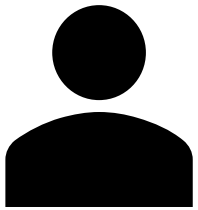
AzAHP ACC/RBHA Workforce Development Alliance

OCTOBER 2022 PROVIDER FORUM

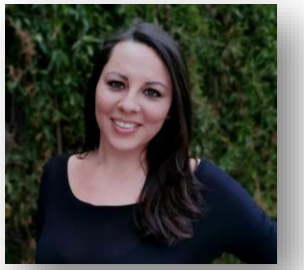
Our Mission

To evaluate, monitor, and support the development of the capability, capacity, connectivity, culture, and commitment of our provider workforce leading to a competent workforce that is capable of producing optimal member outcomes.

AzAHP Workforce Development Alliance



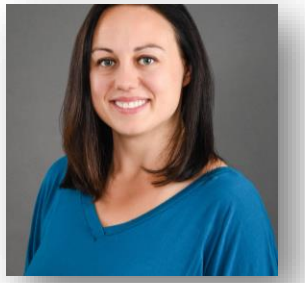
Alison Pautsch
Arizona Complete Health
Interim Workforce Development Administrator/ Clinical Leader
ACC & RBHA



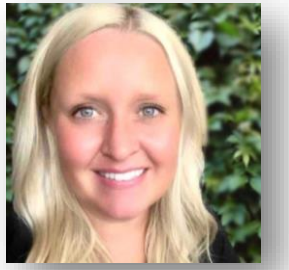
Selena McDonald
Banner - University Health Plans
Workforce Development Administrator
ACC

Mark Faul
Care1st Health Plan Arizona
Workforce Development Administrator
ACC & RBHA

Jennifer Elkins
Health Choice Arizona
Workforce Development Administrator
ACC



Sarah Hauck
Mercy Care
Workforce Development Administrator
ACC, ALTCS, DD, DCS/CHP, RBHA



Britt Spano
Molina Health Care
Workforce Development Administrator
ACC

Layla Bishop
UnitedHealthcare Community Plan
Workforce Development Administrator
ACC, ALTCS & DD

Ryan Ouimette
Arizona Association of Health Plans
Consultant / Workforce Development Program Manager

BREAST CANCER
awareness month

BREAST CANCER IN THE U.S. WILL AFFECT

1 IN 8 WOMEN

OVER THE COURSE OF HER LIFETIME

PREVENTION TIPS

Keep a healthy weight.

Exercise regularly.

Don't drink alcohol, or limit alcoholic drinks.

Breastfeed one's children, if possible.

If one has a family history of breast cancer, they should talk to a doctor for more prevention tips.

RISK FACTORS

ALCOHOL
Breast cancer risk increases with the amount of alcohol a woman drinks.

SMOKING
Smoking is associated with a small increase in breast cancer risk.

OBESITY
Being overweight is associated with increased risk of breast cancer.

APPROXIMATELY 1 OUT OF EVERY 100 BREAST CANCER DIAGNOSES IN THE U.S. IS FOUND IN A MAN.

INFORMATION PROVIDED BY:

HTTPS://WWW.BREASTCANCER.ORG

HTTPS://WWW.CDC.GOV/CANCER

SIGNS AND SYMPTOMS

- New lump in the breast or underarm (armpit).
- Thickening or swelling of part of the breast.
- Irritation or dimpling of breast skin.
- Redness or flaky skin in the nipple area or the breast.
- Pulling in of the nipple or pain in the nipple area.
- Nipple discharge other than breast milk, including blood.
- Any change in the size or the shape of the breast.
- Pain in any area of the breast.

