

Washington's Health Workforce Sentinel Network

Examples of Findings from Federally Qualified Health Centers or Community Clinics

Representatives from federally qualified health centers (FQHCs) or community clinics providing care free or on sliding fee scale provided information to the Washington State Health Workforce Sentinel Network six times between Summer 2016 and Spring 2019. This summary highlights some of the information they provided, with an emphasis on the most recently submitted data. Additional findings from these community health centers can be found on the Sentinel Network dashboard (wa.sentinelnetwork.org) as well as for other types of health care facilities.

FQHCs and community clinics* - Occupations with exceptionally long vacancies: 2016-2019

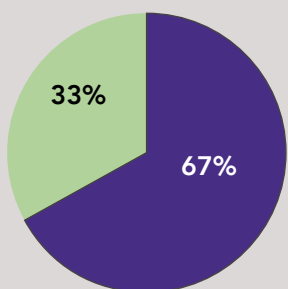
Top occupations cited as having exceptionally long vacancies by date of reporting					
Summer 2016	Winter 2016	Spring 2017	Fall 2017	Summer 2018	Spring 2019
Registered nurse** Physician/Surgeon**	Medical assistant	Physician/Surgeon	Medical assistant** Physician/Surgeon** Registered nurse**	Physician/Surgeon	Medical assistant
Mental health counselor	Nurse practitioner	Social worker, clinical	Dental assistant** Mental health couns** Nurse practitioner**	Registered nurse	Physician/Surgeon** Dental assistant** Registered nurse**
Medical assistant	Dental assistant** Registered nurse**	Mental health counselor	Mult. occ.s cited at same frequency	Medical assistant	Mental health counselor
Nurse practitioner	Physician/Surgeon	Mult. occ.s cited at same frequency		Dental assistant** Mental health counselor**	Chem. dep. couns.** Nurse practitioner** Dental hygienist**
Dental assistant** Social worker**	Mental health counselor	Mult. occ.s cited at same frequency		Mult. occ.s cited at same frequency	Mult. occ.s cited at same frequency
# facilities reporting	18	18	23	13	20

most cited ↑

*Federally qualified health centers and community clinics providing care free or on sliding fee scale
**tied in rank (number of times occupation was cited by Sentinel) in reporting period

Reasons for exceptionally long vacancies for most frequently cited occupations in FQHCs and community health clinics (Spring 2019)

Medical Assistants



■ Not enough qualified applicants
■ Salary/wage/benefits issues

Medical assistants - Examples of reasons for exceptionally long vacancies

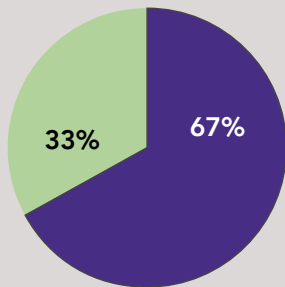
Not enough qualified applicants

- Not enough bilingual Spanish/English speaking certified MAs.
- Shortage of qualified candidates. Few schools graduating qualified candidates.

Salary/wage/benefits issues

- Better than dental assistants but still difficult to fill, we usually have to wait for externs to finish their rotation with us to then be able to hire them.

Dental Assistants



Dental assistants - Example of reasons for exceptionally long vacancies

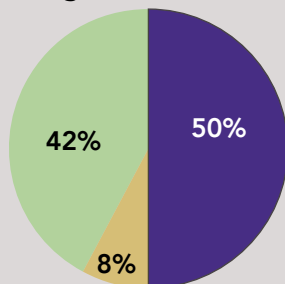
Not enough qualified applicants:

- This is the hardest position in the organization to fill. There are not enough DAs in the workforce right now!!!
- Not meeting Bilingual qualifications disqualified many applicants.
- Not getting hardly any candidates to even be able to make offers to, when we do they are looking for higher pay.

Salary/wage/benefits issues

- We also cannot pay what private practices are paying.

Registered Nurses



Registered nurses - Example of reasons for exceptionally long vacancies

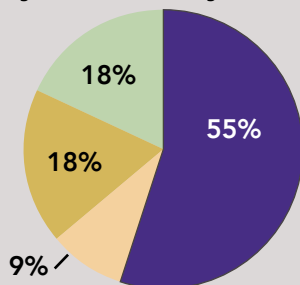
Not enough qualified applicants:

- Lack of Nurse in the Psych field

Salary/wage/benefits issues

- We get RN's applying, however, as a non-profit we are often told when they decline our offers that the pay is too low compared to the hospital systems.
- Hospital salaries are outpacing what an FQHC can provide.

Physicians - Family Medicine



Physicians: Family Medicine - Example of reasons for exceptionally long vacancies

Not enough qualified applicants:

- National shortage.

Salary/wage/benefits issues

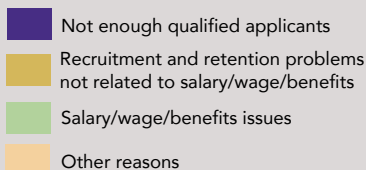
- We recently had to increase salaries for this position in order to stay competitive.

Recruitment and retention problems not related to salary/wage/benefits

- Location- desire to join practice with more than one Provider in specialty
- Offered 3 visa applicants and none of them accepted, still recruiting. Providers are getting hard to find.
- Intensity of job is challenging.

Other reasons

- We are also very rural and hospitals are struggling to keep ob services which makes candidates uncomfortable.



Orientation and training changes in FQHCs and community clinics (Spring 2019)

Examples of changes to orientation/onboarding for new employees

Medical assistants: Hired an MA trainer/manager to revamp our MA onboarding and skills training program

Multiple occupations: We added sections on diversity and inclusion as well as revamped the cultural competency and health disparity aspects.

RNs: Development of competency checklist for onboarding of new RNs as well as training of current RNs in case management and population health management.

About the Washington Health Workforce Sentinel Network

The Sentinel Network links the healthcare sector with policymakers, workforce planners and educators to identify and respond to changing demand for healthcare workers, with a focus is on identifying newly emerging skills and roles required by employers. The Sentinel Network is an initiative of Washington's Health Workforce Council, conducted collaboratively by Washington's Workforce Board and the University of Washington's Center for Health Workforce Studies. Funding to initiate the Sentinel Network came from the Healthier Washington initiative, with ongoing support from Governor Inslee's office and the Washington State Legislature.

Why become a Sentinel? As a Sentinel, you can:

- Communicate your workforce needs and ensure that the state is prepared to respond to the transforming healthcare environment.
- Have access to current and actionable information about emerging healthcare workforce needs.
- Compare your organization's experience and emerging workforce demand trends with similar employer groups.

To view an interactive summary of findings and to provide information from your organization: www.wasentinelnetwork.org.

Contact: healthworkforce@wasentinelnetwork.org