Welcome
Announcements
Save the Date!

Substance Use and Addictions Workforce Forum
June 13, 2018
SAVE THE DATE

JUN 20

Join us to bridge the gap between education & jobs.

workandedu.com
Empowering Boston's Refugees to Fulfill the American Dream

(7:45 - 9:00 AM) Please join us at our next Economic Opportunity Forum on World Refugee Day for a discussion about a new initiative JVS and CJ P are launching to empower Boston's refugees to gain economic success. Featured speakers will include Barry Shrage, CJ P President, Jerry Rubin, JVS CEO & President, a representative from WeWork, and a JVS refugee client who will share their story.
Updates
Panel: Skilled Immigrants and Barriers to Careers in U.S. Healthcare
● OnWord Partner supports foreign-trained immigrants, refugees and asylum-seekers with established careers who seek to become professionally integrated in the U.S.

● We provide individualized career, educational and re-licensing support as well as language and legal support services and referrals to community resources

● OnWord Partner collaborates with JVS on citizenship & immigration services as well as re-licensing and post-employment career services for skilled refugees

● We also work with the LGBTQ Asylum Task Force in Worcester, which supports LGBTQ individuals seeking asylum in the U.S.
Foreign-Trained Health Professionals: An Overview

- Over 1 million foreign-born residents of the U.S. are college-educated health professionals.
- One fifth of all U.S. residents who have a bachelor’s degree or higher in health occupations.
- Two-thirds received their professional education outside of the country.
- This includes more than 12,000 foreign-trained nurses, doctors, dentists, physical therapists, and other health professionals in MA.

Sources: Migration Policy Institute, Massachusetts Immigrant and Refugee Advocacy Coalition
Foreign-trained Health Workforce

- Immigrants comprise 17% of the U.S. healthcare labor force:
  - Physicians and Surgeons – 28%
  - Medical Scientists – 40%
  - Registered Nurses – 16%
  - Nursing, psychiatric and home health aides – 24%
  - Technologists and technicians – 13%

- But “skill underutilization” is a major problem affecting foreign-trained professionals
  - 26% are unemployed or working in low-skilled, low-paid jobs
  - In Massachusetts, more than 1 in 5 foreign-trained health professionals experience this skill underutilization

Sources: Migration Policy Institute, Massachusetts Immigrant and Refugee Advocacy Coalition
Common Barriers to Opportunity

- Lack of accurate & clear information on job pathways, both in original professions and alternative careers
- Lack of familiarity with U.S. job search process & workplace culture
- Poor or non-existent professional networks
- Difficulty and expense of documenting credentials
- Survival needs in conflict with professional & educational goals
- Lack of professional English proficiency
System Challenges Facing Foreign-Trained Health Professionals

- Complexity of the professional credentialing system & relicensing requirements
- Lack of awareness among employers, professional bodies, higher education & adult education providers
- Workforce development programs often don’t address specific needs of foreign-trained
  - Career centers focus on “work first” job goals rather than leveraging clients’ higher education and opportunities
  - ESOL and career pathway programming usually geared towards less-educated workers
  - Community colleges not set up to help the foreign-trained forge educational pathways to alternative skilled professions
In-Demand "Middle Skill" Jobs Open to Foreign-Trained Health Professionals

- Community Health Worker
- Lab Tech or Radiology Tech
- Interpreter/Translator
- Medical Assistant
- Physical/Occupational Therapist Assistant
- CNAs and Direct Care workers
Benefits to Employers

- Experienced, professional, dedicated workforce to fill in-demand jobs and help address health worker shortages
- Often people already employed by your organization
- Can move quickly into a wide range of skilled healthcare positions with minimum training
- Cultural and linguistic competencies in serving increasingly diverse patient base
- Better leverage existing investments in workforce
- Research shows immigrants complement the U.S. workforce, ensuring job growth and innovation
What Local Services Exist?

- Welcome Back Center (Bunker Hill Community College)
- New Roots to Employment (Asian American Civic Association)
- JVS healthcare workforce programs
- OnWord Partner
- African Bridge Network
- Cambridge Health Alliance - Volunteer Health Advisors
- Boston Center for Refugee Health and Human Rights (BMC)
- Healthcare employer workforce development programs
What can your organization do?

