

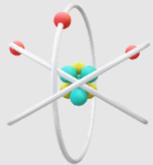


CPR for the Healthcare Sector

Community Partner Resources (**CPR**): From Vision to Sustainable, Scalable, Repeatable and Efficient Execution

The National Association of Workforce Development Professionals – Spring Conference 2018

- Blue Ribbon Management & Consulting, LLC May 21st, 2018



Craig S. Butler – Founder/CEO

Jeannette C. Glenn – Senior Partner

Timothy D. Hess – Senior Consultant - Video



Outline: CPR for the Healthcare Sector-

Workshop Description: Community Partner Resources (CPR) for the Healthcare Sector. 1 hour

Course Outline: “Workforce Boards across the country have gathered information regarding Healthcare as the fastest growing sector for workforce development needs and investments. While we, as workforce Development professionals have plans to engage with healthcare as partners, we need more insight to help us build confidence, partnerships and a return on our investments. This is a chance to go behind the scenes and help participants in the workshop understand and navigate their way into their local healthcare industries. Three senior level presenters from diverse backgrounds will help you understand the complicated healthcare industry from the inside out. As attendees you will have an overview of the past, present and future of healthcare, which will include replicable models for your local consideration. It is not a matter of IF healthcare providers will be contacting you, but WHEN. This session will help you be prepared to navigate, build valued relationships and deliver your community partner resources.”



Outline

1

Overview of Shareholders & Their Individual Needs



2

Demands and Opportunities in the Healthcare Sector



3

Healthcare - Environment, Culture and Caregivers/Support Personnel



4

Understand Successful Strategies and Processes in partnerships



Vision-

Qualifying Question for Attendees

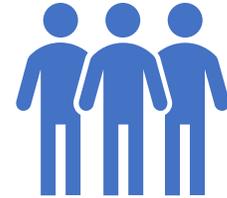
Have a vision and believe in it!

The best way to predict the future is to
invent it!”

— Alan C Kay, in the 70's at XEROX PARC

1

Overview of
Shareholders
& Their
Individual
Needs

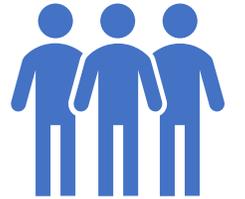


Vision- Us and Our Team(s)

1

Overview of
Shareholders
& Their
Individual
Needs

**Our greatest competitor
is ourselves!**

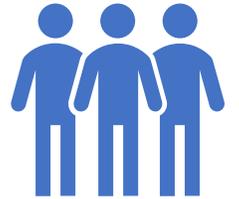


Community Partners- Primary Resources

- 1. Workforce Development Boards, supporting administration & Workforce Development Professionals (front line)**
- 2. Education Primary and Post Secondary**
- 3. Business / Employers**
- 4. Community Support Agencies**
- 5. Workforce of the Future!**

