



Training Proposal for:
AHMC Monterey Park Hospital LP
Agreement Number: ET17-0261

Panel Meeting of: October 28, 2016

ETP Regional Office: North Hollywood

Analyst: M. Reeves

PROJECT PROFILE

Contract Attributes:	SET Retrainee Medical Skills Training Priority Rate	Industry Sector(s):	Healthcare Services Priority Industry: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Counties Served:	Los Angeles	Repeat Contractor:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Union(s):	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No SEIU United Healthcare Workers-West		
Number of Employees in:	CA: 369	U.S.: 369	Worldwide: 369
<u>Turnover Rate:</u>	15%		
<u>Managers/Supervisors:</u> (% of total trainees)	N/A		

FUNDING DETAIL

Program Costs	-	(Substantial Contribution)	(High Earner Reduction)	=	Total ETP Funding
\$266,760		\$80,080 30%	\$0		\$186,680

In-Kind Contribution:	100% of Total ETP Funding Required	\$470,470
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TRAINING PLAN TABLE

Job No.	Job Description	Type of Training	Estimated No. of Trainees	Range of Hours		Average Cost per Trainee	Post-Retention Wage
				Class / Lab	CBT		
1	Retrainee SET Medical Skills Training Priority Rate	MS Preceptor, MS Didactic, Computer Skills, Continuous Imp.	260	8-200	0	*\$718	\$21.28
				Weighted Avg: 57			

*Reflects Substantial Contribution

Minimum Wage by County: \$21.28 per hour Statewide Average Hourly Wage (Priority Industry)
Health Benefits: Yes No This is employer share of cost for healthcare premiums – medical, dental, vision.
Used to meet the Post-Retention Wage?: Yes No Maybe
 Up to \$3.93 per hour for may be used to meet the Post-Retention Wage.

Wage Range by Occupation		
Occupation Titles	Wage Range	Estimated # of Trainees
Registered Nurse		141
Licensed Vocational Nurse		33
Technician		23
Respiratory Therapist		9
Certified Nurse Assistant		15
Laboratory Assistant		8
Clinical Laboratory Scientist		6
Admitting Representative		7
Administrative Support Staff		18

INTRODUCTION

Founded in 1972, AHMC Monterey Park Hospital LP (MPH) is a full service acute care facility. The Hospital (www.montereyparkhosp.com) is a for-profit hospital accredited by The Joint Commission and is eligible for ETP funding under Special Employment Training (SET) provisions for frontline workers.

The Hospital’s core services include an emergency room, a surgery department, intensive care unit, cardiology, diagnostic services, rehabilitation programs, medical/surgical services, and a maternity program.

MPH is a wholly-owned subsidiary of AHMC Healthcare, Inc. It operates as a Limited Partnership autonomous from other AHMC hospitals in the state. For FY2016/17, the Panel has approved other AHMC wholly-owned and operated subsidiaries. AHMC San Gabriel and AHMC Whittier were approved at the August 26 Panel meeting. Another AHMC subsidiary (AHMC Garfield) will be seeking approval at the next Panel meeting.

PROJECT DETAILS

This will be MPH's third ETP Agreement and third within the past five years (See Prior Projects Table). The proposed Agreement will allow the Hospital to further its training initiatives in key areas such as Emergency Room procedures, electronic medical records, and revamped patient safety goals. Several Curriculum topics are repeated from prior agreements; however, the subject matter has been updated, and there will be no duplication of training in those courses.

The Hospital has identified the following changes in programs and services that are driving the current need for training:

- MPH has initiated a new Emergency Room Throughput Project designed to improve patient flow, enhance patient care, and reduce emergency department crowding. Training in this area will focus on new workflow processes, emergency room best practices, staffing levels, and documentation procedures.
- The Hospital has launched a Lean Program which aims to improve workplace efficiency by reducing waste. This program will be phased in over time and requires training for all staff on Lean healthcare principles and process improvements.
- Electronic Medical Record (EMR) Conversion/Meaningful Use – MPH is continuing its effort to convert from paper to computer charting. The Hospital is currently immersed in Stage 2 conversion measures of the Meaningful Use initiative and has already begun preparing for Stage 3. The Hospital is also progressing through the medical record conversion stages. It must continue to provide training to staff on proper and effective utilization of the EMR system.
- 2016 National Patient Safety Goals – The Hospital has updated its continuous improvement initiatives and adopted new Joint Commission recommendations that focus on healthcare safety. Areas of emphasis include accurate patient identification, staff communication, medical safety, alarm safety, surgical error prevention, and infection prevention.

Training Plan

Training will take place at the Hospital's facility in Monterey Park and possibly at off-site vendor locations in California. Training will be delivered by in-house subject matter experts and vendors (to be identified during the contract term).

Medical Skills Training (80%) - Approximately 141 RNs and 33 LVNs will participate in Clinical Preceptor and Didactic training classes. This training will address deficiencies in specific skills to ensure that trainees are competent in advanced medical procedures. Technicians, Therapists, and other allied-health staff may receive limited medical skills training based on their respective job duties. This training excludes Administrative Support and Admitting Representatives.

