APPENDIX J

JOHN PACKHAM, PHD

BIOGRAPHICAL SKETCH

John Packham, PhD is the Director of Health Policy Research in the Office of Statewide Initiatives at the University of Nevada School of Medicine. He coordinates the Nevada Rural Hospital Flexibility Program or "Nevada Flex Program" — a technical assistance center for Nevada rural and frontier hospitals — which is administered by the Nevada Office of Rural Health based in the Office of Statewide Initiatives. He is also the program coordinator for the Nevada SHIP Consortium (Small Rural Hospital Improvement Program), and an active contributor to the Nevada Rural Health Works Program.

Dr. Packham's areas of expertise include health workforce planning and development, health policy analysis, health services research, program evaluation, and health program administration. He is the co-author of numerous reports and publications including *Health Care Careers in Nevada - 2014-2015 Edition* (2014), ""Health Workforce in Nevada" (2013), "Physician Workforce in Nevada" (2013), *Nevada Rural and Frontier Health Data Book - 2013 Edition*, "The Impact of Hospitals and the Health Sector on the Nevada Economy" (2012), "2005 Survey of Licensed Registered Nurses in Nevada" (2005), *Health Care and Health Care Education Opportunities in Nevada* (2005), *Nursing Education and the Nursing Workforce in Nevada*, a report prepared for the Nevada Nurse Task Force (2001), and *Health Care Education in Nevada*, a report prepared for the 70th Nevada State Legislature (1999).

He is also a co-author on numerous Nevada Rural Health Work's projects, including county-level reports prepared on the economic impact the health sector for each rural Nevada county, health service feasibility assessments for multiple rural communities, and the development of patient and employee satisfaction surveys and protocols for rural and frontier hospitals. He is currently working on the development of "minimum data sets" for health professions in Nevada, undertaking a statewide assessment of nursing program enrollment and graduation trends, and overseeing program evaluation on multiple projects for Access to Healthcare Network, Nevada Rural Hospital Partners, and the Washoe County Health District.

Dr. Packham received his doctorate in sociology from Johns Hopkins University in 1992 and was a Post-Doctoral Research Fellow with the Johns Hopkins School of Public Health and the Örebro County Council, Örebro, Sweden in 1993. Dr. Packham has a wide-range of university level teaching experience on courses ranging from grant proposal preparation to health policy analysis to sociological theory. He has advised a number of undergraduate and graduate students in sociology and public health. He is the recipient of the Nevada Public Health Association's "Nevada Public Health Leader of the Year" (2009) award and the Nevada Business Journal's "Heroes of Healthcare" award for research and technology (2006). Dr. Packham is a Past President of the Nevada Public Health Association and is a regular contributor to the *Reno Gazette-Journal* on public health issues facing Nevada.

Health Workforce Recruitment and Preliminary Data from the Hospital Survey Retention Survey

John Packham, PhD
Director of Health Policy Research
Office of Statewide Initiatives
University of Nevada School of Medicine

Nevada Health Care Workforce Summit Las Vegas, Nevada April 8, 2014

Health Workforce Recruitment and Retention Survey

- Focus: Recruitment and retention difficulties faced by hospitals and health providers
- Aim: Improve data on current health workforce demand in Nevada
 - Hospital Survey February & March 2014
- Skilled Nursing Facilities Survey March & April 2014
- FQHCs & Rural Health Clinics Survey April & May 2014
- Other provider types ?
- Repeat on an annual basis Next February & March



Challenges – All Hospitals (n=29) Top Recruitment and Retention

Recruitment Challenges

- Specialty physicians (4.0)
- Physical therapists (4.0)
- Occupational therapists (3.7)
- Occupational therapy assistants (3.6)
- Primary care physicians (3.5)
- Speech-language pathologists (3.5)



Challenges – All Hospitals (n=29) Top Recruitment and Retention

Retention Challenges

- Registered nurses (3.0)
- Community health workers (2.8)
- Clinical laboratory technologists (2.7)
- Medical assistants (2.6)
- Primary care physicians (2.5)
- Certified nursing assistants (2.5)



Reasons for Challenges - All Hospitals (n=29)

Shortage of Workers

- Social workers (76%)
- Clinical laboratory technologists (64%)
- Primary care physicians (58%)
- Specialty physicians (57%)
- Occupational therapists (57%)



Reasons for Challenges – All Hospitals (n=29)

