Boston Healthcare Careers Consortium

Wednesday, November 16, 2016
Boston Children’s Hospital

ANNOUNCEMENTS
Boston Healthcare Careers Consortium
From Classroom to Employment Project Update

Meredith Crouse, Project Manager, Boston PIC

From Classroom to Employment Project

2015 & 2016 Spring/Summer Grads

Surgical Technology
Medical Assistant
Patient Care Technician

Phlebotomy
From Classroom to Employment Project

Partnership between Consortium employers and community colleges to:

1) Provide employability supports – job readiness workshops in the classroom: soft skills, resume review, and mock interviewing

2) Tighten feedback loop between colleges, graduates and employers to improve the placement rate.

3) Collect a robust set of employment outcomes data
From Classroom to Employment Project

**Next Steps:**

• Final connections to jobs for students still actively seeking

• Final data collection and reporting efforts – wrapping up over the next few months

• Culminating Report

Questions?
Preliminary Results: Strategic Planning Survey

What type of organization does your institution represent?

- Healthcare Employer, 13
- Nonprofit or CBO, 9
- Education Institution, 4
- Local or State Govt Office, 4
- Other, 1
Preliminary Results: Strategic Planning Survey

So far, we’ve heard from 31 people from 24 organizations:

- BIDMC
- Boston Career Link
- Boston Children’s Hospital
- Boston Medical Center
- Brigham and Women’s Hospital
- Bunker Hill Community College
- Career Collaborative
- CCHERS
- Commonwealth Corporation
- East Boston Neighborhood Health
- Harbor Health Services, Inc.
- Hebrew Senior Life
- JVS
- MA Dept. of Higher Ed.

- Massachusetts General Hospital
- Massachusetts League of Community Health Centers
- New England Baptist Hospital
- OnWORD Partner Resources for Skilled Immigrants
- OWD
- Partners HealthCare
- Roxbury Community College
- South Shore Workforce Investment Board
- St. Mary’s Center for Women and Children
- Steward Health Care

Preliminary Results: Strategic Planning Survey

We would still like to hear from others, including the following institutions:

- 1199 SEIU Training Fund
- American Student Assistance
- Benjamin Franklin Institute of Technology
- Boston Public Health Commission
- Commonwealth Care Alliance
- Dana Farber Cancer Institute
- Harvard Vanguard
- Home Care Aid Council
- JVS CareerSolution
- MA Senior Care Foundation

- Massasoit Community College
- Mass Bay Community College
- Middlesex Community College
- MIRA
- Northeastern University
- Sociedad Latina
- Spaulding Rehab
- Tufts Medical Center
- UMass Boston
- X-Cel Education
Preliminary Results: Strategic Planning Survey

**Why does your organization participate in the Consortium?**

- Networking
- Sharing of best practices
- To be able to better prepare candidates to meet employer needs
- Learn about funding opportunities
- Stay up to date on current labor market information
- Hear about employer needs and challenges
- See hiring trends and concerns of other employers
- Hear industry news
- Learn about trends in workforce development
- State and Federal news and policies
- Learn about events (career fairs, conferences, etc.)

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Has your organization started a new partnership or strengthened an existing relationship with an education or training provider as a result of your involvement in the Consortium?

**Employers said:**
- Bunker Hill CC
- BFIT
- Connection Center
- Career Centers
- RCC

**CBOs/Education/Workforce said:**
- Career Centers
- MA Dept of Higher Ed
- Mass Bay CC
- Middlesex CC
- RCC
- PIC
- Home Care Aide Council
Respondents cited:

- Boston Children’s Hospital
- Boston Medical Center
- Brigham and Women’s Hospital
- Dana Farber Cancer Institute
- East Boston Neighborhood Health Center
- Faulkner Hospital
- New England Baptist Hospital

Workforce/Education/CBOs:

Has your organization made a connection with at least one employer through the Consortium?