Computer Skills (10%) - Training will be offered to all occupations. Training will cover various healthcare software solutions including electronic medical records, medication management and patient billing tools.

Continuous Improvement (10%) - Training will be offered to all occupations. These courses will focus on performance and quality of care improvements. Training will include case management, communication skills, leadership skills, and team building skills.

SET/Wage Modification

Under SET, employers are not required to demonstrate out-of-state competition. To qualify under SET, trainees must be earning at least the statewide average hourly wage at the end of the retention period. However, trainees employed in a priority industry qualify for a wage modification up to 25% below the statewide average hourly wage. The Hospital is requesting a wage modification from \$28.37 to \$21.28 per hour.

Substantial Contribution

MPH is a repeat contractor with payment earned in excess of \$250,000 in the last five years, and formerly assessed a Substantial Contribution at the 15% level at the Sun Valley facility. Accordingly, reimbursement for trainees at this facility will be reduced by 30%, reflecting the Company's \$80,080 Substantial Contribution to the cost of training.

Commitment to Training

MPH spends approximately \$48,000 annually on employee training. The Hospital's ongoing training includes new employee orientation, competency fairs, and certification classes. Safety training is, and will continue to be, provided in accordance with all pertinent requirements under state and federal law.

Union Letter

The Hospital has provided a letter from SEIU United Healthcare Workers-West in support of the proposed training for its members.

RECOMMENDATION

Staff recommends approval of this proposal.

PRIOR PROJECTS

The following table summarizes performance by MPH under ETP Agreements that were completed within the last five years:

Agreement No.	Location (City)	Term	Approved Amount	Payment Earned \$ %
ET15-0155	Monterey Park	07/01/14 – 06/30/16	\$235,160	\$235,160 (100%)
ET12-0340	Monterey Park	03/26/12 – 03/25/14	\$177,480	\$177,480 (100%)

DEVELOPMENT SERVICES

Training Funding Source in Seal Beach assisted with development for a flat fee of \$7,500.

ADMINISTRATIVE SERVICES

Training Funding Source will also perform administrative services for a fee not to exceed 13% of payment earned.

TRAINING VENDORS

To Be Determined

Exhibit B: Menu Curriculum

Class/Lab Hours

8 – 200

Trainees may receive any of the following:

MEDICAL SKILLS TRAINING – CLINICAL PRECEPTOR (excludes Administrative Support and Admitting Staff)

- **Behavioral Health/Psychiatric Acute Care Services Unit**
 - Patient Assessment & Care
 - Behavioral Health Nursing Skills
- **Burn Center Unit Training**
 - Emergency Care of the Burn Patient
 - Patient Assessment & Care
 - Care of the Burn Patient
- **Emergency Department Training**
 - Emergency Room Nursing Skills
 - Emergency Care of the Burn Patient
 - OB Trauma
 - Trauma Nursing Skills
 - Triage Nursing Skills
 - Care of Pediatric Patients
 - EMTALA (Emergency Medical Treatment and Active Labor Act)
- **Intensive Care Unit/Critical Care Unit Training**
 - Critical Care Nursing Skills
 - Patient Assessment & Care
 - Intracranial Pressure Monitoring & Ventriculostomy
 - Hemodynamic Monitoring
 - Pre and Post-Operative Care
 - Care of Trauma Patient
 - Ventilator & Tracheotomy Care
- **Medical/Surgical Unit Training**
 - Patient Assessment & Care
 - Medical/Surgical Nursing Skills
 - Pre- and Post-Operative Care
 - Orthopedic Nursing Skills
 - Oncology Nursing Skills
 - CAPD: Continuous Ambulatory Peritoneal Dialysis
- **Obstetrics Unit Training**
 - Patient Assessment & Care
 - Antepartum, Labor, Delivery and Postpartum Skills
 - Neonatal Nursing Skills
 - S.T.A.B.L.E (Six Assessment and Care Modules in: Sugar & Safe Care, Temperature, Airway, Blood Pressure, Lab Work, Emotional Support)
 - Basic & Advanced Fetal Monitoring
 - Neonatal Resuscitation Provider (NRP)
 - OB Emergency
 - Exclusive Breast Feeding

- **Operating Room and Post-Anesthesia Care Unit (PACU) Training**
 - Patient Assessment & Care
 - Trauma Nursing Skills
 - Peri-Operative Nursing Skills
 - Pre- and Post-Operative Care
 - Malignant Hyperthermia
- **Pediatric Services Unit**
 - Care of Pediatric Patients
 - Patient Assessment & Care
 - Pre- and Post-Operative Care
 - Children Asthma
- **Rehabilitation Services Unit Training**
 - Patient Assessment & Care
 - Medical/Surgical Nursing Skills
 - Pre- and Post-Operative Care
 - Post-Orthopedic Surgery Nursing Skills
 - Post-Trauma Injury Nursing Skills
 - Post-Neurological Injury Nursing Skills
- **Special Care Unit Training**
 - Patient Assessment and Care
 - Critical Care Nursing Skills
 - Ventilator & Tracheotomy Care
 - Hemodynamic Monitoring
 - Total Parenteral Nutrition
- **Surgical Services Unit Training**
 - Patient Assessment & Care
 - Trauma Nursing Skills
 - Surgical Nursing Skills
 - Pre and Post-Operative Care
 - Hemodialysis
- **Telemetry Unit Training**
 - Care of the Cardiac Patient
 - EKG & Cardiac Monitoring
 - Dysrhythmia Interpretation
 - Telemetry Nursing Skills
 - Pre- and Post-Operative Care
 - Care of the Neurosurgical Patient
 - Intravenous (IV) Therapy
 - Oncology Nursing Skills

