Fostering Connections in
Today’s Workforce
Agenda

- Introduction
- The Evolution of Workforce Development
- A New Dawn
- Promoting The 5 C’s of Change
- Tools & Resources
- Lessons Learned
- Future State
- Closing
Who Are We & What Are We Doing Here?!
The Evolution of Workforce Development

Amanda Steavenson

Steward Health Choice Arizona
The Evolution of Workforce Development

Workforce Development

Workforce Delivery

= Positive Member Outcomes
The Evolution of Workforce Development
A New Dawn

Amanda Steavenson

Steward Health Choice Arizona
A New Dawn

HOW did they “do” THAT?
A New Dawn = The Alliance
Promoting The 5 C’s of Change

Allison Kjer

United Healthcare Community Plan
Workforce Development

- **Improve** healthcare outcomes
  - **Enhancing** the *knowledge, skills, and competencies* of staff
- **Collaborative** effort between **ALL** departments/agencies
- The goal is to provide the best *services and care*. 
Workforce Development (Con't.)

+ Aids in changes to culture and attitudes
+ Aids in people’s potential to influence member outcomes and your agencies success in the future.
Workforce Development 5 C’s:

+ Establishing workplace **Connectivity**,
+ Aligning workplace **Culture**,
+ Developing worker **Capability**,
+ Earning workforce **Commitment**,
+ Building workforce **Capacity**.
Establishing workplace Connectivity

- Ensuring that agencies are connected to a pool of workers to choose from

- Using technology and resources to meet the needs of the agency, the staff and its members.
Aligning Workplace Culture

Culture is the character and personality of your organization. It's what makes your business unique and is the sum of its values, traditions, beliefs, interactions, behaviors, and attitudes.
Developing worker Capability/Competency

+ **Capability** refers to an employee's ability to perform the work expected of them to the required standards (Skills and Knowledge).

+ **Competency** is the ability to put these skills and knowledge into practice.
Competency-Based Model

- Job Descriptions
- Interviews
- Supervisions
- Professional development
- Employee performance reviews
- Career ladders
Earning Workforce Commitment

Employees’ satisfaction with their work and pride in their employer, the extent to which people enjoy and believe in what they do for work and the perception that their employer values what they bring to the table.
**Earning commitment**

- Company mission statement that communicates the value of employee engagement
- Provide an understanding of how the job contributes to the organization’s mission.
- Invest in staff development
- Recognize and celebrate progress and results.
Building Workforce Capacity

Ensuring a sufficient workforce to provide services to meet members’ needs.
Tools & Resources

Allison Kjer

United Healthcare Community Plan
Tools and Resources

+ www.azahp.org
+ One Learning Management System
+ Workforce Development Plan Template
+ SAMHSA
Lesson’s Learned

Joel Conger

Magellan Complete Care
Lessons Learned

Provider Diversity Recognition is **key**

**Competency** to you may not look like **Competency** to me

- Do you know your role?
- Do you have the tools to be successful?

**TRUE** Workforce Development Takes a Village

- More than just training
Future State

Joel Conger

Magellan Complete Care
Future State

- Continuing the Transition
- Evaluating State Capacity
  - Identifying Gaps and Root Causes
- Bring In The Experts
  - Arizona Subject Matter Experts
  - National Experts (Urban, Rural, Specialty)
  - Best Practices that are Evidence Based
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