



BPHC WORKFORCE WELL-BEING TA

BUREAU OF PRIMARY HEALTH CARE WORKFORCE WELL-BEING TECHNICAL ASSISTANCE

HealthChoices PCMH Learning Network Presentation



Our Team



Health Center Workforce Well-being Survey Findings

- National results of the survey are available at:
<https://data.hrsa.gov/topics/health-centers/workforce-well-being>
- View the data
 - At the national and regional level
 - By domain, outcome measure, and survey question
- View responses by a variety of respondent characteristics, including:
 - Tenure
 - Age
 - Education
 - Salaried vs. non-salaried employee
 - Occupational categories



Outcome Measures of Workforce Well-being

Outcome	Description
Job Satisfaction	Sense of fulfillment working at the health center
Burnout	Feelings of emptiness, work overload, loneliness, and exhaustion
Engagement	Interests and connectivity to work, colleagues and workplace
Intention to Stay	Likelihood of staying with the health center within the next year

Drivers of Workforce Well-being

Driver	Description
My Work Team	Communication, collaboration, and cohesion amongst team members
Supervision	Guidance, engagement, and motivation from immediate supervisors
Leadership	Guidance, engagement, and motivation from senior leaders
Positive Workplace Culture	Support of staff well-being, diversity and inclusion, nondiscrimination, and patient and staff engagement
Social Support	Formal and informal workplace help
Recognition	Formal and informal workplace appreciation
Supportive Health Center Processes	Administrative responsibilities, quality of care, workflows, and policies
Training Provided	Job training and preparation supported by the health center



Drivers of Workforce Well-being Continued

Driver	Description
Adequate Resources	Staffing, supplies, infrastructure, procedures, and ability to respond to changes and crises
Mission Orientation	Alignment of goals of the organization and individual
Meaningfulness	Sense of fulfillment, purpose, and personal engagement
Compensation and Benefits	Satisfaction with pay and fringe benefits
Professional Growth	Opportunity for professional development and promotion
Workload	Work demands and level of control indicate overwork
Work Life Balance	Work demands and personal time are balanced
Moral Distress	Work situations that conflict with one's beliefs and values



Types of Technical Assistance Available

Webinars

Case Study
Presentations

Office Hours

Coaching

Action Planning

Focused Capacity-
Building

Virtual Learning
Collaboratives

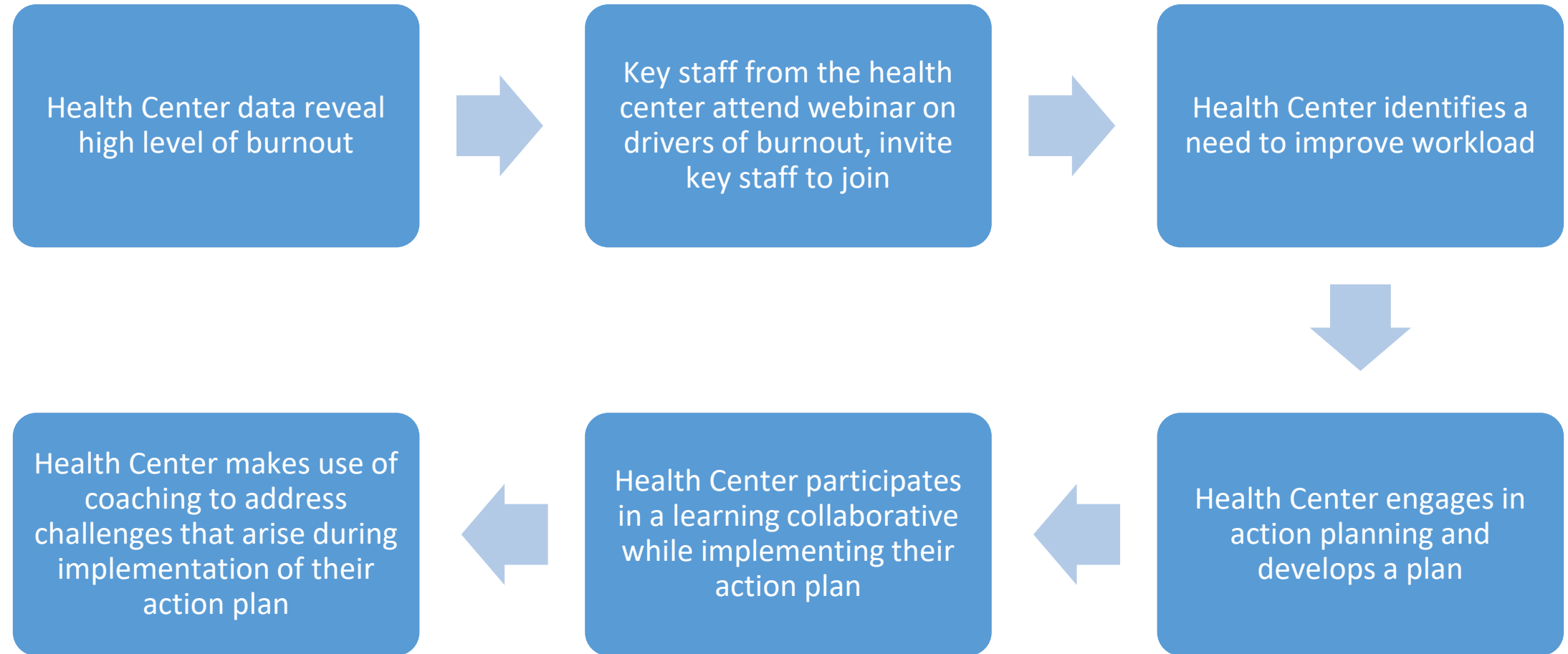
Communities of
Practice (CoP)

