

FACTS & FEATURES



A for-profit subsidiary of the Arkansas Hospital Association

Spring Edition

Volume 23, Issue 2

Physician Shortage in Arkansas Goes Beyond Primary Care

by Kurt Mosley

When the topic of physician shortages arises, much of the attention goes to the dearth of primary care doctors – family physicians, general internists and pediatricians. There is a good reason for this. Demand for these types of doctors is extremely high while the supply is limited.

In 2017, family medicine was Merritt Hawkins most requested type of search assignment for the 11th year in a row, while internal medicine has been either second or third for 10 consecutive years. According to Merritt Hawkins' 2017 Survey of Final-Year Medical Residents, 55% of primary care doctors receive 100 or more recruiting offers during their training, underscoring the acute demand for these types of physicians.

But it is a mistake to believe shortages are confined to primary care. The Association of American Medical Colleges (AAMC) projects there will be up to 104,900 too few doctors by 2030, including 43,100 too few primary care doctors but also including 61,800 too few specialists. Demand for specialists will be driven by patient demographics, as 10,000 baby boomers turn 65 every day, most of whom will need specialists to care for ailing organs, bones, nervous systems and psyches. Advances in medical technology and consumer preference for the most cutting edge care also will fuel demand for specialists.

Arkansas faces particular challenges when it comes to a shortage of medical specialists. The chart below illustrates how many people there are per various specialists in Arkansas, the recommended ratio of people per specialist, and the percent of specialists in Arkansas who are 60 years old or older.

Specialty	Population Per 1 Specialist/ Arkansas	Recommended Population Per Specialist	60 or older
Neurology	86,892	22,727	40%
Psychiatry	13,583	6,250	41%
Urology	42,689	27,777	53%
Gastroenterology	35,514	22,127	36%
Pulmonology	99,608	50,000	60%

Source: Association of American Medical Colleges (AAMC). Physician-to-Population Ratios, Richard Cooper, M.D.

As these numbers show, Arkansas has considerably more people per specialist than is recommended and many of its specialists are 60 and older and will likely retire in the next



What's inside:



<i>Physician Shortage in Arkansas Goes Beyond Primary Care</i> Merritt Hawkins	1
<i>Health Care Staffing Firm Unveils New Plan, New Brand</i> Qualivis	2
<i>Clearwater Named Best in KLAS 2018</i> Clearwater Compliance	3
<i>The Cost of Turnover</i> Compdata	4
<i>Upcoming Meetings/Webinars</i> AHASI Endorsed Companies	4
<i>Health Care Hiring Slowed in 2017, but Remained Robust</i> Health eCareers	5
<i>The Savings Benefits of Our Program</i> Remi	6

several years (about 32 percent of all Arkansas physicians are 60 and older).

Merritt Hawkins' new white paper *Physician Supply Considerations: The Emerging Shortage of Specialists* offers more detail about physician specialty shortages and is available to all AHA members.

For a complimentary copy, please email Rich Gehrke of Merritt Hawkins at rich.gehrke@merrithawkins.com

or Kurt Mosley at kurt.mosley@amnhealthcare.com.

Health Care Staffing Firm Unveils New Plan, New Brand

Qualivis

Simplifying healthcare staffing and building a better workplace.

Healthcare Staffing Services, a company created by South Carolina hospitals in 2002 to provide supplemental staffing, is evolving into a national workforce solutions provider with a new strategic plan and a new name: Qualivis.

Formerly known as Healthcare Staffing Services, a subsidiary of SCHA Solutions, Qualivis unveiled its new name and expansion plans in January at the 2018 Roundtable, a national conference on health care workforce issues and answers.

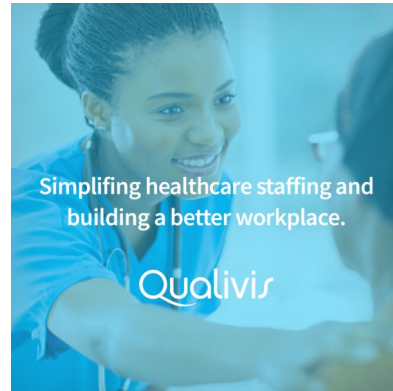
“The demand for health care workforce solutions has never been higher,” said Sherry Kolb, company president. “Within the next two years, health care will become the biggest job sector in America. By 2020, health care jobs are projected to grow by 30%, more than twice as fast as the general economy. So, we’re growing, too.”