- Learn more about your foreign-trained professional (FTP) workforce through employee intakes and surveys
- Train your HR team to recognize and work with this population
- Make sure employer workforce training and career programs take account of the education and skills of FTPs
- Inform yourself about relevant training and career advising resources locally
- Build partnerships with other employers and training programs to provide targeted advising/training
- Provide on-the-job career support services for FTPs
Helping Foreign-Trained Immigrants with Citizenship and Immigration Services

- Employers increasingly rely on immigrants to meet labor needs
- Immigration services support movement—upwardly or laterally into new positions, from one location to another, or from temporary visa status to permanent residency or citizenship
- Immigration procedures can be costly, confusing and overwhelming
- Each case is unique — immigration services are not a one-size-fits-all operation.
Helping Foreign-Trained Immigrants with Citizenship and Immigration Services

- JVS, in partnership with OnWord Partners, provides individualized Immigration/Citizenship services
- We make this process easier to navigate for both employers and their workforce
- Services Offered:
  - Adjustment of status for employees & family members (green cards, work authorization and travel authorization)
  - Re-entry permits (allowing green card holders to return to the U.S. after traveling for extended periods of time)
  - Citizenship application assistance & classes (becoming a U.S. citizen)
Virtual Resources

- World Education Services Global Talent Bridge
  - “Supporting Skilled Immigrants” ESOL Toolkit
    https://www.globaltalentbridge.org/toolkit
  - Nursing Career Pathways Guide

- Welcome Back Initiative
  - “English Health Train” Curriculum
    http://welcomebackinitiative.org/englishhealthtrain.org/curriculum

- Upwardly Global
  - Online job search training, coaching, and professional resources including industry-specific licensing guides
    https://www.upwardlyglobal.org/get-hired
References

Szilvia Altorjai and Jeanne Batalova, “Immigrant Health-Care Workers in the United States” (Migration Policy Institute, 2017)

Jeanne Batalova, Michael Fix, and James D. Bachmeier. Untapped Talent: The Costs of Brain Waste among Highly Skilled Immigrants in the United States (Migration Policy Institute, 2016)
https://www.migrationpolicy.org/sites/default/files/publications/BrainWaste-FULLREPORT-FINAL.pdf

Jeffrey Gross, R$_x$ for Strengthening Massachusetts’ Economy and Healthcare System (Governor’s Advisory Council for Refugees and Immigrants, 2014)

Migration Policy Institute, Brain Waste in the Massachusetts Workforce: Select Labor Force Characteristics of College-Educated Native-Born and Foreign-Born Adults (Migration Policy Institute, 2014)
https://www.migrationpolicy.org/sites/default/files/publications/MPI_BrainWaste_MA-FINAL.pdf
Questions?
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Making a Case for Culture and Language Concordant Health Coaching

A New Frontier for FTHPs?
Dr. Imina Nosamiefan
Case 1

• Mrs. K - 69 year old Haitian Creole LEP.
• 3rd attempt at colonoscopy
• 2 Previous cancellations:
  • No ride
  • “Didn’t eat anything, only salad”
Case 2

- (Hemoglobin A1C) is ELEVATED
- Make dietary changes and lose weight
- New medication: Metformin 500mg twice daily
What are the chances of compliance?

- Metformin: 50%
- Dietary changes: 10%
Case 3

- Mme. P.
- Obstinate blood pressure?
- Befuddled patient?
Why?

• PCPs – cannot meet every need of their patients with chronic conditions.
• 1/2 of patients do not understand what their doctor told them.
• Only 9% of patients participate in decisions.
The Problem

• >78 million American adults are obese
• > 1 in 20 is extremely obese.
• ~ 70 million U.S. adults have hypertension
• 52 percent having the condition under control.
• > 29 million Americans have diabetes
• 86 million have prediabetes.
The Cost

- Estimated yearly total of $147 billion for obesity
- $42 billion for hypertension
- $245 billion for diabetes.
The Solution

• Health coaching improves the management of chronic diseases.

• Health coaching is an effective patient education method that can be used to motivate and take advantage of a patient's willingness to change their life style and to support the patient's home-based self-care.

• The effects of health coaching on adult patients with chronic diseases: a systematic review.

• Kivelä K, Elo S, Kyngäs H, Kääriäinen M
Health Coach Roles

• The Health Coach role includes:

  • **Self-management support**: supporting their patients to have the knowledge, skills, and confidence to become active participants in their care

  • **Bridge**: clarifying information provided by the provider, pharmacy, or insurance company bridging cultural/linguistic gaps
Health Coach Roles

- **Clinical continuity**: following patients who are in their continuity panel, with a goal to maximize continuity between patient and health coach.
- **Emotional support**: language- and often cultural-concordance enhances trust and engagement in learning how to self-manage the chronic illness.
Health Coach Roles

• **Clinical Navigation:** Health Coaches may be more accessible because they are in clinic every day and can be the primary clinic contact person for patients throughout the week help with making and keeping appointments, accessing pharmacy and other services

• Hali Hammer San Francisco General Hospital, Family Health Center
The Case for Culture and Language Concordant Care

• In a study of doctor–patient racial concordance, respondents preferred a physician of their own race or ethnicity.
• Respondents who had physicians of the same race/ethnicity reported greater satisfaction.
• This was true across racial and ethnic groups.
Chinese immigrants may be unfamiliar with the US health system and face challenges adjusting to that system. The lack of cultural concordance between patient and provider can lead to delays and treatment errors, and, ultimately, to poorer health outcomes.
Intervention

• Extend the traditional 15-minute primary care visit.

