



**Washington  
Association for  
Community Health**  
Community Health Centers  
Advancing Quality Care for All



# HR Metrics Webinar

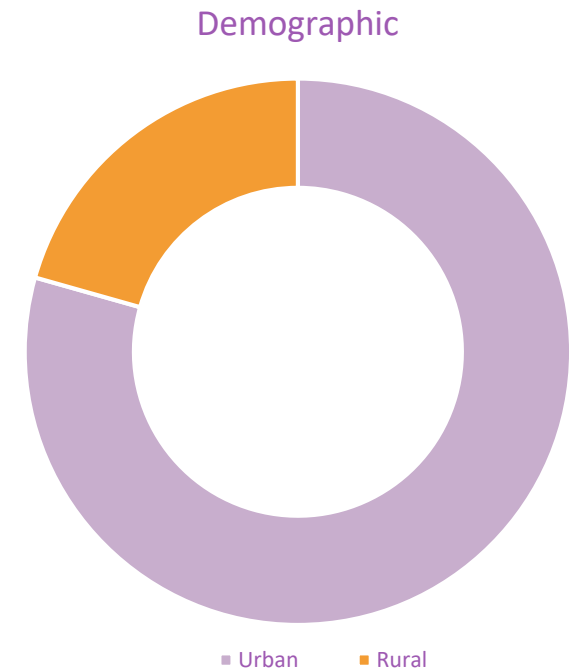
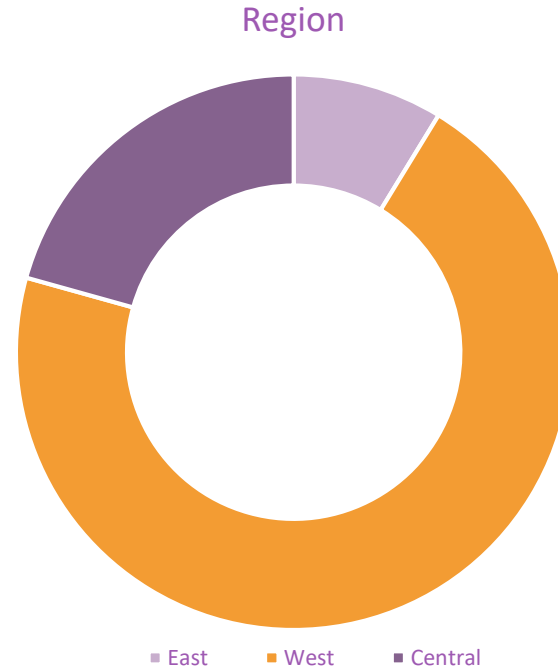
June 28, 2019

# AGENDA

Topic	Presenter
Introduce selected CHC's	Katherine Lechner
Review contact info	Katherine Lechner
Data toolkit review	Karie Nicholas
Positions to sample	Karie Nicholas
Timeline	Katherine Lechner
Next Steps	Katherine Lechner
Questions	Open

# Selected CHC's

- Community Health Assoc. of Spokane
- Cowlitz Family Health Center
- Columbia Valley Community Health
- HealthPoint
- International Community Health Services
- Neighborcare
- SeaMar Community Health Centers (x2)
- Tri-Cities Community Health
- Yakima Valley Farm Workers
- The Native Project