While the company will continue to fulfill its original purpose of helping meet short-term needs through supplemental staffing, the challenges facing health care providers are more complex than they were 15 years ago, she said.

“We see Baby Boomers retiring and Millennials looking for greater work-life balance, more pressure on providers to manage workforce costs, and increased focus on patient satisfaction,” she said. “To help meet these challenges, we’re expanding our focus to include a broader spectrum of staffing assistance, programs to improve the workplace culture and management tools that can help providers plan for the future.”

The new name and branding underscores the broader mission. The name Qualivis is a mash-up of three words that reflect the company’s goal of bringing quality, life and vision together under one mission.

“Quality is about providing top talent and best-of-class business practices. Life is a reference to a positive and supportive workplace culture and better work-life balance for staff, and vision is about helping leaders see what’s coming and plan for tomorrow’s workforce needs,” Kolb said. “Our mission is to simplify health care staffing and build a better workplace.”



Currently Qualivis partners with hospital associations in 13 states, including AHA Services, Inc., and nearly 400 health care providers, providing access to a national network of staffing agencies through a single contract.

For more information on what is to come, please visit Qualivis.com or contact LaLisa Campbell, lcampbell@qualivis.com.

Save
this
date!

May 4, 2018

Arkansas Hospital Risk Management Seminar

8:30 A.M. – 3:00 P.M.

BXS Insurance Conference Center

8315 Cantrell Road, 3rd Floor

Little Rock, AR 72227

Sponsored by BXS Insurance and CNA



Clearwater Named Best in KLAS 2018 in Cybersecurity Advisory Services



AHA Services, Inc. (AHASI) is excited to share that our exclusively endorsed partner, Clearwater Compliance, has just been awarded the prestigious 2018 Best in KLAS* distinction for their Cybersecurity Advisory Services, earning the top ranking for their SaaS-based software, OCR-quality solutions and professional services. The Best in KLAS report recognizes outstanding efforts of business that help health care organizations deliver better patient care.



Earning KLAS' highest rating is a testament to the Clearwater team's exceptional performance and commitment to patient safety and managing cyber risk to improve access to care, timely care and quality care.

AHASI is thrilled to have Best-in-KLAS-winning Clearwater as an endorsed partner to advance cyber risk management best practices and respond more strategically to cyber threats.

[Read more about Clearwater Compliance](#)

To set up a time to meet Clearwater or to learn more about partnering with Clearwater to help your hospital leverage best practices and industry standards for achieving compliance and cyber risk management objectives contact:

Steve Rice,
405.492.8107,
steve.rice@clearwatercompliance.com

or

Tina Creel, President,
AHA Services, Inc.
501.224.7878,
tcreel@arkhospitals.org.

**KLAS was founded in 1996 to help providers, and now payers, find transparency in the health care IT marketplace. It is dedicated to bringing data and insights to the market while shining a light on health care IT.*

Does your
invoice
analysis tool
check
wholesaler
charges
against the
340B drug
pricing
program?

Invoice Analysis 340B Differentiator

Many hospitals have tools to analyze the charges their GPO's invoice to identify discrepancies and overcharges.

The SUNRx Invoice Analysis tool is unique, no other tool in the industry has the ability to check wholesaler charges against the 340B drug pricing program. This is because other GPO analysis tools don't have access to 340B pricing.

The average savings using the SUNRx Invoice Analysis tool is between 2-5%.

If you are looking to reduce drug spend costs, SUNRx can help.



<http://www.sunrx.com> • Matthew Bobo • 267.648.5888 • mbobo@sunrx.com

The Cost of Turnover **compdata** surveys|consulting

By Theresa M. Worman

Voluntary turnover in health care was 15.9% in 2017, more than two percent above the average across all industries. Among the industry breakouts in reports from Compdata Surveys & Consulting, only hospitality had a higher turnover rate.

With unemployment hitting record lows and employers increasingly focused on retention, it can be valuable to identify and track the cost of turnover to your organization. Tracking provides a metric to the challenge, helps identify which departments need to be addressed first, and helps validate your proposed solution to leadership. But how do you go about identifying the cost of turnover?

Gathering Data

Turnover has soft costs such as a negative impact on organization culture, as well as hard costs such as recruiting, acquisition and placement costs. When developing a turnover costing model, it's important to gather data that is measurable, relevant and indisputable.

