



Office of Statewide Health Planning and Development



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**California Healthcare Clearinghouse Focus Group Overview**

**BACKGROUND**

OSHPD convened five Healthcare Workforce Clearinghouse Program regional focus group sessions from April through July 2008 in the cities of Los Angeles, Fresno, Oakland, Sacramento and Rancho Cucamonga. Each focus group was designed to accommodate 30 to 35 stakeholder participants. Overall, focus group participants represented the following constituencies: health industry employers, education, advocacy, health licensing, consumers, government, economic and workforce development, professional association membership, funding, labor and other community based entities.

**PURPOSE OF FOCUS GROUPS**

The intent of the focus groups was to elicit information that will help OSHPD build a user-friendly, comprehensive and integrated data warehouse infrastructure that meets customer and data hosts expectations and needs, as it relates to criteria outlined in the statute (SB 139, Chapter 522, Statutes of 2007). Additionally, OSHPD expected the focus groups might:

- Identify and inform potential users of the Clearinghouse,
- Form potential partnerships to facilitate data collection/distribution activities, and
- Assist in identifying and addressing systemic issues associated with collecting fragmented health workforce and education data.

OSHPD staff recorded information provided by focus group participants. The following is a brief analysis of the results from the five sessions:

<b>Question 1: How does your organization plan to use the collected health care workforce and educational data? Is your response critical for Clearinghouse data use?</b>			
	<b>Common Themes</b>	<b>Critical Needs for Clearinghouse</b>	<b>Policy Implications</b>
<b>Supply of Workers:</b>	<ul style="list-style-type: none"> <li>❑ To conduct feasibility studies for new program offerings/campus development</li> <li>❑ To identify current workforce and gaps in education and pipeline activities</li> <li>❑ To identify short and long-term investments or strategies</li> </ul>	<ul style="list-style-type: none"> <li>❑ Definition of health occupations/ specialties including health support personnel and faculty</li> <li>❑ Ability to crosswalk specialties with North American Industry Classification System</li> </ul>	<ul style="list-style-type: none"> <li>❑ Forecasting of future needs</li> <li>❑ Advocacy tool for marketing and outreach</li> </ul>

	<b>Common Themes</b>	<b>Critical Needs for Clearinghouse</b>	<b>Policy Implications</b>
<b>Geographical Distribution of Workers</b>	<ul style="list-style-type: none"> <li>❑ <u>Practice</u> locations of health professionals by various geographic boundaries: -zip code, census tract, county, region, political boundaries, etc.</li> <li>❑ Information will be helpful in preparing grant applications/reports</li> </ul>	<ul style="list-style-type: none"> <li>❑ Flexibility to access/manipulate data recording to user needs</li> </ul>	<ul style="list-style-type: none"> <li>❑ Determining overlap of practice locations of practitioners and other health professionals that may be practicing in shortage areas</li> <li>❑ Prepare gap analyses</li> <li>❑ Allocate funding to areas of greatest need</li> </ul>
<b>Diversity of Workers</b>	<p>Chronicle distribution of workforce by diversity including</p> <ul style="list-style-type: none"> <li>❑ Demographics and socio-economic data of health professional</li> <li>❑ Language competency capacity</li> </ul>	<ul style="list-style-type: none"> <li>❑ Standardize data collection from licensing and certification boards</li> </ul>	<ul style="list-style-type: none"> <li>❑ Workforce diversity assists diverse patient and client population whose language and cultural background are similar</li> <li>❑ Public health planning and support (disaster planning)</li> <li>❑ Track mobility of workers</li> <li>❑ Address educational /exam shortfalls</li> </ul>
<b>Current &amp; Forecasted Demand of Workers</b>	<ul style="list-style-type: none"> <li>❑ Forecasting educational data on enrollment, attrition, retention, and acceptance rates from healthcare educational programs (institutional and occupational settings) and faculty retirement rates</li> <li>❑ Include non-traditional employer settings for health workers and occupations –e.g. pharmacies, biotech companies, assisted living</li> </ul>	<ul style="list-style-type: none"> <li>❑ Pipeline intervention – needed for resource investment and program planning</li> <li>❑ Forecast data should be short and long term</li> </ul>	<ul style="list-style-type: none"> <li>❑ Determine demand and supply of healthcare workers and occupations to identify areas for resource investment</li> </ul>

	<b>Common Themes</b>	<b>Critical Needs for Clearinghouse</b>	<b>Policy Implications</b>
<b>Education Capacity to Produce Trained, Certified &amp; Licensed Workers</b>	<p>Assess capacity to train students:</p> <ul style="list-style-type: none"> <li>❑ Access to college/university classes</li> <li>❑ Number of slots for program and prerequisites courses</li> <li>❑ Track sublevels of program offerings from certificate, associate to doctorate</li> <li>❑ Capture number of career re-entry or retrained individuals</li> <li>❑ Capture education data of workers for linkage to other layers (e.g. specialty distribution, and diversity)</li> </ul>	<ul style="list-style-type: none"> <li>❑ Include private education institutions information</li> <li>❑ Capture data on health workers of trained out of state or out of country, and if they return to work in California</li> </ul>	<ul style="list-style-type: none"> <li>❑ Use Clearinghouse data as an advocacy tool for pipeline investments</li> <li>❑ Identify urgent need for education/training program development/expansion</li> <li>❑ Determine type and number of incentives for attracting students, faculty, and workers</li> <li>❑ Determine whether institutions will adopt a policy of 'grow your own', train your own health workers in hospitals and schools and...other health occupational settings?</li> </ul>
<b>Trend Analysis and Reporting</b>	<p>Trends:</p> <ul style="list-style-type: none"> <li>❑ Identify best practices</li> <li>❑ Identify salaries and wage information over time</li> <li>❑ Student/worker characteristics (age, gender) for succession planning/recruitment</li> </ul> <p>Reporting:</p> <ul style="list-style-type: none"> <li>❑ Timeliness of Clearinghouse data: monthly, quarterly biannually or annually</li> <li>❑ Pipeline data should be reported to identify needs and effectiveness</li> </ul>	<ul style="list-style-type: none"> <li>❑ Timeliness of reporting to clearinghouse and clearinghouse data updates</li> <li>❑ Allows trend analyses by past, current, and future demand</li> </ul>	<ul style="list-style-type: none"> <li>❑ Determine thru collaboration with data stakeholders, the time periods for data submission</li> <li>❑ Determine/establish policy regarding statistical and other trend report development</li> </ul>