# Tool Review

Karie Nicholas, Data Analyst

# POSITIONS TO SAMPLE

Position Type	Clinic Position Title	Sample
Family Physicians	Physician, Family Medicine Physician, Primary Care Physician, Family Medicine Physician with OB, Medical Director	Yes, 20%
Nurse Practitioners	Nurse Practitioner, Advanced Registered Nurse Practitioner (ARNP),	Yes, 30%
Physician Assistants	Physician Assistant,	Yes, 50%
Nurses	Registered Nurse, Nurse Clinician, Registered Nurse Assisted Living, Advanced Practice Provider - Primary Care/Family Medicine	Yes, 20%
Other Medical Personnel	Medical Assistant, Acupuncturist, Certified Nursing Assistant, Physical Therapist, Recreational Therapist, Echocardiogram Technologist, Licensed Practical Nurse, Nutritionist, Physical Therapy Aide, Nutrition Assistant Certifier, Medication Technician, Registered Dietician, Scribe, Certified Medical Assistant	Yes, 10%
Dentist	Dentist, Dental Director	Yes, 20%
Other Dental Personnel	EFDA, Dental Assistant, Dental Aide, Dental Technician, Sterilization Technician,	Yes,10%
Other Licensed Mental Health Providers	Behavioral Health Provider, Behavioral Health Director, Therapist, Behavioral Health Care Coordinator, Behavioral Health Specialist, Community-based Mental Health Therapist, Behavioral Health Clinical Supervisor, Mental Health Clinician, Care Coordinator, Child & Family Therapist, Group Life Counselor, Integrated Mental Health Therapist, Mental Health Worker,	Yes, 20%
Outreach Workers	Clinical Outreach Provider, Migrant Outreach Worker, Outreach Worker, Enrollment and Outreach	Yes, 30%
Eligibility Assistance Workers	Citizenship Coordinator, Navigators	Yes, 30%
Management Staff	Administrative Manager, Support Supervisor, Director of Learning and Development, Business Director, Director of Operations, CEO, Talent Acquisition Manager, Clinic Director, Communications Manager, Compliance and Risk Manager, Dental/Medical Practice Manager, EHR Support Services Manager, Human Resources Manager, Operations Director, HR Director, Marketing and Enrollment Manager, Clinic Manager, Billing Supervisor,	Yes, 20%
Support Staff	Front Office, Administrative Assistant, Data Entry, Intake Staff, Medical Records Staff, Registration, Health Records Technician, Clinic Administrator, Clinic Clerk, Digital Marketing Specialist, Child Care Worker, Receptionist, WIC Clerk, Credentialing Specialist, , Health Information Technician, Health Information Specialist, Talent Management Business Partner, Medical Referral Specialist, Medical Records Specialist, , Executive Assistant, Marketing Admin, Call Center Agent, Medical Receptionist, Social Services Assistant, Clinic Coordinator, Security Officer, Patient Contact Center Representative, Health Center Administrator, Customer Service Representative, Operator Scheduler, Clinic Director, Employment and Training Services Manager, HR Specialist, Mobile Unit Specialist, Outpatient Assistant, Referral Specialist, Scheduling Coordinator, Patient Navigator, EHR Systems Specialist, Patient Portal Specialist, Chief Administrative Officer, Chief Operating Officer, Chief Clinical Officer, Chief Dental Officer, Chief Nursing Officer, Environmental Services Aide (Housekeepers), Security Officer, Human Resources Assistant, Recruiter, Referral Coordinators, HR Assistant, HR Assistant/Credentialing Coordinator, Biller/Receptionist	Yes, 10%

## Positions to sample, continued

Fiscal and Billing Staff	Business Analyst, Coding Staff, Finance & Budget Analyst, Patient Accounts Representative, Patient Accounts Supervisor, Grant Program Specialist, Coding Specialist, Accounting Clerk, Billing Specialist, Financial Specialist, Patient Benefits Coordinator, Accounting Manager, Accounting Specialist, General Ledger Accountant, Payroll Specialist, Chief Financial Officer, Purchasing Specialist, Purchasing Manager, Certified Coder, Patient Account Specialist, Accountant, Grants Writer	Yes, 15%
IT Staff	Service Desk Technician, Database Engineer, Systems Engineer, Business Intelligence Developer, Help Desk Specialist, Security Analyst, Network Technician, Software Application Administrator, IT Clinical Support Specialist, IT Technical Analyst, Database Administrator, Network Administrator, Business Systems Analyst, Telecommunications Administrator, Network Engineer, Telecommunications Analyst, IT Technician, Data Analyst, Application Trainer/Support Specialist	Yes, 30%
Facility Staff	Facilities Maintenance Specialist, Construction Project Manager, Cook, Facilities Lead, Facilities Specialist, Facilities Purchasing Contracts Specialist, Maintenance/Housekeeping Staff, Dishwasher, Housekeeping/Laundry, Janitor, Facilities Maintenance Technician, Maintenance Worker, Facilities Manager, Maintenance/Janitorial	Yes, 30%
Patient Support Staff	Residential Assistant, Activities Coordinator, Recreational Coordinator, Resident Services Assistant, Population Health Coordinator, Health Unit Coordinator, Referral Coordinator, Peer Counselor,	Yes, 10%

Not all positions will be sampled. Information about sampling can be found on the tab labeled “References”.

## OUTSTANDING POSITIONS

- The following position titles fit more than one UDS category. We categorized them based on the higher-license position.
- Are there any objections to these categorizations?

Position Title	Position Category
Therapist II/Clinical Social Worker	Other Licensed Mental Health Providers OR Licensed Clinical Social Workers
Bilingual Patient Services I/Medical Assistant - Registered	Other Medical Personnel OR Patient Support Staff
Certified Medical Assistant/Lab MA	Other Medical Personnel OR Laboratory Personnel
Nurse Practitioner/Physician Assistant	Nurse Practitioner OR Physician Assistant



## POSITIONS TO BE REMOVED

None of these positions have enough FTEs for a valid sample. Should they be removed?

Position Type	Clinic Position Title	Sample	Total FTE
Ophthalmologists	Ophthalmologist	Remove?	0
Optometrists	Optometrist	Remove?	1.58
Other Vision Care Staff	Optometry Assistant,	Remove?	2.78

Information for each column can be found by hovering over the column header. Green columns are to be filled in by you, those in blue will be filled in by the Association.

