GCACH Summit: Future of the Healthcare Workforce

An HCA Perspective

Washington State
Health Care Authority

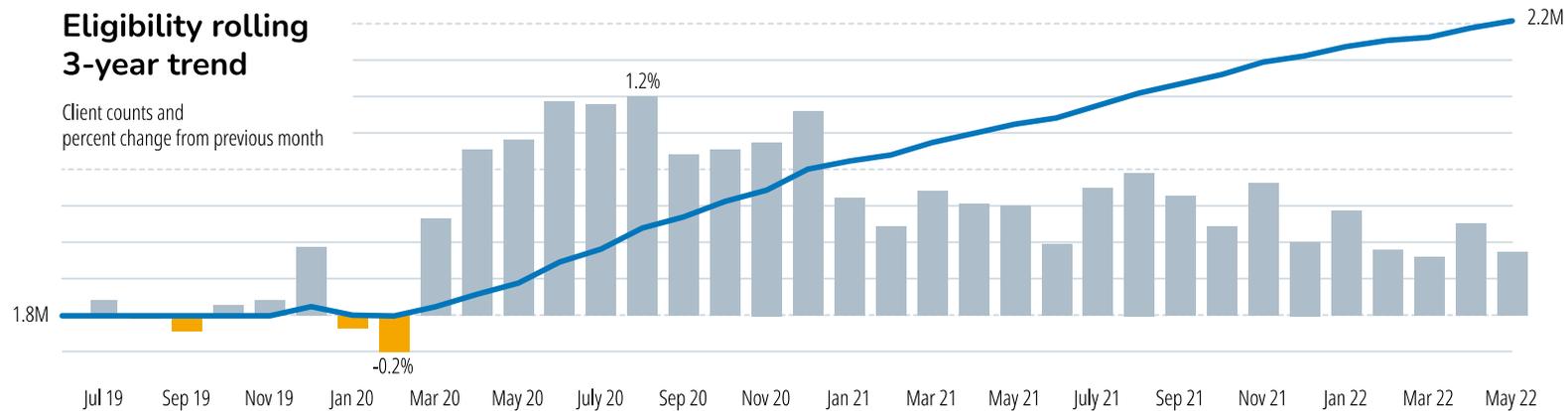# The state's largest health care purchaser

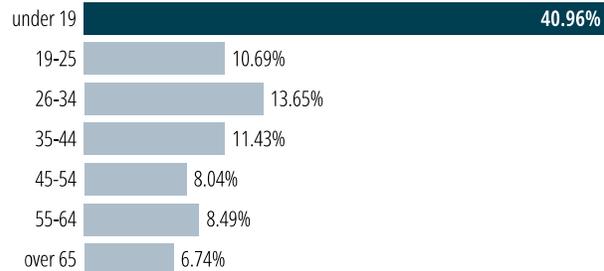**We purchase care for 1 in 3 non-Medicare Washington residents.**

▶ We purchase health care for more than 2.5 million Washington residents through:
- ▶ Apple Health (Medicaid)
- ▶ The Public Employees Benefits Board (PEBB) Program
- ▶ The School Employees Benefits Board (SEBB) Program

▶ Our efforts to integrate physical & behavioral health care have changed the landscape for workforce needs
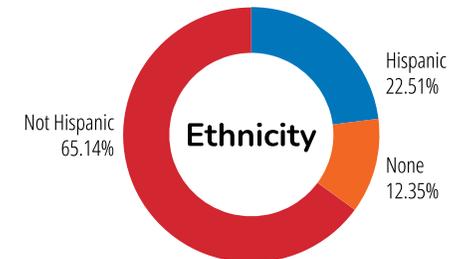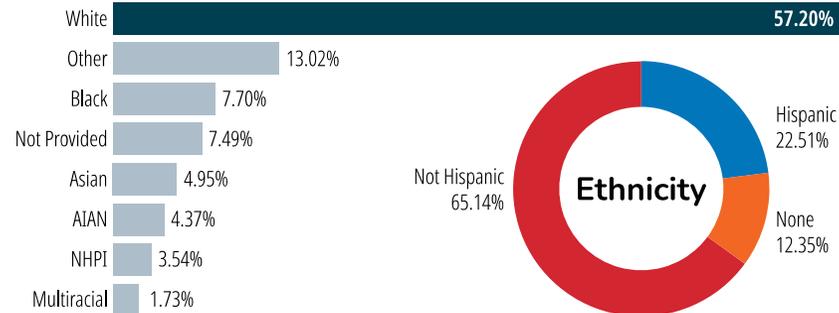
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Impacts of the PHE on AH

Eligibility rolling 3-year trend

Client counts and percent change from previous month

Age group

under 19	40.96%
19-25	10.69%
26-34	13.65%
35-44	11.43%
45-54	8.04%
55-64	8.49%
over 65	6.74%

Race

White	57.20%
Other	13.02%
Black	7.70%
Not Provided	7.49%
Asian	4.95%
AIAN	4.37%
NHPI	3.54%
Multiracial	1.73%

Ethnicity

- Not Hispanic 65.14%
- Hispanic 22.51%
- None 12.35%

Source: HCA eligibility dashboard

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Increasing Demand

- The need for services has been growing

- Why
  - A global pandemic
  - National unrest/uncertainty
  - Health care workers are tired
  - Income inequality and inequities

- Similar issues occur in forensic mental health

- Long wait times to see licensed personnel

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Issues impacting workforce

- Access to care is increasing, but the workforce can't keep up
  - Especially in rural and underserved areas
- Staff burnout is high
  - Compounded with a rising number of patients with high acuity
- Better pay, more flexibility in fields outside of serving Medicaid
- Need to evolve training
  - Expedite licensed practitioners and direct service workers in the field
  - Clinical placement sites are sparse, need options to earn money while training
- Loan repayment, scholarships and other traditional incentives are not enough
  - These incentives by themselves won't solve the workforce need
  - Housing and other cost of living issues are a challenge

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How we're addressing those challenges

- Academic employer and community workforce partnerships
  - Community-focused approach; grow-your-own programs
- Looking at new ways to recruit, train, and retain
  - Apprenticeships; high school to career pipeline
- Bolstering our workforce data
  - Sentinel Network, Governor's Health Cabinet
  - Rethinking data ownership: data needs to be co-owned by the people who use it
- Medicaid Transformation Project (1115 waiver)
  - Health Workforce Council
- Behavioral health careers campaign: Start Your Path
- Primary care and rural health care redesign with a workforce lens

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