless Health Centers so they can better serve our patients and communities. Currently, CHAMPS programs and services focus on education and training, collaboration and networking, workforce development, and the collection and dissemination of regional data. For more information about CHAMPS, and the benefits of CHAMPS Organizational Membership, please visit [www.CHAMPSonline.org](http://www.CHAMPSonline.org).

## **DESCRIPTION OF ACU**



ACU's mission is to improve the health of America's underserved populations and to enhance the development and support of the health care clinicians serving these populations. ACU was founded by alumni of the National Health Service Corps and ACU's commitment to that program continues today. For more information, visit [www.clinicians.org](http://www.clinicians.org).

## **SPEAKER BIOGRAPHY**



**Allison Abayasekara** joined Association of Clinicians for the Underserved (ACU) in 2014 and directs all of ACU's programs, trainings, and education curricula. In her role as Vice-President for Training and Programs, Allison serves as the director of the STAR2 Center, a federally funded National Cooperative Agreement with the Bureau of Primary Health Care. Allison is a national expert in clinical workforce design and strategy and has worked to improve access to care for underserved populations for almost a decade. She began her career building a statewide workforce program at the Pennsylvania Association of Community Health Centers, and then served as the program manager for the Primary Care Association and Health Center Controlled Network department at the National Association of Community Health Centers. She received her Master of Arts from the University of Maryland, College Park, and has a Bachelor of Arts from Lebanon Valley College in Annville, Pennsylvania. Allison currently lives in Washington, D.C.

## RECRUITING BEHAVIORAL HEALTH & ORAL HEALTH STAFF IN AN INTEGRATED CARE MODEL

ALLISON ABAYASEKARA, MA

VP, TRAINING & PROGRAMS

TUESDAY, MAY 8, 2018,

12:00-1:00PM MOUNTAIN TIME / 1:00-2:00PM CENTRAL TIME



<http://www.chcworkforce.org>

HOSTED BY:



[www.CHAMPSonline.org](http://www.CHAMPSonline.org)

## QUESTION

How many people are watching this event at your computer, including yourself?

*(Use the Questions box to reply.)*



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# ASSOCIATION OF CLINICIANS FOR THE UNDERSERVED

## Recruitment & Retention

National  
Health  
Service  
Corps

Resources

Training

Networking



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# STAR<sup>2</sup> CENTER

Solutions, Training, and Assistance  
for Recruitment and Retention

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## TODAY'S FOCUS

- ✓ Integrated Care
- ✓ Recruitment Considerations
- ✓ Behavioral Health Staff
- ✓ Oral Health Staff



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## POLL QUESTION I



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## POLL QUESTION I

Describe Your Level of Expertise with an Integrated Care Model:

- A. I'm not really sure what the term means
- B. I know the basic concepts...
- C. I could teach a 201-class on this topic
- D. I am the integrated care expert at my organization!



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## WHAT IS INTEGRATED CARE?



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# INTEGRATED CARE



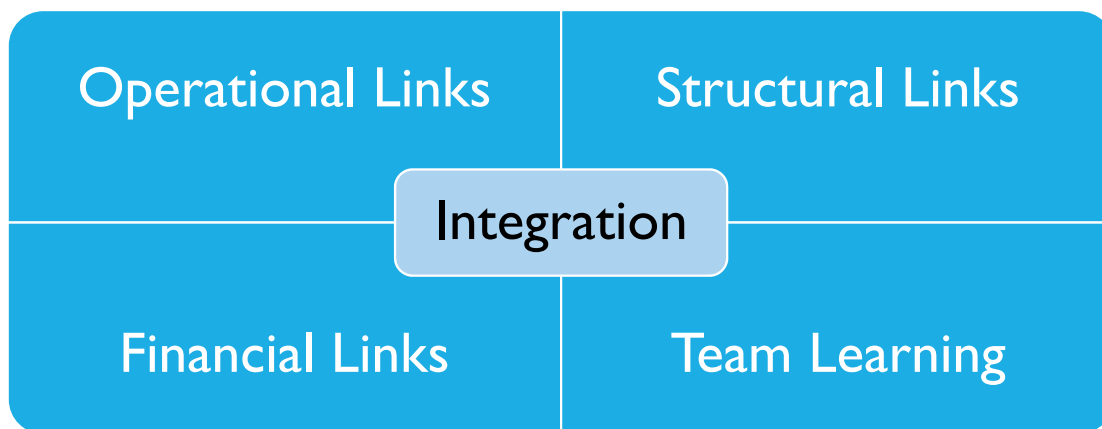
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# KEY CONCEPTS