• To improve patient care and patients’ self-management skills by expanding the visit to include one-on-one time with a trained health coach.
Patient-centered model

• A patient-centered model using a culturally and linguistically competent health coach may help address barriers to treatment for racial or ethnic minorities, who may have limited English proficiency, low health literacy, trouble advocating for themselves, or may face a variety of systems-level barriers.

FTHPs: Perfect Match

- Strong clinical knowledge and experience
- High education level
- Richness of varied cultural perspective
- Positive personal strengths
- Equally embedded in both foreign perspective and host country medico-cultural context
Training and Certification

• National Board Certification for Health & Wellness Coaches launched in September of 2017.

• Approved training programs: https://ichwc.org/approved-programs/

• Is there a possibility of grant funding for training?
Prereq: Documentation of Education

• If you have completed an associate degree or higher, please sign the statement below to be eligible to sit for the Health & Wellness Coach Certifying Examination.

• On my honor, I attest/certify/promise that I have an associate’s degree or higher and am eligible to sit for the Health & Wellness Coach Certifying Examination.
Show Me the Money!

- Health Coach Salaries in Massachusetts: Average Base Pay $52,401/yr
- [Www.glassdoor.com](http://Www.glassdoor.com)
- Challenge & opportunity for business model innovation
Business Model Innovation

- Business model innovation to deliver greater value to patients and providers and simultaneously extract greater value for health coaches within the prevailing cost structure.
Career and Technical Education: Creating Strategic Healthcare Pathways in Partnership with Boston Public Schools
### Status of BPS Career and Technical Education Healthcare Pathways
#### CTE Health Services Cluster

<table>
<thead>
<tr>
<th>Program</th>
<th>School</th>
<th>Type</th>
<th>Total Enrollment 17-18</th>
<th>Credentials</th>
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<tr>
<td>Dental Assisting</td>
<td>Madison Park</td>
<td>4 year CH 74</td>
<td>35</td>
<td>OSHA 10, First Aid, CPR, HIPAA, Radiology Infection Control, General Chair side</td>
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<tr>
<td>Health Assisting</td>
<td>Madison Park</td>
<td>4 year CH 74</td>
<td>55</td>
<td>OHSA 10, First Aid, CPR, CNA, Alzheimer’s &amp; Dementia, Home Health Aide, HIPAA</td>
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<tr>
<td>Health Assisting</td>
<td>English High School</td>
<td>3 year CH 74</td>
<td>39</td>
<td>OHSA 10, First Aid, CPR, CNA, Alzheimer’s &amp; Dementia, Home Health Aide, HIPAA</td>
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<tr>
<td>Health Assisting</td>
<td>Kennedy Academy of Health Careers</td>
<td>4 year CH 74</td>
<td>165 (9-10) 23 (11)</td>
<td>OHSA 10, First Aid, CPR, CNA, Alzheimer’s &amp; Dementia, Home Health Aide, HIPAA</td>
</tr>
<tr>
<td>Medical Assisting</td>
<td>Madison Park</td>
<td>4 year CH 74</td>
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<td>OSHA 10, First Aid, CPR, Certificate of Medical Assisting</td>
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<tr>
<td>Medical Assisting</td>
<td>Boston International</td>
<td>2 year Non-CH 74</td>
<td>35</td>
<td>OSHA 10, First Aid, CPR, Certificate of Medical Assisting</td>
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365
CTE Expansion: Biotechnology Launch for SY 19-20

Program of study includes:

- Health and Safety including First Aid, CPR, AED, OSHA certifications
- Regulatory agencies/ Basic Lab Management Skills
- Solution prep and calculations
- Lab assays, techniques, instrumentation, microscopes
- Cell techniques
- Bioethics and lab careers
- Employability skills and entrepreneurship
Opportunities to Partner

- Curriculum alignment with Apprenticeships or other internal educational healthcare pathways
- Healthcare “Sponsors” for each school to build deeper partnerships and multiple work-based learning experiences over time with organizations
- Recommendations on CTE Healthcare pathway learning outcomes
- Summer Career Awareness programming for middle school/grade 9 students
- Health Care Pipeline opportunities
- Other?

<table>
<thead>
<tr>
<th>Class of 2016 CTE graduate survey</th>
<th># of responses</th>
<th>Self-reported in Health Careers education or employment</th>
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<tbody>
<tr>
<td></td>
<td>53</td>
<td>46</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Enrollment (Madison, English, BI)</th>
<th>African American</th>
<th>Hispanic</th>
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<tbody>
<tr>
<td>October 2017</td>
<td>51 %</td>
<td>46 %</td>
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