Documentation
and Dissemination
of Promising
Practices

Workforce Well-
being Strategies



Example of Engagement in Technical Assistance



Technical Assistance Liaisons



Receive curated TA opportunities and guidance tailored to your health center's workforce well-being needs and interests.

[Sign up!](#)

Upcoming TA



Onboarding: The Beginning of Workforce Well-being

Webinar

May 15, 2024 2:00-3:00 p.m. | [Registration page](#)



Effective Onboarding for Workforce Well-being

Virtual Office Hours

June 27, 2024 1:00-2:00 p.m.



Upcoming TA



Action Planning

Office Hours

June 6, 2024 at 2:00-3:00 p.m. ET



Creating Policies and Processes to Support Workforce Well-being

Webinar

June 26, 2024 at 2:00-3:00 p.m. ET



Communities of Practice – Starting This Month – Apply Today



Caring for the Caregivers: Implementing A Lifestyle Medicine Approach

Designed for: Patient-facing roles working at HRSA supported health centers

Time: Biweekly, Wednesdays at 2-3:30 p.m. ET, May 8, 2024 - August 14, 2024

[Apply here](#)



Redesigning Workflows for More Effective and Efficient Processes

Designed for: Health center managers responsible for daily non-clinical operations

Time: Biweekly, Tuesdays at 2-3:30 p.m. ET, May 14, 2024 - August 20, 2024

[Apply here](#)



Structuring Clinical Teams and Workflows Amid Workplace Shortages

Designed for: Managers that support clinical teams' daily operations

Time: Biweekly, Thursdays at 2-3:30 p.m. ET, May 16, 2024 - August 22, 2024

[Apply here](#)

- ❖ Build a community of peers
- ❖ Learn effective strategies and tools
- ❖ Develop a tailored action plan
- ❖ Receive individualized technical assistance

Commitment: Eight 90-minute interactive sessions + 8 hours of independent work

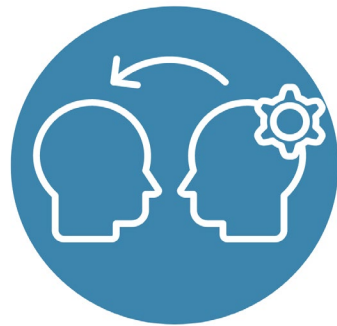


Individualized Technical Assistance for Health Center Workforce Well-being Efforts

One-on-One Coaching

Expert advice on action planning, implementing an workforce well-being strategy, understanding survey results, applying webinar content to your health center, and more

- One-hour session with 1-3 health center staff
- Request multiple sessions for additional support
- Video or phone call
- Request [here](#)



