

Promising Practices Session:
Developing the Healthcare Workforce Continuum in Lane County

PRESENTERS:

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CONTENT OUTLINE FOR PRESENTATION

- To increase the skills of the **emerging** workforce to meet the needs of the Healthcare industry
- To increase the skills of the **current** workforce to meet the needs of the Healthcare industry
- To increase the current workforces' employment power and options within the Healthcare industry

LEADERSHIP AND PARTNERS

A) CURRENT WORKFORCE

The Community Healthcare Education Network (CHEN) is made up of representatives from the six major healthcare employers in Lane County; the three local colleges; 6th – 12th grade health occupations education providers (which includes alternative programs

for at-risk youth); the local Workforce Investment Board; Public Health; and affordable housing representatives.

The Mission: The Community Healthcare Education Network is established to facilitate healthcare providers and other interested parties in Lane County, to compose a consortium with the focus of facilitating interest and promoting capacity building in health related careers, coaching in career pathways and promoting quality education in the field of healthcare.

B) EMERGING WORKFORCE

Lane Community College has eight Advisory Committees for each of its credit Health Profession Programs in Dental Assistance, Dental Hygiene, Emergency Medical Technology, Health Records Technology, Medical Office Assistant, Nursing, and Physical Therapy Assistant.

The Continuing Education Department participates in and receives advisory input from the Emergency Medical Technician Advisory Committee, the State Board of Massage, and the Community Health Education Network.

The High School Connections office at Lane Community College has a Design Team and Steering Committee comprised of representatives from local Lane County school districts, the community college, other strategic partners, including the Lane Workforce Partnership (WIB) and the Lane Education Service District. The Steering Committee also has members the business community, economic development, labor and elected officials. This is a collaborative effort to bridge between high school and post secondary institutions to provide more career technical opportunities for high school students, including health occupations. The initial phase of this work was under the umbrella of the Regional Technical Education Consortium (RTEC) and has evolved to be part of the Career Pathway effort.

The EMT pilot project between Cottage Grove High School and Lane Community College is a health occupations example of one of these high school partnerships. In this pilot project, the Lane Community College faculty member teaches the EMT Basic Course at the high school focused on students with a health occupations interest and course background. The class also includes students from the Eugene 4J School District and Pleasant Hill School District. It partners with the South Lane Fire and Rescue Program.

FUNDING AND REVENUE SOURCES

- Workforce Investment Act Scholarship Funds
- Employer Scholarships and in-kind contributions
- Oregon Lottery – economic development grants
- School District funds for high school students

- Private Foundation (e.g., Weyerhaeuser, Juan Young Trust) for building High School Connections in targeted career areas between high schools and community college
- Corporate funding (e.g., Bi-Mart) for new curriculum development
- U. S. Department of Labor grant
- Regular tuition payments via individuals or with financial aid

OVERVIEW OF ACCOMPLISHMENTS TO DATE

A) CURRENT WORKFORCE

- In 2002, CHEN received a \$75,000 planning grant from the Department of Labor. This grant led to the development of a strategic plan, which outlined the workforce training needs and the training capacity issues in the area. Based on this information, additional incumbent worker training funds were leveraged from State Incumbent Worker Training Funds, Local Workforce Investment Act funds, and local healthcare employer training scholarship funds (mostly hospitals'). Today over 50 incumbent workers from entry-level healthcare jobs have successfully completed training and have moved up from making average wages of \$10.14 to average wages of \$14.28. Some of the most notable success stories include:
 - **Jaime:** began as a home health aide making \$8.50 an hour and is now a Medical Assistant at \$13.74 an hour.
 - **Lisa:** began as a nurse's aide making \$8.22 an hour and is now a Licensed Practical Nurse making \$14.16 an hour.
 - **Scott:** began as a Specimen Processor making \$13.98 an hour and is now a Radiology Technician making \$20.85 an hour.
 - **Kristine:** began as a Medical Secretary making \$12.52 an hour and is now a Clinic Administrative Services Manager making \$28.00 an hour
- Development of career pathways among and between four healthcare providers: PeaceHealth, Peace Harbor, Oregon Medical Laboratories, and McKenzie-Willamette Medical Center (See Poster)
- Establishment of a career pathways program in PeaceHealth and Peace Harbor
- New education programs developed (Linn-Benton Rad-Tech program; LCC sterile processing, medical receptionist, and pharmacy tech programs; Pioneer Pacific LPN program, and OML distance learning program with the Medical College of Georgia for Medical Technologists)

B) EMERGING WORKFORCE

- Lane Community College's Health Professions Division recently expanded core programs as follows:
 - Joining the Oregon Consortium for Nursing Education (OCNE) to provide joint curriculum to provide seamless transition to a B.S. in Nursing

- Implementing a DOLETA grant in Dental Hygiene to expand distance learning for theory and to collaborate with other colleges in the Northwest for clinicals
- Adding Physical Therapy Assistant Program
- Fundraising for a new Health and Wellness Building with already pledged support from the Legislature
- Lane's Continuing Education Department has developed a growing range of courses and programs suitable for both the emerging workforce and for currently employed workers seeking career advancement within the health occupations sector:
 - Certified Nursing Assistant and CNA II
 - Phlebotomist
 - Pharmacy Technician
 - Medical Receptionist
 - Sterile Processing
 - Spanish for Health Occupations
 - Emergency Responders
- In 2003-04, Lane Community College, Lane Education Service District and local school districts received an OEDD Capacity Grant to begin building the Regional Technical Education Consortium (RTEC) to enhance career technical opportunities (including health occupations) for high school students. This effort expanded in 2004-05 with a CCWD Advanced Tech Grant. Then became part of the CCWD Incentive Grants and Pathway development (2005-2008).

SUCCESS FACTORS

- Long standing collaboration among workforce programs, community colleges, private colleges and healthcare providers and school districts
- The ability to work together and leverage each other's resources and funding
- Information exchange
- Built-in project sustainability

CHALLENGES AND LESSONS LEARNED

- Lack of dedicated staff for the consortium
- Consortium member time management issues – i.e. making time for meetings
- Working across institutional lines with different timelines and requirements can create hidden obstacles

IMPLICATIONS FOR STATE POLICY

- 1) increasing student access by increasing capacity (the number of seats, number of sections offered, total value of student completers and graduates)
- 2) increasing student access by increasing the amount and availability of scholarships for students in health occupations