First, you'll want to assemble a cross-functional project team. In addition to human resources and finance, also consider including affected department heads, executives and operations employees. Together, you'll evaluate data for inclusion. Remember that it's more important to have leadership agreement on the data points than to be all-encompassing. Possible data points might include:

- Separation costs such as exit interviews, administrative costs and more
- Acquisition costs such as recruiting expenses, relocation fees and sign-on bonuses
- Placement costs such as agency fees, on-boarding and training

You'll want to gather data on the total cash compensation and benefits of select positions and the projected number of exits, as well as the expected amount of time a

position will be vacant and how long it will take a new hire to become productive.

Calculating Costs

Once your data is gathered, select a benchmark position to use for validating the results. Be sure the position is visible across the organization, and would be a hindrance to organization success in the event of significant turnover.

With your cost factors available, calculate:

- Gross lost productivity
- Net lost productivity
- Cost of losing one employee including separation, acquisition, placement and net lost productivity
- Total position turnover cost based on the projected number of exits

Utilization of Data

This data can be used to help justify programs that reduce turnover such as more competitive compensation, career advancement opportunities, flexible scheduling and educational programs.

One place to start in addressing turnover is working with your marketing department on improving communication of existing employee retention programs, team-building activities and valuable employee benefits.

If you have additional questions about identifying the cost of turnover or other HR challenges, please contact Compdata Survey & Consulting at 800.300.9570 to request a discussion with a Compdata consultant.

Theresa M. Worman is a recognized compensation expert with over 20 years of experience in the industry. She is the Executive Vice President for Strategy & Development at Compdata Surveys & Consulting.

UPCOMING MEETINGS:

Arkansas *care*Learning User Group Forum

August 2-3
AHA Headquarters

AHA Workers' Compensation Self-Insured Trust (AHAWCSIT)

Annual Education Conference
September 7
AHA Headquarters

UPCOMING WEBINARS:

[OCR-Quality Risk Response Working Lab™](#)

April 18 & 25, 11am-12pm CT

If you missed the Risk Analysis Working Lab™, you can view all 4 sessions on-demand prior to the Risk Response Working Lab™.

webinars@clearwatercompliance.com

[HIPAA 101](#)

April 24, 11am-12:30pm CT
Complimentary

[State Attorney General Enforcement of HIPAA Requirements](#)

May 2, 11am-12:15pm CT
Complimentary

[Virtual HIPAA and NIST-based Cyber Risk Management BootCamp™](#)

May 3, 10 & 17 11am-2pm CT
\$595

[How to Calculate the Cost of a Data Breach & How to Get the Funding for Your Information Risk Management Program](#)

May 16, 11am-12:15pm CT
Complimentary

[How to Develop Your HIPAA Policies & Procedures](#)

May 22, 11am-12:15pm CT
Complimentary

Health Care Hiring Slowed in 2017, but Remained Robust



According to data from the *Bureau of Labor Statistics* (BLS), 2017 saw the addition of [300,000 healthcare jobs](#). While this number is lower than the prior two years (379,000 in 2016 and 383,000 in 2015), it's still indicative of a thriving industry poised for continued growth. In fact, BLS data from the first two months of 2018 alone reveal an additional [40,000 new jobs](#) created, [22,000](#) of which were in hospitals.

This continued expansion of health care hiring should continue for the remainder of the year. According to Health eCareers' 2018 *Healthcare Recruiting Trends* data, 80% of the health care recruiters surveyed expect to hire the same number or more professionals this year than they did in 2017. Only 20% were expecting to hire for fewer positions, and 78% reported that layoffs are highly unlikely at their organization in the next six months.

As Turnover Increases, Time to Hire Lengthens

Health eCareers collected data from 175 health care recruiters – 38% of which worked for a hospital system, health system, hospital, or medical center – between January 12 and February 16, 2018. Among these survey respondents, 33% said voluntary departures, also known as turnover, had increased at their organization in 2017 along with a slight to substantial lengthening of time to hire (40%).

Much like previous years' surveys, the data indicated that the biggest reasons for hiring difficulty included the inability to find qualified professionals (50%), difficult hiring locations (21%) and waiting for the perfect candidate match (13%).