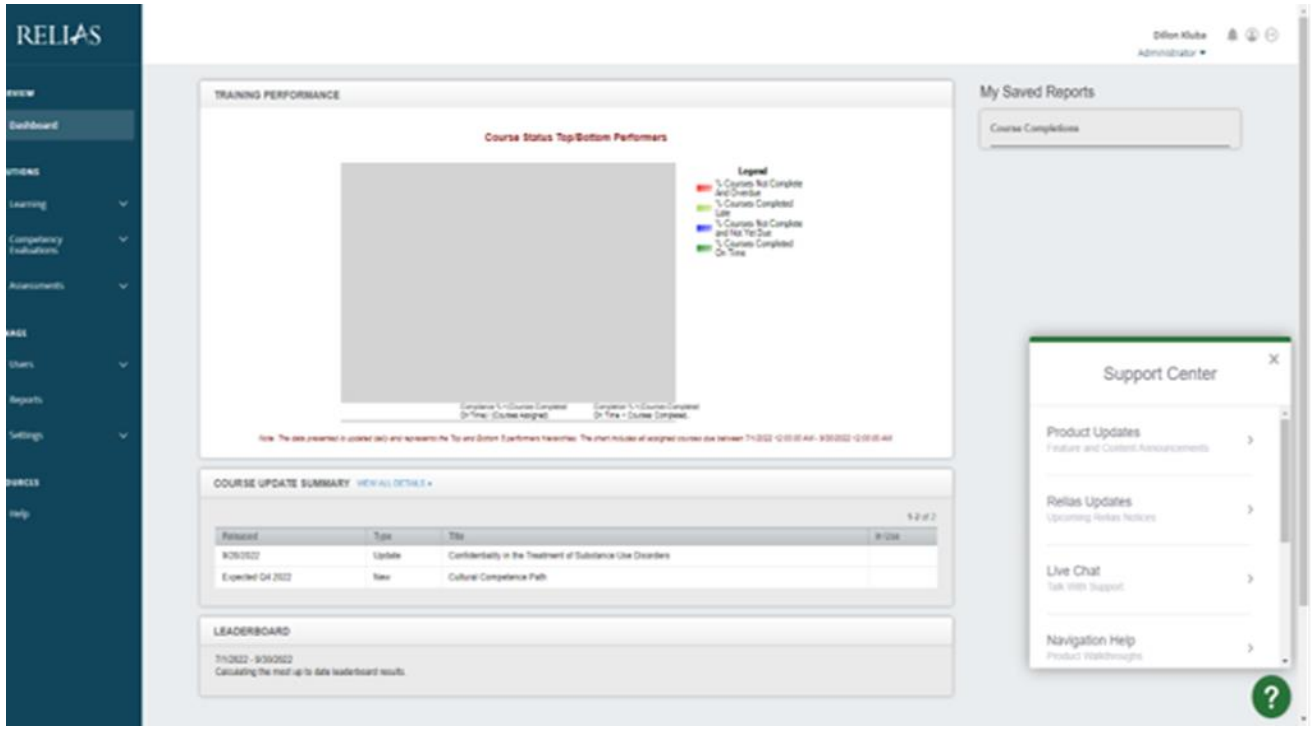
What Can You Do for Breast Cancer Awareness?

- Focus on support
- Donate to research
- Helps someone you know that has cancer
- Donate clothes to chemo center
- Drive people to chemo sessions
- Write cards and letters
- Listen to cancer patients and survivors
- Spread the word about free mammograms
- Participate in a walk

- Relias
- Quarterly Reporting
- Provider Workforce Development Plan (P-WFDP) 2023
- CFT Supervision Tool
- Standard Competency Guide, Flexibility / Adaptability
- Provider Employee Questionnaire
- RnR

Relias New Support Center Model

- Release on 10/14/2022
- Replacing In App Chat
- All Relias Learners and Non-Learners Have Access
- Platform/Content Updates, Live Chat, Relias Connect, and Highlights for Upcoming Industry and Training Webinars



Upcoming Training- Skills Checklist Workshop 1

Skills Checklist Observer and Data Entry Permissions in Sub-Portals

We will be covering:

- How to assign skills checklists
- How to use permissions effectively
- How to record observations as the observer or data entry user
- Reporting capabilities

Add to your calendar!

