



Training Proposal for:
AHMC Healthcare, Inc. dba Monterey Park Hospital LP
Agreement Number: ET15-0155

Panel Meeting of: June 27, 2014

ETP Regional Office: North Hollywood

Analyst: M. Reeves

PROJECT PROFILE

Contract Attributes:	SET Retrainee Job Creation Initiative Medical Skills Training Priority Rate	Industry Sector(s):	Healthcare 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: 375	U.S.: 375	Worldwide: 375
Turnover Rate:	16%		
Managers/Supervisors: (% of total trainees)	N/A		

FUNDING DETAIL

Program Costs	-	(Substantial Contribution)	(High Earner Reduction)	=	Total ETP Funding
\$261,360		\$26,000 15%	\$0		\$235,360

In-Kind Contribution:	100% of Total ETP Funding Required	\$457,079
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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 Clinical with Preceptor, MS Didactic, Computer Skills, Continuous Imp.	260	8-200	0	\$566*	\$20.32
				Weighted Avg: 37			
2	Retrainee SET Job Creation Initiative Medical Skills Training Priority Rate	MS Clinical with Preceptor, MS Didactic, Computer Skills, Continuous Imp.	70	8-200	0	\$1,260	\$16.81
				Weighted Avg: 63			

*Reflects Substantial Contribution

Minimum Wage by County: Job Number 1: \$20.32 per hour Statewide average hourly wage (Priority Industry); Job Number 2: \$13.37 per hour for Los Angeles County (Job Creation).
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 \$3.51 per hour may be used to meet the Post-Retention Wage in Job Number 1.

Wage Range by Occupation		
Occupation Titles	Wage Range	Estimated # of Trainees
Job Number 1		
Registered Nurse		130
Licensed Vocational Nurse		34
Technician		17
Respiratory Therapist		9
Certified Nurse Assistant		17
Laboratory Assistant		6
Clinical Laboratory Scientist		5
Admitting Representative		11
Administrative Support Staff		31
Job Number 2		
Registered Nurse		12
New Graduate Registered Nurse		20
Licensed Vocational Nurse		8
Technician		8
Respiratory Therapist		5
Certified Nurse Assistant		4
Laboratory Assistant		4

Clinical Laboratory Scientist		2
Admitting Representative		4
Administrative Support Staff		3

INTRODUCTION

Founded in 1972, AHMC Healthcare, Inc. dba Monterey Park Hospital LP (Monterey Park Hospital) 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. Monterey Park Hospital has provided a letter from SEIU United Healthcare Workers-West in support of the proposed training for its members.

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

Monterey Park Hospital must implement new and additional sets of standards to improve quality of care and patient safety. The Hospital has identified the following items of emphasis that are driving the current need for training and improvement:

- New sets of Core Measures
 - Venous Thromboembolism Prophylaxis (VTE) Measures
 - Stroke Measures
 - Immunization Measures
 - Pneumonia Measures
 - Perinatal Care Measures
- New Discharge Planning criteria, as defined by HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems).
- The Hospital must ensure that its electronic medical records (EMR) system meets Meaningful Use standards set by the Centers for Medicare & Medicaid Services.
- The Hospital is scheduled to be surveyed by The Joint Commission in 2014 to evaluate patient safety and quality of care.
- Medical Reconciliation – incorporates both Core Measures and Meaningful Use standards to ensure that patients maintain a correct list of medications. Designed to promote medication safety and prevent readmissions.

The Hospital also plans to acquire several new pieces of medical equipment in 2014 that will necessitate extensive training for patient care staff. New equipment items will include an Omnicell medication management system, Stinger Mobile computer carts, a Computer Programs and Systems, Inc. (CPSI) Point of Care system, Zoll Defibrillators, Patient Controlled Analgesia (PCA) pumps, and a Monitoring/Call Light system for newly hired employees.

Retrainee - Job Creation

Monterey Park Hospital has committed to hiring 70 new employees (12 RNs, 20 New Graduate RNs, 8 LVNs, and 30 Allied Health and Administrative Support Staff) (Job Number 2) to maintain adequate staffing ratios and support expanded hospital services. By adding new employees, combined with the acquisition of the new equipment referenced above, the Hospital will be able to improve its Call Light response time, upgrade its Surgical Care Improvement Process, and adapt quickly to new standards of care imposed by The Joint Commission and the Centers for Medicare & Medicaid/Medi-Cal Services. In addition, ETP funding will allow the Hospital to cross-train new staff in the requisite skills to float to multiple units on an as-needed basis.

Training for newly hired employees will be reimbursed at a higher rate, and trainees may be subject to lower post-retention wages. Trainees must be hired within the three-month period prior to Panel approval or during the term of contract. Substantial Contribution requirement is waived for Job Number 2.