The screenshot shows an Excel spreadsheet with the following column headers in row 1:

1	A	B	C	D	E	F	G	H	O	P	Q	R	S	T	U	V	W	X
	Clinic	Delivery Site	Key Code	Position Type	Clinic Position Title	FTE	Geographic Classi	Urban/Rural	Hire Date	Separation date								

A tooltip is displayed over the 'Key Code' cell (C3), containing the following text:

**Karie Nicholas:**  
Please see the "Site Code" sheet to for code descriptions. A drop down menu will be pre-populated by The Association and is located on the "Site Codes" tab. You may assign a delivery site based on proportion of hours worked or based on other criteria if the selected individual does not have an assigned work site.

## Time to fill

Time to fill is now collected from requisition postings. You may use the requisition numbers as the keycode, as long as the Association is not able to link it back to personal information such as names.

The screenshot shows the Microsoft Excel interface with the following data table:

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	Clinic	Delivery Site	Key code	Position Type	Date Posted	Closed Posting date	Start Date of new hire							
2														
3														
4														
5														
6														
7														
8														
9														
10														
11														
12														
13														

**KNicholas:**  
Enter if posting was closed between January 1, 2019 and June 30, 2019. If posting was not closed by June 30, 2019, please leave blank.

# Delivery Site Codes

The screenshot shows an Excel spreadsheet titled "HR Metrics Survey Tool 2017 DRAFT - Excel". The spreadsheet contains a table with the following columns: Clinic Code, Clinic Name, Site Code, Site Name, Address, City, Zip code, County, and services offered. The data rows are numbered 281 through 293. A red circle highlights the "Site codes" tab in the bottom navigation bar.

	A	B	C	D	E	F	G	H	I	J	K	L
1	Clinic Code	Clinic Name	Site Code	Site Name	Address	City	Zip code	County	services offered			
281			10103025	11th Ave Family Medicine Clinic								
282	10E01053	N. A. T. I. V. E. PROJECT, THE	10E0105301	1803 West Maxwell	1803 West Maxwell	Spokane	99201	Spokane	Administrative   DSHS Eligibility Worker   Far			
283	101520	TRI-CITIES COMMUNITY HEALTH	10152001	Amistad School Based Clinic	830 W. Vineyard Dr.	Kennewick	99336	Benton	School Based			
284			10152002	Tri-Cities Community Health - Auburn Building	721 S. Auburn	Kennewick	99336	Benton	Pediatric Endocrinology   Pharmacy			
285			10152003	Tri-Cities Community Health - Wilson Building	915 Goethals Dr.	Richland	99352	Benton	Endocrinology/Diabetes   Pharmacy			
286			10152004	Kennewick Medical	3180 W. Clearwater	Kennewick	99336	Benton	Medical   OB/GYN   Pediatrics   Dental			
287			10152005	Kennewick Behavioral Health	3180 W. Clearwater	Kennewick	99336	Benton	Behavioral Health			
288			10152006	Minne Pesina Clinical Service Building	715 West Court Street	Pasco	99301	Franklin	Dental   Behavioral Health   WIC and First St			
289			10152007	North Franklin Social Services Center	6950 Road 170	Basin City	99343	Franklin	Social Services			
290			10152008	Ochoa School Based Clinic	1801 E. Sheppard St.	Pasco	99301	Franklin	School Based			
291			10152009	Richland Medical	829 Goethals Dr.	Richland	99352	Benton	Medical   Behavioral Health   WIC			
292			10152010	Tri-Cities Community Health	515 W Court St.	Pasco	99301	Franklin	Medical   Pharmacy   Pediatrics   Eye Clinic			
293			10152011	Tri-Cities Community Health	800 W Court St	Pasco	99301	Franklin	Administrative			
314												
315												
316												
317												

- Do not change or delete sheet.
- Delivery site codes will be use for further analysis and for geocoding.
- It is important to assign a delivery site code for each entry.
- Mobile units are the exception.

# TIMELINE

January 1, 2019

## Collection Period

This is the period of time you will refer to when pulling your data and completing the Toolkit.

June 30, 2019

July 1, 2019

## Reporting Period

This is the period of time you will have to complete the HR Metrics Toolkit. All data must be submitted to us by 9/30/19.

September 30, 2019

This is when you should be asking Karie for help.

## NEXT STEPS

- Individualized tools will be emailed to each contact person on July 1, 2019.
- Phone or web assistance will be available from July 1 to September 30, 2019.
- On-site assistance will be available through September 1, 2019, as requested.
- Data will be due September 30, 2019.

- **Karie will be in the Seattle area July 1<sup>st</sup> through July 3<sup>rd</sup>**
- **Please submit all inquiries to:  
[knicholas@wacommunityhealth.org](mailto:knicholas@wacommunityhealth.org)**



# Questions?





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