Candidate Shortages Also Lengthen Time to Hire for Physicians, NPs and PAs

The physician specialties in which recruiters reported the greatest candidate shortages included family medicine, internal medicine, psychiatry, obstetrics / gynecology / women's health, and neurology.

While the respondents indicated their average time to hire across physician specialties was 14 months in 2017, some specialties

required significantly longer effort. These included otolaryngology, gastroenterology, rheumatology, urology, and dermatology.

Many survey respondents also reported critical shortages in candidates for NP and PA specialties, though average time to hire (five months) was much lower than that of physicians.

Candidates Ask for More, Employers Comply

With the market becoming ever more competitive, health care employers had to make a few changes in their offer strategies in 2017. 57% stated that candidates were asking for more money last year than they were in 2016. 52% raised new hire salaries slightly as a result.

While salary is often at the forefront of a health care job candidate's mind, they also consider the benefits packages prospective employers are offering. As a result, 67% of recruiters reported they are offering sign-on bonuses more frequently than they did a year ago. 55% are offering relocation allowances more often, while 43% are more frequently including a CME allowance in their job offers.

Other benefits the surveyed employers report considering as tools to attract new hires include student loan forgiveness, tuition assistance, quarterly performance bonuses, 401(k) and retirement plans, flexible schedules and part-time employment opportunities.

For more information visit www.healthcareers.com/aha or contact Shannon McGowan, 303.800.9385, shannon.mcgowan@healthcareers.com

Resources

<https://www.bls.gov/ces/highlights122017.pdf>
<https://www.bls.gov/ces/highlights012018.pdf>
<https://www.bls.gov/ces/highlights022018.pdf>

HFMA's Upcoming Live Webinars

Learn about timely health care finance topics and earn CPEs. Most live webinars are free for HFMA members and \$99 for non-members, unless otherwise noted.

[View all upcoming live webinars](#)



HFMA's On-Demand Webinars

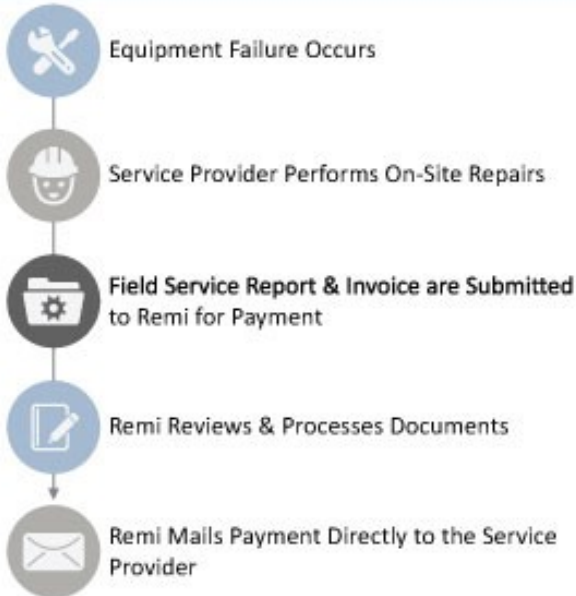
HFMA provides webinars available one calendar year following the live webinar date and year. Most on-demand webinars are free for HFMA members and \$99 for non-members, unless otherwise noted.

[View all On-Demand webinars](#)



TIME SAVING BENEFITS OF OUR PROGRAM

- Remi dispatches and tracks performance of service providers
- Remi processes multiple vendor invoices into single payment stream reducing admin burden and multiple PO generation
- All document processing is handled by Remi to reduce hospital workload
- Saves 15-22% off your current service contract pricing




Jaison Yoshimura
 Account Executive - South
 Direct: 704-512-1587
 Jaison.Yoshimura@theremigroup.com



Validate Savings Opportunities - Ease of Use!

Upload your current electronic equipment service contracts & let us provide you with an alternative quote. If we offer similar coverage for less, consider us. If we don't, stay with your current service contract. Requesting a quote costs you nothing.

aha@theremigroup.com

© 2018 Remi

AHA SERVICES, INC.

ENDORSED COMPANIES



AHA Workers' Compensation Self-Insured Trust

Tina Creel, 501.224.7878

Workers' compensation coverage for AHA members.



Clearwater Compliance

<https://clearwatercompliance.com>

Steve Rice, 405.492.8107

OCR Quality, market-leading, web-based HIPAA Compliance and Cybersecurity Risk Management Software.