Who: Individuals with Skills Checklists Observer and Data Entry Permissions

When: Tuesday, November 8 @ 1PM AZ Time

Where: WebEx https://relias.webex.com/relias/j.php?MTID=mb6481efefed99b92e9b8b009f1f30f8e

Upcoming Training- Skills Checklist Workshop 2

Skills Checklist Observer and Data Entry Permissions in Sub-Portals

We will be covering:

- How to assign skills checklists
- How to use permissions effectively
- How to record observations as the observer or data entry user
- Reporting capabilities

Add to your calendar!

Who: Individuals with Skills Checklists Observer and Data Entry Permissions

When: Monday, November 14 @ 10AM AZ Time

Where: WebEx https://relias.webex.com/relias/j.php?MTID=mb57262c8e17d5b56742bf912187e6c24

Upcoming Relias Virtual Conference

- 3 day conference for our partners and prospects
- **Days 1 & 2** offer industry focused highlights and hot topics - **FREE**
- **Days 3 Paid ($50)** Workshops. Focused on site optimization, platform features, and professional development
- Register even if you can't attend live for recording access
- Link to **register**: https://impactnation.relias.com/

CSM RELIAS OFFICE HOURS

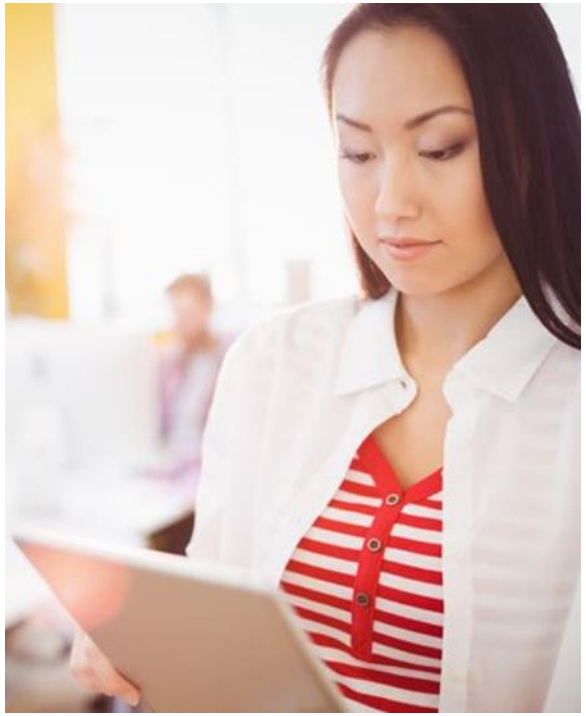
Relias Questions?

Have questions or new to your role? Relias CSM, Relias Connect, & Relias Support by your side!

Client Success Manager
Joe Chemali
jchemali@relias.com

Relias Technical Support
1-800-381-2321
Hours of Operation: Mon – Fri (8 AM - 8 PM EST)

Relias Connect



2022 Q3 QUARTERLY REPORT

Learner Status Report

- **Reporting Dates**: 7/01/2022 - 9/30/2022
- **Training Plans**: AzAHP 90Day & Annual
- **Reporting Date**: November 1st at 7:00am
- **Goal:** 90% or higher (*Completion Percentage*)
- **Q3 Results:** Will Be posted at AzAHP.org on 11/11/22

Click Here: Learner Status Job Aid
Click Here: Course Completion History Job Aid

Provider-Workforce Development Plan 2023 Template

AZ AHP WORKFORCE ALLIANCE

Release Date

- Available **Friday, October 14th**
- Sent out via email
  - Instruction Guide
  - Link to Survey

Due Date

- **February 1 – February 28, 2023**

Your agency's plan may be submitted anytime during the month of February

Workshops

- **November 15, 2022** 1:30–3:00 PM
- **December 15, 2022** 11:00–12:30 PM
- **January 18, 2023** 2:00–3:30 PM
- **February 15, 2023** 10:00 – 11:30 AM

Search "Workshop" in Relias
(You may only register for 1 at a time)

