

THE

NAVIGATOR

JANUARY 2011

Cruising Antarctica

TCM Ambassador Program – Ensuring Client and Consultant Success and Satisfaction

Across our industry, we increasingly hear from clients that they are fed up with staffing firms that disappear once they place a new consultant only to be heard from the next time they hear about a new requirement. At the same time, consultants often complain that they almost never hear from the firm they work for unless there is a problem or their assignment is about to end.

While many staffing firms seem to forget about their clients and consultants, *TCM doesn't*. We know that our clients and consultants are the lifeblood of our business. We also know that we must play a central role in ensuring the ongoing success of every consultant assignment and the satisfaction of every client we serve. Together, these key responsibilities fueled the development and launch of the TCM Ambassador Program.

The Ambassador Program is a comprehensive and systematic outreach program designed to keep our highly valued consultants engaged, productive and committed to getting the job done for the client. The program is built on a structured and repeatable process and managed by a team of dedicated TCM personnel. It includes a series of scheduled check point calls, in-person meetings, structured questionnaires all supported by leading edge technology to build open and candid communication with our clients and strong, long-term and reciprocal relationships with our consultants.

(Continued inside, next page....)

TCM Ambassador Program – Ensuring Client and Consultant Success and Satisfaction *(Continued from cover)*

The Ambassador Program enables TCM to work proactively with our clients and consultants throughout their assignments. Specifically, it enables TCM to:



- Motivate our consultants to perform at a high level
- Determine our client's feedback and level of satisfaction with the consultant
- Ensure early identification and correction of any issues that may hinder success. Reinforce things that are going well to ensure they continue for the duration of the assignment
- Improve our consultant reutilization rate by being fully aware of their skills, technical knowledge and company/industry understanding to find them the best next assignment once their current project comes to an end
- Monitor the success of the assignment and its impact on the client's project outcomes
- Build continuity, familiarity and recognition of TCM as a preferred employer for our consultants
- Build trust and confidence with our clients as a valued partner who is deeply committed to their success

As each consultant assignment progresses, TCM continually builds a deep knowledge base of each consultant, including who they are, what's most important to them, what they want to do professionally and how we can help them be successful. With our level of involvement, our clients tell us that we enable them to stay focused on managing their critical IT projects and the results our consultants must produce while depending on us to take care of the rest.

For 31 years, TCM has built results-based long-term relationships with our clients. We clearly understand the critical role that we and our consultants play for our clients every day. It is our company-wide mission to invest the time and effort to build strong, long-term and reciprocal relationships with our consultants that drive successful outcomes for our clients.

HIT Staff Shortages: A Potential Barrier to Meaningful Use

Summary of Article by Ken Congdon, editor in chief, Healthcare Technology Online

Much has been documented about the shortage of physicians and other caregivers in the United States and how this may hinder the country's ability to meet the increased patient care demands brought on by healthcare reform. However, another (less publicized) shortcoming has the potential to thwart the advancement of the healthcare industry from a technical perspective, namely the lack of HIT (health information technology) employees.

According to the Office of the National Coordinator of Health IT, healthcare providers will need an additional 50,000 IT workers to satisfy EHR* meaningful use criteria. That represents a 50% increase in the size of the current estimated HIT workforce of 108,000.

The biggest current demand for HIT staff is from hospitals and physician practices planning to implement EHR and HIE systems*. However, it is not the only area that needs the support of trained HIT professionals. Hospitals and practices must also respond to tightened HIPAA 5010 data security standards and adopt new ICD-10 coding and transaction protocols. Both of these mandates are also deadline sensitive and require HIT expertise and involvement.

The Federal Government has established the ARRA Health IT Workforce Development Program in an effort to produce trained technicians and professionals in sufficient numbers and in time to meet meaningful use incentive criteria before 2020. The biggest downside to these programs is their timing and the expected delays they may not be able to overcome in meeting critical deadlines.

Rather than waiting for the first class of HIT graduates to enter the market, healthcare organizations serious about EHR adoption will likely need to leverage alternative strategies to get the job done in a timely manner. A recent report from CSC titled U.S. Healthcare Workforce Shortages: HIT Staff recommends a few alternate tactics that can help healthcare facilities meet their IT staffing needs. These suggestions include training and developing technicians from their existing staff; filling in workforce gaps with skill sets from within the organization; exploring alternative implementation strategies, such as remote hosting; and leveraging the support of consultants to assist the HIT staff and physicians.



