



PMS

PRESBYTERIAN MEDICAL SERVICES

Our purpose is you.

# Workforce Challenges & Solutions

## **31<sup>st</sup> Best Practices Forum Puerto Rico 2022**





**Medical  
Dental  
Behavioral  
Health**

**Traditional  
Healing  
Program**

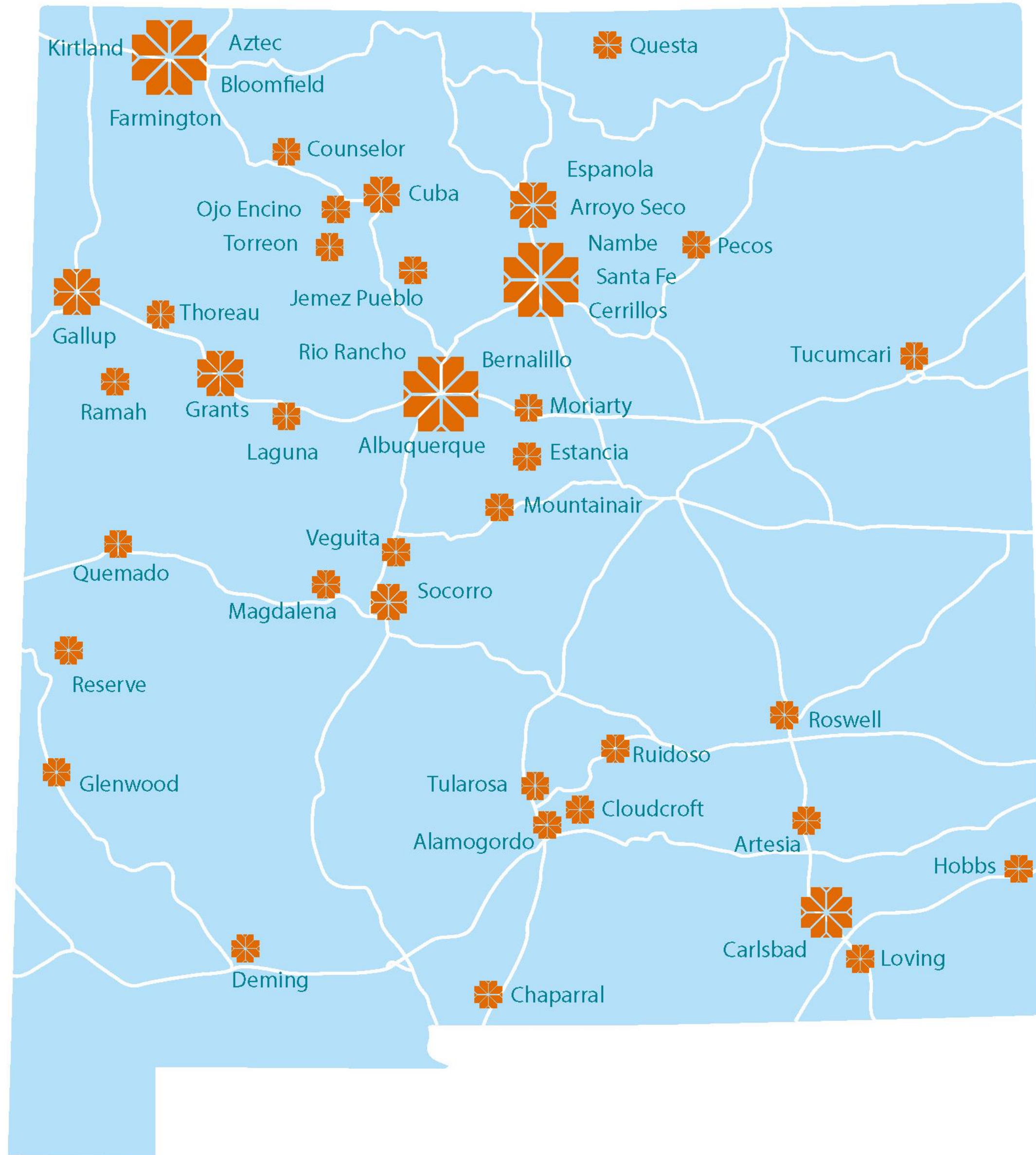
**Sobering  
Center &  
Joint  
Intervention**

**Early  
Childhood  
Education**

**Adult & Child  
Development  
Programs**

**Senior  
Centers &  
Home  
Delivered  
Meals**





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# Corporate Culture



**Flexibility**

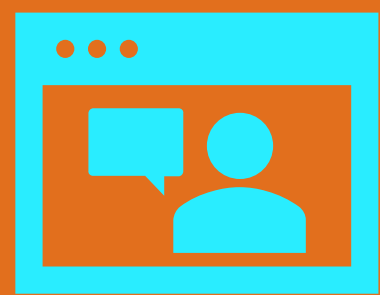


**Innovation**



**People Focus**

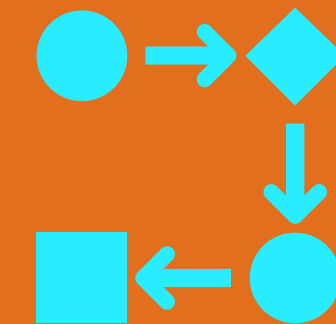
# Flexibility: Remote Work



**Technology**



**Training**



**Process**





# Flexibility: Out-of-State Employment

**Why:** Increase talent pool

**When:** Early 2022

**How:** Detailed processes!

# Innovation: Virtual Services

Virtual clinical  
supervision (at a  
minimum every  
other week)

Virtual clinical  
consultation with  
Directors of  
Behavioral  
Health and  
Psychiatry