**AzAHP – Provider Workforce Development Plan (P-WFDP) Workshop*

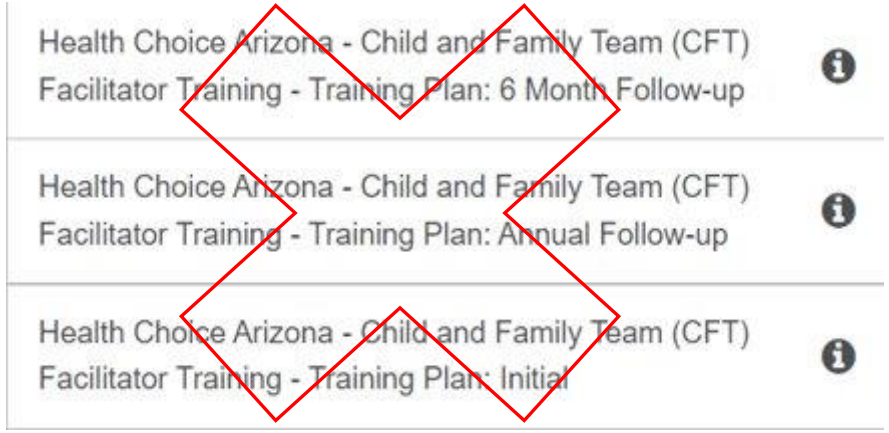
DID YOU KNOW?

AMPM 220 - Child and Family Team

- Attachment A - Guidelines for Strengths, Needs, and Culture Discovery Domains
- Attachment B - CALOCUS Implementation Guidelines for CFT Practice Nine Essential Activities
- **Attachment C** - Child and Family Supervision Tool
- **Attachment D** - Arizona Child and Family Teams Supervision Tool User's Guide

Chapter 200 - Behavioral Health Practice Tools

Current Supervision Tool Skills Checklist Training Plans in Relias



These Skills Checklist Training Plans will be Retired October 31, 2022

WHAT NOW?

1. **Unenroll your staff from the Skills Checklist Training Plan**
2. **Enroll your staff in the "Updated" Corresponding Supervision Tool Training Plan (90 day, 6-month, or Annual)**

The UPDATED Supervision Tool Training Plans

*AZAHP- CFT Supervision Tool: 6 Month Follow...	Non-recurring
*AZAHP- CFT Supervision Tool: Annual	Recurring every 3...
*AZAHP- CFT Supervision Tool: Initial (90 Days)	Non-recurring

And... WeAre LIVE

*AZAHP- CFT Supervision Skills Checklist: 6 Month Follow- up *CFT_Supervision_Skills_Checklist_6_Month_Follow_up*	Skills Checklist	*AZAHP- CFT Supervision Tool Requirements Tracker: 6 Month Follow- up *CFT_Supervistion_Tool_Tracker_6_Month_Follow_Up*	Requirements Tracker
*AZAHP- CFT Supervision Skills Checklist: ANNUAL *CFT_Supervision_Skills_Checklist_Annual*	Skills Checklist	*AZAHP- CFT Supervision Tool Requirements Tracker: ANNUAL *CFT_Supervistion_Tool_Tracker_Annual*	Requirements Tracker
*AZAHP- CFT Supervision Skills Checklist: INITIAL (90 Days) *CFT_Supervision_Skills_Checklist_Initial_*	Skills Checklist	*AZAHP- CFT Supervision Tool Requirements Tracker: INITIAL (90 Days) *CFT_Supervistion_Tool_Tracker_Initial*	Requirements Tracker