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## BENEFITS



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## CHALLENGES

- Lack of Role Models
- Reimbursement
- Difficulty with Change
- Logistical Barriers
- Training



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## KEYS TO SUCCESS

Organizational  
Commitment

Leadership  
Buy-In

Financing Plan

Common  
Motivation

Resilience



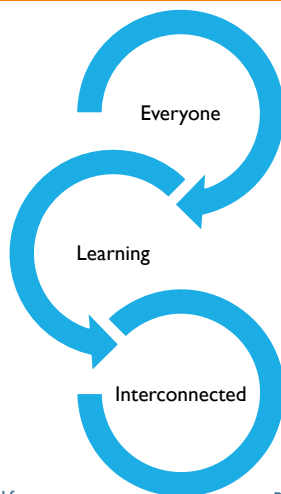
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## THE TEAM!



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## WHAT'S MY ROLE IN ALL OF THIS?



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## THE TEAM MAKES IT GO

*Teamwork makes*  
**THE DREAM WORK.**



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## POLL QUESTION 2



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## POLL QUESTION 2

What's Your Role in Hiring for Your Clinician Team?

- A. I'm a one-person team for recruitment
- B. I'm the leader of a recruitment team
- C. I'm a team member, helping with processes like interviews
- D. I provide strategic vision for recruitment



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## WHAT SHOULD I CONSIDER WHEN HIRING FOR AN INTEGRATED CARE TEAM?

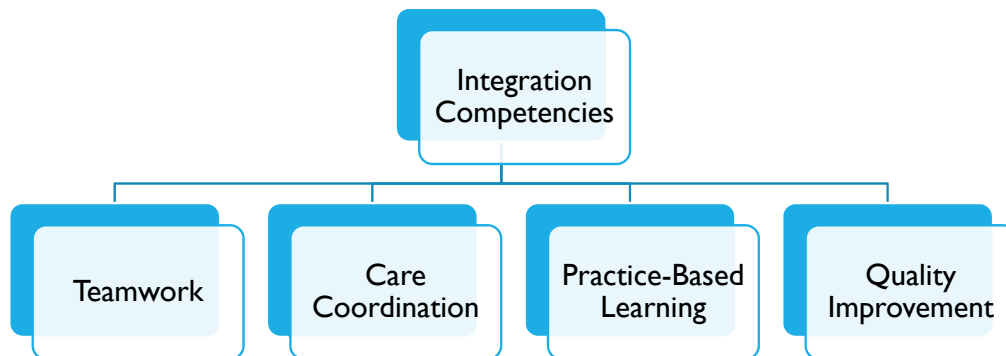


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## DEFINE THE NEED



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## INTERPERSONAL SKILLS



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## SPECIFIC TEAM FIT

What are the strengths of your current team?



What are the challenges in your current team?



What experiences should a new person bring?



What hasn't worked in the past?



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## EXPERIENCE

Interprofessional Training

Non-Traditional History

Experience in Org



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## INTERVIEW STRATEGIES

Behavioral  
Interviewing

Team  
Interviews

Job Preview  
Opps

Concept  
Questions



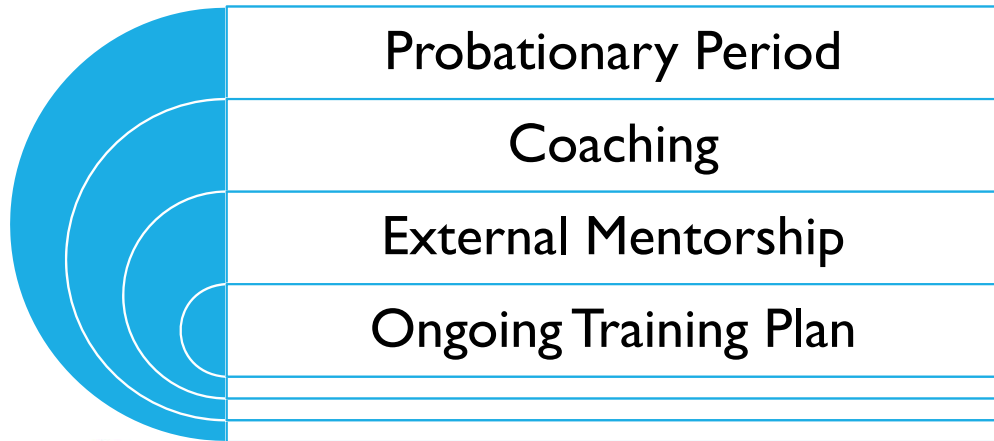
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# ONBOARDING



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# POLL QUESTION 3



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## POLL QUESTION 3

Which issue is the biggest challenge for you?

