

**The Webinar will begin promptly at 12:00 pm**

Due to the number of participants, you will be automatically placed on mute as you join to ensure good quality sound. If you would like to comment or ask a question, please use the “chat feature”

Send your questions to the host via the chat window in the Zoom meeting.

Q+A will open at the end of the presentation.

**Follow-up questions?**

**Contact**



Samantha Di Paola

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# HELP! WE'RE SO SHORT STAFFED: BEST PRACTICES FOR HIRING AND RETAINING YOUR WORKFORCE

## **PRESENTED BY:**

**Suzanne Daub, LCSW**

**Kima Taylor, MD, MPH**

**Valerie D. Orellana RN, MS**

**Mashonda Smith, Ph.D, MPA, MS**

**Mary Awuonda, Ph.D**

**Tuesday,  
May 17, 2022**

**12 pm – 1 pm EST**

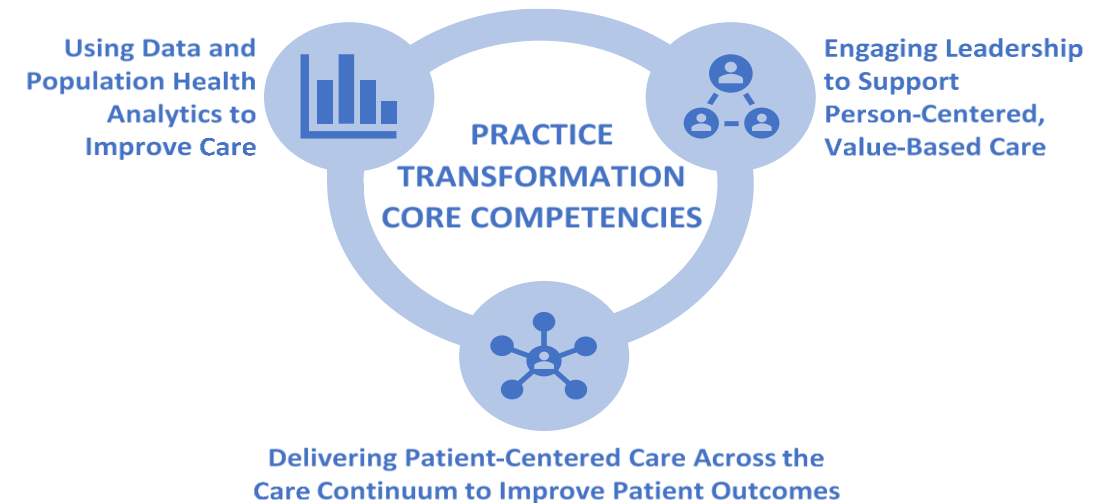
Integrated Care DC is managed by the DC Department of Health Care Finance (DHCF) in partnership with the DC Department of Behavioral Health (DBH). This project is supported by the Centers for Medicare and Medicaid Services (CMS) of the U.S. Department of Health and Human Services (HHS) as part of a financial assistance award totaling \$4,616,075.00 with 100 percent funded by CMS/HHS. The contents are those of the author(s) and do not necessarily represent the official views of, or an endorsement by, CMS/HHS, or the U.S. Government.

# WHAT IS INTEGRATED CARE DC?



- » Integrated Care DC is a five-year program aimed to enhance Medicaid providers' capacity and core competencies to deliver whole person care for physical, behavioral health, SUD and social needs of beneficiaries.
- » Integrated Care DC is managed by the DC Department of Health Care Finance (DHCF) in partnership with the DC Department of Behavioral Health (DBH). Health Management Associates will provide the training and technical assistance.

The goal is to improve care and Medicaid beneficiary outcomes within three practice transformation core competencies:



- » The program offers several components of coaching and training. Material is presented in various formats. The content is created and delivered by HMA subject matter experts with provider spotlights.
- » All material is available on the project website: [Integratedcaredc.com](https://integratedcaredc.com)
- » Educational credit is offered at no cost to attendees for select elements.



## >> Are you receiving our Integrated Care DC Newsletters?

**Check your inbox** at the beginning of the month for the Monthly Newsletter and around the 15th for the Mid-Month Update.



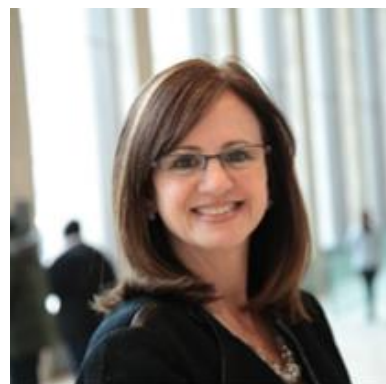
## >> Got ideas?