1

Overview of Shareholders & Their Individual Needs

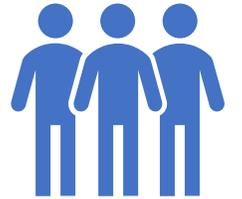


Workforce Development Professionals & Human Resource Professionals

1

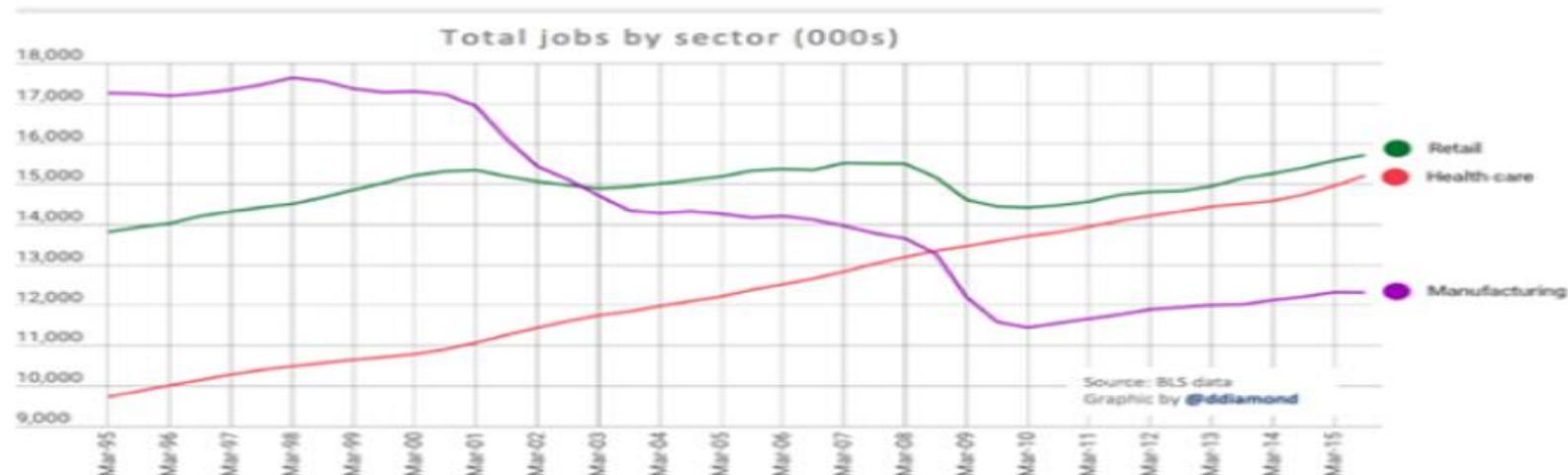
Overview of
Shareholders
& Their
Individual
Needs

- Similarities in competency with different objectives,
- Changing market conditions are mandating change,
- Leverage similarities & close the gaps!



Healthcare Demand

- **No** industry is growing faster than health care.
- **1 in 9 jobs**; more than 15 million people
- In 2015, **hospitals added more jobs** than in the previous seven years combined.