Employers:

Please describe any topic or project ideas that you would like the Consortium to pursue that align with the Consortium’s mission:

- Funding opportunities that organizations can apply to individually or as a group.
- Improved tracking of program placement/hiring practices
- Evolving certification requirements and how we can address them through strategic partnerships with educational and training partners.
Preliminary Results: Strategic Planning Survey

Workforce/Education/CBOs:

Please describe any topic or project ideas that you would like the Consortium to pursue that align with the Consortium’s mission:

• RN to BSN: Develop/support a cost effective/more timely training program for 2 year RNs who are interested in becoming BSNs

• CNA clinical training regulations (currently long-term care facilities only)

• Supporting articulation agreements with/between academic institutions which would allow for workers to receive credit for related previous education and/or work experience

Employers:

What specific employer hiring or workforce needs do you think the Consortium could play a role in addressing?

• Developing talent pipelines for certain positions such as:
  • Medical Assistants
  • Specialized RN positions
  • Medical Technologists

• Standardized Medical Assistant curriculum, informed by employers in the room and leading to an agreed-upon certification.
Preliminary Results: Strategic Planning Survey

*Workforce/Education/CBOs:*

*What specific employer hiring or workforce needs do you think the Consortium could play a role in addressing?*

- Maintain focus on connecting educators with employers to help institutionalize communication that will best inform program development
- Training MAs and other staff members in the relatively new PCMH model
- Providing students in health careers/allied health programs more access to employers through internships, career fairs, skills workshops, etc.
- Coordinating information about hiring needs
- Inform the training system to fill skill gaps
- Diversity

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Preliminary Results: Strategic Planning Survey

*Employers:*

*Is your organization currently experiencing significant vacancies in specific occupational areas? If yes, please specify the roles*

- Nurses (with experience)
- Certified Nursing Assistant (CNA)
- Dental Assistants
- Medical Assistants (MA)
- Patient Care Technicians (PCT)
- Food service workers
- Cooks
- Central Processing Distribution Techs (CPD)
- Patient Experience Reps
- Clinical Assistants
- Administrative
- Primary Care Physicians (PCP)
- Nurse Practitioners (NP)
- Pharmacy Techs
- ICD-10 coders
- Surgical Techs
Preliminary Results: Strategic Planning Survey

What’s next?

• **Now:** Complete the survey if you haven’t already!

• **December:** Executive Committee will review results & draft a plan

• **January:** Draft Strategic Plan shared at January 20 meeting – feedback & discussion

• **March:** Strategic Plan finalized

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Training Resources and Internship Networks (TRAIN) Grant Program

11/16/16
Boston Healthcare Careers Consortium

Geoff Vercauteren
Director of Healthcare Workforce Development
Massachusetts Department of Higher Education
$1.2 million championed by Sen. Karen Spilka and awarded to 5 community colleges:
- Bristol Community College
- Bunker Hill Community College
- Holyoke & Springfield Tech Community Colleges
- Mount Wachusett Community College
- Quinsigamond Community College

- Designed to serve long-term unemployed
  - Stipends to cover costs (travel, supplies, etc.)
  - Wrap around services
  - Job-search and pre-employment skills
  - Connections with CBOs, OSCCs and employers
- All are running healthcare programs

About TRAIN

Awardee Programs

- Bristol Community College
  - 135 hours (32 clinical): CNA/HHA/CPR
  - Literacy and English-language development; career readiness; occupational training; flexible course schedule
  - 45 served

- Bunker Hill Community College
  - 14 hour workplace readiness
  - Choice: Pharm Tech; EMT or CNA
  - 36 served

- Holyoke & Springfield Tech Community Colleges
  - HHA; PCA; OSHA-10 Certifications; National Career Readiness Certificate preparation and testing; CPR
  - 64 served; 14 weeks
Awardee Programs

- Mount Wachusett Community College
  - Stackable model: First Aid and CPR → CNA → either job placement or post-CNA training in: Acute Care Training, Home Health Aide Training (HHA), and Care of the Client with Complex Needs.
  - 20 served

- Quinsigamond Community College
  - Career Ready 101 → NCRC Bronze → CNA (120 hours)
  - Significant services through wide range of community partners
  - 30 served