AUDIT-Trax

www.audit-trax.com

Maureen Barrie, 609.275.4108

A workflow tool for managing all audits.



CommerceVantage™

www.commercevantage.com

Nicole DeVries, 813.523.5451

Earn monthly revenue share by replacing paper checks with electronic payment through the Visa® Network.



BXS Insurance

www.bxsi.com

Floyd McCann, 501.614.1179

Sherman Moore, 501.614.1183

Liability insurance products and services.



Compdata Consulting

www.compdataconsulting.com

Theresa M. Worman, 800.300.9570

Compensation consulting.



careLearning

www.carelearning.com

Liz Carder, 501.224.7878

Laura Register, 866.617.3904

Compliance and regulatory training, hospital-specific private courses, continuing education. Learning management system.



DocuVoice

www.docuvoice.com

Bob Stewart, 615.275.7312

Remote coding services and physician-conducted DRG chart reviews.



Gallagher Benefit Services

www.ajg.com

Chris Newkirk, 501.485.3075

Single source solution for hospital employee benefit needs providing benefit enrollment solutions, compliance assistance and custom employee education strategies.



careSkills

www.carelearning.com

Liz Carder, 501.224.7878

Peggy Engelkemier, 866.617.3904

Performance and competency management.

Arthur J. Gallagher & Co.



Class Action Capital

www.classactioncapital.com

Joshua Kerstein, 914.200.0066

Class action settlement claim management.



Health eCareers

www.healthcareers.com/aha

Shannon McGowan, 303.800.9385

Innovative recruiting tools and services.

AHA SERVICES

501-224-7878 | 419 Natural Resources Drive | Little Rock, AR 72205 | ahaservicesinc.com

AHA Services Endorsed Companies Continued



HSC
www.nmhsc.com
Dina Hennessy, 505.345.0202
Provider enrollment services enrolls health care providers accurately and efficiently with Medicare, Medicaid and commercial payers so facilities are able to bill for and be reimbursed by health plans in order to serve patient communities.



Press Ganey
www.pressganey.com
Chris Fugate, 913.522.7702
Patient satisfaction measurement, survey instruments, reporting and analytical tools, quality improvement, solutions for HCAHPS, employee/physician satisfaction measurement.



Qualivis
www.qualivis.com
LaLisa Campbell, 803.454.6956
A national provider of health care workforce solutions, specializing in supplemental staffing and committed to quality, service and leadership in transforming the workplace culture to improve patient care.



HSS
www.hss-us.com
Dean Sobcoviak, 877.791.3080
Risk assessments, active shooter and patient violence training.



Remi
www.theremigroup.com
Jaision Yoshimura, 704.401.1354
Replaces multiple service agreements and extended warranties with one agreement that costs less and is more flexible than the OEM or Independent Service Organization agreement.



iVantage Health Analytics®
inControl (formerly PDS)
www.ivantagehealth.com
Leslie Gold, 310.991.5340
Michael Topchik, 207.939.4618
Analytics for health care performance benchmarking, strategic planning and payment optimization.



Liberty Mutual Insurance
www.libertymutual.com
Walter Jackson, 925.596.3138
Employees' auto and home insurance.



Staff Care, Inc.
www.staffcare.com
Stephanie Hawkins, 469.524.7445
Kurt Mosley, 214.392.3936
Locum tenens staffing services.



Med Travelers
www.med-travelers.com
Melissa Pirrami, 877.435.2132
Temporary allied health professional staffing, temporary mid-level health professional staffing.



SUNRx
www.sunrx.com
Matthew Bobo, 267.648.5888
Fully compliant 340B contract pharmacy program and split-billing solutions.



Merritt Hawkins
www.merritthawkins.com
Rich Gehrke, 469.524.1657
Kurt Mosley, 214.392.3936
Permanent placement physician search and consulting company.



VSP® Vision Care
www.vsp.com
Emily Morris, 469.461.8513
Eye health management.



Morgan Hunter HealthSearch
www.mhhealthsearch.com
Barry Jackson, 800.917.6447
Leadership Recruitment Solutions for the Healthcare Industry.



Vizient
www.vizientinc.com
Adriana Ayala, 972.581.5230
Health care purchasing through a comprehensive portfolio of contracts and services.

Volunteer Insurance Plan
Tina Creel, 501.224.7878
Cost-effective "on-the-job" accident coverage for volunteers.