2

Demands and Opportunities in the Healthcare Sector



Source: Health Care Industry Briefing
NAWB March, 27, 2017

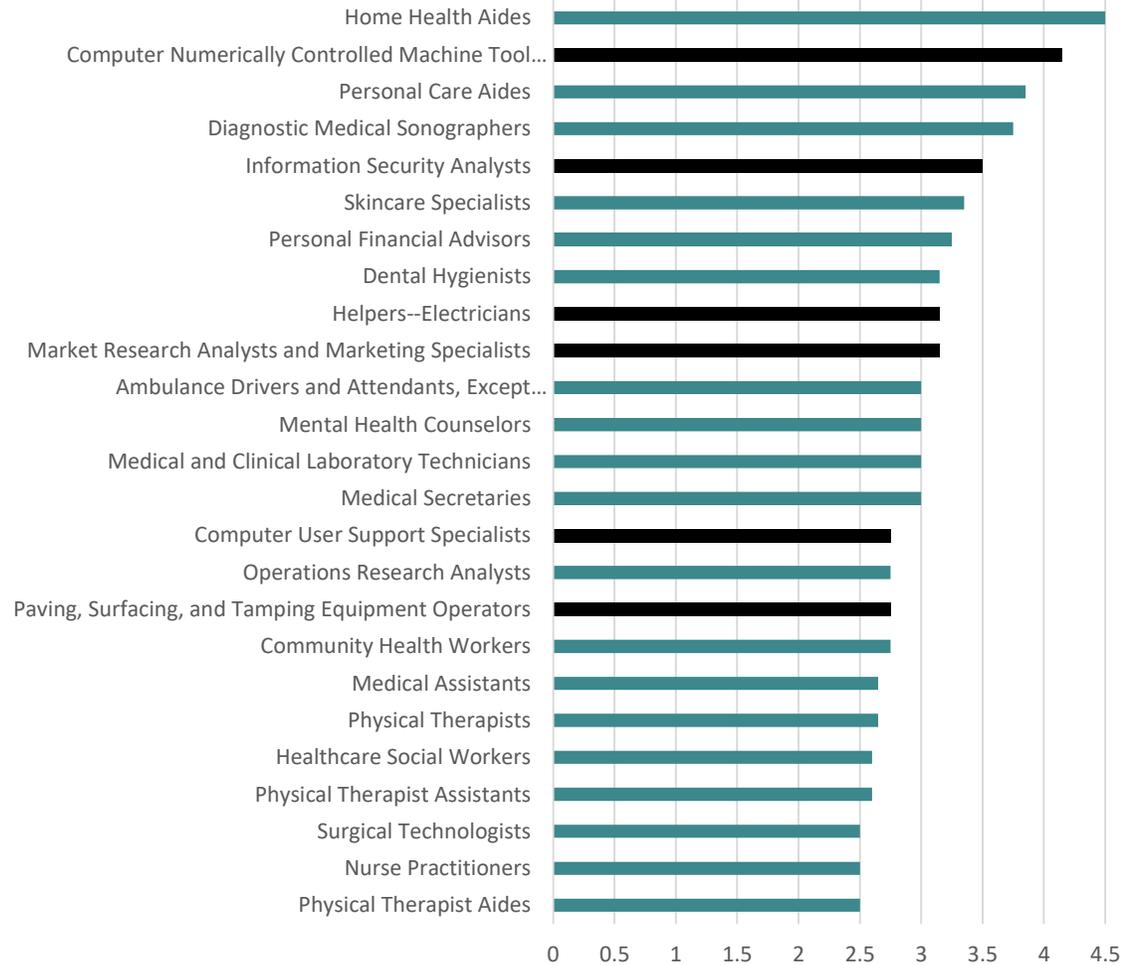
Healthcare- State Example

2

Demands and Opportunities in the Healthcare Sector

Occupations by Projected Growth:

Nearly 80% of the top growth sectors are in healthcare.



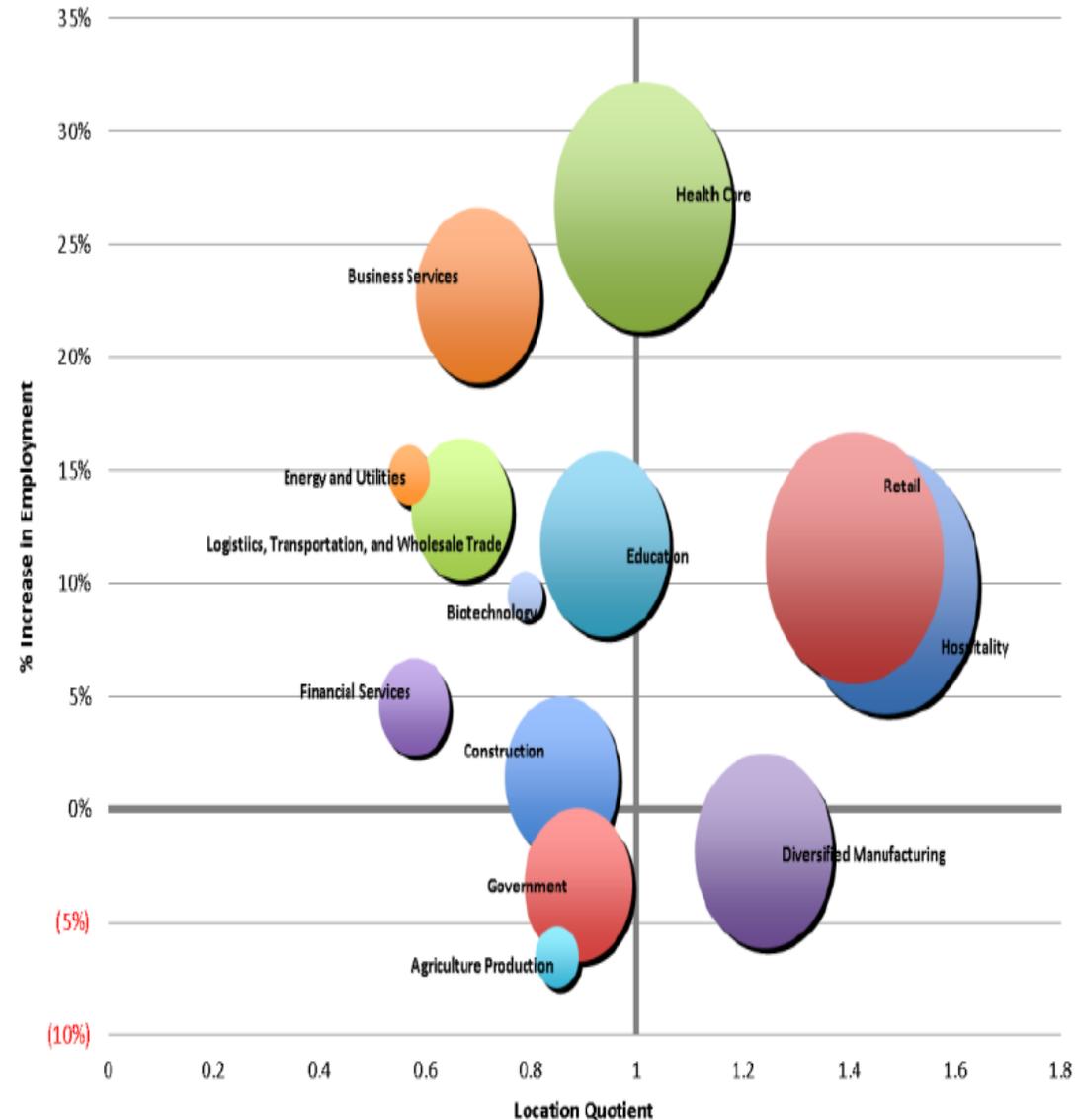
Source: SC Dept. of Employment & Workforce, Nov. 24, 2015