- All funds must be spent out by June 30th, 2017

Questions? Contact:

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Director, Healthcare Workforce Development
Massachusetts Department of Higher Education
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GPSTEM OVERVIEW

• 15 Community Colleges, along with other state agencies and workforce partners, including DHE, EOLWD, Career Centers, WIBS

• $20 million

• Oct. 2014-March 2018

• 112 degrees and certificates

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<thead>
<tr>
<th></th>
<th>GOAL</th>
<th>ACTUAL/Year 2</th>
</tr>
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<tbody>
<tr>
<td>Enrolled</td>
<td>5096</td>
<td>10,804</td>
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<tr>
<td>Earned Credential</td>
<td>2,488</td>
<td>1,452</td>
</tr>
<tr>
<td>Employment—new</td>
<td>1,550</td>
<td>63</td>
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DEPT. OF LABOR TAACCCT IV--GOALS
Increase attainment of degrees, certificates, and industry-recognized credentials that match the skills needed by employers to better prepare participants for high-wage, high-skill employment in growth industries.

IN MA: STEM FOCUS
• Health Sciences
• Manufacturing
• BioTech/Life Sciences
• Engineering
• CIS/IT

CAREER PATHWAYS
• Stacked and Latticed Credentials
• Seamless Transfer and Articulation from Certificate → Associate's → Bachelor's
• Academic Program Development based on Labor Market Information, Workforce Needs, Employer Input
• Career Guidance and Exploration for Undecided Majors

**DEMAND-DRIVEN EDUCATION AND TRAINING SYSTEM**
<table>
<thead>
<tr>
<th>INSTITUTION</th>
<th>PROGRAMS IN GRANT (not authoritative)</th>
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<tbody>
<tr>
<td>Berkshire</td>
<td>A.S. Health Studies, Community Health Option; Physical Therapy Assistant; Community Health Worker</td>
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<tr>
<td>Bristol</td>
<td>A.S. General Studies, Health Science Concentration; Phlebotomy Certificate; Electrocardiogram Certificate</td>
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<tr>
<td>Bunker Hill</td>
<td>Surgical Technology Certificate</td>
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<tr>
<td>Greenfield</td>
<td>Direct Care Worker Certificate; Certified Nursing Assistant/Home Health Aide (Non-Credit Certificate)</td>
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<tr>
<td>Holyoke</td>
<td>Foundations of Health, Career Option Degree; Community Health Worker Certificate; Medical Assisting Certificate; Medical Billing and Coding Certificate; Connections to Careers in Health (Non-Credit Certificate); Direct Care Worker Certificate</td>
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<tr>
<td>Mass Bay</td>
<td>Central Processing Technology Certificate; Phlebotomy; Medical Coding Certificate</td>
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<tr>
<td>Massasoit</td>
<td>A.S. Respiratory Care; Ophthalmic Assistant Certificate</td>
</tr>
<tr>
<td>Mt. Wachusett</td>
<td>Allied Health Concentration Degree, Pre-Pharmacy; Paramedic Degree; Medical Assisting Certificate; Health Information Management Degree; Medical Coding Certificate</td>
</tr>
<tr>
<td>Northern Essex</td>
<td>Paramedic Technology Certificate; Ophthalmic Assistant Certificate; Practical Nursing Certificate; Health Care Technician; Medical Billing Certificate; Medical Coding Certificate</td>
</tr>
<tr>
<td>Roxbury</td>
<td>Surgical Technology Degree; Patient Care Technician; Health Information Management Degree; Physical Therapy Assistant Degree</td>
</tr>
<tr>
<td>Springfield</td>
<td>Health Care Transfer Degree; Community Health Worker/Behavioral Health Technician Certificate; Medical Office Administrative Assistant Degree; Medical Office Administrative Assistant Certificate; Health IT Medical Coding Certificate; Certified Nursing Assistant/Home Health Aide</td>
</tr>
</tbody>
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**COLLABORATIONS**

