

BayStateWorks
Metro South/West Regional Employment Board (MSW REB)
HealthcareWorks – Award: \$969,749
Project Focus:

Building upon the lessons learned and products developed in BEST I, the MSW REB, three workforce boards (Greater Lowell, Merrimack Valley and North Shore) and the UMass Memorial Medical Center have joined to create a “grow your own” or “promote from within” strategy to address staffing shortages in nursing and allied health jobs in 13 hospitals, one group medical practice, and three nursing homes.

The Partnership:

Caritas Norwood Hospital, Metro West Medical Center, UMass Memorial Medical Center, Newton Wellesley Hospital, Commonwealth Communities, North Shore Medical Center, Northeast Hospitals, Life Care Centers of America, Northwood Nursing & Rehabilitation Center, Merrimack Valley Hospital, Greater Lawrence Family Health Center, Whittier Rehabilitation Hospital, Lawrence General Hospital, Metro South/West REB; Greater Lowell WIB, Merrimack Valley WIB, North Shore WIB, Employment and Training Resources, North Shore Career Centers, Career Center of Lowell, SEIU 202, SHARE, United Food and Commercial Workers, Employment & Training Administration, Watch and Employment Options.

Project Goals:

The goals are to (1) fill critical nursing and allied health positions within the hospitals and nursing homes with a “grow your own” or “promote from within” approach, (2) reduce hospital and nursing home costs of hiring by increasing the retention rate of entry-level workers and mid-level technical staff, (3) improve patient care by having a well-trained, highly engaged workforce, (4) increase patient satisfaction rates by enhancing the ability of entry-level employees to communicate with patients and other members of the patient care team, (5) provide opportunities for entry-level employees and low-income residents to advance to nursing and allied health jobs, thereby improving their ability to earn enough to support their families, (6) create a high-caliber, virtual training center that is cost effective for employers by developing an educational model that is compatible with the culture and practices of the health care industry and (7) establish HealthcareWorks as the preeminent health care workforce education broker in five workforce regions, connecting employers, community colleges, unions and community organizations to create solutions to health care staffing shortages.

Enrollment Goals:

- 234 or more participants, 170 participants will receive skills training

Project Design:

There will be four components to the education program: foundation skills, college preparation, GED and occupational training. Integration of basic education and occupational skills training will occur in the workplace, and the curriculum will be employer driven.

- Foundation Skills will enable workers to deliver better patient care, become a solid member of the patient care team and prepare them to enroll in the college preparatory course.
- College Preparation will enable workers and community residents to gain entry into and succeed in certificate and degree programs and pass the Accuplacer examination for acceptance into post-secondary education colleges.
- GED instruction will be provided by the Framingham Adult ESL Plus Program
- Occupational Training at the UMass Memorial Medical Center, the hospitals in the Merrimack Valley and at Salem State College will include Acute Care Nursing Assistant, Advanced Billing and Coding, Licensed Practical Nurse, Phlebotomy, Critical Care Nursing and a masters program to prepare registered nurses for faculty positions.

Support from supervisors and managers along with coaching support from trained career coaches will ensure that individual's goals are attainable and that the participants have the support to balance work, education and family demands and address barriers to success.