Continuous  
Quality Review

Tips of the Week  
on Self Care and  
Other Clinical  
Topics

Virtual Training,  
including  
microbursts

Virtual Clinical  
Check-ins

Virtual Meetings,  
Interdisciplinary  
Meetings and  
Lunch and Learn  
Sessions



# Innovation: Virtual Onboarding

Welcome call

Virtual orientation





# Innovation: Learning & Development



**simpleshow**



**absorb**  
Create



**Qstream®**



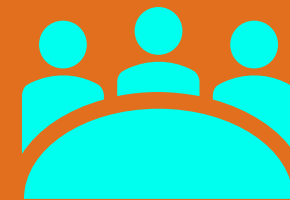
**STAR**  
Supervisor Training and Resources



# Innovation: Recruitment & Retention



**Streamlined hiring**

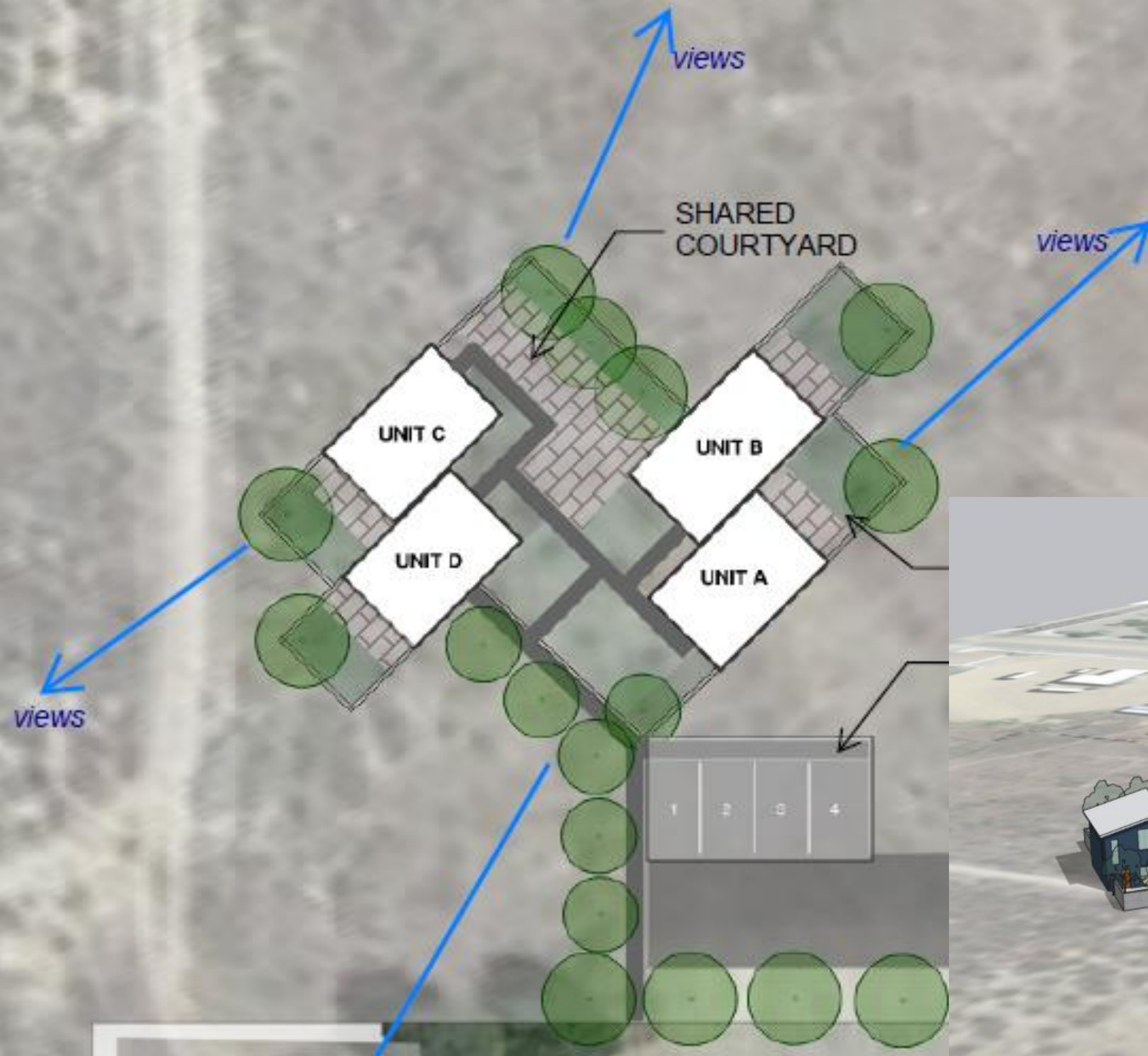


**Created retention  
teams**



**Started building  
provider housing**







# People Focus: Employee Engagement



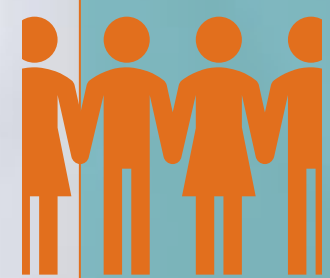
New dedicated  
staff person



Increased  
surveys



Increased  
communication



Engagement  
teams



Recognition



Enhanced  
benefits package

# People Focus: Compensation Enhancements

Total Rewards Manager

New provider matrix

Over \$8 million in salary increases



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# Outcomes



93% engagement score in 2020

Top Workplace in 2021

Financial stability

Turnover stability

96% approval rating for CEO on Glassdoor



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## Presbyterian Medical Services

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