

Region 1 Workforce Training  
Hosted by Massachusetts League of Community Health Centers  
16 Brooks Street  
Worcester, Massachusetts 01606



June 27, 2018  
8:30am – 4pm

Register Today! <https://www.regonline.com/registration/Checkin.aspx?EventId=2407367>

## Agenda

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8:30am Check-In

9:00am Welcome & Getting Started

9:15am Session 1: **Workforce Strategy: HR Metrics and Strategic Planning**

Workforce is one of the biggest challenges in any business and especially Community Health where there are only so many qualified individuals to go around. With baby boomers retiring the market has gotten tighter as the demand for healthcare services have increased.

Do you have a workforce strategy in place for your organization or are you just hoping things work out? In this session you will learn steps to create your Workforce Strategy. This session will equip participants to determine what data to collect and what the HR metrics are telling them. Participants will also learn about creating their workforce strategy using the SWOT principles and evaluating processes to make any necessary adjustments.

10:45am Session 2: **Where Have All the Candidates Gone? Sourcing Candidate for Your Health Center**

While the shortage of qualified providers has been documented, there are ways to attract great candidates to work at your health center! This session will focus on the importance of having a recruitment plan that encompasses portraying your health center in the best possible way and where to advertise your open positions for the best results. In this session, participants will learn the importance of positively marketing their health center as a part of an overall recruitment plan, new strategies for sourcing candidates and develop a plan for posting in various outlets.

12:00pm Lunch

1:00pm Session 3: **Retention Processes: Stay Interviews and Employee Engagement**

Retention of your current staff is key to providing services in the future. During this session find out what you can do to improve your employee's satisfaction and what steps you can take to engage your employees in all aspects of their work. During this session, participants will learn the value of conducting stay interviews, questions to ask in stay interviews and steps to take to engage your workforce.

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**2:30pm Session 4: Peer Sharing: Best Practices**

Do you have a best practice in the recruitment or retention area you'd love to share with your peers? This session will allow you an opportunity to share with and learn from other health centers in your region on the following topics: recruitment, retention and onboarding. This session will operate in a "round robin" fashion where representatives from health centers will share at each table. Participants will learn 2-3 best practices for recruiting candidates, retaining providers and onboarding processes during this session.

**4:00pm Wrap-Up & Adjourn**

**\*Breaks will be taken periodically throughout the day.\***