



# AZ Healthcare Workforce Goals and Metrics Assessment (AHWGMA)

Informational  
Webinar Sessions  
2024

ARIZONA HEALTHCARE WORKFORCE  
DEVELOPMENT COALITION





The **AHWGMA** is collaborative effort initiated by the Arizona Workforce Development (WFD) Coalition, which includes Workforce Development Administrators from **all 9 Managed Care Organizations (MCO's)**. Together the Coalition ensures initiatives across the state of Arizona align with all respective lines of business.

- ACC
- ACC-RBHA
- ALTCS
- DD
- DCS CHP
- DES/DDD





# Our Mission

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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.



# Arizona Workforce Development Coalition



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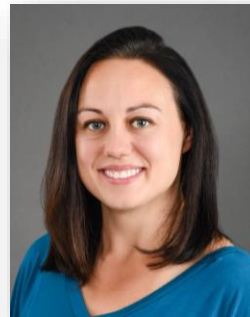
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**Sylvia Sanders**

*Arizona Association of  
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Consultant / Workforce  
Development Program Manager

# Additional WFD Coalition Support



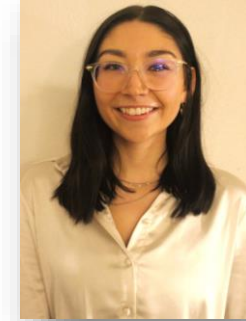
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General Counsel



Who, What, Where, When, How?

Background

Rationale

Purpose

Utilizing the Data

Demonstration Walkthrough

Webinar Schedule

Next Steps

Questions

# Who, What, Where, When and How?

The **AHWGMA** is a statewide data collection tool used to help the Arizona Network by gathering information, analyzing data, and assessing the current and future needs of the workforce. The results of this process gives insight for future workforce development resources, highlights where support is needed, and assists with the prioritization of initiatives/projects across the network.



**Release:** April 16, 2024  
**Close:** May 31, 2024  
**Contractually Required: \*\*YES**  
(See your contracted HP's Provider Manual)

\*\* For questions regarding the Workforce Development requirements under DDD, please contact the Workforce Development Manager at [dddworkforcedevelopment@azdes.gov](mailto:dddworkforcedevelopment@azdes.gov)



# ◀◀ Background

## [ACOM 407, 407 Attachment A, & Contract Requirements:](#)

- Contract language is the same across all lines of business
- Impact Organization capacity and ability to respond to member needs
- Maintain a provider network of sufficient and qualified workers
  - Identify new labor pools
  - Engage in coordinated recruitment efforts
- Recommended actions to change recruitment, selection, training, deployment, or retention practices for critical workforce gaps in the Network Workforce Development Plan
- Helps inform the N-WFDP, which is an annual WFD plan required by all MCO's to submit to state regulators

