



Health Care Provider Recruitment and Retention Efforts - 2018

The recruitment of qualified primary providers in rural border communities is difficult at best. Through the National Health Service Corps Loan Repayment/Scholars Program, by focusing on providing an environment for the ‘ideal practice of medicine’ and tapping into their desire to serve people in need, by careful recruitment of team players, and by proactively engaging with the professional interests of mission-driven providers, we have been remarkably successful in recruiting highly-qualified providers to serve patients in our service area. In addition, CCHCI clinical leadership regularly hosts professional students in training and has built rich professional relationships with the training programs. CCHCI pediatric and mobile programs have even enjoyed a successful and award winning national reputation in part due to our connection with Paul Simon’s Children’s Health Fund and American Idol which has resulted in highly-qualified, mission-driven providers joining our organization. The formation of a Pediatric Center of Excellence in Douglas (in which nine strict criteria of excellence must be maintained) has been a significant draw for recruiting pediatric and family practice providers from top training programs. This high level of pediatric care being provided just one mile from the international border is in turn setting the bar high for other disciplines at CCHCI to follow. Consequently, CCHCI adult medical, dental and behavioral health are all following this lead, with additional ‘centers of excellence’ under discussion.

In addition to a competitive salary, CCHCI has made considerable efforts to provide high quality benefits for employees. An example of this is that employees and their dependents may receive no-cost health and dental insurance, no-cost life insurance, a company sponsored and supported investment program, and longevity/merit bonuses. CCHCI hosts a popular employee wellness program. In addition, CCHCI is a growing organization with tremendous potential for professional development and promotion. To facilitate this, CCHCI has established “Chiricahua University” which is a formal educational curriculum to foster professional growth per CCHCI’s needs. Likely in part due to these efforts, in recent years CCHCI has enjoyed an employee turn-over rate well below the national average.

Perhaps most importantly, CCHCI emphasizes that every single employee in our organization has the ability and opportunity to positively impact the health of our communities and be part of a remarkable team. This stands true regardless of department, title or level in the organization that the employee works or occupies. CCHCI recognizes that when employees enjoy what they do and the atmosphere in which they work and are part of a compelling cause, they are more likely to remain employed with us as highly productive contributors. For this reason, interviews are focused on recruiting employees who are “mission driven” and who have a passion for wanting to care for the poor and the disenfranchised in our service area. Moreover, we make significant efforts to design work spaces that are employee-friendly, and encourage multiple employee engagement events throughout the year.

To foster this sense of purpose and mission amongst our staff, we encourage team-building opportunities and we ask all our leadership staff to regularly participate in community events and meetings to develop that vital link to the people we serve.

Providers recently hired by CCHCI:

Hired Provider	Specialty	Start Date	Location
Valerie Matthew MD	Family Practice	Started!	Benson
Judeth Thorndike LISAC	Counseling	3.18.19	Benson
Stephanie O'Connor PNP	Pediatrics	4.15.19	Benson
Sherri Arenas LPC	Counseling	5.13.19	Sierra Vista
Danielle Green DMD	Dentistry	7.16.19	Sierra Vista

Who are we looking for as of today? = 21 providers

	GRC	PCE/ECCE	Bisbee	Elfrida	SV Adult/ SEABHS	SV Peds	SV Dental	Benson
Adult	--	n.a.	1 (physician)	1 (physician)	2 (physician)	n.a.	n.a.	1
Family Practice	--	n.a.	--	--	--	n.a.	n.a.	--
Pediatrics	n.a.	--	--	--	n.a.	2	n.a.	--
Dental	1 (RDH)	n.a.	n.a.	--	n.a.	n.a.	3 (DDS)	n.a.
IBH	1	1	--	--	1	2	n.a.	--
Counselor	--	--	--	--	--	--	n.a.	1
Dietetics	--	1	1	--	--	--	n.a.	--
Therapist	n.a.	1--speech	n.a.	n.a.	n.a.	n.a.	n.a.	n.a.
Pharmacist	1	--	--	--	--	--	n.a.	--

Specialists Services currently provided at CCHCI Clinics:

Pediatric Center of Excellence/Douglas

Arizona Pediatric Cardiology - monthly
 Tucson Ear, Nose & Throat - quarterly
 Dr. S. Rice (developmental) - quarterly
 Banner Children's Cardiology - monthly
 Dr. Ashley (Urology) - bi-monthly

Ginger Ryan Clinic/Douglas

S.V.M.G (podiatry) - every other week, **currently on hold**
 Pima Heart - weekly
 Assured Imaging Mammograms - every other Monday
 Assured Imaging Ultrasound - every Thursday
 Tucson Bariatric Surgery - **new request**

Sierra Vista Pediatrics

Arizona Pediatric Cardiology - monthly
 Pediatric Pulmonary Associates - monthly
 Pediatric Endo TMCONE – projected start 2019

Sierra Vista Adult Health

TMCONE OB/GYN – starting Jan 2018 - weekly

Benson Clinic

Dr. Klein (Orthopedics) – once a month
 Cochise Oncology – twice a month
SEABHS multiple locations – not yet determined