Healthcare- Local Example

Industry Clusters: Pee Dee Region, SC

- Industry comparisons and clusters clearly support the healthcare sector as an existing as well as emerging in-demand industry sector
- Healthcare as a demand industry in all parts of the region.
- Healthcare is the only industry with growth in all three local workforce areas.
- Healthcare is expected to grow significantly across all areas in this region.

Industry Clusters in PeeDee Region, SC



2

Demands and Opportunities in the Healthcare Sector

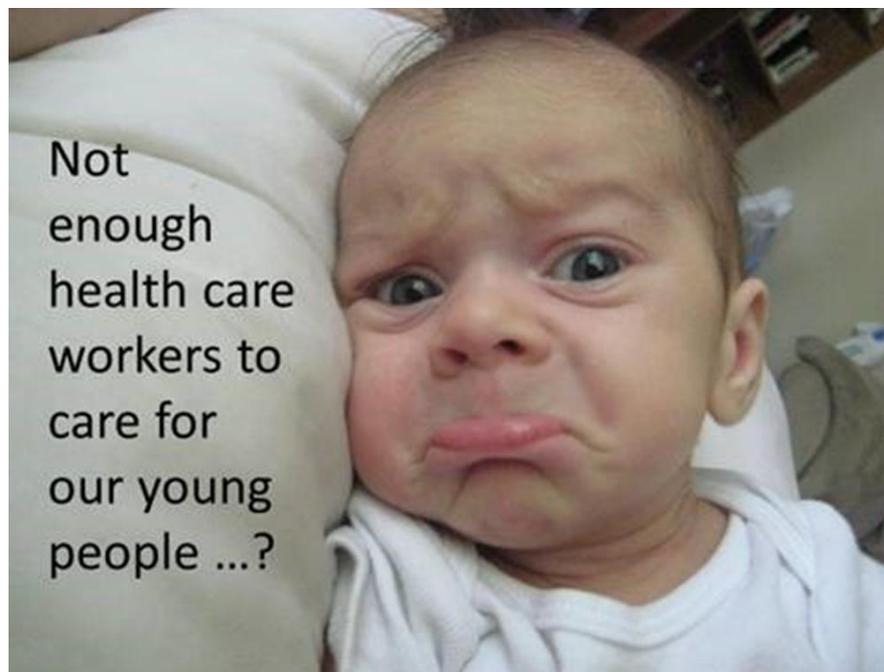


Source: Pee Dee Regional WFDB Attachment-B-Local-Plan-Requirementssept2016final.pdf

2

Demands and Opportunities in the Healthcare Sector

+ IF Healthcare =
(#6) Bonus Win
for ALL



What healthcare needs from CPR-

- Funding
- Employable / Trainable Candidates, strategic alliance, accountability in education/funding for outcomes.
- Upskill the high ratio of internal underemployed / high potentials, then backfilling with better prepared hires.
- Lower Turnover, higher engagement, cost containment, diversity, succession planning for high rate of retirees now and continuing, etc...
- Development of resources within the communities they serve.

Without our help?

Under-Employed internal healthcare ratios results in turnover, costs of turnover/recruiting, placement fees, relocation fees, premium staffing (PRN/Baylor/Over-Time), staffing agency fees and lost opportunity of floor or unit closures.