**Electronic Health Records and Health Information Exchange*

"Judge a man by his questions rather than his answers." -Voltaire

Baby-Boomer-Caused Labor Shortage: Ideological Myth or Future Reality

In case you haven't heard, the oldest of the 76-million baby boomer generation are set to reach their 65th year -- traditional retirement age -- in the year 2011. Already, the first of the boomers reached age 59-1/2 on July 1 of 2005; this age allowing them and all who follow to start withdrawing retirement funds from tax-deferred accounts without suffering early withdrawal penalties. The following generation -- the "baby bust generation (or 'Generation X')" is not as plentiful; about 47 million born from 1965 to 1975. The "echo boom (or 'Generation Y')," born 1976 to the mid-90's, number more than 60 million (No established consensus exists on exact Generation Y birth years).

Consequently, the Bureau of Labor Statistics (BLS) has reported that the percentage of older workers in the workforce is presently increasing at the same time younger worker percentages are decreasing. BLS states that "As the age of the labor force increases, a greater number of people will leave the labor force due to death, disability, or retirement." And it is this "greater number of people leaving the labor force" that has caused pandemonium and panic in the street -- or for some -- little cause for alarm.



What Individuals, Employers and Educational Institutions Can be Doing Now

Now is the time for individuals to build skills that will be marketable in the workplace of tomorrow. They should pay careful attention to data and trends projecting which jobs will be in demand.

Human Resource managers and business owners may want to focus on company policies and procedures now that will increase employee retention in the future; things such as flexible work arrangements, training and career development opportunities, decent and consistent wages and rewards, better benefits plans, and matching the right person to the right job in the first place. Retraining and reeducation of employees may prove valuable in raising skill levels to meet the needs of business.

Employers might also consider setting up tailored programs for older workers in order to retain these experienced and skilled individuals; i.e., phased retirement and alternative work schedules, such as job sharing, part-time or consulting work.

Companies may do well to concentrate more keenly on increasing productivity by developing and investing in the right technologies and equipment, and in their own employees, in order to stay even more productive in the future.

A closer collaboration between the educational system and business can help ensure a greater number of skilled individuals will be directed toward industries and occupations with the greatest demands. Schools must make efforts to bring students up to par with their international contemporaries. Postsecondary education graduation rates at less than 50 percent must be improved, and graduates need to be able to meet challenges they will face in the global market.

<http://www.businessknowhow.com/manage/labor-shortage.htm>

TCM is now a proud member of NaVOBA!

NaVOBA's Mission is simple — to create opportunities for all of America's veteran-owned businesses. More than 3 million men and women who have defended our nation's freedoms by serving in America's armed forces have made the choice to start their own small businesses after their military service. NaVOBA calls them vetrepreneurs.

Whether they are looking to start a pizza shop on Main Street, open a franchise, sell to large corporations, or contract with local, state or even federal government agencies, NaVOBA is here to help. Their advocates fight every day to ensure that America's vetrepreneurs attain the opportunities they've earned.

*TCM is now listed on
www.buyveteran.com with
other NaVOBA members!*

2011 Career Plan

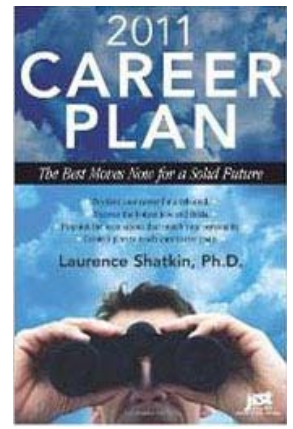
What does the economic recovery mean for your career? Which fields will explode with opportunities in 2011 and beyond? What should you be doing now to discover and achieve the job that's right for you?

This timely guide, written by one of the nation's leading occupational experts, has the answers to these questions and many more. *2011 Career Plan* shows people how to position their career for great rewards as the nation rebounds from recession. It unveils the whys and hows of career planning for 2011, giving readers a much-needed edge in a job market that's more competitive than ever.

Author Laurence Shatkin, Ph.D., also discusses the hottest jobs and fields; connects readers to jobs that suit them best; and explains the steps, credentials, and skills readers will need to achieve their goals. Ideal for anyone who's unemployed, underemployed, or eager for change, this book shows people how to build a career plan now for future, long-lasting success.

About the Author

Laurence Shatkin has 30 years in the career information field, presents and blogs on jobs, and is the author of many career books, including *50 Best Jobs for Your Personality* and *50 Best College Majors for Your Personality*. As a leading occupational expert, Dr. Shatkin is in-demand by the media. He shares his knowledge and insights on national news programs, in online articles, and in major print publications.



Contingent hires will reign. Though the economy is improving, employers will focus their hiring on temporary workers as a hedge. Confidence is not high so employers will depend on temps realizing their workforce can expand and contract easier with them. Temp agency businesses will boom in 2011. Watch for significant hiring of temps, part-timers and independent contractors. - Rick Dacri, a human resources consultant and author of the book, "*Uncomplicating Management*." Excerpt from Blog posted on IT Business Edge, Titled "10 Predictions for Workforce Challenges in 2011" <http://www.itbusinessedge.com/>

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