

New York State Workforce Compendium

Introduction

The New York State Workforce Transformation Compendium is a repository of information about Innovative Practices that have been shown to be effective in addressing health care workforce challenges in New York State. The compendium was created as part of the Workforce Workgroup under the New York State Innovation Model (SIM) grant from CMMI. The goal of the compendium is to serve as a resource guide for future workforce initiatives. The intention is to share innovative approaches with those seeking to enhance and implement health care workforce practices and apply these practices to the new initiative.

When considering submission, please keep in mind that an Innovative Practice should be:

- Responsive to an identified workforce need, consistent with one of the following focus areas: recruitment, retention, training, transition management, quality improvement, or productivity.
- Aligned with ongoing transformation in health.
- Flexible and capable of evolution with system changes.
- Evidenced-based, to the extent appropriate.
- Capable of evaluation.
- Sustainable for as long as necessary and designed to sunset when obsolete.
- Replicable, so others can use or customize the model.
- Scalable, so other can adapt the model to the scope of their need.

Timeline for Review

Each submission will undergo a thorough review and approval process. As such, it could take several weeks before your submission is posted to the compendium website. After submission, the Compendium Review Committee will confirm receipt of your template and offer you any updates to the review process. You may also be contacted via email if the committee has questions or seeks clarification on your Innovative Practice. Prior to being posted on the compendium website, you will receive a final version of your submission for review.

Instructions for Completion

Please keep all answers as succinct as possible, preferably between 500 and 1,000 characters. When completing the below template, please keep in mind that the information you provide is intended to be actionable by those reading the final product. Try to think back and address each portion of the Innovative Practice that needed to be completed. If possible, break the implementation into steps or modules.

Dates of Innovation: Understandably, it may be hard to pinpoint the exact dates your innovative practice was active or an amount of time to implement. Any estimates would be helpful for others to set their own expectations for implementation.

Contact Information: It is anticipated that some Innovative Practices involved more than one organization, if this is the case, please list all organizations involved. The Compendium Subcommittee would like the contact information of the person submitting this template should there be any questions, this contact information will not be posted in the final compendium.

The template also asks for a contact person. This can be the person submitting the Innovative Practice or a separate person/mailbox. A specific person would be ideal, though a general office

or email address is also helpful. This information is requested should there be future questions from those viewing the compendium. When choosing a contact, please choose a person or mailbox that will be active for the foreseeable future.

Innovative Practice Categories: Please select all of the categories that apply to your Innovative Practice. Examples of each category are given below.

- Care Coordination – improving the delivery of services by organizing activities among participants
- Change/Transition Management – systematic rollout of new office procedure
- Emerging Health Workers – Community Health Workers, Peer Workers
- Entry-level Worker Enhancement Benefits – career planning seminar for entry-level staff
- Information Technology – launching a learning management system for employees
- Practice Transformation – LEAN initiative for increased productivity
- Quality Improvement – providing incentives to health professionals for positive patient experience
- Recruitment/Retention/Sustainability – targeted position recruitment
- Training/Competencies – in-house license renewal prep courses

Questions 5 & 6: These questions are intended to capture the qualitative and qualitative aspects of evaluation. Question 5 is targeting qualitative results and question 6 is quantitative.

Appendix: When completing your submission, if you reference a resource, please list it in the Appendix section. Please label each resource with a name and a URL. If these resources are not posted online, please include them as attachments to your submission email (and list them under the appendix).

If you have any questions, please contact: WorkforceCompendium@health.ny.gov.

2. What were you trying to achieve with this program? Was there an existing problem you were looking to solve?

3. Describe or illustrate via flow chart the process used to implement and sustain this Innovative Practice (funding sources, approvals, resources created, etc.). Provide a timeframe for each step.

4. If applicable, describe or show via flow chart the process a participant/recipient of your program would experience.

5. How did you measure program success? What was the outcome & impact?

6. Do you have data or plan to collect data to evaluate outcomes? If so, please describe the source, collection method(s), and any results.

7. What was biggest challenge/hurdle when implementing this initiative?

8. What resources do you feel were critical for success (staff, time, etc.)?

9. What is your long-term sustainability plan?

10. Do you have any suggestions for others looking to adopt a similar program?

11. [Optional] Is there any additional information you would like to share about your Innovative Practice that has not been captured in the questions above?

Appendix: Links to tools/resources (Attach documents if not posted online)

Please submit your completed template or any questions to
WorforceCompendium@health.ny.gov.