

DELEGATION ORDER



**Training Proposal for:
Compass Health, Inc.**

Agreement Number: ET15-0408

Approval Date: March 16, 2015

ETP Regional Office: North Hollywood

Analyst: M. Webb

PROJECT PROFILE

Contract Attributes:	SET Medical Skills Training Retrainee Priority Rate	Industry Sector(s):	Healthcare Services Priority Industry: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Counties Served:	San Luis Obispo, Santa Barbara	Repeat Contractor:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Union(s):	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Number of Employees in:	CA: 1,029	U.S.:1,029	Worldwide: 1,029
Turnover Rate:	16%		
Managers/Supervisors: (% of total trainees)	N/A		

FUNDING DETAIL

Program Costs	-	(Substantial Contribution)	(High Earner Reduction)	=	Total ETP Funding
\$39,600		\$0	\$0		\$39,600

In-Kind Contribution:	100% of Total ETP Funding Required	\$71,324
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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	Business Skills, Computer Skills, Continuous Impr, MS-Didactic	20	8-200	0	\$360	\$27.40
				Weighted Avg: 20			
2	Retrainee SET Medical Skills Training Priority Rate	Business Skills, Computer Skills, Continuous Impr, MS-Didactic	90	8-200	0	\$360	\$20.55
				Weighted Avg: 20			

Minimum Wage by County: Job Number 1: SET Statewide Average Hourly Wage; Job Number 2: \$20.55 per hour for SET Priority Statewide Average Hourly Wage.

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 \$2.28 per hour may be used to meet the Post-Retention Wage for Job Numbers 1 and 2.

Wage Range by Occupation

Occupation Titles	Wage Range	Estimated # of Trainees
Job Number 1		
Licensed Vocational Nurse/Registered Nurse		10
Therapists (Occupational, Physical, Speech)		5
Therapy Assistants		5
Job Number 2		
Licensed Vocational Nurse/Registered Nurse		60
Therapists (Occupational, Physical, Speech)		15
Therapy Assistants		15

INTRODUCTION

Founded 25 years ago, Compass Health, Inc. (Compass Health) (www.compass-health.com) serves the senior community throughout the Central Coast of California. The Company's mission is to offer specialized, professional skilled nursing and assisted living healthcare services without sacrificing personal concern and attention. The Company also offers continued education, counseling, and rehabilitative services for residents. Compass Health is one of the largest healthcare providers on the Central Coast; with seven skilled nursing facilities and two assisted living facilities (plus a corporate office). All locations except the corporate office are participating.

PROJECT DETAILS

Under the prior ETP agreement (ET13-0102), Compass Health implemented a new Electronic Medical Records (EMR) system to change employee workflow and organizational culture in order to provide great service and accessible and affordable care to patients. Due to availability and scheduling, training originally rolled out to a limited number of employees; under this proposal, additional employees will be reached. Courses have been modified to meet content applicability standards for 2015-2016 and only staff members who did not receive or complete training under the last ETP project will participate.

Compass Health staff are expected to anticipate the personal needs and interests of residents. As such, Compass Health has created initiatives on process improvement that will be implemented immediately, as supported by training to improve social service and communication skills.

Training Plan

Business Skills (15%): Training will be offered to all occupations to improve customer service and documentation procedures. Trainees will learn clinical documentation/charting, and reimbursement solutions.

Computer Skills (15%): Training will be offered to all occupations. Trainees will learn how to utilize the Company's EMR system to document patient information electronically. Training will also increase efficiency and familiarize staff with computer systems required to be used on a daily basis.

Continuous Improvement (10%): Training will be offered to all occupations to improve job performance. Team Building and Leadership Skills will enable staff to problem solve and improve processes and productivity in the workplace.

Medical Skills Training (60%):

The panel has established a higher reimbursement rate for nurse upgrade training, recognizing the higher cost of delivery for the Clinical Preceptor model. All medical staff will receive Didactic training to remain current in medical treatment such as Infection Control, Patient Transfer, and Body Mechanics.

Commitment to Training

Compass Health spends approximately \$111,000 annually in training. The Company will continue to deliver training such as Safety Training, Harassment Prevention, New Employee Orientation, Diversity Training, and other mandated training outside of this ETP project.

Compass Health represents that ETP funds will not displace the existing financial commitment to training. Safety training is provided in accordance with all pertinent requirements under state and federal law.

➤ Training Infrastructure

The Company has hired Training Funding Partners to aide in the administration of the ETP program. Two representatives of Compass Health have been assigned as the main point of contact for the duration of the Agreement.

Modification to Full-Time Employment

Compass Health requests a modification to the 35-hour minimum requirement for full-time employment. The Panel may approve a workload of less than 35 hours on a case-by-case basis. (Title 22, California Code of Regulations Section 4400(h).) Under the federal Affordable Care Act, a full-time employee is defined as any employee with an average of at least 30 hours of service per week. Additionally, according to the Compass Health Employee Handbook, “a minimum of 32 hours per week will be considered full-time.” Occupations that may work less than 35 hours per week include Licensed Vocational Nurses, Registered Nurses, and Therapists. Staff recommends this modification to 32 hours.

Special Employment Training/Wage Modification

Under SET, the 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. The 90 trainees in Job Number 2 are employed in a priority industry. These trainees qualify for a SET wage modification up to 25% (from \$27.40 to \$20.55) below the statewide average hourly wage. The Company is requesting this modification, which staff recommends.

RECOMMENDATION

Staff recommends approval of this proposal.

PRIOR PROJECTS

The following table summarizes performance by Compass Health under an ETP Agreement that was completed within the last five years:

Agreement No.	Location (City)	Term	Approved Amount	Payment Earned \$ %
ET13-0102	Grover Beach	7/26/2012- 7/25/2014	\$64,800	\$36,965 (57%)

ET13-0102: This agreement included multiple Compass Health locations across two counties. The Company was unable to properly maintain attendance rosters; and could not meet the wage requirement in some instances. Instructors and Supervisors are now familiar with the ETP program and understand the importance of documentation and data entry.

Additionally, the Company found it difficult to deliver 24 hours of training to employees. As a result, training hours for more than 100 employees were not eligible for reimbursement although they would have qualified under the new 8-hour standard. The Company has enough training scheduled to earn the full amount of \$39,600 with this new standard.

DEVELOPMENT SERVICES

Compass Health retained Training Funding Partners in Tustin to assist with development of this proposal for a fee of \$3,000.

ADMINISTRATIVE SERVICES

Compass Health also retained Training Funding Partners to perform administrative services in connection with this proposal for a fee not to exceed 13% of payment earned.

TRAINING VENDORS

N/A

Exhibit B: Menu Curriculum

Class/Lab Hours

8-200

Trainees may receive any of the following:

BUSINESS SKILLS

- Clinical Reimbursement Solutions
- Resident Communication/Social Service Skills
- Discharge to Home Procedures
- Documentation and Charting

COMPUTER SKILLS

- Electronic Medical Records
- New Clinical System Skills

CONTINUOUS IMPROVEMENT

- Leadership Skills
- Process Improvement Skills
- Team Building Skills

MEDICAL SKILLS-DIDACTIC

- Body Mechanics
- Cardiopulmonary Distress
- Change of Condition
- Patient Oriented Assessment and Care
- End of Life Skills
- Infection Control
- Medication /Pharmacy
- Patient Transfer Skills

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