



RCHC Town Hall Meeting

Provider Recruitment and Retention

TOPIC	DATE	TIME	LOCATION	CONFERENCE PHONE #
PURPOSE:	April 17, 2019; 9 am to 11 am; RCHC Education Room			
FACILITATOR(S):	Ron Robinson, CEO			
PRE-READING / HANDOUTS:				
INVITEES:	Rawlins County Community, RCHC Board, Administration, and Staff			

TOPIC	LEAD	TIME	DISCUSSION	DECISION / ACTION ITEM / OWNER / TARGET
Overview			Ron provided our definition of what a provider encompasses and a historical perspective of physicians and why living in a rural community is hard for some providers. Ron provided the financial perspective that RCHC paid \$835,371 to providers in FY18, after county financial support of \$770,957, a FY18 profit of \$28,711 and physicians cost approximately \$500,000.	
Target local providers, or providers with rural experience			Target individuals from this area or similar areas with previous rural experience. Lower turnover at SureFire/Currier Drug because employees are local. "Grow your own" providers and health care workers, which summer internship program is promoting.	
Advertise what the community has to offer.			Use the community as a recruitment tool. Golf course, closeness to Denver and Amtrak Train, Theater. Good dining within 60 miles. Make time during interview for age and hobby appropriate community networking.	

Involving providers for buy in to community.			Community needs to be better at inviting professionals into homes for social gatherings to learn more about them, and not for them to help in after-hour health care.	
Promote NHSC, retention bonus options.			National Health Service Corps through Health Resources & Services Administration helps with school loan debt. Ask Second Century for bonus money to help with recruitment.	
PA/NP or DO/MD			Currently seeking one mid-level provider. Dr. Kellogg always answers mid-level providers questions, and is available via phone within thirty minutes, per Kansas state law. Avera e-Care is available in the emergency room. Specialist providers are also available via phone for providers. Locum tenants will help with coverage while finding the right additional provider. Community concerned with provider burnout. Tele-medicine providers are great asset for Atwood Good Sam.	More education on Avera e-Care in emergency room. More education on tele-medicine. More education on doctor not having to be onsite to help mid-levels. Educate on additional schooling and training that PA-C's undertake each year.
Business Development			Services that require cash, such as Botox injections.	Topic for next Town Hall will be Business Development
Town Hall as Facebook Live?				Ryan and Suzanna will check into legalities of videoing Town Hall meeting.