

# Recruitment and Retention of Health Care Professionals



*NIHB 32<sup>nd</sup> Annual Consumer Conference  
September 22, 2015*

*Opportunity. Adventure. Purpose.*

# Agenda

Scholarship Program

Extern Program

Loan Repayment Program

National Health Service Corps

Recruitment

Retention



# Indian Health Service — Mission

To raise the physical, mental, social and spiritual health of American Indians and Alaska Natives to the highest level.



# Scholarship Program

# IHS Scholarship Program — Purpose

To assist students in their efforts to achieve their health education goals.

To provide health services for Native people.

To train future leaders of the Indian health system.

# Scholarships

## Preparatory Scholarship

- To support recipients in their undergraduate and preparatory course studies in preparation for entry to health professional schools, such as nursing, pharmacy and others, as needed.

## Pre-Graduate Scholarship

- To support recipients in undergraduate courses leading to a bachelor's (BS or BA) degree in pre-professional programs in preparation for entry into health professional schools, such as medicine, dentistry, podiatry and optometry, as needed.
- No service commitment for these scholarships

# Scholarships

## Health Professions Scholarship

- The Health Professions scholarship supports scholarship recipients in their pursuit of an undergraduate or graduate degree in a health professions program and toward the fulfillment of a service commitment at an Indian health system facility.
- Acceptance of the Health Professions Scholarship results in a 2 to 4 year service commitment to work for an Indian health Program.

# Education Expenses

Required tuition and fees

School-required books, laboratory expenses, dental/medical/optometric equipment and other miscellaneous educational expenses.

Tutorial services

Monthly stipend (\$1,500 per month for 10 or 12 months/year)



# IHS Scholarship Program FY 2014

## Preparatory and Pre-Graduate Awards

<b>Discipline</b>	<b>Awards</b>	<b>Discipline</b>	<b>Awards</b>
<b>Pre-Clinical Psychology</b>	<b>3</b>	<b>Pre-Dentistry</b>	<b>8</b>
<b>Pre-Nursing</b>	<b>15</b>	<b>Pre-Medicine</b>	<b>44</b>
<b>Pre-Pharmacy</b>	<b>10</b>	<b>Pre-Optometry</b>	<b>2</b>
<b>Pre-Social Work</b>	<b>2</b>	<b>Total</b>	<b>54</b>
<b>Total</b>	<b>30</b>		

# IHS Scholarship Program FY 2014

## Health Professions Awards

Discipline	Awards	Discipline	Awards
Chemical Dependency Counseling	3	Pharmacy	40
Clinical Psychology	6	Physical Therapy	12
Dentistry	41	Physician Assistant	6
Health Records	6	Physician, Allopathic	25
Medical Technology	2	Physician, Osteopathic	8
Nurse Midwife	1	Podiatry	1
Nurse Practitioner	18	Sanitarian	1
Nurse, Associate Degree	16	Social Work	9
Nurse, Baccalaureate Degree	47	X-Ray Technology	4
Nurse, Master's Degree	2	Total	260
Optometry	12		

# IHS Scholarship Program FY 2015

## Budget

– \$13.7 Million

## Preparatory and Pre-Graduate

– \$3.7 million

- Health Professions
  - \$10 million

# IHS Scholarship Program

Application deadline for new applicants was March 28<sup>th</sup>.

School Year	2014-2015	2015-2016
Online Applications	1,194	990
Complete Applications	478	371
Scored Possible Award	350	282
New Scholarship Awards	116	154*
Extension Awards	228	184*
Total Scholarship Awards	344	338*

\* Awards offered as of 8/4/2015

# IHS Scholarship Program FY 2015

## Scholarship Applications by Area

Area	Total Online Applications	Complete Applications
Alaska	24	5
Albuquerque	75	28
Bemidji	54	24
Billings	48	20
California	28	8
Great Plains	83	20
Nashville	73	19
Navajo	120	44
Oklahoma City	347	158
Phoenix	62	17
Portland	66	27
Tucson	10	1
Total	990	371

# IHS Scholarship Program FY 2015

## Preparatory and Pre-Graduate Awards Offered as of 8/3/15

<b>Discipline</b>	<b>Awards</b>		<b>Discipline</b>	<b>Awards</b>
<b>Pre-Clinical Psychology</b>	<b>3</b>		<b>Pre-Dentistry</b>	<b>10</b>
<b>Pre-Nursing</b>	<b>16</b>		<b>Pre-Medicine</b>	<b>41</b>
<b>Pre-Pharmacy</b>	<b>10</b>		<b>Pre-Optometry</b>	<b>3</b>
<b>Pre-Social Work</b>	<b>2</b>		<b>Total</b>	<b>54</b>
<b>Total</b>	<b>31</b>			