**Take this short survey** to share suggestions and requests for trainings.

<https://www.integratedcaredc.com/survey/>



# PRESENTERS



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<b>Faculty</b>	Elizabeth Wolff, MD, MPA CME Reviewer	Shelly Virva, LCSW, FNAP CE Reviewer	Suzanne Daub, LCSW Presenter	Kima Taylor, MD, MPH Presenter	Valerie D. Orellana RN, MS Presenter	Mashonda Smith, Ph.D, MPA, MS Presenter	Mary Awuonda, Ph.D Presenter
<b>Company</b>	No Financial Disclosures	No Financial Disclosures	No Financial Disclosures	No Financial Disclosures	No Financial Disclosures	No Financial Disclosures	No Financial Disclosures
<b>Nature of relationship</b>	N/A	N/A	N/A	N/A	N/A	N/A	N/A

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- ❖ Health Management Associates, #1780, is approved to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Organizations, not individual courses, are approved as ACE providers. State and provincial regulatory boards have the final authority to determine whether an individual course may be accepted for continuing education credit. Health Management Associates maintains responsibility for this course. ACE provider approval period: 09/22/2021 – 09/22/2022. Social workers completing this course receive 1 continuing education credits. To earn CE credit, social workers must log in at the scheduled time, attend the entire course and complete an online course evaluation.
- ❖ Application for CME credit has been filed with the American Academy of Family Physicians. This session is approved by AAFP for up to 1 AMA Level 1 CME credit.
- ❖ **If you would like to receive CE/CME credit, the online evaluation will need to be completed.** You will receive a link to the evaluation shortly after this webinar.
- ❖ Certificates of completion will be emailed within 10-12 business days of course completion.

## Help! We're so Short Staffed: Best Practices for Hiring and Retaining Your Workforce

- » Welcome and Program Announcements
- » 1-2-4-all discussion
- » Guest speaker panel
- » Looking forward
- » Closing Remarks/Q&A



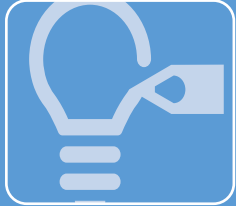
# OBJECTIVES

1. List strategies to recruit, hire and retain a diverse workforce in the District of Columbia during and after the COVID-19 pandemic.
2. Describe lessons learned in hiring and retention by experts in the District and elsewhere.
3. Identify successful strategies and challenges that you have experienced with other healthcare providers in the District.

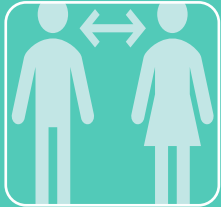


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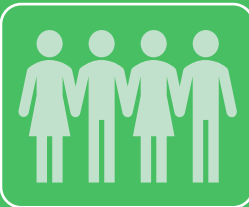
# **HELP! WE'RE SO SHORT STAFFED: BEST PRACTICES FOR HIRING AND RETAINING YOUR WORKFORCE**



Think about your recent efforts to recruit staff, jot down on a piece of paper, one idea that you have tried, or that you are thinking about trying



We are going to break you into pairs. Share your ideas, and between the two of you, *pick the idea that you think has the most potential*, or develop a third idea



Each pair will be joined with another pair, and the four of you will be comparing the two curated ideas and *choosing the "best idea"*



You will all rejoin the main room, and we will share

# EXPERT ROUNDTABLE



**Valerie D. Orellana RN, MS**  
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## >> **WHAT?**

- What happened? What did you notice, what facts or observations stood out?

## >> **SO WHAT?**

- Why is that important? What patterns or conclusions are emerging? What hypotheses can you make?

## >> **NOW WHAT?**

- What actions make sense?

# Q&A



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*As a result of  
this webinar, I*

1. Learned strategies to recruit, hire and retain a diverse workforce in the District during and after Covid exacerbations
2. Can describe lessons learned and innovative strategies used by experts in the District and elsewhere
3. Shared successful strategies and challenges that you have experienced with other healthcare providers in the District



Maurer, R., (2021) Recruiting Trends Shaped by the Pandemic: Internal hiring, DE&I goals and virtual processes will be key this year. SHRM, Feb 1, 202.

<https://www.shrm.org/resourcesandtools/hr-topics/talent-acquisition/pages/2021-recruiting-trends-shaped-by-covid-19.aspx>.

G. Mujtaba, B. (2022) Workplace Management Lessons on Employee Recruitment Challenges, Furloughs, and Layoffs during the Covid-19 Pandemic. Journal of Human Resource and Sustainability Studies, 10, 13-29.

doi: [10.4236/jhrss.2022.101002](https://doi.org/10.4236/jhrss.2022.101002).

Friedman, E., (2021) Top Challenges for HR Professionals Coming Out of Covid-19., Forbes Human Resources Council.

<https://www.forbes.com/sites/forbeshumanresourcescouncil/?sh=69f03dc815c3>

- » Please complete the online evaluation! **If you would like to receive CME or CE credit, the evaluation will need to be completed.** You will receive a link to the evaluation shortly after this webinar.
  
- » The webinar recording will be available within a few days at: <https://www.integratedcaredc.com/learning/>
  
- » **Upcoming Webinar:**
  - » **Understanding Primary Health Requirements for Incentive Payments Part 1: Understanding how and why providers and payers are using incentive payments as a tool to improve integration, June 7, 12:30 – 1 pm EST**
  - » **Harm Reduction Series Part 3: Fentanyl: Is it Different From Other Opioids?, June 14, 12:00 – 1 pm EST**
  
- » For more information about Integrated Care DC, please visit: <https://www.integratedcaredc.com/>