**MassAHEC Network**

- Leanne Winchester (UMass Medical/AHAG)
- Career Ladders/Lattices

**Massachusetts Department of Higher Education**

- Geoff Vercauteren (Director, Healthcare Workforce Development)
- Employer Convenings
MA is one of three states that received this supplemental award

• Students will be able to make informed choices about career options and investing in their education

• Higher education leaders will be equipped with the tools to assess programs based on job placement outcomes for students
Advanced Leadership in Geriatric Care Program for Certified Nurse Assistants ©2012

Presentation for Boston Healthcare Careers Consortium
16 November 2016

Carol S. Kronopolus, MS, RN
Professional Development & Career Development Coordinator
**History**

- Hebrew Senior Life submitted a proposal to The Boston Foundation to fund this education project and was selected as a recipient in 2012
- The Boston Foundation initiative was to “promote career development and economic security of low income individuals”
- The grant supports the “Senior CNA” job training program and promotes leadership skills within their new role

**HSL Leadership Provides Exceptional Support**

- Embrace the role of “Senior CNA” to enhance the care of residents and promote knowledge, skills, self-confidence, and value of their role as a CNA
- Modify CNA Job Description to incorporate additional education, a leadership role among their CNA team and increased responsibilities
- Support pay rate increase to reflect additional education & role responsibilities
- Participate in presentations and meet often with the CNAs to provide ongoing support and discuss any concerns as they transition into their role
Selection of CNAs

Criteria created for Senior CNA Candidates

- Current CNA certification
- “Good Standing” without any outstanding disciplinary actions
- Employee at HSL at least 1 year
- Work schedule is a minimum of 32 hours per week
- Demonstrate leadership qualities
- Agree to participate in each of the computer and weekly classroom presentations
- Complete Application Process - Application, Recommendation by Nurse Manager & Interview

Computer Skills

- Jewish Vocational Services provided an instructor
- Curriculum was developed
- CNAs attend 10 weeks - 2 days per week for 2 hours each class (Total of 40 hours)
- CNAs complete an online evaluation of their current skills to provide a baseline of abilities
- CNAs are retested at the completion of the curriculum to measure skills attained (all improved)
- CNAs reported increased skill and proficiency with computer skills to communicate with CNA team, create informational flyers, and mentor peers with use of HSL Outlook email
Computer Skills ~ Taught by JVS

- Basics: Desktop - Icons - Equipment
- **Microsoft Office**
  - **Word** - Typing skills, Editing, Tabs, Tables, Clip Art
  - **Power point** - Design a Presentation, Add Slides
  - **Outlook** - Create an email, Forward, Attachments, Calendar, Contacts, Create Folders, email Etiquette
  - **Excel** - Create & Save a spreadsheet, Navigate
- **Meditech**
  - Accurate Documentation, Review of Terminology
- **HSL**
  - CenterNet - Intranet

Program Curriculum

- Curriculum was developed by Lena Deter, RN, MPH, CSPHP & members of HSL
- Professional Development
- CNAs attend classes for 10 weeks - one day per week - 8 hour classes
- The content builds on their initial CNA curriculum and provides a more in depth review of content and incorporates leadership & communication skills
- Leadership, Coaching, Conflict Resolution, Communication, Aging Process, Dementia, Alzheimer’s, PT, OT, Skin Care, etc. Refer to Table of Contents
HSL Multidisciplinary Team Approach

- HSL Specialists present their expertise
  - Communication for a Respectful Workplace
  - Leadership - Mentoring - Coaching Skills
  - The Aging Process & Common Health Concerns of Elderly
  - Communicating Changes in Resident’s Status to the Nurse
  - Dementia & Alzheimer’s & Multidisciplinary Care Approach
  - Maintaining Skin Integrity & Pressure Ulcers
  - Safe Patient Handling
  - Palliative Care - End of Life Care - Hospice
  - Expressive Therapy - Life Enhancement
  - Physical Therapy - Occupational Therapy - Speech Therapy
  - Accurate Documentation
  - Culture Change
  - American Heart Association CPR

