

EOHHS Workforce Transformation Meeting Meeting Notes

February 3rd, 2017

Hewlett Packard Enterprises, 301 Metro Center Blvd, Warwick

3:00 p.m. – 4:30 p.m.

Attendees: Nicholas Oliver (RI Partnerships for Home Care), Mariama Adekomaya (Carelink), Ann Detrick (BHDDH), Bryan Blissmer (URI), Michelle Brophy (BHDDH), Amy Weinstein (Apprenticeship RI), Catherine Taylor (URI), Maureen Maigret, James Rajotte (DOH/SIM), Michael Beauregard (RIAC), Lisa Tomasso (TPC), Kayla Mudge (HARI), Tammy Russo (RIPIN), Suzanne Campbell (CTC), Tom Gershkoff (Charlesgate), Steven Florio (RIDCHH), Jennifer Giroux (RIC), Amy Chirichetti (OPTUM/United), Deborah Kutenplon (RIC), Melissa Malone (Skills for RI Future), Marie Jones-Bridges (RI Oral Health Commission), Desi Santurri (Phoenix Home Care), Marissa Ruff (Seven Hills RI), Yolande Lockett (RIC), Mary Barry (Capitol Home Care), Elizabeth Guillen (SRIAHEC), Mary Benway (Community Care Nurses), Miellette McFarlane (DLT), Neil Desai (Skills for RI Future), George Bottomley (JWU), Peter Oppenheimer (RIPCPC), Angela M. Reda (EBCAP), Kathleen Kelly (RIACA), Mykahla Gardiner (EOHHS), Karen Statser (EOHHS), Linda Katz (EPI), Susan Ahlstrom (ACE), Magali Angeloni (NEIT), Ed Quinlan, Hilary Jansson (CCRI), RW Harigh (HCS), Josh Estrella (Neighborhood), Cynthia Farrell (Thundermist), Craig Devoe (Nursing Placement), Marianne Raimondo (RIC), Charlotte Crist (BCCSRI)

Meeting Notes:

Rick Opening Remarks

- Rick went around the room and asked for introductions.
 - Noted that we have some new folks at this session.
- Thanked everyone for their input in the process thus far and gave an overview of the process to date starting with the October 7th kickoff meeting.
- Reviewed where we are in the process now and how we aspire to transform our health system
 - We began by identifying health system transformation goals
 - Continued with small group discussions on various health focus areas
 - Have identified cross-cutting workforce strategies
 - Will be finalizing priorities and recommendation to incorporate into our report
- JFF has been assisting with interviews, looking at the labor market data, and jobs that will impact health system transformation
 - We will profile 20-25 jobs in our report, including definitions, labor market, education, and licensure data, and role in system transformation
- Today we will begin preliminary discussion of implementation of key strategies
 - This will assist us in developing a strategic work plan
 - This will also support / inform workforce transformation partnerships between education and training providers, healthcare providers, and others

Announcements

- Rick asked if there were any announcements to share regarding events or progress updates
- Michael Beauregard, RI Action Collation –Nurses lead program –getting experience with serving on a RI board
- Susan Ahlstrom, ACE –Hosting educational forum on the social determinants of health related to education, at Providence public library, engage our food providers
- Catherine Taylor, URI –Palliative care is being rolled out at URI
- Jennifer Giroux, RIC –finished their first CHW training program –it is interdisciplinary and prepared for the new CHW certification
- Angela Reda, EBCAP - CTC Nurse Care Manager trainings will be occurring soon

Scott Jensen

- Director of Department of Labor and Training (DLT) spoke and was excited to share with the group the work the DLT is doing for the healthcare workforce
- Discussed Real Jobs RI and the work that is already occurring with RIC and other projects
- Real Jobs RI listens to companies and consortia to try to develop innovative ways to prepare workers for jobs that exist now
- Real Jobs is a grant program that looks for partnerships
 - Partners are meant to be good convener to break down barriers with employment
- Sector-based workforce strategy –Real Jobs RI bring that type of strategy to scale in industries that need it the most
- Healthcare is the largest sector in the RI economy; important to examine how to sustain this growth
- Real Jobs minimizes red tape; eases eligibility requirements of employers and trainees
- Jen Giroux (RI College): Said the pitch was easy to do and suggested that new partners apply; 2 pages long, turn around in 2 weeks
- Concerns were raised by several participants about the inadequacy of reimbursement rates to home health agencies, and the adverse impact on CNA wage rates
- Strategic importance of home health to health system transformation was noted; depends on stable home care workforce
- Scott shared that he would chat with these participants after the meeting
- Rick- This is a very important issue. Will be noted in report. We need to develop strategies to address this.
- Apprenticeship RI –building a career pathways program in RI
 - CNA to CNA II, to medical assistant to LPN
- Rick and Scott will work together to improve healthcare workforce strategies in the states
 - Invest monies now to create and improve career pathways
- Train and pray is not the best way to go about this said Scott

