About Terry Reilly Health Services

➢ Treasure Valley of Idaho
➢ Founded in 1971 – received one of the first FQHC grants
➢ Currently provide:
  • Dental – 7 FT, 3 PT dentists
  • Medical
  • Mental health
  • SANE Solutions (program to help individuals and families heal from the trauma of sexual abuse)
  • Navigation to community resources
➢ Dental sites:
  • 2 urban
  • 3 rural
Learning objectives

1. Learn strategies to recruit and retain Health Center oral health providers

2. Understand what oral health providers are looking for in employment opportunities

What do you have to offer a provider?

- Do you have a high quality, stable and reputable dental program?
- What are the aspects of your program that are attractive?
- Where does your program need improvement?
- What are you selling points? Not just location.
- A quality program will help you promote your Health Center!
- Have a clear vision of who you are and where you want to go!
Why a Quality, Stable and Reputable Program?

- Most potential providers will probe into your reputation.
- Providers can hear about your Health Center from:
  - Vendors
  - State dental societies
  - Word of mouth among fellow dentists
  - Dental school professors and instructors
  - Current providers
- Quality speaks for itself. Develop strategies to improve your program and work towards your goals! It is far easier to recruit when you have a highly reputable program.

What are you looking for?

- Experienced dentist or young professional?
- A provider with leadership potential?
- A provider to meet workload or a more career-oriented provider?
- A provider to help make improvements to clinic or contribute to expansion planning?
Where to Look For Provider Resources

- NNOHA
- State Primary Care Organizations
- General Practice Residency programs
- Dental schools
- Dental societies
- Local vendors
- Current providers
- ADA Journal
- State Journals

Recruitment Strategy: National Health Service Corps (NHSC)

- Loan Repayment – Must be employed by a NHSC approved site in a Health Professional Shortage (HPSA) area
- Scholarships – payments during school – must serve 2–4 years in an approved NHSC site.
- Currently full time clinician may receive up to: $60,000 at a site with a HPSA score 14 or more, $40,000 at a site with a HPSA score 13 or less
Hiring the Right People

- The right people for staff positions require more than technical skill.
  - Attitude, self-control, demeanor, willingness to take direction and dependability.
  - Resonate with Health Center mission and the Dental Director.

Adapted from NNOHA’s National Oral Health Learning Institute

Day-to-Day Retention Strategies

- Monthly trainings
  - The latest technical skills
  - Cultural competency
  - Quality Assurance
  - PDSA cycles
Day-to-Day Retention Strategies

- Friendly competition among dental sites
  - Yearly competition
  - Effectiveness, Efficiency and Effort Award
  - Winning site is announced at annual picnic

Builds and fosters interdependence and trust

Conduct role plays and demonstrations

Select off-site settings away from the clinic

Repeat periodically; especially as new staff members join the team

Conduct exercises within the dental team AND the rest of the Health Center

Adapted from NNOHA’s National Oral Health Learning Institute
Retaining Current Providers

- Money isn't everything: promote benefits and a fair incentive program
- Involve staff in organization’s VISION, budget, and issues. Help providers establish a quality program that emphasizes their talents.
- Involve providers in attaining a balanced budget.
- Develop a fair and consistent incentive when over budget.
- The more engaged in the operations, the more buy-in and willingness to stay!

What makes a provider stay?

- The daily experience of feeling part of a quality team & providing quality care
- Patient satisfaction
- They providers compensated fairly and not overworked?
Recruitment & Retention Tool: Integrate Dental into the Patient Centered Health Home (PCHH)

- Advertise PCHH goals & strategies.
- Engagement in the patient’s overall health encourages job satisfaction and promotes retention.
- The more your providers and staff feel they are contributing to a winning team, the more likely they will stay with you.

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