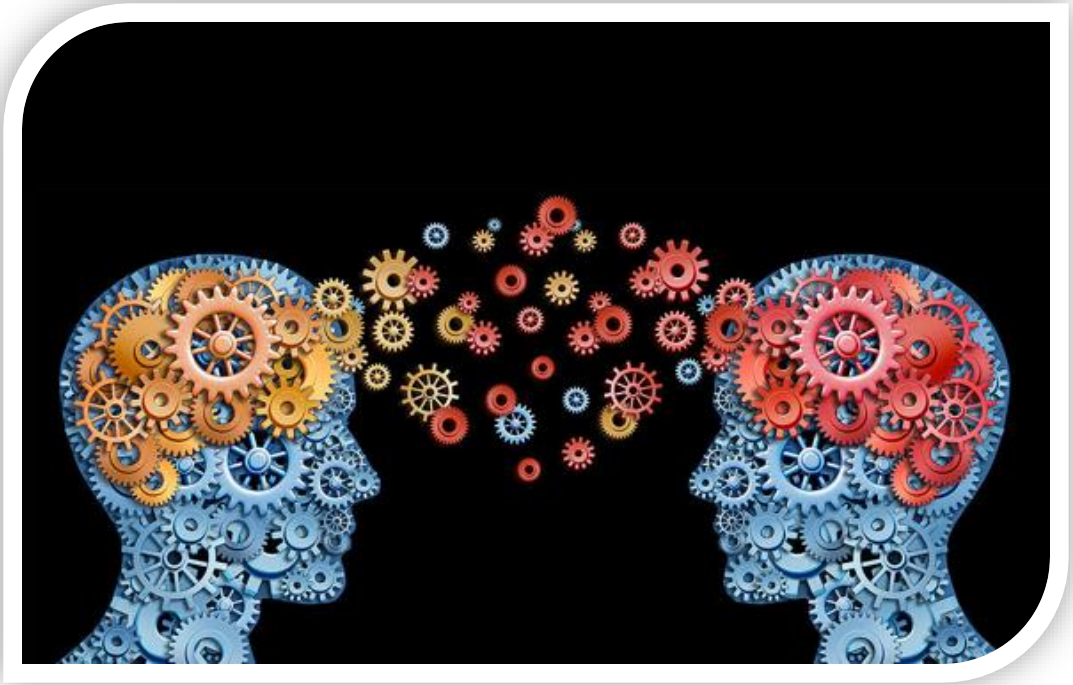
How to Guides

Relias Skills Checklists Overview

- Adding an Observer
- Adding Module Associations
- Enrolling Learners into a Skills Checklist
- Enrolling Learners in a Training Plan

Relias Requirements Tracker Guide

- Uploading files and making Learners Complete



AZ AHP
WORKFORCE ALLIANCE

Josette Sullins– dehp Integrated Care
(WFD Advisory Committee Member)

Standard Competency Guide

Flexibility/Adaptability

Definition

1. Workplace flexibility includes the **willingness and ability to rapidly respond to changing circumstances**.
2. Flexibility is the capacity to adjust to short-term change quickly and calmly, so that you can **deal with unexpected** problems or tasks effectively.

Key Competency Skills

- Be Adaptable
- Be Open-Minded
- Be Optimistic
- Brainstorm Ideas
- Creating Opportunities for Change
- Develop Your Skill Set
- Embrace Change
- Focus on your Core Values
- Have a Strong Support Network
- Open to Learning New Things
- Plan Ahead
- Problem Solve
- Stay Calm

Resources:

- What is Flexibility in the workplace?
- What is Workplace Flexibility?
- How to Be Flexible in the Workplace
- Flexibility: Core Competencies

How to Measure Competency During an Interview

STAR method

Questions you might ask during an interview:

During the interview, you can gauge a candidate's **adaptability** by asking them to describe how they handled past situations. For example, ask how they responded when a long-time process was changed. An **adaptable** person will respond with enthusiasm, they don't mind taking risks, and enjoy the new challenge.

- Describe a time where you showed flexibility.
- How do you adjust to changes you have no control over?
- If you could change something in the course of your life, what would it be?
- Describe a problem you faced in your last job and how you overcame it.
- How do you respond to constructive feedback?

Resources

- 8 Adaptability Interview Questions
- Job Interview Questions about Adaptability
- 10 Interview Questions on Flexibility with Sample Answers
- Video: Tell me about a time when you had to be flexible or adaptable at work

Competency Observation opportunities during an interview:

As an interviewer, you want to gain knowledge about the employee's proven work and which accomplishments in their career are most valuable. You will be looking for answers to the following questions:

Is the employee able to:

- adequately respond to unforeseen situations that occur during your work?
- adjust to changing work environments?
- assist coworkers in embracing changes?
- willing to take on new tasks, even if this increases the list of your current tasks?
- show flexibility in their approach?