Competition for Workers

- Primary care physicians (63%)
- Specialty physicians (57%)
- Registered nurses (57%)
- Medical assistants (55%)
- Occupational therapy assistants (55%)



Reasons for Challenges – All Hospitals (n=29)

Non-Competitive Salary

- Physical therapy assistants (36%)
- Occupational therapists (36%)
- Nurse managers (33%)
- Physical therapists (33%)
- Speech-language pathologists (29%)
- Respiratory therapists (29%)



Reasons for Challenges – All Hospitals (n=29)

Licensure Issues

- Primary care physicians (16%)
- Specialty physicians (14%)
- Respiratory therapists (10%)
- Clinical laboratory technologists (9%)
- Pharmacists (9%)



Hospital Survey Data

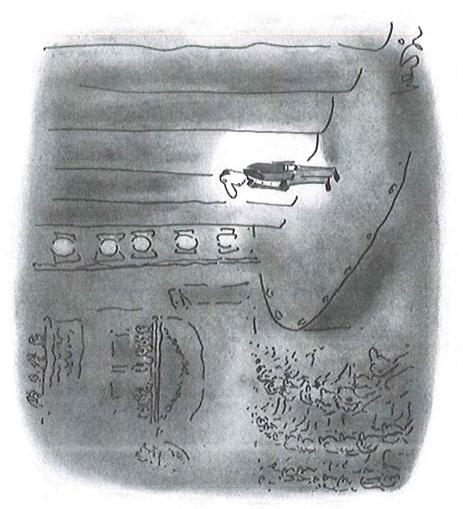
- Nevada Statewide
- Urban South (Clark County)
- Urban North (Carson City & Washoe County)
- Rural and Frontier (Remaining 14 Counties)



Recent and Upcoming Reports

- Health Workforce Recruitment and Retention in Nevada (Forthcoming June 2014)
- Nursing Workforce in Nevada Findings from the National Council of State Boarding of Nursing's National Workforce Survey of RNs (Forthcoming April 2014)
- The Contribution of the University of Nevada School of Medicine to the *Nevada Economy* (April 2014)
- Nevada Residency and Fellowship Training Outcomes, 2004 to 2013 Key Findings from the Annual UNSOM Resident Exit Survey (February 2014)
- Physician Workforce in Nevada 2013 Edition (January 2014)
- Health Career Careers in Nevada 2014-2015 Edition (December 2013)





"Is there a doctor who accepts Medicaid in the house?"



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Health Workforce Recruitment and Retention Survey — 2014 Preliminary Data from the Hospital Survey

John Packham, PhD
Director of Health Policy Research
Office of Statewide Initiatives
University of Nevada School of Medicine

