POLICY at
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Center at UCSF

Shaping the Research Priorities for Policy at Healthforce

Design workshop pre-work

Last updated June 12, 2024

Design workshop objectives

- Learn about the proposed research projects for the next year of Policy at Healthforce

- Engage in interactive sessions to provide feedback and reactions to the projects; help to define, prioritize, and improve each concept to better meet your needs in building a diverse and equitable health workforce in California

- Provide ideas and requests for projects and issues briefs

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How to prepare for the design workshop

- Review this slide deck, with particular focus on the three project concepts on slides 10, 11, and 12.

- Consider the questions in the orange call outs for each project and bring your answers, reflections, and ideas to the design session; bring your questions too!

- For more background on the process that led to these project concepts, review the **learnings and progress from year one** overview document.

- Invite others to participate in the design sessions – feel free to share registration information and materials.

- Can't attend or have other feedback for Policy at Healthforce? Send your comments to healthforcecenter@ucsf.edu.

Look for the questions in these orange call outs!

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A collective effort that prioritizes systems and policy changes to advance the diversity and skills of workers to produce better economic opportunity and, ultimately, better health for communities of color, statewide public health, and individual health equity
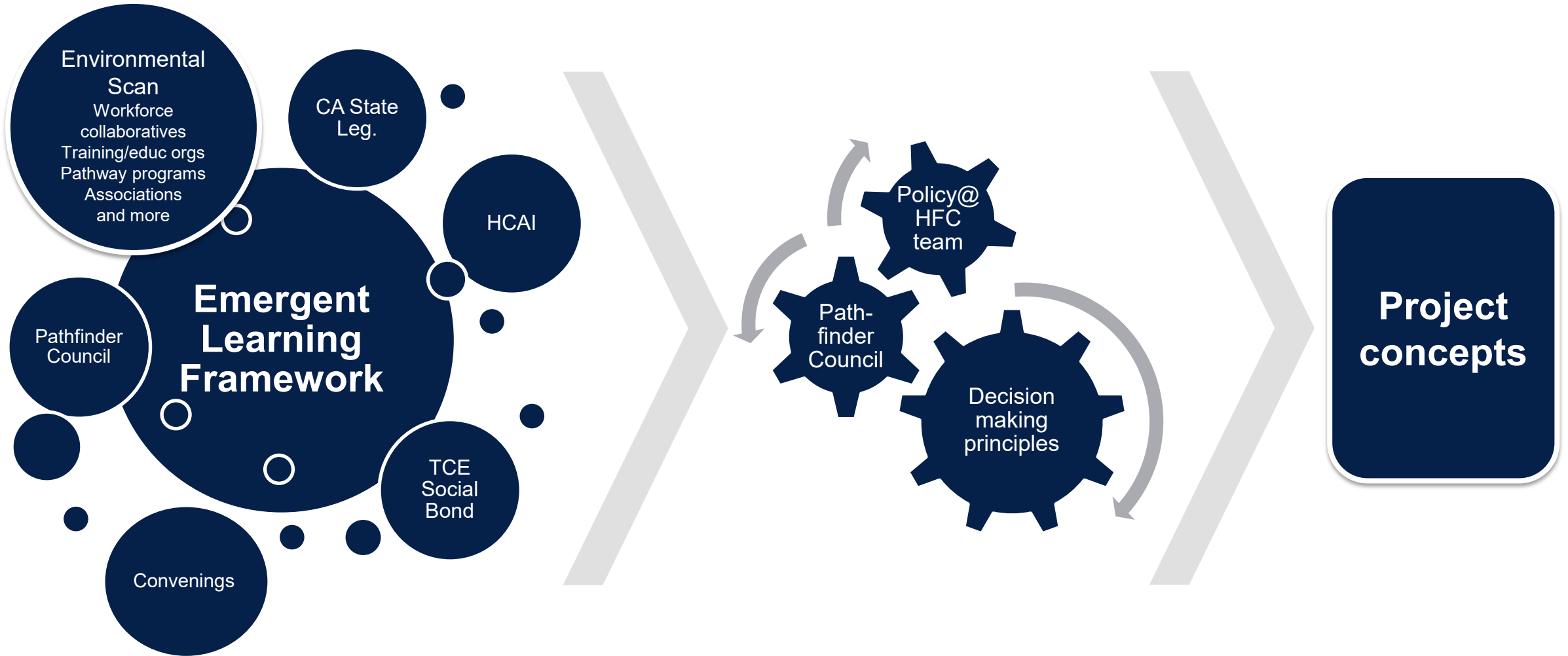
How we aim to achieve impact

Gather stakeholder input on barriers to education or employment on the basis of race, ethnicity, language, income, lived experience, or other factors

Marry stakeholder needs and robust research evidence to help identify policy solutions that advocates can use to overcome barriers

Influence policy changes in CA that create a more diverse workforce and expanded economic opportunities for communities

Our process so far

Environmental Scan
Workforce collaboratives
Training/educ orgs
Pathway programs
Associations
and more

CA State Leg.

HCAI

Emergent Learning Framework

Pathfinder Council

TCE Social Bond

Convenings

Policy@ HFC team

Path-finder Council

Decision making principles

Project concepts

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Key terms

Policy	Includes policies at multiple levels, from regional, state, and federal laws and regulations (big P) to system and organizational procedures and practices (small p).
Community	Groups of people that share a geographic location, similar interests (e.g., health and workforce related), or an affiliation or identity (e.g., tribal, LGBTQ+).
Community-informed	The process of engaging organizations and agencies to act as liaisons and ensure the priorities, opinions, and ideas of the communities they represent are voiced.