Opportunities-

Opportunity in M&A, Growth, ART (artificial intelligence, Robotics and Technology) impact in changing roles and payment for services and pay mix.



How to get in the game?

Go where the game is being played!
Network and learn from those with experience!



A Look Behind the 'Healthcare' Curtain

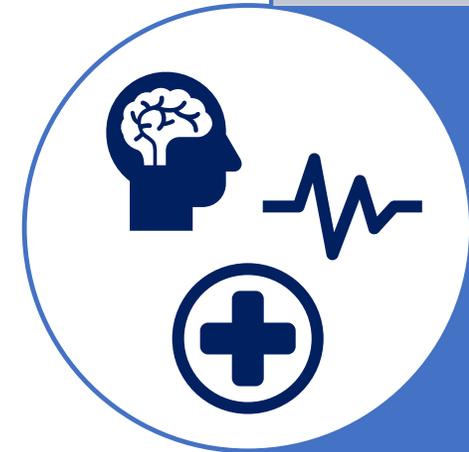
ANSWERS!!

- **Where is my brother?**
- **How badly hurt is he, is he alright?**
- **Can I see him?**
- **Are the best caregivers taking care of him?**

THE BEST

3

Healthcare -
Environment,
Culture,
Caregivers &
Support
Personnel



Elements of the Best



Cognitive Elements

Judgment & Decision Making

Critical Thinking

Math (Quantitative Reasoning)

Etc.



Character Elements

Overall Job Fit (personality and behavior)

Service Orientation

Teamwork

Etc.

Source: Health Care
Industry Briefing NAWB
March, 27, 2017

3

Healthcare -
Environment,
Culture,
Caregivers &
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Personnel



COMPETENCE AND CARING

Soft Skills(Social Skills)- The Building Blocks

Research conducted by Harvard University, Carnegie Foundation, and Stanford Research institute states:

Success in business today is attributed;

15% technical knowledge

85% social skills

3

Healthcare -
Environment,
Culture,
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Personnel



Development of Career Pathways

→
Getting Started

→
Moving Forward

Achieve Goal...

- ❑ Education & Training
 - Didactic / Theory
 - Controlled Simulation
 - Applied
 - On-the-Job
 - Mentorship
 - Verified Competence
- ❑ Stackable Credentials / Transferable Credentials

3

Healthcare -
Environment,
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Source: Health Care Industry Briefing
NAWB March, 27, 2017

Partnership, Collaboration and Continuous Improvement

4

Understand successful strategies and processes in partnerships

Meeting & Planning- Most Important is to know where you are so you can chart your future, together.

Typical Elements

Organization

Pre-work - Data Collection and logistic

Teams – All Shareholders have representation, Cross Functional Teams (ad-hoc and ongoing), horizontal/vertical, to include knowledge workers

Charter – Well defined boundaries

Work

Problem solving process, Efficiency/Lean Process determination, Leadership in areas based on strong competence with inclusion/engagement of all, consensus management, empowerment, work standards or protocols, process mapping, value added metrics to measure outcomes to objectives, Long Term Thinking for Replicable, Scalable, Sustainable, Stackable, Flexible, etc.

Results

Report Out- Priorities, Obstacles and success calibration

Action Register



Structure Supports Strategy

1st - Executive Committee Oversight / Sponsorship (Consensus Management, Resource Support and Barrier Removal)

Maximize the Team's knowledge workers:

Collaboration start-up, cross-functional teams (on-going and ad-hoc)

Sample Teams:

Marketing/Sourcing;

Screening/Selection;

Theory/Didactic Training and Simulation;

Apprentice/OJT Mentorship and

Logistics/Administration.