Nevada Health Care Workforce Summit Las Vegas, Nevada April 8, 2014



Nevada Health Workforce Recruitment and Retention Survey Hospital Questionnaire

Please indicate the degree of difficulty recruiting and retaining staff in the listed occupations, possible reasons for any difficulties, and estimated number of unfilled openings by occupation in your facility.		a.	Re	cruit	men	t		b.	Re	tenti	ion		c. Rea	sons: Cl	neck all	that ap	ply	d. Jobs
		= Not = Slig = Mo = Ver = Ext	htly dera y Dif	diffic tely c ficult	ult liffic	ult	2 3 4	= Sor = Mo = Sig	turno me tu odera nifica reme	rnov te tu int tu	rnov	er	Shortage of Workers Competition for Workers Non-competitive Salary Licensure Issues				Estimated number of open positions	
PHYSICIANS					N													
Primary Care Physicians	1	2	3	4	5	n/a	1	2	3	4	5	n/a						
Specialty Physicians	1	2	3	4	5	n/a	1	2	3	4	5	n/a						
NURSING & CLINICIANS																		
Registered Nurses	1	2	3	4	5	n/a	1	2	3	4	5	n/a						
Licensed Practical Nurses	1	2	3	4	5	n/a	1	2	3	4	5	n/a						
Certified Nursing Assistants	1	2	3	4	5	n/a	1	2	3	4	5	n/a						
Nurse Managers	1	2	3	4	5	n/a	1	2	3	4	5	n/a						
Nurse Practitioners	1	2	3	4	5	n/a	1	2	3	4	5	n/a						
Physician Assistants	1	2	3	4	5	n/a	1	2	3	4	5	n/a						
Medical Assistants	1	2	3	4	5	n/a	1	2	3	4	5	n/a						
LAB & RADIOLOGY										6								
Clinical Laboratory Technicians	1	2	3	4	5	n/a	1	2	3	4	5	n/a						
Clinical Laboratory Technologists	1	2	3	4	5	n/a	1	2	3	4	5	n/a						
Radiological Technicians	1	2	3	4	5	n/a	1	2	3	4	5	n/a						
Radiological Technologists	1	2	3	4	5	n/a	1	2	3	4	5	n/a						
ADMINISTRATION & INFORMATION TE	CHNO	LOGY						10%		112		nerel se		S10				
Medical Coders	1	2	3	4	5	n/a	1	2	3	4	5	n/a						
IT Program Managers	1	2	3	4	5	n/a	1	2	3	4	5	n/a						
IT Technical Support Technician	1	2	3	4	5	n/a	1	2	3	4	5	n/a						
THERAPY					n i		1919		la Mi					400				
Physical Therapists	1	2	3	4	5	n/a	1	2	3	4	5	n/a						
Physical Therapy Assistants	1	2	3	4	5	n/a	1	2	3	4	5	n/a						
Occupational Therapists	1	2	3	4	5	n/a	1	2	3	4	5	n/a						
Occupational Therapy Assistants	1	2	3	4	5	n/a	1	2	3	4	5	n/a						
Speech-Language Pathologists	1	2	3	4	5	n/a	1	2	3	4	5	n/a						
Respiratory Therapists	1	2	3	4	5	n/a	1	2	3	4	5	n/a						
OTHER																		
Community Health Workers	1	2	3	4	5	n/a	1	2	3	4	5	n/a						
Pharmacists	1	2	3	4	5	n/a	1	2	3	4	5	n/a						
Registered Dietitians	1	2	3	4	5	n/a	1	2	3	4	5	n/a						
Social Workers	1	2	3	4	5	n/a	1	2	3	4	5	n/a						
Other:	1	2	3	4	5	n/a	1	2	3	4	5	n/a						
Other:	1	2	3	4	5	n/a	1	2	3	4	5	n/a						
Other:	1	2	3	4	5	n/a	1	2	3	4	5	n/a						

Nevada Health Workforce Recruitment and Retention Survey Hospital Questionnaire

v	hat job position are you currently having the most difficult time filling?
Please describe	the most important recruitment and retention challenge currently facing your facility
	Please complete the following information:
Name:	Phone:
Facility:	Email:

Please scan and email this form back to jpackham@medicine.nevada.edu OR fax this form to 775-784-1137.

If you have any questions about this survey or the uses of this data, contact

Dr. John Packham at 775-784-1235 or jpackham@medicine.nevada.edu



Nevada Health Care Recruitment and Retention Survey – March 2014 Hospitals in Nevada (n=29)

	Average Ass Diffic		Inc	Percent of Redicating Reason	100			
Occupation	Recruitment	Retention	Shortage of workers	Competition for Workers	Non- Competitive Salary	Licensure Issues		
PHYSICIANS			•					
Primary Care Physicians	3.5	2.5	58%	63%	11%	16%		
Specialty Physicians	4.0	2.4	57%	57%	14%	14%		
NURSING & CLINICIANS								
Registered Nurses	2.9	3.0	46%	57%	29%	0%		
Licensed Practical Nurses	3.3	2.3	33%	50%	17%	8%		
Certified Nursing Assistants	1.7	2.5	12%	20%	28%	0%		
Nurse Managers	3.3	2.3	33%	38%	33%	0%		
Nurse Practitioners	2.9	2.0	54%	38%	15%	0%		
Physician Assistants	2.4	1.7	30%	30%	10%	0%		
Medical Assistants	2.3	2.6	36%	55%	18%	0%		
LAB & RADIOLOGY								
Clinical Laboratory Technicians	2,6	2.2	32%	37%	11%	0%		
Clinical Laboratory Technologists	3.4	2.7	64%	41%	18%	9%		
Radiological Technicians	1.8	1.9	25%	19%	0%	0%		
Radiological Technologists	2.4	2.0	40%	40%	15%	5%		
ADMIN & HIT								
Medical Coders	2.7	1.8	52%	43%	14%	5%		
IT Program Managers	3.0	1.6	47%	40%	20%	0%		
IT Technical Support Technician	2.3	1.7	47%	40%	13%	0%		
THERAPY								
Physical Therapists	4.0	2.3	50%	44%	33%	6%		
Physical Therapy Assistants	3.4	2.4	50%	50%	36%	0%		
Occupational Therapists	3.7	2.4	57%	50%	36%	7%		
Occupational Therapy Assistants	3.6	2.0	55%	55%	27%	0%		
Speech-Language Pathologists	3.5	2.1	43%	43%	29%	0%		
Respiratory Therapists	2.3	2.1	24%	43%	29%	10%		
OTHER								
Community Health Workers	2.5	2.8	25%	50%	0%	0%		
Pharmacists	2.9	1.9	41%	45%	0%	9%		
Registered Dietitians	3.3	1.9	48%	48%	13%	0%		
Social Workers	2.9	2.3	76%	44%	4%	8%		