# IHS Scholarship Program FY 2015

## Health Professions Awards Offered as of 8/3/2015

Discipline	Awards	Discipline	Awards
Chemical Dependency Counseling	3	Physician Assistant	11
Clinical Psychology	10	Physician, Allopathic	29
Dentistry	36	Physician, Osteopathic	9
Health Records	3	Podiatry	1
Medical Technology	3	Public Health Nutrition	1
Nurse Midwife	3	Respiratory Therapy	1
Nurse Practitioner	15	Sanitarian	1
Nurse, Associate Degree	12	Social Work	17
Nurse, Baccalaureate Degree	35	Ultrasound	1
Optometry	11	X-Ray Technology	2
Pharmacy	36	Total	253
Physical Therapy	13		

# IHS Scholarship Program

Priority Placement

Working with Area Scholarship Coordinators and Area Recruiters on placement of new graduates



# Extern Program

# IHS Extern Program — Purpose

- To give IHS scholars and other health professions students the opportunity to gain clinical experience with IHS, Tribal and Urban Indian program health professionals in their chosen discipline.
- To allow students to the opportunity to visit potential employment sites.

# IHS Extern Program

## Personnel Systems

- Civil service — the federal civil service personnel system.
- Direct Tribal/Urban Indian program hire — employment through Tribal/Urban Indian program facilities.
- Commissioned Officer Student Training and Extern Program (COSTEP) — a program of the USPHS Commissioned Corps.

# IHS Extern Program

## Selection Priority

- Health professions scholarship recipients
- Health professions students (non-scholars) American Indian or Alaska Native (AI/AN)
- Health professions students (non-scholars) non-AI/AN
- Preparatory and Pre-Graduate scholarship recipients

Application deadline is mid-February

# IHS Extern Program FY 2014

## Health Professions Externs

<b>Discipline</b>	<b>Externs</b>	<b>Discipline</b>	<b>Externs</b>
<b>Chemical Dependency Counseling</b>	<b>1</b>	<b>Optometry</b>	<b>3</b>
<b>Clinical Psychology</b>	<b>3</b>	<b>Pharmacy</b>	<b>40</b>
<b>Dentistry</b>	<b>6</b>	<b>Physician, Allopathic</b>	<b>8</b>
<b>Engineering</b>	<b>6</b>	<b>Sanitarian</b>	<b>6</b>
<b>Medical Technology</b>	<b>2</b>	<b>Social Work</b>	<b>4</b>
<b>Nurse, Associate Degree</b>	<b>4</b>	<b>Total</b>	<b>110</b>
<b>Nurse, Baccalaureate Degree</b>	<b>27</b>		

# IHS Extern Program FY 2015

## Extern Funding by Area

AREA	Estimated Number of Externs
Alaska	4
Albuquerque	5
Bemidji	13
Billings	11
California	7
Great Plains	14
Navajo	26
Nashville	1
Oklahoma City	24
Phoenix	13
Portland	3
Tucson	5
Total	126

# IHS Extern Program

End of summer reporting by Area Offices

# Loan Repayment Program



# Loan Repayment Program - Purpose

To assure an adequate supply of trained health professionals necessary to maintain accreditation of, and provide health care services to Indians through, Indian health programs.

# Loan Repayment Program (LRP)

- The LRP funds clinicians to repay their eligible health profession education loans — up to \$40,000 — in exchange for an initial two-year service commitment to practice in health facilities serving American Indian and Alaska Native communities.
- Opportunities are based on Indian health program facilities with the greatest staffing needs in specific health profession disciplines.
- LRP participants are eligible to extend their contract annually until all qualified student debt is paid.

# IHS Loan Repayment Program FY 2014

## Loan Repayment Program Awards

Profession	Total Awards	New Awards	Contract Extensions
Behavioral Health	33	21	12
Dental (Dentist & Dental Hygienist)	96	46	50
Nursing	147	131	16
Optometry	31	6	25
PA/APN	53	33	20
Pharmacy	182	45	137
Physician	72	35	37
Podiatry	13	3	10
Rehabilitative Services	29	11	18
Other Health Professions*	54	48	6
<b>TOTAL</b>	<b>710</b>	<b>379</b>	<b>331</b>

\* Includes Dietetics/Nutrition, Engineering, Health Records, Medical Laboratory Scientist, Medical Laboratory Technology, Respiratory Therapy, Sanitation and Chiropractor.

