



## **Recruitment Policy**

Timberline Health Center will recruit clinical staff needed to appropriately serve the community.

### **Recruitment Processes**

- 1) *Needs assessment of the practice to determine recruitment need.*
- 2) *Recruitment team (RT) identified.*
- 3) *RT develops a recruitment plan (i.e., marketing strategies, how and where to advertise, in-person methods...)*
- 4) *A practice opportunity/profile is developed to describe the need and then shared.*
- 5) *RT develops a recruitment budget (i.e., for flights, job postings, etc.)*
- 6) *Potential recruits are identified and interviewed.*
- 7) *Gather and call references.*
- 8) *Invite the potential candidate to a site visit.*
- 9) *If potential hire, background check is warranted.*

## **Retention Policy**

Timberline Health Center will maintain clinical staffing levels needed to appropriately serve the community.

### **Retention Processes**

- 1) *Onboarding of a new provider*
  - a) *Orientation*
    - (1) *-general: mission, vision, core values*
    - (2) *-community: introductions to work community and community at large where appropriate*
    - (3) *-medical: to medical equipment, systems, EMR*
    - (4) *-office logistics: policies and procedures, benefits package, loan repayment, etc.*
  - b) *Year 1 support:*
    - (1) *every 3-month follow-up for potential problems, concerns, or questions*
    - (2) *provider "rounding" every 6 months*
- 2) *Other*
  - a) *Time off*
  - b) *Yearly stipend for CME*
  - c) *Payment of professional dues, licensure*
  - d) *Loan repayment option.*
  - e) *Retirement option after 1 year of service*
  - f) *Ensure availability of quality housing*
  - g) *Offer preceptor opportunities and arrange teaching opportunities.*



**Strategies aimed at promoting clinician resiliency and reducing burnout.**

- 1) *Promoting provider resiliency and reducing burnout*
  - a) *Acknowledge and assess the problem.*
  - b) *Regular wellness surveys are done at least annually to assess clinician burnout.*
  - c) *Information on burnout and resiliency is distributed annually to clinicians.*
  - d) *“Rounding” with all clinicians every 6 months to assess how they feel they are doing emotionally and mentally.*
  - e) *Regular assessment of scheduling practices to ensure clinicians maintain a healthy work-life balance.*
  - f) *Promote flexibility and work-life integration.*
  - g) *Avoid exerting pressure for providers to produce immediate results.*
  - h) *Share successes within the organization to promote improvement.*
- 2) *Exit interview when provider leaves the practice.*