Nevada Health Care Recruitment and Retention Survey – March 2014 Hospitals in Urban Southern Nevada (n=13)

	Average Asse Diffic		Ir		Respondents ons For Difficult		
Occupation	Recruitment	Retention	Shortage of workers	Competition for Workers	Non- Competitive Salary	Licensure Issues	
PHYSICIANS							
Primary Care Physicians	3.5	2.8	50%	83%	17%	17%	
Specialty Physicians	4.0	2.7	67%	67%	17%	17%	
NURSING & CLINICIANS							
Registered Nurses	2.8	3.2	31%	54%	46%	0%	
Licensed Practical Nurses	2.4	2.4	20%	40%	20%	0%	
Certified Nursing Assistants	1.4	2.4	0%	15%	31%	0%	
Nurse Managers	3.7	2.4	36%	55%	64%	0%	
Nurse Practitioners	4.0	3.3	67%	67%	33%	0%	
Physician Assistants)	4.0	6.0	0%	0%	0%	0%	
Medical Assistants	N/R	N/R	N/R	N/R	N/R	N/R	
LAB & RADIOLOGY							
Clinical Laboratory Technicians	1.8	2.9	25%	13%	13%	0%	
Clinical Laboratory Technologists	2.3	3.3	29%	29%	14%	0%	
Radiological Technicians	1.0	1.5	0%	17%	0%	0%	
Radiological Technologists	1.5	1.8	25%	63%	13%	0%	
ADMIN & HIT		,	Alle.				
Medical Coders	3.0	2.0	63%	63%	25%	13%	
IT Program Managers	2.5	1.8	50%	75%	50%	0%	
IT Technical Support Technician	1.8	2.0	50%	75%	50%	0%	
THERAPY							
Physical Therapists	3.6	2.3	38%	38%	38%	0%	
Physical Therapy Assistants	2.2	2.2	40%	40%	0%	0%	
Occupational Therapists	2.2	1.8	0%	0%	0%	0%	
Occupational Therapy Assistants	1.8	2.4	0%	0%	0%	0%	
Speech-Language Pathologists	2.2	1.6	0%	0%	0%	0%	
Respiratory Therapists	1.6	1.6	18%	36%	27%	9%	
OTHER	•						
Community Health Workers	3.0	3.0	100%	100%	0%	0%	
Pharmacists	2.4	1.9	11%	44%	0%	0%	
Registered Dietitians	3.3	2.1	50%	50%	20%	0%	
Social Workers	2.4	2.4	85%	46%	8%	15%	

Nevada Health Care Recruitment and Retention Survey – March 2014 Hospitals in Urban Northern Nevada (n=4)