Focused Capacity Building

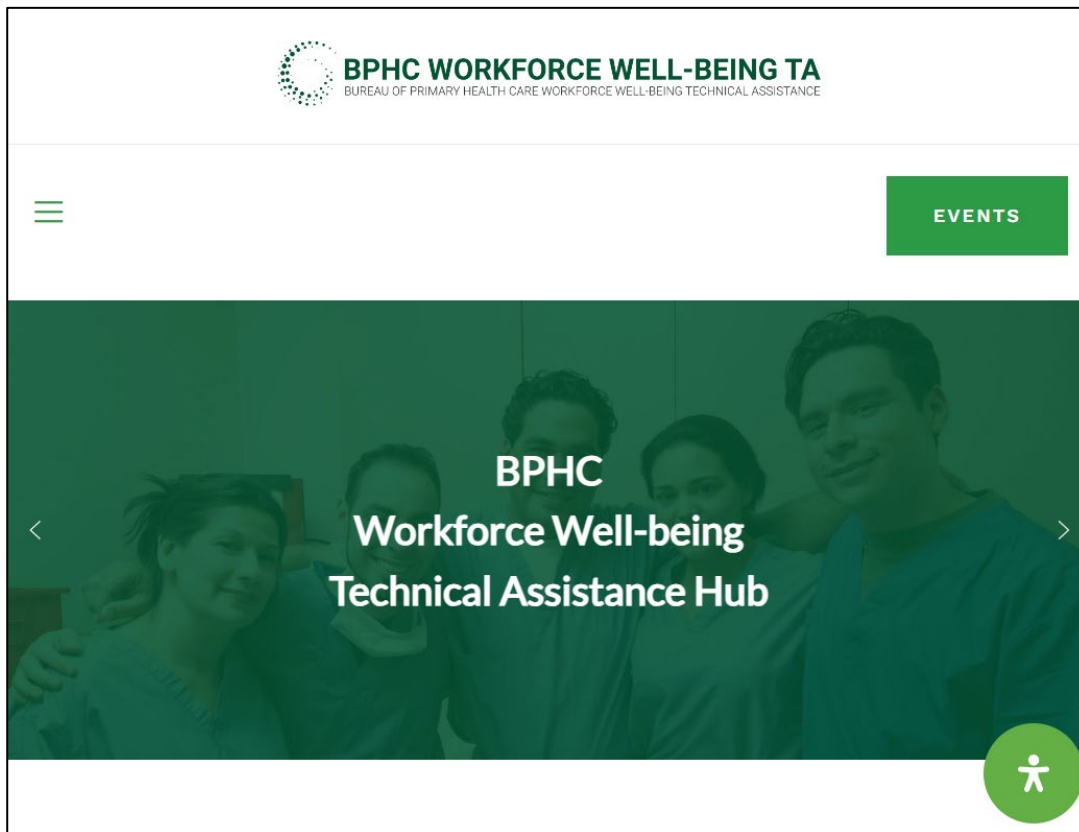
Hands-on assistance with developing, implementing or enhancing workforce well-being efforts

- Up to five hours
- Virtual or in-person
- For health center leaders, departments, or teams
- Requires designation of a point person and executive-level support of your request
- Request [here](#)



Visit Our Website to Learn about Upcoming Opportunities

Visit us at: <https://bphc-wellbeing-ta.impactivo.com/>



Navigate to the website, where you can access:

- Calendar of upcoming opportunities
- Registration links for TA events
- Recordings and materials from past of TA events

Stay Informed and Contact The Workforce Well-being Technical Assistant Team!

- [Sign up](#) for the [Health Center Workforce Well-being Technical Assistance Newsletter](#)
- [Sign up](#) for a Technical Assistance Liaison
- [Request](#) individualized technical assistance
- Visit and bookmark the [BPHC Workforce Well-being TA](#) website
- [Email](#) the Workforce Well-being TA team
- Review the [Health Center Workforce Well-being Survey Dashboard](#)

Is a health center you know doing something exciting in the area of workforce well-being? Submit a promising practice!
workforcewell-beingTA@jsi.com



Thank you!

Contact Information

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