How to Measure Ongoing Competency

Evaluate job performance in each of the Key Competency Skill areas

Does the employee:

- Make suggestions for increasing the effectiveness of change
- Offer solutions to identified problems/barriers
- Look for positive ways to implement changes
- Assist coworkers that are overloaded
- Volunteer to cover a colleague's work while they are on leave
- Express interest in learning new things

AZ AHP WORKFORCE ALLIANCE

Healthcare Network Employee Questionnaire

We want to hear from our Healthcare Workforce!

- Per ACOM 407 and AHCCCS requirements
- Individual Employee-level data
- Will be a required stand-alone training plan
- Date 10/14/22

R & R
Reminders and Resources

AHWGMA

- Assessment officially open!
- *Closes on November 18th!*
- *Link:* https://form.jotform.com/221666614478157

Relias Training of the Month

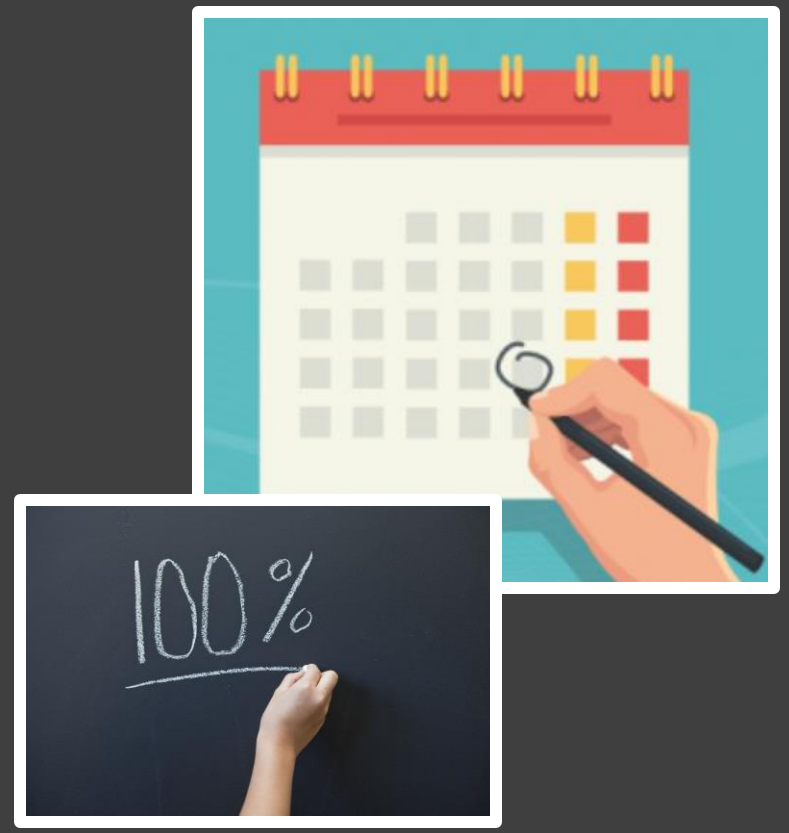
- *Health Plan Fraud—Due October 31st*

Relias Workshops

- Relias "Administrator" Access
- Relias "Supervisor" Access

CALOCUS

- Make sure employees are enrolled in the **AZAHP – CALOCUS Training Requirement (30 Days)* training plan in Relias, not the module



Open Discussion:

Questions, Suggestions, Ideas & Feedback

Closing/Next Meeting

Next meeting: November 10, 2022

CARE 1ST
HEALTH PLAN ARIZONA
RELIAS
Health CHOICE
BlueCross BlueShield Arizona
arizona complete health
AZ AHP
WORKFORCE ALLIANCE
United Healthcare Community Plan
mercy care
MOLINA HEALTHCARE
Banner University Health Plans

Thank You!