- Reverse engineer creating jobs, look at what we need to develop
- Looking to make a prediction about new jobs
 - DLT has funds for training, not for wages
- Suzanne Campbell, CTC – in the past, some primary care practices were not eligible to receive job training funds, because they don't contribute into unemployment system.
- Real Jobs RI can support practices, but need to be part of a partnership
 - Rick will circulate info on how to apply for Real Jobs funding

Discussion Activity

Rick background

- We are putting more expectations on our entry-level workforce, non-licensed, hope to have cultural and linguistic diversity and ability to address challenging social problems
- Health care careers are important in developing the career pathways structure
- The state is increasing the capacity in HCBC and reduce institutional care
- Core concepts of health system transformation will be discussed
- Want to develop strategies that are important to be prioritized

Advanced Certification for Entry-level occupations

- Maureen–Need to create a standardized curricula of what the training for this new type of CNA is so it can be widely understood in the industry
 - Need to be able to increase pay as they obtain advanced certification
- Need to identify source of funding for training
 - Would government do this? Private payers? Employers?
- Certification could be for Alzheimer too as the elderly and individuals with dementia is a growing population
- Very important for advanced certification to be valued by employers
- Tap into existing capacity for education/training
- Staff need to be able to get off time to go to trainings
- Some training could be on the job (new hire orientation or on-going in-services); consider online or blended learning
- Need to demonstrate the value in the professional development; Tie it to evidence-based and claims for the advanced certifications –prove the payer buy-in
- The employer needs incentive to help support the training
- Consider digital badging as a way to credential additional certification
- Make sure the advance certification training has all the necessary components to be understood/valued

Health Professional Diversity

- increase healthcare career awareness, education, hands-on experiences in CTE – focus on target student populations (especially bi-lingual)
- Engage parents

- Community-based opportunities to engage new workers in the healthcare workforce
- Develop STEM education in our schools to ensure young people have the skills to succeed in health professional education and enter the healthcare workforce
- Recruitment from college and universities to diverse target populations
 - Outreach to different HS and communities for diverse candidates
- Supportive services for diverse student population (academic support, mentoring, peer-to-peer programs)
- Partner with AHEC
- Medical interpreter training
- incentivize practice diversity through payment models
- Mentoring program for ASL interpreters
- Increase ASL competence among MDs and RNs (Currently, no medical programs offer training as ASL interpreters)
- Welcome Back program – re-certification of foreign-trained health professionals
- Commitment to diversity needs to start at the top of organizations to increase buy-in of managers and staff

Higher education/community health partnerships

- Shift clinical opportunities from mostly acute care; many other opportunities do exist
- Tammy – student internship can be expanded for community and home-based
- Increase career level-awareness
- Logistics are very challenging
- Incorporate other aspects of community-based care (eg, telehealth)
- Need to convene / coordinate all colleges re community-based clinical placement opportunity
- Some challenges/liabilities exist for home health agencies to host students
- Nurses and therapists are required by Medicare to have two years of experience before working in home care (ie, cannot go directly from school to employment in home care)
- FQHCs like to support and take in students for placements
 - Need appropriate preceptor

“Stickies” feedback (post-discussion)

1. Advanced certification for entry-level occupations

Importance: Low: 2 Medium: 6 High: 11

Feasibility: Low: 1 Medium: 11 High: 6

Comments:

- “It would be beneficial for expanded certifications to be aligned across disciplines”

2. Health Professional Diversity

Importance: Low: 0 Medium: 0 High: 16

Feasibility: Low: 3 Medium: 9 High: 4

Comments:

- “One way to attract diversity is to incorporate language requirements in many healthcare training programs, especially at the college level.”

3. Higher Education / Community Health Partnerships

Importance: Low: 0 Medium: 0 High: 17

Feasibility: Low: 1 Medium: 5 High: 9

Comments:

- “Need for patient navigation for RI’ers that are not Medicaid eligible (possible internship oppty for higher ed students?)”
- “Manage this as a partnership with employers. Resist funding first. Plan and interact with employers first.”

4. Home and Community-based Workforce

Importance: Low: 0 Medium: 3 High: 14

Feasibility: Low: 0 Medium: 8 High: 6

Comments:

- “And compensation for...”

5. Clearinghouse for Training Modules

Importance: Low: 0 Medium: 9 High: 4

Feasibility: Low: 0 Medium: 3 High: 9

Comments:

- “On-line nurse training preceptor program near complete. Enhances students clinical experiences”
- “Work with a valid cross-section of employers”