



National Advisory Council on the National Health Service Corps

Discussion Paper: Retention Resources

July 2013

I. BCRS Updates

- The NHSC 2012 Participant Satisfaction survey results indicated that 90% of participants who completed their NHSC service commitment in FYs 2010 and 2011, have remained working in a Health Professional Shortage Area. [Note: A total of 2,668 individuals completed the 2012 survey; 187 of whom were Alumni.]
- The NHSC 2012 Participant Satisfaction survey results showed that 83% of Corps members currently completing their service commitment plan to remain at their site after their commitment is fulfilled. Almost three quarters of these members (72%) plan to stay for at least 2 years. [Note: A total of 2,668 individuals completed the 2012 survey; 2,508 of whom were LRPs.]
- BCRS created a "2013 Provider Readiness and Retention Plan." The activities listed in the Plan are assisting the Bureau with meeting the goals of maintaining or improving the short- and long-term retention rates among NHSC providers serving in health professional shortage areas. Many of the items in the plan are underway.
- The NHSC has developed a site-focused retention questionnaire. The survey is currently being cleared by the Office of Management and Budget.
- The NHSC is developing a Program Guidelines webinar for sites. This is a new on-demand resource will cover expectations for sites and provide valuable retention information. The live webinar is currently planned for August and will be recorded for on-demand viewing.
- NHSC's Getting Prepared for Service (GPS) Plan is using the Mentor Program as a means of creating relationships between scholars and providers in the field. The goal is that these bonds will assist in retaining scholars beyond the completion of their service commitments. To date, in FY 2013 NHSC has matched all 193 scholars who were interested in being mentored. Erin Pender, a dental student at the University of Buffalo in New York, says of her mentor: *"...It is comforting to know my mentor is available for any questions or worries I may have. I am grateful for this connection NHSC has provided."*
- The NHSC continues to host Virtual Job Fairs (VJF). These Fairs serve as another means of retaining providers in health professional shortage areas by promoting

vacancies at NHSC-approved sites. In March, the NHSC hosted a VJF that promoted employment opportunities at Indian Health Service sites, tribal clinics and Urban Indian Health clinics. NHSC is currently planning 3-4 Virtual Job Fairs for the remainder of the calendar year.

II. Next Steps

- The NHSC began fielding the 2013 Participant Satisfaction survey on June 11, 2013. It was sent to a total of 12,347 individuals (i.e., Alumni, In-service Clinicians, Scholars), and closes on July 12, 2013. In addition to satisfaction scores, the survey will provide short term retention data that can be used to inform the types of retention activities the NHSC program will continue to promote, or choose to modify.
- The NHSC is also planning to record a story from the field that emphasizes a site that has successfully retained NHSC providers.

III. Discussion Questions

- How else can BCRS promote retention of providers of clinicians in NHSC sites?
- How can sites create momentum around retention of providers? (e.g. – site to site mentoring, peer-to-peer technical assistance)
- Are there policy changes that the NHSC should consider when sites have problems retaining providers?