- A. Defining the need
- B. Understanding relevant experience
- C. Effective interviews
- D. Planning for retention



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## WHAT ELSE MATTERS FOR BEHAVIORAL HEALTH STAFF?



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## ON THE CONTINUUM

Beginner	Mid-Career	Experienced
<ul style="list-style-type: none"><li>• Exposure to Concepts</li><li>• Limited workload</li></ul>	<ul style="list-style-type: none"><li>• Interest in Leadership</li><li>• A lot to balance</li></ul>	<ul style="list-style-type: none"><li>• Mature skill set</li><li>• Need to “unlearn” things</li></ul>

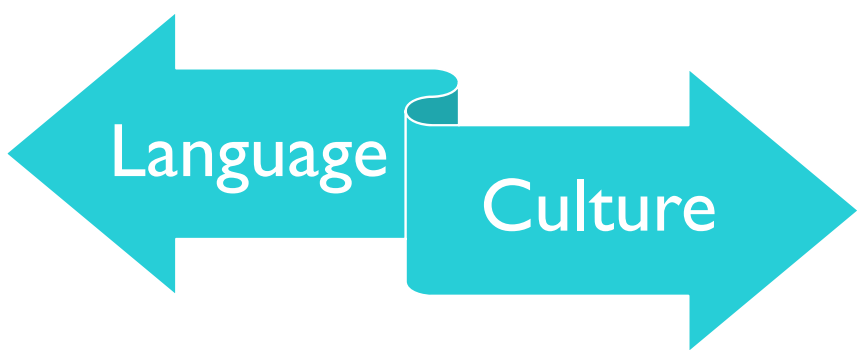


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## PRIORITY INTEGRATION AREAS




Language

Culture

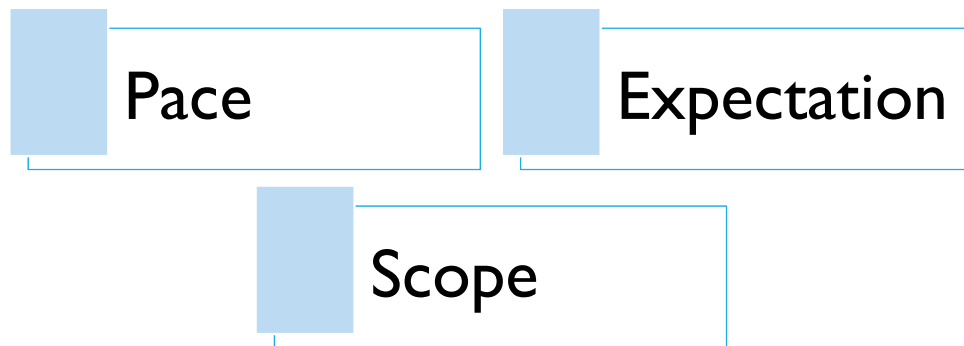


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## POTENTIAL ADJUSTMENTS



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## WHAT ELSE MATTERS FOR ORAL HEALTH STAFF?



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## OFTEN OVERLOOKED



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## CONSIDERATIONS

Colocation

Overall Connections

Team Structures

Discipline Education



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## EMERGING ISSUES

Opioid Crisis

Interdisciplinary Education

EHR Advances



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## POLL QUESTION 4



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## POLL QUESTION 4

What are you most excited to implement or learn more about?

- A. Defining need on your teams
- B. Effective interview strategies
- C. Current challenges for your care team members
- D. Something else (add details in the Questions box!)



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## QUESTIONS?



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## STAY IN TOUCH!

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## THANK YOU FOR JOINING US!

Don't miss the 2<sup>nd</sup> event in this Workforce Development Series: **Assessing Organizational Readiness for Change**  
Tuesday, June 5, 2018, 12:00-1:00PM Mountain Time / 1:00-2:00PM Central Time

### Your opinions are very important to us!

We encourage everyone watching to complete a VERY brief **Evaluation** for this event. If you would like CHAMPS to send you a Participation Certificate, you must complete the Evaluation and also provide your contact information.

The Evaluation link was included in this event's Reminder email and will be sent again in a Follow-Up email to those logging into the event later this afternoon. Please pass the link along to others viewing the event around a shared computer.

To learn more about upcoming live and archived CHAMPS trainings, please visit: [www.CHAMPSonline.org/Events/](http://www.CHAMPSonline.org/Events/)



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