Defining the Skills of the Emerging Workforce

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The Egg, 1 Empire State Plaza
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Partnership with SI PPS and CSI

- The 1199SEIU Training and Employment Funds (TEF) conducted a nationwide research on available Community Health Worker programs with the interest of creating a credit bearing certificate program.
- The Minnesota Standardized Curriculum for Community Health Worker is a comprehensive program that aligns well with the CHW role in NY state.
- The program was presented to CSI to be developed collaboratively as a credit bearing course.
- TEF and SI PPS requested customization for DSRIP purposes.
- CUNY-CSI developed the curriculum for an integrated Basic Education and Skills Training (BEST) Model program to train CHWs.
- SI PPS sought and obtained PPS partner comment and input in the development of the final CHW curriculum in discussions with CSI.
- Together-- SI PPS, TEF and CSI have planned and managed the recruitment process and tuition benefits for PPS facility employees.
The TEF in collaboration with the Alfred University is offering a new course this fall, Master’s Degree in Mental Health Counseling with Certificate of Advanced Study.

Care Manager, Care Navigator, Outreach Specialist and Interdisciplinary Care Team trainings were developed and continues to be offered by the Population Health Department.

Based on request, Care Plan Development is a new course underway.
The Training and Employment Fund’s Population Health Department is staffed fulltime by experts in training, education and change management, and supported by capable field and administrative staff.

It is a new team with a deep bench made possible because of TEF program leadership (Directors and Assistant Directors) taking part in the extended DSRIP team.

Services to PPSs include:

- Evaluating workforce gaps and training needs
- Vetting programs and vendors
- Developing and delivering effective online and live courses
- Managing redeployment through the Employment Center and the web-based HWApps platform
- Using HWApps to assist in quarterly and impact reporting – tracking training, spending, jobs and data
- Providing advice and consultation to PPSs.
DSRIP Skills Development Highlights

STATEN ISLAND PPS
3.g.ii Integration of Palliative Care into Nursing Homes
• Palliative Care training with 8 modules
• For a start, over 2,300 employees have been trained

2.b.vii Implementing transfer avoidance for SNFs
• At first, staff were trained in INTERACT
• Then 25 INTERACT Champions were trained

3.a.i Integration of Primary Care & Behavioral Health
• Motivational Interviewing was offered to Ambulatory Care and Behavioral Health partners, classes quickly filled up
  – 50 Enrolled, new classes will be opened
• TEF has customized a Basic and Advanced Care Coordination Course for SI PPS, taking modules from the Care Coordination Fundamentals
2.a.iii Health Home At-Risk Intervention Program
- An SI CARES Health Coach Orientation day was designed and delivered collaboratively between TEF and Coordinated Behavioral Care
- Staff from CBC’s network of Care Management agencies attended a Cultural Awareness Train-the-Trainer

4.b.ii Increase Access to High Quality Chronic Disease Preventative Care & Management
- Physician practices- doctors and staff completed DSRIP 101 online, SI PPS responding to partner demands, asked to create and partnered with TEF to deliver the final product
- Value-Based Payment online course, with Physicians as primary target audience
- Engaged in Lean for Healthcare
Staten Island PPS
Scheduled Training Calendar
May to August 2016

May
5/2 Interact for Champions
5/13 LGBTQ, Shine Center
5/26 Lean Orientation
5/24 LGBTQ, Camelot
5/3 Lean Orientation
6/2 LGBTQ, Camelot
6/16 LGBTQ, Project Hospitality
6/17 Cultural Train the Trainer Day
6/23 LOCATDR
6/28 Motivational Interviewing

May 4 - 6/30
DSRIP 101, Lean for Healthcare, Palliative Care

June
7/19 Bias, Culture, Values (RUMC)
7/19 Motivational Interviewing
7/21 Care Coordination (Basic)
7/28 Care Coordination (Advanced)
7/29 Bias, Culture, Values (RUMC)
7/25 Bias, Culture, Values (RUMC)

July 1 - 8/31
Lean, Palliative Care, Bias Culture and Values/Train the Trainer, DSRIP 101, Compliance and HIPAA, VBP

Ongoing Training
Live:
Lean for Healthcare
Palliative Care
Bias, Culture and Values/TT
LGBTQ

Online:
DSRIP 101
Compliance and HIPAA
VBP (July)

In the Pipeline
PAM
SBIRT
Chronic Disease Management
Peer Counselor Certification
Interact – Home Care
Care Coordination – Home Care
Care Management – Geisinger
Community Navigation
Electronic Health Records
Cultural Competency - Veterans, Disabled
What Works?

• Strategic partnership with project directors, workgroups and partners at the facility level.
• Agility in using Plan-Do-Study-Act, Adopt or Adjust on short cycles.
• Willingness to be early experimenters and share their products.

What’s Next?

• Providing additional support for partners on workforce hiring, redeployment and training through HWApps.
• Developing training formats that are scalable and sustainable.
• Implementing strategies to improve staff retention and create opportunities through career pathways, internships and education within the PPS.
For more information please contact:

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