



Consulting Services

NEW Health is a rural community health center providing primary care services since 1978. *NEW Health University* is our organization's strategic workforce program that serves as the umbrella for all NEW Health workforce initiatives, including strategies for pipeline development, recruitment, retention, and employee growth within the organization. *NEW Health University* is the culmination of many years of developing creative solutions to rural workforce challenges.

We are pleased to share our knowledge, experience, and materials with other health care organizations. Examples of the career pathways we have developed are available online at www.newhealth.org/newhealthuniversity. We also share our program strategy and achievements through health center associations, such as NWRPCA's 2022 Spring Conference and NACHC's upcoming Workforce Innovation How-To Guide.

NEW Health's Chief Executive Officer, Chief Strategy Officer, and NEW Health University Manager are available to provide workforce development strategy and program development consultations.

We offer a fresh set of eyes to help you evaluate your existing workforce program and create your own strategy.

To discuss NEW Health University consultations, contact Lindsey Ruivivar, Chief Strategy Officer, at lruivivar@newhp.org or 509-935-6001.

Consultation Menu

Consulting services start with an initial fifteen-minute consultation at no-charge to discuss your organization's needs and may be extended at no-charge to finalize a scope of work.

Paid consulting services are provided in fifteen minute increments and estimates of time are included in the agreed upon scope of work.

A 1. Workforce Development Program Strategy Session

This service is optimal for a quick kick-start to help move your workforce program forward

- Analyze your organization's current workforce program through a collaborative SWOT (Strengths, Weaknesses, Opportunities, Threats) analysis
- Develop a list of prioritized next steps and timeline

A 2. Workforce Development Program Strategic Planning

Includes everything under A 1, plus the following:

- We will help your organization to develop mission and vision statements and goals for your workforce development program
- Establish workforce KPIs (Key Performance Indicators) and a monitoring plan

B 1. Employee Training Program Strategy Session

- Analyze your organization’s resources for developing a comprehensive employee training program through a collaborative SWOT analysis
- Develop a list of prioritized next steps and timeline
- Gain access to NEW Health’s Trainer job descriptions

B 2. Employee Training Program Partnership

Includes everything under B 1, plus the following:

- A NEW Health Trainer will work with your staff to help them learn how to perform employee skill evaluations and workflow analysis
- Gain access to NEW Health’s onboarding checklist and assessment tool, annual employee skill checklist, and coaching report

C 1. Marketing Review

- Analyze your organization’s current job postings and benefits list to provide marketing recommendations

C 2. Career Pathway Graphic Design

- Graphic design work to create visual career pathways for your organization’s positions