PROJECT DETAILS

Training Plan

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

Medical Skills Training (40%)

Approximately 162 Registered Nurses and 42 Licensed Vocational Nurses 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. Some Allied Health occupations will receive limited medical skills training based on their respective job duties. This training excludes Administrative Support and Admitting staff.

Computer Skills (20%) - Training will be offered to all occupations. Training will focus on healthcare software solutions including electronic medical records and account tracking technology. Administrative staff will receive training in Microsoft Office/Excel applications.

Continuous Improvement (40%) - Training will be offered to all occupations. These courses will focus on performance and quality of care improvements. Training will include frontline leadership skills, case management, communication skills, and critical thinking Skills. Some RNs will receive Preceptor Skills (train-the-trainer) to learn how to become a Clinical Preceptor.

Wage Modification/Special Employment Training

Under SET, the participating employer is 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. Trainees employed in a Priority Industry qualify for a SET wage modification up to 25% below the statewide average hourly wage. The Hospital requests the wage modification of 25% from \$27.09 to \$20.32 per hour for trainees in Job Number 1.

Substantial Contribution

Monterey Park Hospital is a repeat contractor with payment earned in excess of \$250,000 at the Monterey Park facility within the past five years. (See Prior Project Table) Accordingly, reimbursement for trainees in Job Number 1 will be reduced by 15% to reflect the Hospital's \$26,000 Substantial Contribution to the cost of training. The Substantial Contribution requirement does not apply to Retrainee – Job Creation trainees (Job Number 2).

Prior Projects

This will be Monterey Park Hospital's third ETP Agreement within the past five years. (See Prior Projects Table) The Hospital indicates that the proposed training differs from and/or expands on training delivered in prior projects. Training is primarily driven by the latest Core Measures updates and HCAHPS changes outlined on page 3 of this proposal, several of which are going into effect between now and 2015.

The proposed Agreement will allow the Hospital to expand vital training initiatives. Several topics in the Curriculum are repeated from prior agreements; however, the Hospital has confirmed that the subject matter has been updated and/or improved, so there will be no duplication of training in those courses. In addition, a large percentage of the proposed training will be provided to newly-hired Job Creation employees (Job Number 2) who have not received any ETP training in the past.

Monterey Park Hospital is a wholly-owned subsidiary of AHMC Healthcare, Inc. (AHMC). It operates as a Limited Partnership, autonomous from other AHMC hospitals in the state. AHMC has two Agreements that were recently approved at the April 2014 Panel (San Gabriel and Whittier) and an Agreement that was approved in February 2014 Panel (Garfield).

Commitment to Training

Monterey Park Hospital spends approximately \$48,000 annually on employee training. Safety training is, and will continue to be, provided in accordance with all pertinent requirements under state and federal law.

RECOMMENDATION

Staff recommends approval of this proposal.

PRIOR PROJECTS

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

Agreement No.	Location (City)	Term	Approved Amount	Payment Earned \$ %
ET12-0340	Monterey Park	03/26/12 – 03/25/14	\$177,480	\$177,480 (100%)
ET08-0255	Monterey Park	11/13/07 – 11/12/09	\$277,488	\$169,466 (61%)

ET08-0255: A mid-project changeover in the project coordination responsibilities negatively impacted performance on this project. Also, mandatory nurse/patient ratios created additional challenges to scheduling training and maintaining sufficient coverage on the floor. Monterey Park Hospital now has an Education Coordinator who oversees the administrative tasks associated with all training projects. The proposed hiring under the Job Creation component is intended to help address the nurse/patient ratios. In addition, the Hospital plans to build upon the cross-training and efficient staffing patterns that helped the Hospital earn full reimbursement on its most recent ETP project.

DEVELOPMENT SERVICES

Training Funding Source in Seal Beach assisted with development of this proposal for a flat fee of \$5,000.

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
- **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
- **Obstetrics Unit Training**
 - Patient Assessment & Care
 - Antepartum, Labor, Delivery and Postpartum Skills
 - Neonatal Nursing Skills
 - S.T.A.B.L.E
 - Advanced & Electronic Fetal Monitoring
 - Neonatal Resuscitation Provider (NRP)

- **Operating Room and Post-Anesthesia Care Unit (PACU) Training**
 - Patient Assessment & Care
 - Trauma Nursing Skills
 - Peri-operative Nursing Skills
 - Pre and Post-Operative Care

- **Pediatric Services Unit**
 - Care of Pediatric Patients
 - Patient Assessment & Care
 - Pre and Post-Operative Care

- **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

- **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
- 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.
- 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
- 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)

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



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March 3, 2014

Jill McAloon
Acting Executive Director
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We at SEIU-UHW Provide Our Support for ETP Funding

Dear Ms. McAloon:

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

Sincerely,

Eric Kizziee
SEIU UHW-West Area Coordinator
Independent South Hospital Division

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