Program Evaluation

- CNAs complete weekly evaluation of content and its application to their role
  - What did you like best about today’s discussion
  - What will you do differently based on what you learned during this class
  - What suggestions do you have about changing this class

- CNAs complete a summative evaluation the final week of the program
  - Evaluate each topic with a Likert Scale
  - Evaluate each presenter with a Likert Scale
  - Open space to share additional comments for enhancing the program
Program Evaluation

- Presenters met to discuss their individual curriculum and openly suggested modifications for the next Program
- Senior CNAs/RAs invited to a meeting and dinner 2 months after graduation to share their perspective on content, offer suggestions for change, and share the progress of their role transitions

Time to Celebrate!

Graduation Ceremony!!
- Boston Foundation Leaders, HSL Leaders & Presenters were invited to recognize the CNAs’ outstanding accomplishments
- The New Senior CNAs were introduced and some personal background was shared so members of HSL and TBF appreciated their unique rich lives
- Two CNAs were selected by the group to present a graduation speech and each CNA contributed what they have learned about enhancing the care of the residents and how they evolved personally
- Certificates were awarded to each CNA
Supporting the Senior CNA/RAs

- HSL contracted with Jewish Vocational Services to provide a designated experienced job Coach
- The Coach meets weekly with each CNA/RA to inquire about concerns & role transition issues
- CNAs/RAs are aware they may contact her as needed
- Group meeting & dinner to facilitate a group discussion on concerns & role transitions

Collaboration with PSW, Community Colleges & LTC Facilities

Through a 224 Grant HSL teamed up with Massachusetts Bay CC in Framingham & Quinsigamond CC in Worcester to offer the program in a college setting. CNAs are introduced to the CC setting.

Graduates - 61 CNAs have successfully completed the program, become leaders among their team, and receive a pay increase.

• Goal - Introduce potential future interest in nursing or other health careers
  Outcome → CNAs have enrolled in nursing programs
• Goal - Create partnerships between Colleges & LTC facilities
  Outcome → 61 CNAs have been introduced to undergraduate education and the healthcare pathway
Great Outcomes of Program

- Nurses may delegate select responsibilities to the Senior CNAs so their valuable time focuses on RN/LPN role in resident care
- HSL - 44 Senior RAs graduated from program
- Families comment on excellence in care provided to family members & receive “HSL ROCKS” recognition
- Colleges - 61 Senior CNAs graduated from the program & introduced to undergraduate education
- RAs report increased self-confidence with professional interactions & personal life
- “Field Trips” for CNAs enrolled in program at CC. Traveled to each other’s facilities to learn roles of PT, OT, Speech, Hospice. Provided observation of other facilities to bring new ideas back to their facility

Modifications in the Focus of Care

- The Geriatric focus was modified to advance the education of CNAs in a Mental Health Agency in Spring 2016. 8 CNAs completed the program
- The Geriatric focus was modified to advance the education of Medical Assistants in a Primary Care office setting in Spring 2016. 5 MAs completed the program
- Future endeavor - modify program for CNAs working in a Pediatric healthcare setting
- Future endeavor - modify program for CNAs in an Acute Care setting. These CNAs learned initial education in a long-term care setting & may need increased education of care provided in an acute care setting.
Ongoing Endeavors with the Program

- **National Certification** beyond the American Red Cross initial Certified Nursing Assistant testing. Connected with national certification agencies to create an advanced level of certification

- The Advanced Leadership program was presented at the Pioneer Network, an annual national convention for culture change in long-term care facilities, in August 2016. The program was enthusiastically received and is in the process of being shared with other long-term care agencies across the United States.

Thank you for your interest in the Advanced Leadership in Geriatric Care Program for CNAs

CNAs are a valuable member and asset within the healthcare team. This program is the next step in their career ladder and an excellent initial investment in their professional development.

Contact HSL for more information on implementing the program within your organization

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Carol S. Kronopolus, MS, RN, Professional Development & Career Development  
Office: 617.363.8187  CarolKronopolus@HSL.Harvard.edu
Discussion: Aging Workforce & Med Lab Techs

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