	Average Ass Diffic		Percent of Respondents Indicating Reasons For Difficulties					
Occupation	Recruitment	cruitment Retention S		Competition for Workers	Non- Competitive Salary	Licensure Issues		
PHYSICIANS			\					
Primary Care Physicians	2.7	2.3	67%	67%	0%	33 %		
Specialty Physicians	4.7	2.3	100%	100 %	0%	33 %		
NURSING & CLINICIANS	•							
Registered Nurses	3.5	3.5	100%	100%	50%	0%		
Licensed Practical Nurses	5.0	2.0	100%	100%	0%	100%		
Certified Nursing Assistants	1.6	1.7	0%	33%	33%	0%		
Nurse Managers	3.3	2.3	33%	67%	0%	0%		
Nurse Practitioners	2.3	1.7	33%	100%	0%	0%		
Physician Assistants	2.3	1.7	33%	100%	33%	0%		
Medical Assistants	1.7	2.7	0%	100%	67%	0%		
LAB & RADIOLOGY								
Clinical Laboratory Technicians	1.7	2.3	0%	67%	33%	0%		
Clinical Laboratory Technologists	4.3	2.3	100%	100%	67%	0%		
Radiological Technicians	3.3	3.7	33%	33%	0%	0%		
Radiological Technologists	3.3	2.7	67%	67%	67%	0%		
ADMIN & HIT								
Medical Coders	2.7	1.7	33%	33%	0%	0%		
IT Program Managers	2.7	1.7	33%	33%	0%	0%		
IT Technical Support Technician	2.0	1.6	0%	33%	0%	0%		
THERAPY								
Physical Therapists	4.7	2.7	100%	100%	67%	33%		
Physical Therapy Assistants	4.3	2.3	100%	100%	100%	0%		
Occupational Therapists	4.7	2.3	100%	100%	67%	33%		
Occupational Therapy Assistants	4.3	1.7	100%	100%	67%	0%		
Speech-Language Pathologists	4.3	1.7	100%	100%	67%	0%		
Respiratory Therapists	3.7	3.3	67%	100%	67%	33%		
OTHER								
Community Health Workers	4.3	4.7	0%	0%	0%	0%		
Pharmacists	3.7	2.0	33%	67%	0%	33%		
Registered Dietitians	3.3	2.0	67%	100%	33%	0%		
Social Workers	3.3	2.3	33%	67%	0%	0%		

Nevada Health Care Recruitment and Retention Survey- March 2014 Hospitals in Rural Nevada (n=12)

200	Average Ass Diffic		In	Percent of R dicating Reason		s
Occupation	Recruitment	Retention	Shortage of workers	Competition for Workers	Non- Competitive Salary	Licensure Issues
PHYSICIANS				•		
Primary Care Physicians	3.9	2.4	67%	44%	11%	11%
Specialty Physicians	3.8	2.3	25%	25%	25%	0%
NURSING & CLINICIANS						
Registered Nurses	3.0	2.7	58%	58%	8%	0%
Licensed Practical Nurses	3.7	2.3	33%	50%	17%	0%
Certified Nursing Assistants	2.2	2.8	30%	30%	20%	0%
Nurse Managers	2.8	2.1	30%	10%	10%	0%
Nurse Practitioners	2.9	2.1	50%	13%	13%	0%
Physician Assistants	2.3	1.8	17%	0%	0%	0%
Medical Assistants	2.5	2.9	50%	50%	0%	0%
LAB & RADIOLOGY						
Clinical Laboratory Technicians	3.1	2.4	44%	44%	0%	0%
Clinical Laboratory Technologists	3.8	2.4	75%	33%	8%	17%
Radiological Technicians	2.4	1.9	43%	14%	0%	0%
Radiological Technologists	2.8	1.9	44%	11%	0%	11%
ADMIN & HIT			•			
Medical Coders	2.4	1.7	50%	30%	10%	0%
IT Program Managers	3.4	1.5	50%	25%	13%	0%
IT Technical Support Technician	2.8	1.6	63%	25%	0%	0%
THERAPY					<u> </u>	
Physical Therapists	3.8	2,5	50%	33%	17%	0%
Physical Therapy Assistants	3.0	3.0	25%	25%	25%	0%
Occupational Therapists	4.3	3.5	75%	25%	0%	0%
Occupational Therapy Assistants	4.5	2.5	50%	50%	0%	0%
Speech-Language Pathologists	3.8	3.0	25%	25%	0%	0%
Respiratory Therapists	2.9	2.4	14%	29%	14%	0%
OTHER	•					
Community Health Workers	3.0	3.0	0%	50%	0%	0%
Pharmacists	3.1	1.8	70%	40%	0%	10%
Registered Dietitians	3.0	1.7	44%	33%	0%	0%
Social Workers	3.4	2.1	78%	33%	0%	0%

Recent and Upcoming Reports from the UNSOM Office of Statewide Initiatives

- Health Workforce Recruitment and Retention in Nevada (Forthcoming June 2014)
- Nursing Workforce in Nevada Findings from the National Council of State
 Boarding of Nursing's National Workforce Survey of RNs (Forthcoming April 2014)
- The Contribution of the University of Nevada School of Medicine to the Nevada Economy (April 2014)
- Nevada Residency and Fellowship Training Outcomes, 2004 to 2013 Key Findings from the Annual UNSOM Resident Exit Survey (February 2014)
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Additional Information

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