	<b>Common Themes</b>	<b>Critical Needs for Clearinghouse</b>	<b>Policy Implications</b>
<b>Policy Recommendations</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Link data (census, area demographics, business plans, staffing, ratios and issues) to inform the statewide community</li> </ul>		<ul style="list-style-type: none"> <li><input type="checkbox"/> Establish an oversight body to suggest policy</li> </ul>

**Question 2. What are your recommendations for viewing and accessing the Clearinghouse data?**

	<b>Common Themes</b>	<b>Critical Needs for Clearinghouse</b>	<b>Policy Implications</b>
<b>Viewing and Accessing the Clearinghouse Data</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Dashboards</li> <li><input type="checkbox"/> Easy on-line access, retrieval, and printing</li> <li><input type="checkbox"/> Customized reports with statistics</li> <li><input type="checkbox"/> Graphics and charts</li> <li><input type="checkbox"/> Layering capabilities</li> <li><input type="checkbox"/> Printable reports, PDF</li> <li><input type="checkbox"/> GIS capabilities</li> <li><input type="checkbox"/> Search capability</li> <li><input type="checkbox"/> Standardized queries</li> <li><input type="checkbox"/> Customized data analysis</li> <li><input type="checkbox"/> Down-loadable resources (e.g. power point, excel, access, word documents)</li> <li><input type="checkbox"/> Interactive Web programs</li> <li><input type="checkbox"/> Quarterly/annually updates</li> <li><input type="checkbox"/> Comment feature</li> <li><input type="checkbox"/> Library of publications with links to publications</li> <li><input type="checkbox"/> Blog section for existing information</li> <li><input type="checkbox"/> Geocoding</li> <li><input type="checkbox"/> Import own data set and inlays</li> <li><input type="checkbox"/> Tutorials with illustrations</li> <li><input type="checkbox"/> Interactive programs</li> <li><input type="checkbox"/> Web query system</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Secure log-in</li> <li><input type="checkbox"/> Standardize data systems</li> <li><input type="checkbox"/> Technical Assistance/Help Desk</li> </ul>	<p>Infrastructure and Metadata</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Policy development regarding public access, security and internet connectivity to support and control user requests</li> <li><input type="checkbox"/> Development of instructional documents – user friendly information</li> </ul>

<b>Question 3. What Clearinghouse issues/challenges do you foresee in data retrieval, sharing and transmission mechanisms?</b>			
	<b>Common Themes</b>	<b>Critical Needs for Clearinghouse</b>	<b>Policy Implications</b>
<b>Issues/challenges</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Data confidentiality</li> <li><input type="checkbox"/> Data sharing among stakeholders</li> <li><input type="checkbox"/> Data loss during electronic transfer</li> <li><input type="checkbox"/> Data validity</li> <li><input type="checkbox"/> Challenge to collect survey information</li> <li><input type="checkbox"/> User Education</li> <li><input type="checkbox"/> Regular data updates</li> <li><input type="checkbox"/> Race/ethnicity/language characterizations</li> <li><input type="checkbox"/> Data standardization</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> System security</li> <li><input type="checkbox"/> System testing</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> May need additional legislation to address some of the data challenges</li> </ul>

<b>Question 4. If the Clearinghouse can accommodate other data needs not identified in the statute, what other data needs/resources would you like to see OSHPD consider or elevate to appropriate authorities.</b>			
	<b>Common Themes</b>	<b>Critical Needs for Clearinghouse</b>	<b>Policy Implications</b>
<b>Other Data Needs Not Identified In The Statute</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Trends in wages and salaries</li> <li><input type="checkbox"/> Inclusion of data regarding health care payers - Medicare and Medi-Cal information</li> <li><input type="checkbox"/> Expansion/growth in education capacity</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Interagency Agreements to obtain the suggested data</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> System cost may increase with addition of new features</li> </ul>

<b>Question 5. What questions and/or activities do you recommend we consider for conducting future focus groups and/or special meetings?</b>			
	<b>Common Themes</b>	<b>Critical Needs for Clearinghouse</b>	<b>Policy Implications</b>
<b>Questions and/or activities</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Regular updates about Clearinghouse progress/success</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Clearinghouse Program Web-site</li> </ul>	
	<ul style="list-style-type: none"> <li><input type="checkbox"/> Instructions regarding how to use the Clearinghouse</li> </ul>		

**Regional Interest - Inclusion of Data Relating to:**

- Public Health Professions/Occupation
- Prison Workforce
- Military Workforce