# IHS Loan Repayment Program FY 2014

## Loan Repayment Awards By Area

Area	Awards
Alaska	153
Albuquerque	25
Bemidji	58
Billings	24
California	35
Great Plains	62
Nashville	23
Navajo	108
Oklahoma City	121
Phoenix	61
Portland	29
Tucson	11
Total	710

# IHS Loan Repayment Program FY 2015

- Budget
  - \$30 million

# IHS Loan Repayment Program FY 2015

Results as of 7/13/2015

Profession	Awarded/ Offered	Complete/ Competing	Incomplete
Behavioral Health	47	4	39
Dental	110	2	15
Nursing	204	4	118
Optometry	38	7	2
PA/APN	81	16	30
Pharmacy	188	47	32
Physician	81	1	14
Podiatry	13	1	1
Rehabilitative Services	39	7	8
Other Health Professions*	39	26	38
<b>TOTAL</b>	<b>840</b>	<b>115</b>	<b>297</b>

# IHS Loan Repayment Program FY 2015

## FY 2014 and FY 2015 Comparison (as of 8/3/2015)

Profession	FY 2014	FY 2015
Online Application	1,296	1,135
Complete Applications	828	955
New 2-Year Contracts	379	449
Continuation Contracts	331	391
<b>Total Contracts</b>	<b>710</b>	<b>840</b>
Serving 2nd year of Contract	519	379
<b>Total LRP Recipients Working</b>	<b>1,229</b>	<b>1,219</b>
Matched Unfunded	118	133
Unmatched Unfunded	468	257

# IHS Loan Repayment Program FY 2015

## Matched Unfunded and Matched Funded as of 8/3/2015

Profession	Matched	Dollar	Unmatched	Dollar
	Unfunded	Amount	Unfunded	Amount
Behavioral Health	1	\$51,672	38	\$1,911,864
Dental	8	\$413,376	18	\$930,096
Nurses	22	\$1,136,784	110	\$5,658,084
Optometrists	9	\$413,376	5	\$258,360
PA/APN	23	\$1,188,456	32	\$1,653,504
Pharmacists	55	\$2,816,124	32	\$1,653,504
Physicians	2	\$103,344	15	\$775,080
Podiatry	1	\$51,672	2	\$103,344
Rehabilitative Services	5	\$258,360	8	\$413,376
Other Professions	7	\$335,868	15	\$749,244
<b>Total</b>	<b>133</b>	<b>\$6,769,032</b>	<b>275</b>	<b>\$14,106,456</b>



# IHS Loan Repayment Program

- Other Loan Repayment Programs
  - Need information from recipients

# National Health Service Corps

- Health Professional Shortage Area Site Scores
- NHSC Jobs Center (<http://www.nhscjobs.hrsa.gov/>)
- IHS Site Profiles
- NHSC scholars and loan repayment recipients serving Indian Health programs (as of June, 2015)
  - 326 NHSC Loan Repayment Program recipients
  - 29 NHSC Scholars
  - 662 Eligible Sites
  - 319 Vacancy Announcements

# Recruitment

## Vacancy Rates

<b>Discipline</b>	<b>IHS Vacancy Rate (12/2014)</b>
<b>Physician</b>	<b>22%</b>
<b>Pharmacist</b>	<b>6.2%</b>
<b>Nurse</b>	<b>18%</b>
<b>Advanced Practice Nurse</b>	<b>25%</b>
<b>Dentist</b>	<b>14%</b>

# Recruitment

- Conferences (7 National)
  - Pri-Med, Boston (Sept)
  - OMED Osteopathic Medical Conference (Oct)
- Virtual Job Fairs
  - February 24 focusing on Physicians, Nurses, Nurse Practitioners and Physician Assistants - 248 participants.
  - March 31 focusing on Dentists, Pharmacists and all health profession recruitment - 217 participants.
  - April 28 focusing on Scholarship and Loan Repayment Program participants and all health profession recruitment - 41 participants.