Discovery/Due Diligence in needs Examples: **Pre- and Post- meeting surveys, meeting agenda / documentations,** data analytics for decision support

4

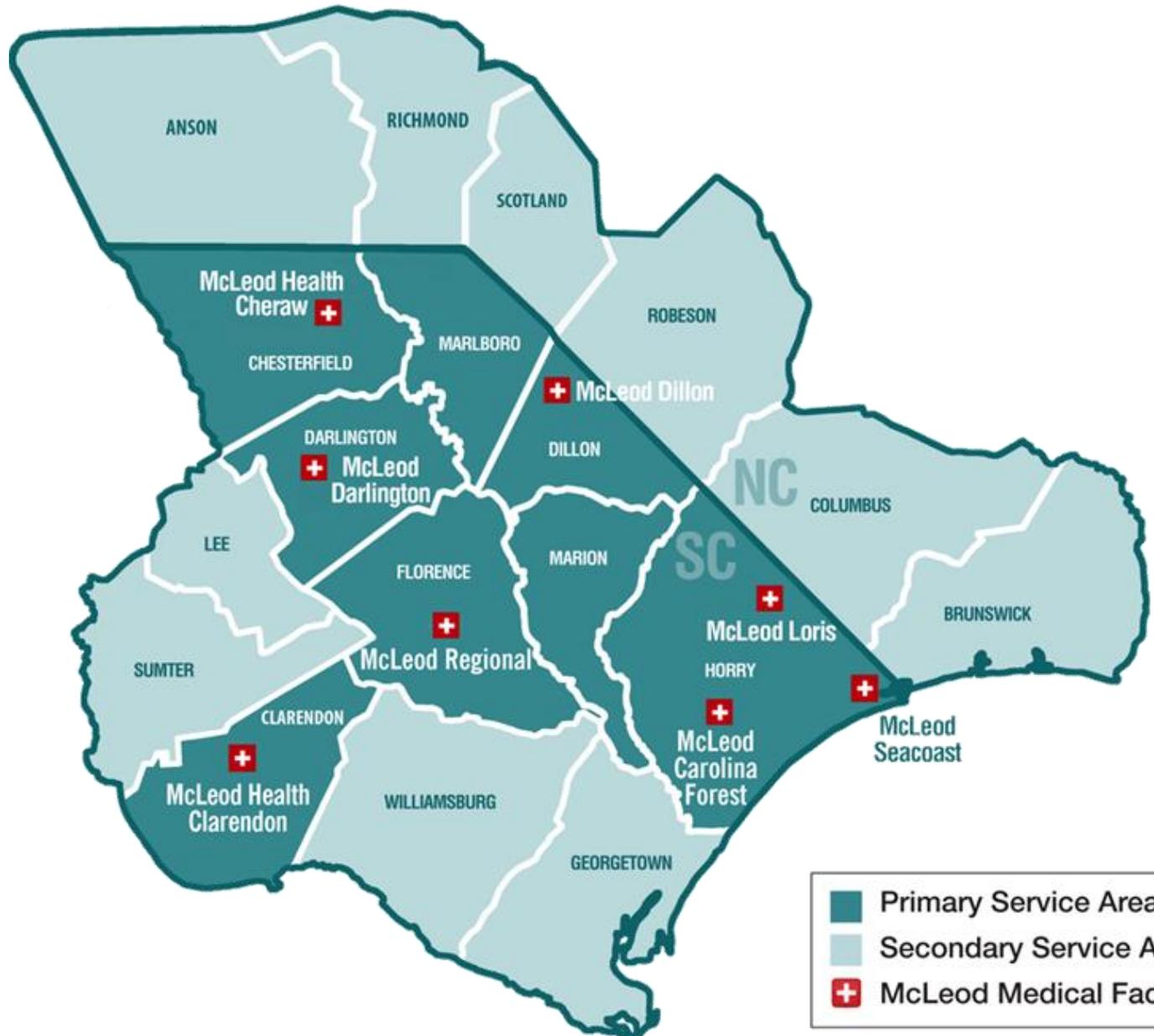
Understand successful strategies and processes in partnerships



ACCORD

Tools to Consider- Service Map of Business/Employer, Sector, worksites, etc. Example

Example: McLeod Health



■ Primary Service Area
■ Secondary Service Area
+ McLeod Medical Facilities

4
Understand successful strategies and processes in partnerships



Source: MAP_McLeod and Service Ares with WIOA Regional and Local.pptx

Question: “Why did you choose to embrace Community Partner Resources?”
and
“What did you like about the process?”



Timothy D. Hess- Healthcare
Business Client

4

Understand
successful
strategies and
processes in
partnerships



Medical Surgical Technician Track

Deliberate improvement on partnerships for sourcing and talent pool development via all internal and external media.

