

## WSP Quick Guide: General Components of a Workforce Strategic Plan

*This outline can be customized to your CHC's needs and situation, and can be as broad or specific, as general or detailed, as needed for you right now. It should be a dynamic plan that pulls together your HP-ET (Health Professions Education and Training) projects and activities with an overarching strategy that connects with your CHC and community data, mission, and vision. It should be specific and measurable, in terms of goals, responsible staff, and desired outcomes.*

- 1. Data/Analysis of Data:** Scope of care, community demand (primary care, behavioral, dental, OB/GYN, other), current staff capacity, identification of additional staff/specialty needs, current healthcare policy trends. Questions:
  - a. How does our workforce need to change to best serve the community? (Consider data areas above, plus justice, equity, diversity, inclusion concerns relating to staff and patient community, as well as CHC mission/vision.)
  - b. What is our ideal staffing profile to meet current and emerging needs?
  - c. What impact might current healthcare policy trends have on our ability to meet workforce priorities?
- 2. Summary of Findings:** Customize areas that are specific to your CHC. Note: Does not have to be all inclusive; this plan can grow/change with time and new data. Example Summary areas:
  - d. Does the data show we are fulfilling our mission? If not, what areas are lacking?
  - e. Does the data show we are meeting our patient visit expectations? If now, what area(s) need improvement?
  - f. What are the demographic and health needs trends in our populations served? Are we prepared to meet these needs?
  - g. What factors are influencing our workforce functionality? (COVID, high turnover across industries, provider shortage, etc.)
  - h. What areas of policy and reimbursement will likely impact our long-term workforce health?
- 3. Action Plan:** Timed, specific, measurable HP-ET plan for addressing current needs and anticipated service environment.
  - i. Workforce Need: Example: shortage of MAs.
  - j. Action Step: Example: Partner with XYZ Higher Education Institution to host and precept MA students.
  - k. Resources Needed - Examples
    - 1/4 FTE Employee to connect w/XYZ, establish relationship, manage partnership agreements and administration
    - 1/2 FTE Lead MA Trainer

- Travel Funds
  - Equipment/Administrative Materials
- l. Responsible Staff - Examples:
- CMA: Oversight
  - HP-ET Partnership Coordinator: Admin/Management
  - Lead MA Trainer
- m. Timeline - Example: (Could be more, or less, detailed.)
- Established partnership w/XYZ, July 31, 2022
  - First Cohort: September 2022
  - First Cohort Training Completion March 2023
- n. Evaluation of Outcome - Examples:
- Measuring patient experience
  - Measuring staff experience
  - Measuring student experience
  - Measuring student knowledge
  - Measuring impact on larger workforce (reduced strain on providers, reduced turnover)