# Recruitment

- Recruitment Budget
  - Line 124 – Recruitment \$1.8 million (Tribal Shares: \$1 million)
    - » 100% full recruitment services
    - » 50% IHS Jobs website for job positing only
  - Line 125 – USUHS \$3.5 million (Tribal Shares: \$1.9 million)
    - » 100% USUHS Medical School Graduates (10 year service commitment)

# Recruitment

- Recruitment Tools
  - <http://www.ihs.gov/retention/retentionstrategies/recruitmenttools/>
- Focus Groups (July)
  - Area recruiters, Area scholarship coordinators and Area HR Directors and HR specialists
  - Facility leaders, hiring officials and facility HR teams (IHS/Tribal/Urban)
  - Tribal Leaders and Tribal Health Directors

# Recruitment

- Placement Reports (Monthly)
  - Physician (<http://www.ihs.gov/PPR/>)
  - Physician Assistant (<http://www.ihs.gov/PAPR/>)
  - Nurse (<http://www.ihs.gov/NPR/>)

# Retention

- Retention Website
  - New Hire Quick Reference Guide
  - Retention Best Practices
  - Retention Insights
  - Retention Briefs

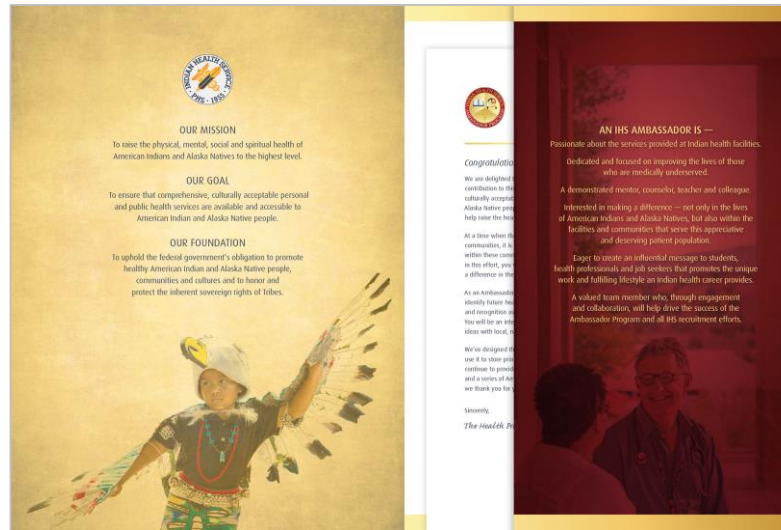
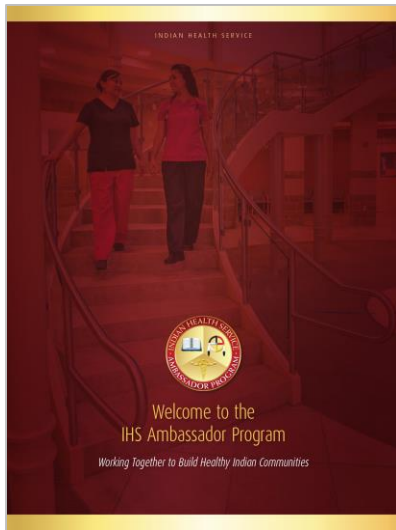
<http://www.ihs.gov/retention/retentionstrategies/retentiontools/>



# Additional 2015-16 Marketing Materials

# Marketing Materials

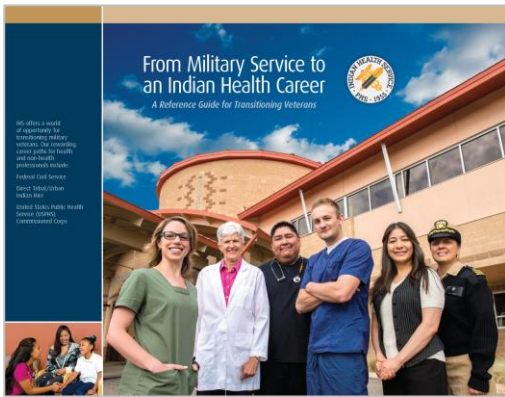
## Collateral and Digital: Ambassador Program Kit and Email





# Marketing Materials

## Collateral: Transitioning Veterans Reference Guide



### The Next Steps

Transitioning to civilian life can pose a unique set of challenges for veterans, but the skills you acquired during military service can provide a launching pad to a new career in Indian health. Whether you are entry level, managerial or hold a post-graduate degree, a variety of career opportunities including health care, customer service, administration, staff support and more are available for you to pursue and continue to grow your skills.

**Preparing Your Resume**  
Your resume serves as a personal representation of your values, perspectives, commitment and experience. In order to make your resume stand out, it should include several distinct sections for personal information, professional objectives, work experience, education and other applicable qualifications (particularly awards and honors). Most importantly, make sure to prominently display your veteran status following your name at the top of your resume.