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Project concepts

A. Health workforce data toolkit

THE OPPORTUNITY

Health workforce collaboratives* need accurate, timely and actionable data to determine which professions to prioritize for current and future workforce development. Data are needed to inform agreements to develop effective collective solutions. Data are also needed to mobilize and focus collective action among stakeholders and secure resources.

PROJECT

This project will develop a toolkit for local and regional stakeholders that supports greater use and access to health workforce data on supply and distribution. The toolkit will summarize the strengths and limitations of available data and provide guidance for regional collaboratives on how to apply available data to their efforts. We expect to develop recommendations for a standardized survey tool and methodology to use to assess current and projected employer priority health workforce needs. Emerging new provider types may also be described as well as gaps in available data.

DESIRED PROJECT OUTCOMES

A. Collaboratives are able to efficiently use existing data sources to determine regional workforce needs with accuracy and effectiveness;
B. A standardized set of resource for regional collaboratives that leads to consistencies in planning, decision-making, benchmarking, reporting, and monitoring;
C. Partners have data to make the case for public, private, and institutional investment in their efforts at levels and scale needed to meet requirements.

Preparing for the co-design session – Your input is needed!
1. What are your greatest challenges in accessing data for your health workforce planning needs?
2. What are your greatest challenges in using data for your health workforce planning needs?
3. What data or information do you need that you don't have for your health workforce planning needs?

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*Health employers, training providers, academic institutions, funders, and other relevant stakeholders committed to building a robust, representative, and resilient health workforce in California; often organized locally or regionally

B. Policy implications for the use of generative artificial intelligence (AI) in addressing health workforce shortages

ENVIRONMENT

Generative artificial intelligence (AI) can augment the capacity of health workers to deliver high-quality care. The emerging consensus is that AI **will complement rather than replace** health professionals' expertise and judgment. Two policy areas are being considered for Policy at Healthforce:

Training/education – AI can help create interactive educational materials, simulations, and virtual training environments for health workers. AI can help existing staff gain skills and grow into new roles (career ladders or lattices). AI can also help fill persistent faculty shortages that limit the number of health workers who can be trained.

Use in the workplace – AI can automate routine administrative tasks, such as appointment scheduling, billing, and answering basic patient questions. AI taking over these kinds of tasks would allow health workers to focus on more complex and critical aspects of delivering care. AI can also enhance services such as telehealth by gathering patient information and making it easier to bring specialty expertise to communities in remote and underserved areas.

AI in Training/Education Priorities

A. What policy and regulatory frameworks are needed to ensure the safe and equitable use of AI in training and education?
B. How might licensure and certification processes need to change as AI is used to educate and train health workers?
C. What policy issues need to be considered in training health workers to effectively use AI tools at work?

AI Use in the Workplace Priorities

A. What policies are needed to ensure that integration of AI in the workplace supports the goal of a diverse health workforce?
B. What policies can address concerns about job loss or role changes due to AI integration?
C. What are the potential effects of the widespread adoption of AI on health professions?
D. What systems should be established to integrate feedback from health workers and patients to improve these technologies over time?
E. What policies are necessary to inform decisions about integrating AI into workflows?

Preparing for the co-design session – Your input is needed!

1. Which of the two areas (training/education and use in the workplace) is most relevant to the health workforce challenges you are trying to solve? Why?
2. Which priorities in each category would be most helpful to your work? Why?
3. What other priorities related to policy, AI, and the health workforce would you find most helpful? What challenge might that priority solve?

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C. Issue briefs on emerging priority topics

- **What is an issue brief?** Issue briefs summarize the knowledge surrounding a policy issue or topic.

- **Why develop issue briefs?** Some health workforce issues that have been identified by stakeholders as priorities are well suited to compilation and synthesis of evidence and information. Because issue briefs use existing information, they can be developed in a relative short period of time and are a great tool for emergent priorities.

- **What topics are good candidates for Policy at Healthforce issue briefs?** A well-defined policy question focused on the health workforce that can be answered and is <u>useful</u> to you, those driving the work to build a diverse and equitable health workforce in California.

We have identified nine issue brief topics and want to understand what's most important and useful to you and the communities and stakeholders you work with. See next slide.

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C. Proposed issue brief topics

#	Policy question	Theme	Your ranking
1	What policies and programs work to improve health workforce diversity in California?	Diversity	
2	Which professions/programs to advance diversity in the health workforce in California received state investment in recent budget surplus years and what are the anticipated results of those investments?	Diversity	
3	How do coaching and mentoring programs support creating a more diverse health workforce?	Diversity	
4	There are well documented barriers to entering and staying in the health workforce. What are lesser-known barriers experienced before, during, and after training that policy changes could address?	Diversity/ Retention	
5	How can policy support retention in the health workforce?	Retention	
6	What policies and initiatives make health care jobs better and more sustainable (e.g., prevent burnout, make them more attractive, improve retention)?	Retention	
7	Who are health advocates and social justice workers, and what are their roles and value as part of the health care team?	Roles	
8	What are the essential roles of local workforce development boards in supporting and advancing health jobs in a community?	Roles (org)	
9	How can learnings from health workforce regulatory changes during the COVID-19 pandemic inform future policy changes to support California's health workforce?	All	

Preparing for the co-design session – Your input is needed!
1. What additional clarity do you need, if any, about the issue brief topics so that you can engage in this discussion?
2. Which topics might be most useful to you and the communities and stakeholders you work with? Why?
3. What ideas do you have for issue briefs?

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