

## Workforce Bulletin – January, 2016

### HR Directors' Quarterly Meeting Survey Results:

In order to make the HR Directors' meetings as informative as possible, we sent out a survey to all of you on January 14, 2016 to see what types of things we could do to make these meetings more impactful for all of you. To those who completed the survey thank you very much. Listed below are some of the changes that were suggested.

**Question 1: Recently attendance has dropped off at the HR Directors' quarterly meetings, please tell us what the main reason is you have not been able to attend.**

It takes time to get to the meetings (sometimes up to two hours) and if we had more centralized location where they could be held it would be helpful. Respondents indicated that they would attend Webinars if they were available. Getting the agenda in advance would be helpful. Day and time of meeting may conflict with other management meetings at the health center.

Response: We can definitely get the agenda to each of you in advance of the meeting so you can see what topics are going to be discussed. The other thing we can do before we schedule a meeting is send out a Doodle Poll to see what days and times work best for you. We could possibly move the meeting to different sites, but that would mean it would still be a distance to travel for some sites. Webinars seem to be the answer to some of the issues around distance traveled and we will try and utilize them when there are presentations being delivered that are applicable to a webinar format.

**Question 2: What types of speakers would you like to have at the HR Directors' quarterly meetings?**

Respondents want to have expert speakers on HR issues present at the meeting who cover timely subjects and current issues. They don't want to have vendors or sales presentations at the meetings. They also said they would like more opportunities to discuss with each other various topics related to human resource issues. They feel that learning from each other could be great. Also, presentations on employment law with an experience HR Director presenting. More information on regulations i.e. ACA reporting requirements, and/ or Medical Plan design (to meet ACA requirements).

Response: During your meeting time we can set a portion of the time so you can discuss an HR issue. Prior to the meeting we can ask you for possible discussion topic areas. If you know if specific topic experts you would like to have at our meetings, please feel free to send their names and contact information to Janice Brathwaite at [jbrathwaite@massleague.org](mailto:jbrathwaite@massleague.org). We are always looking for new speakers we can bring in to the meetings. We will try to limit or eliminate any vendors requesting to present at your quarterly meetings.

**Question 3: If we were to hold quarterly meetings in various parts of the state, would it help or hinder your ability to attend?**

Responses indicate that it really depends on where the location is. One respondent indicated even though they are in Boston they would be willing to travel. The Western part of the state seem to be a challenge for most people but they would travel to other parts of the state (Central,

Northeast or Southeast). One respondent indicated that it would be a hindrance to them to move the meeting location to another part of the state.

Response: We feel that this question needs more discussion to get a clearer understanding of exactly how many people would be able to attend the meetings if they were held at an alternate location in the state. So we will table until the next HR Directors Quarterly Meeting.

**Question 4: What types of topics would you like to cover at the HR Directors' quarterly meetings?**

- Compliance issues
- ACA Reporting
- Best Practices – Recruitment and Retention, Compensation Benchmarking, Training and Development, Employee Engagement
- Legal benefits
- Wellness Programs
- How to change the perceptions about the HR department in an organization
- Dealing with problem employees
- HRSA Requirements
- Credentialing
- Employee orientation

Response: These are great topics and we will look into incorporating them into future meetings.

**Question 5: Would you be better able to attend the quarterly meeting if they were done via Webinar?**

You indicated definitely as long as the webinars did not conflict with previously scheduled work meetings. It is a good alternative, but there is nothing like a face-to-face meeting especially for newer HR Directors. Some felt that they did not get heard during a webinar and it's difficult to have a conversation. Overall it 62.5% of the respondents were positive to having webinars as a possible alternative to a face to face meeting and 37.5% wanted to continue meeting as we have been (face-to-face).

Response: We can certainly have webinars when there is a presentation that is conducive to that particular format. However, we do feel that there is value in meeting as much as possible face-to-face.

**Question 6: Please supply us with any other suggestions you might have regarding the HR Directors' quarterly meetings.**

Consider having luncheon meetings. Also supply meeting dates for the entire year at the beginning of each year so you can enter them in your calendar. Vendor information could be sent via email. Make the meetings more of roundtable where current issues can be discussed. They liked the HR Directors' listserv and that meeting face-to-face has definite benefits. Consider regional video conferencing.

Response: We can certainly try luncheon meetings and schedule and supply dates for the HR meetings at the beginning of each calendar year. Send vendor information via email to all of you.

**Question 7: Every year the Mass League holds a conference called the CHI. Would you like to have a group session set aside for HR Directors and if so, what type(s) of speakers/topics would you like to have presented at the session?**

Updated information on health care and its impact on HR initiatives and roles. Even a short session would be helpful to both network and hear about hot topics or have a panel discussion. Recent legislative changes, HR policy reviews and strategic HR planning. Leadership development to learn about ways to train managers within the company. Not a lot of time to be able to send managers offsite for training. Lawyers presenting on employment law.

Response: Since the League is in the early stages of planning for the 2016 CHI, we will bring these topics forward to the planning committee.

### **Performance Measures and Standards Work Group:**

As a result of a recent discussion on the HR Directors' listserv we are putting together a Performance Measures and Standards Work Group made up of 10 health center HR Professionals. This group will be meeting here at the League to work on development of performance measures and standards for various positions in the health centers. We currently have seven (7) HR Directors participating. If you have questions about this group or would like to join us, please contact Janice Brathwaite at [jbrathwaite@massleague.org](mailto:jbrathwaite@massleague.org) or at 617-988-2217.

### **Upcoming Training:**



According to the [Bureau of Labor Statistics](#), healthcare workers experience the most nonfatal workplace violence compared to other sectors, accounting for close to 70 percent of all nonfatal workplace assaults.

In most cases of workplace violence, prevention is not always an option. However, developing key strategies to handle workplace violence when it does occur is critical in minimizing disruptive and dangerous behavior and stopping it before it escalates.

Join FTLF Partner [Molly Evans](#) and Compliance Counsel [Dianne Pledgie](#) for this three-part series focusing on workplace violence. Attendees will learn about the growing concern of patient/physician violence in the health center setting and strategies on how to manage risks, prevent, protect, and

report violence and manage disruptive behavior of not only the patients but also the providers and other staff.

**Register for this series:**

[How to Deal with Disruptive Patients in the Health Center with Minimal Disruption](#)

February 4, 2016

[Disruptive Physicians: Strategies to Manage Risk and Reduce Turnover](#)

February 11, 2016

[Workplace Violence: Prevention, Protection and Reporting](#)

February 18, 2016

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### Upcoming Trainings for Health Centers

[An In-Depth Look at Federal Tort Claims Act \(FTCA\) Coverage for Health Centers](#)

May 4-5, 2016

Nashville, TN

[An In-Depth Look at Federal Tort Claims Act \(FTCA\) Coverage for Health Centers](#)

June 7-8, 2016

Philadelphia, PA