



Workforce Management

Do You Have a Plan for 2017?

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- OfficeWorks
- What is a Workforce Management Plan?
- What Happens When You Don't Have a Plan?
- Elements of a Good Plan
- Challenges You May Face
- OfficeWorks is Your Partner!



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- Over 12 years of experience in Healthcare Staffing
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- Serving our clients since 2002
- Headquartered in Chino Hills, California
- Provide healthcare staffing services (all positions)
- Focus: Quality, Speed, and Customer Service
- Services: Temp, Temp-to-Hire, Direct Hire



What is a Workforce Management Plan?

- **Workforce** – number of workers potentially assignable for any purpose
- **Management** – conducting or supervising something (as a business)
- **Plan** – a method of achieving an end



A method to ensure you can manage your business
by having the appropriate number of workers

What Happens When You Don't Have a Plan?

Top Three Events Affecting Your Workforce

- #1 - Medical Leave
- #2 - Practice is Growing
- #3 - Unexpected Termination

What Happens if you Don't Have a Plan to Manage This?

Depends on the position...

- ...Medical Assistants
- ...Billers/Collectors/Coders
- ...Schedulers
- ...Physician Assistants
- ...Nurse Practitioners

Impact to Your Practice

- Overwork your current employees (burnout)
- Frustrated patients due to rescheduling appointments
- Lost revenue generating opportunities
- Delayed invoicing/reimbursements

Elements of a Good Plan

Understand Your Staffing Ratios

- # patients physician can manage
- # physicians medical assistant supports
- # calls received/day
- # patients scheduled/day
- # invoices processed for reimbursement

What Affects Your Workforce

- Planned (medical leave, growing practice)
- Unplanned (involuntary/voluntary termination)
- Timing of event

Staffing Strategy

- Talent acquisition plan
- Lead time to recruit
- Lead time to train
- Cost/benefit of adding support staff
- Contingent vs. full-time

Challenges You May Face

...“don’t have enough time to find people”

...“hard to find good candidates”

...“too many resumes to sift through”

...“we just want them to show up to work”

...“will this person work out?”

Competitive Market in San Diego

- Over 1,500 group practices
- Over 100 medical clinics
- Social media impact
- Sophisticated job seekers

2016 San Diego Trend - Supply and Demand

- 25 jobs per Nurse Practitioner
- 6 jobs per Medical Coder
- 1.4 jobs per Medical Assistant

OfficeWorks is Your Partner!



10% Discount on All Staffing Services

- Dedicated account manager
- Robust database of passive and active job seekers
- Extensive candidate vetting process
- Customized credentialing program
- Includes:
 - Recruiting costs
 - Employee wages
 - Medical insurance/benefits
 - Employer taxes
 - Workers compensation
 - Liability insurance
 - Payroll/benefits administration

Medical Assistants
Front Office Specialist
Medical Biller
Medical Coder
Medical Collections
Medical Records
Patient Service Representative
Scheduler
RN/LVN
Physician Assistant
Nurse Practitioner
Medical Office Manager



Contact Us Today

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