Front-end focus on candidate alignment via realistic previews and assessment tools

Maximize classroom Theory content and skills lab experience to improve job relevance, effectiveness and timeliness

Focused onboarding experience & matching "fit" with desire and aptitude.

Investment in organizational assimilation & competency development

Springboard to ongoing career development; even while working

CANDIDATE SOURCE

- Youth Programs > 18 yrs. of age
- Displaced
- Underemployed
- Adults – All Sources
- Youth
- Incumbents



- Use CRC's (in lieu of GED/Diploma), McLeod Reference Tool and McLeod Behavioral Assessment as screening tools.
- Create Casting Call Events to interview and establish finalist pools
- "Contingent Hire" Community Referral Partners in accordance with McLeod Standards (Background, Drug Screen, Functional Capacity, PPD)

* * * * *

Funding:

WIOA – CRC's assessment/development, Prep Training Technical Program -- Enrollment
 McLeod – Assessment/Screening Tools
 Grant – Coordination (Staff/Consulting)

- Establish Program Accelerated Curriculum
- Teach to McLeod Standards for MST
- Consider varied hours (day, evening, weekend) - 3 to 7 weeks per track based on participants need.
- Partner with McLeod RN Educators
- Didactic Training Only (Clinical and Application of Theory will be @ McLeod as an Apprentice/Employee)

* * * * *

Funding:

WIOA – Student's individualized needs.
 McLeod – Assessment/Screening Tools
 Grant – Coordination (Facilitation / Consulting),
 - Tuition / Book
 - Technical Program -- Curriculum

- Use placement process to match unit with CPR candidate
- McLeod Orientation and systems training

* * * * *

Funding:

WIOA – Student's individualized needs.
 McLeod – Curriculum / Classroom / ½ salary of participants, plus benefits and clinical mentors.
 Grant – Coordination (Facilitation / Consulting), ½ salary of participants

- Focused onboarding and matriculation process
- McLeod Orientation and systems training
- Unit-based orientation with clinical mentors in a Clinical rotation for the best career supporting specialty area for their career advancement.

* * * * *

Funding:

WIOA – Student's individualized needs.
 McLeod – Curriculum/Clinical Apprenticeship mentors and trainers. ½ salary of participants, plus benefits and other expenses not in the grant budget.
 Grant – Coordination (Facilitation/Consulting), ½ salary of participants



Blue Ribbon Management & Consulting, LLC (BRM&C)

Workforce Development / Career Solutions

www.MyWorkforceButler.com

Workforce Development Community Partner Resources (CPR) Collaboration:

- Partnering with Workforce Boards, Education, Economic Development, Business Development/Delivery Teams
- Resource Identification, Relationship Facilitation and/or Customized Program Design/Implementation,
- Needs Analysis for Decision Support from Employer(s) prospective, via direct or conference/roundtable
- Workforce Board Strategic Development in Business Service Teams through training, project management and/or facilitation.
- Facilitation & Strategic Planning Advisory Services for workforce development boards, regional strategic alignment and sector strategies.

Employer focused Competencies and Resources:

- Employer, educational and community based assessment of needs and customized programs in delivery,
- Program development and implementation, including clinical guidance, behavioral change management, data analysis for decision support and target programs for priority of service participants including adult, youth, dislocated workers, un/underemployed, people with disabilities, veterans, etc.
- Linking employer clinical needs with post secondary educational partners for targeted customized training, Workforce Development Community Partner Resources (CPR) Collaboration, Etc.. Per customized delivery in areas of BRM&C's experience and specialized competencies.

Human Resource Management:

- Strategic Workforce Development from Sourcing through Succession – Talent Pipelines
- Merge/Acquisitions, Organizational Development, Needs Analysis for Decision Support, coordinating all WFD tools and resources based on the desired/projected outcomes in M&A strategic / tactical planning.

Blue Ribbon Management & Consulting, LLC (BRM&C)

Workforce Development / Career Solutions

www.MyWorkforceButler.com : Download Presentation and sample tools at our website

Questions Now?

Questions After Session?

Conference Networking – How can we help you?

Questions After Conference?

Visit us at MyWorkforceButler.com for download available PDF of this presentation as well as to contact us on how we may partner together!

Example Tools to Consider- Presentation Flexible to Target Audience and Communication Support to Objectives

4

Understand successful strategies and processes in partnerships