In addition, your resume and cover letter should address each of the key requirements, duties and qualifications required as listed in the specific job announcement. For more information on building a resume, including a resume building toolkit, visit [www.hivets.org](http://www.hivets.org).

**As a veteran, you've already demonstrated that you have the motivation, dedication and desire to serve the community and nation.**

**The Interview**  
Whether it occurs in person or over the phone, the interview is the time you are given to convince the hiring official that you have the skills and knowledge to make a go of it within the Indian health program. To prepare for this conversation, spend some time asking yourself about your goals and objectives and how your service in the military can contribute to an Indian health career. As a veteran, you've already demonstrated that you have the motivation, cooperation and desire to serve the community and nation. Be prepared to discuss your work and military experience with confidence and don't hesitate to ask questions. You'll want to learn all you can about the position, such as areas of responsibility in which you will be included (responsibilities, drug protocols, practice standards, etc.) and how you can contribute to the Indian health mission and objectives.

Transition assistance online: [www.benefits.va.gov](http://www.benefits.va.gov) and [www.veteransjobs.com](http://www.veteransjobs.com) offer additional transition assistance tools.

An Indian health career offers more than employment — it offers a culture of care and purpose, an opportunity for personal enrichment and time for family and activities.




# Marketing Materials

## Collateral: USUHS/IHS Participant Program Guide



The USUHS mission is to train, educate and prepare uniformed services health professionals, officers and leaders to support the military health system, the US national security and national defense strategies and the readiness of our armed forces.

### Follow Your Path

The Uniformed Services University of the Health Sciences Participant Program Guide

*Opportunity. Adventure. Purpose.*

### The Uniformed Services University of the Health Sciences

**Train. Educate. Prepare.**  
Welcome to the start of the most challenging, rewarding and eye-opening adventure of your life — a journey in which you'll cultivate exceptional clinical skills, provide comprehensive, culturally competent care to a medically underserved patient population and reap the rewards of making meaningful change along the way by working for the Indian Health Service (IHS). You can experience all of this while discovering the beauty, heritage and traditions of the nation's vibrant American Indian and Alaska Native communities located in some of the most beautiful, unspoiled areas of the continental United States and Alaska.



### Program Participation

There are three levels of USUHS/IHS program participation.

- In School** — Four years of post-baccalaureate learning on USUHS' wooded, 100-acre, Bethesda-based campus, enhanced by at least one IHS summer health care experience.
- During Residency** — Three to five years of post-graduate training, depending on the area of medical specialty. The specialty must be from the approved IHS Post-Graduate Training and Residency Specialties list.
- Year IHS Service** — After post-graduate residency training, at least 10 years of active-duty service as an IHS physician at an IHS-determined priority Area as a member of the USPHS Commissioned Corps.

Visit the USPHS Commissioned Corps site for more information including forms and policies.

### In School

USUHS/IHS program participants arrive with strong academic records and at least a bachelor of science degree, as well as a depth of experience informed by the humanities, math, physics and a wide range of extracurricular interests and applicable volunteer work. Each has passed the MCAT. Many are attracted to the program's financial rewards, while others see USUHS' intimate network of classrooms and labs as a great way to learn medicine.

### GOOD TO KNOW

All USUHS/IHS program participants must remain in good academic standing and are precluded from receiving compensation from any other non-IHS entity (including any additional salary, government funding, stipend, loan repayment or grant) at any time during their tenure with the program.

### The First Four Years

- In July, prior to the start of classes, first-year USUHS/IHS program participants attend a two-week Officer Basic Course that outlines the customs and expectations of the USPHS Commissioned Corps.
- USUHS/IHS program participants enter as junior officers (Ensign, O-1) and, as such, they must comply with all uniform requirements and memorandums.
- After the first year of classes, USUHS/IHS program participants take part in a health care-related summer experience at an IHS-determined priority Area.
- Upon graduation from USUHS Medical School (usually four years), students are promoted to the rank of Lieutenant (O-3).

### Determining a Specialty

During the third year of school, participants must choose among the IHS Post-Graduate Training and Residency Specialties list. It is recommended and encouraged that students apply to military residency programs before considering non-military residency programs. The USUHS Brigade Commander is available for assistance in identifying residency programs and application procedures.