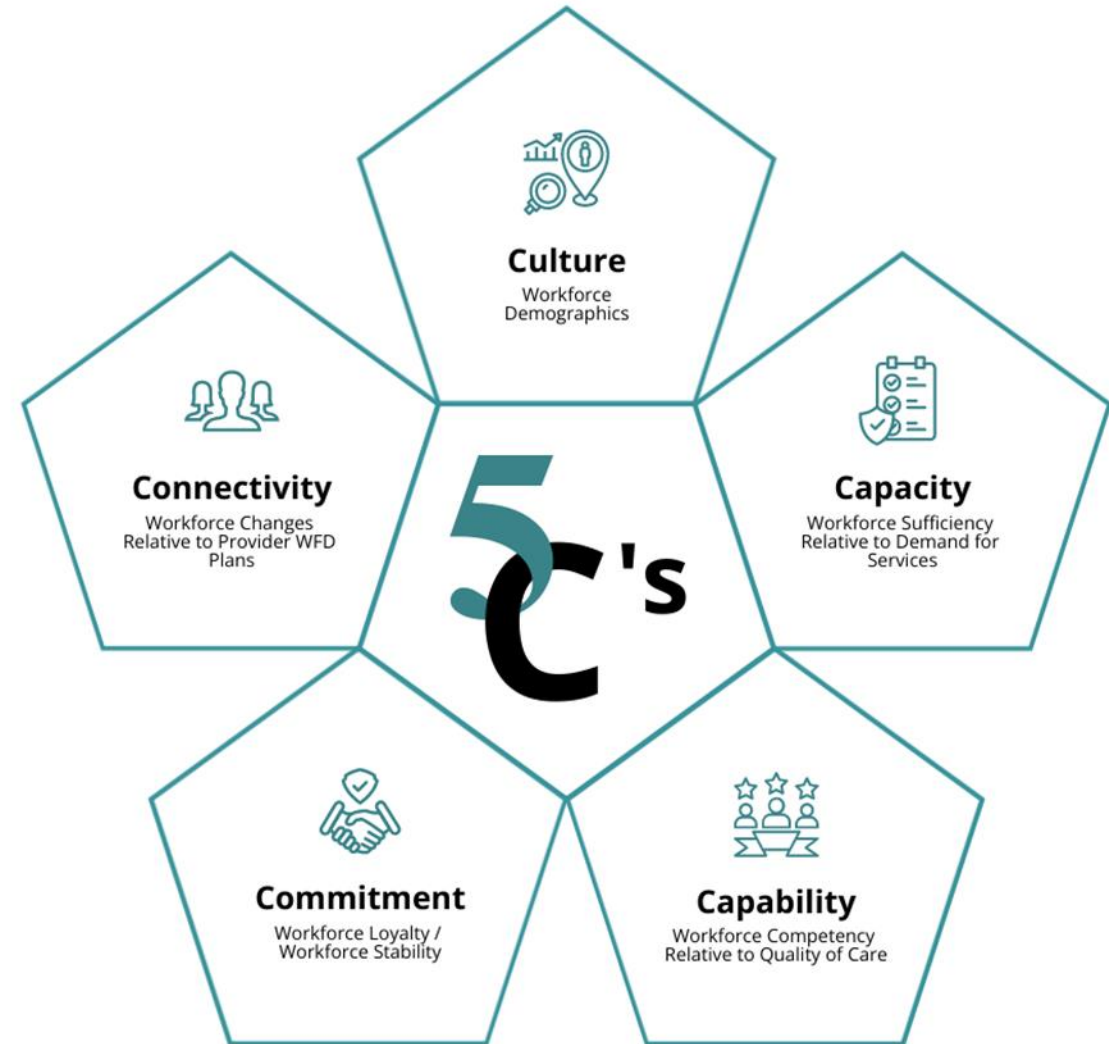


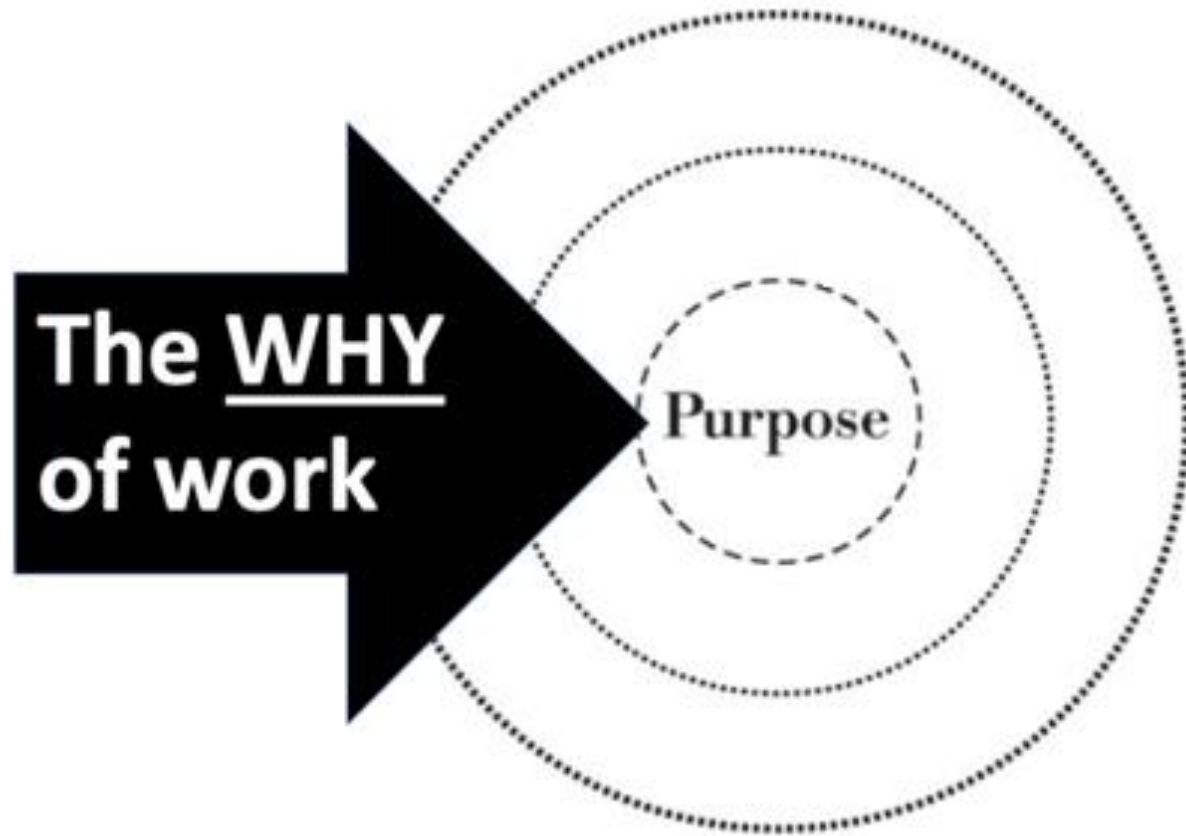


# ◀◀ Rationale

## Data Collection and Analysis for:

- Demographics of the workforce
- Provider retention and turnover rate
- Factors that influence retention and turnover rates
- Difficult to fill positions
- Profile of the workforce:
  - # of licensed and unlicensed
  - How many we currently have
  - How many we need
- Data needed to produce Network Workforce Development Plan deliverable that includes:
  - Workforce **Capacity** Assessment, Development Goals, and Work Plans
  - Workforce **Capability/Competency** Assessment, Development Goals, and Work Plans





## Purpose

- Strengthen our Workforce
- Meet contractual and ACOM 407 & 407 Attachment A requirements
- Single Provider assessment from one source (Nine separate assessments disseminated vs. one)
- Strategic planning for workforce planning, development and retention.





# Utilizing the Data

- Assessment results give insight to future funding opportunities, highlight where some additional support is needed, and help prioritize initiatives across the network
- Implement collaborative recruitment and retention efforts and interventions among Health Plans and Providers
- Develop Network Workforce Development Plan (N-WFDP)



**KEEP  
CALM  
IT'S  
DEMO   
TIME!**



## 3 Webinar Sessions Available

- 3/5 - Tuesday @ 2pm - 3pm
- 3/21- Thursday @ 11am - 12pm
- 4/2- Tuesday @ 10am -11am

**REGISTER  
NOW**



**REGISTER  
NOW**



Click on the Date you would like to register for

# Next Steps

- **Summary email** will be sent **April 15th**  
**Email will include:**
  - Link to survey
  - How-to-guide
  - Introduction document
- Survey **opens** on Tuesday, April 16th!
- Survey **closes** on Friday, May 31st!

\*\* Any IT issues please contact [Workforce@azahp.org](mailto:Workforce@azahp.org)





# Questions