MEDICAL SKILLS TRAINING – DIDACTIC (excludes Administrative Support and Admitting Staff)

- Acute Myocardial Infarction
- Advanced Cardiac Life Support (ACLS)
- Arterial Blood Gas (ABG) Interpretation
- Behavioral Health Nursing Skills
- Basic Life Support (BLS)
- Body Mechanics
- Care of the Cardiac Patient

- Care of the Neurosurgical Patient
- Care of Pediatric Patients (Acute Care, Intensive Care)
- Care of the Stroke Patient
- Central Lines Management
- Chest Tube Care & Management
- Code Blue Response & Procedures
- Critical Care Nursing Skills
- Decontamination Procedures
- Diabetes Care & Management
- Dysrhythmia Recognition & Interpretation
- Educating the Patient & Family
- EKG & Cardiac Monitoring
- Electronic Fetal Monitoring (Beginning & Advanced)
- Emergency Care of the Burn Patient
- Emergency Room Nursing Skills
- Equipment Skills (IV Pumps, Cardiac Telemetry, Vital Signs, Pulse-Oximeter, Ventilators, Specialty Beds and Mattresses, etc.)
- Evidence Based Practices
- Gastrointestinal Assessment and Management
- Hemodynamic Monitoring
- Infection Control
- Intra-Cranial Pressure Monitoring & Ventriculostomy
- Intravenous (IV) Insertion & Therapy
- Kinetic Therapy
- Labor, Delivery and Postpartum Nursing Skills
- Labor Result Interpretation
- Management of the Renal Transplant Surgical Patient
- Medical/Surgical Nursing Skills
- Medication Administration & Management
- Moderate Sedation
- Neonatal Resuscitation Provider (NRP)
- New Graduate Nursing Skills
- Nurse Orientation Training (for New Grads only)
- Nursing Diagnosis Skills
- Nursing Process Skills
- OB Trauma
- Orthopedic Nursing Skills
- Ostomy & Continence Care
- Pain Management (Acute & Chronic)
- Patient Assessment & Care
- Patient Fall Prevention
- Pediatric Advanced Life Support (PALS)
- Peri-Operative Nursing Skills
- PICC Line Insertion
- Pre- and Post-Operative Care
- Rapid Response Skills
- Renal Assessment & Management
- Respiratory Assessment & Care
- Restraints
- Surgical Nursing Skills

- S.T.A.B.L.E. (Six Assessment and Care Modules in: Sugar & Safe Care, Temperature, Airway, Blood Pressure, Lab Work, Emotional Support)
- Telemetry Nursing Skills
- Total Parenteral Nutrition (TPN)
- Transfer Techniques
- Triage Nursing Skills
- Trauma Nursing Skills
- Ventilator and Tracheotomy Care
- Versant New Graduate Program Skills
- Wound & Skin Care

CONTINUOUS IMPROVEMENT

- Case Management/Discharge Planning
- Charge Nurse Training/Frontline Leadership Skills
- Communications Skills
- Conflict Resolution Skills
- CORE Measures
- Crisis Prevention Intervention (CPI)
- Critical Thinking Skills
- Culturally Appropriate Care
- Customer Service Skills
- Documentation Skills
- Hospital Consumer Assessment of Healthcare Providers & System (HCAHPS) Improve Patient Satisfaction
- Organization and Time Management Skills
- Patient and Family Centered Care Skills
- Preceptor Skills (Train-the-Trainer)
- Performance and Quality Improvement and Procedures Skills
- Team Building Skills
- Utilization Review
- Annual Competency Skills Fair

COMPUTER SKILLS

- Microsoft Office/Excel Skills (Intermediate and Advanced)
- Patient Billing and Accounts Receivable (PBAR) Tracking Skills
- MediTech Order Entry Skills
- Electronic Medical Records Application Skills
- Computer Programs & Systems, Inc. (CPSI)/Evident

Note: Reimbursement for retraining is capped at 200 total training hours per trainee, regardless of the method of delivery.



June 27, 2016

Stewart Knox
Executive Director
The Employment Training Panel
1100 J Street - Fourth Floor
Sacramento, California 95814

RE: SEIU-UHW'S SUPPORT FOR ETP FUNDING
Facility: Monterey Park Hospital

Stewart Knox,

This letter is to confirm support by SEIU United Healthcare Workers-West for Monterey Park Hospital's proposed training to be submitted to Employment Training Panel.

Sincerely,

Dave Regan - President
Stan Lyles - Vice President

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