### Post-Graduate Training and Residency Areas

<b>Three-year residencies:</b>	<b>Four-year residencies:</b>	<b>Five-year residencies:</b>
- Emergency Medicine	- General Psychiatry	- General Surgery
- Family Practice	- Obstetrics/Gynecology	
- General Internal Medicine	- General Pediatrics	

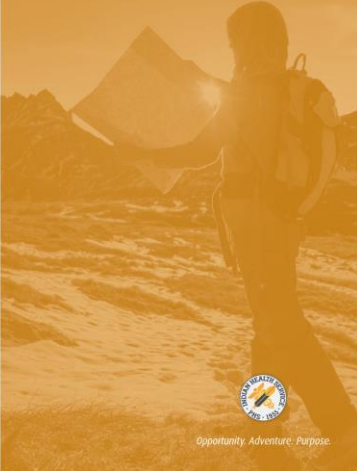

Dual residencies, such as Family Practice/Psychiatry, may be considered on a case-by-case basis. Please contact your USUHS/IHS program liaison for prior approval.

# Marketing Materials


## Collateral: Recruiter Hiring Event Kit


As an IHS recruiter, you invest a great deal of time and resources to participate in conferences and job fairs, so we've designed this handy Recruitment Event Pocket Folder to hold all of your valuable materials.

### Indian Health Hiring Event Kit


Opportunity. Adventure. Purpose.






Opportunity. Adventure. Purpose.


### PRE- AND POST-EVENT CHECKLIST FOR LEAD RECRUITERS





**To help ensure that Indian Health Service recruiters derive maximum benefit from recruiting events, this checklist is designed to help prepare for and close out each event.**


- Identify and note the event name, date, time and location. Research all event logistics and exhibitor requirements.
- Submit a meeting approval request to the Director, DHS, at least 30 days before the scheduled event.
- Create a list of recruiters who will work the event and their contact information, including their cell phone numbers.
- Research travel plans (flights/car rental/hotel) and arrange all details through the government travel system as soon as possible.



OUR MISSION  
To raise the physical, mental, social and spiritual health of American Indian and Alaska Natives to the highest level.



OUR GOAL  
To ensure that comprehensive, culturally acceptable personal and public health services are available and accessible to American Indian and Alaska Native people.

OUR FOUNDATION  
To uphold the federal government's obligation to promote healthy American Indian and Alaska Native people, communities and cultures and to honor and protect the inherent sovereign rights of tribes.



Opportunity. Adventure. Purpose.

### INDIAN HEALTH HIRING EVENT QUICK REFERENCE SHEET

**HIGHLIGHTS OF HIS PROGRAMS, CAREER PATHS, HEALTH CARE DISCIPLINES AND HOW TO APPLY**

We have developed this Hiring Event Quick Reference Sheet to provide Indian health recruiters with descriptive "talking points" to use for discussions with prospective job candidates during live hiring events, job fairs and other recruitment opportunities.


**TALKING POINTS**

**About IHS**

As an agency of the US Department of Health and Human Services, the Indian Health Service (IHS) provides comprehensive health care services to more than 2 million American Indians and Alaska Natives who are members of 566 federally recognized Tribes. We work to ensure that all American Indian and Alaska Native people receive comprehensive health care services administered through more than 4,500 physicians, nurses, dentists and pharmacists, as well as another 11,000 interdisciplinary team members including nutritionists, behavioral health specialists, physical therapists, engineers, environmental health professionals, health administrators and support staff.

An Indian health career offers:

**Opportunity:** Experience a professionally rewarding and personally fulfilling career providing



# Marketing Materials

- Internal Communications Plan
- Co-Op Advertising Plan
- Lead Tracking Plan
- Area Lead Negotiator Kit
- Staff Support Videos
- Site Profiles
- Military Transition Microsite
- Organizational Analysis Focus Groups
- Intermediate Care Technician (ICT) Quick Reference Guide
- Grants Program Handbook and Microsite

# IHS Recruitment Programs

Scholarship Program ([www.ihs.gov/scholarship/](http://www.ihs.gov/scholarship/))

– Robert Pittman, Phone: (301) 443-5710

Extern Program ([www.ihs.gov/scholarship/ihsexternprogram/](http://www.ihs.gov/scholarship/ihsexternprogram/))

– Vickye Santiago, Phone: (301) 443-2312

Loan Repayment Program ([www.ihs.gov/loanrepayment/](http://www.ihs.gov/loanrepayment/))

– Jackie Santiago, Phone: (301) 443-2486

Recruitment ([www.ihs.gov/Careeropps](http://www.ihs.gov/Careeropps))

– Nan Bellini, Phone: (301) 443-4242