



Training Proposal for:

**Heart Hospital of BK, LLC dba
Bakersfield Heart Hospital**

Agreement Number: ET15-0442

Panel Meeting of: May 21, 2015

ETP Regional Office: North Hollywood

Analyst: L. Vuong

PROJECT PROFILE

Contract Attributes:	HUA Medical Skills Training Priority Rate Retrainee SET	Industry Sector(s):	Healthcare Services Priority Industry: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Counties Served:	Kern	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: 265	U.S.: 585	Worldwide: 585
<u>Turnover Rate:</u>	18%		
<u>Managers/Supervisors:</u> (% of total trainees)	N/A		

FUNDING DETAIL

Program Costs	-	(Substantial Contribution)	(High Earner Reduction)	=	Total ETP Funding
\$248,400		\$0	\$0		\$248,400

In-Kind Contribution:	100% of Total ETP Funding Required	\$403,340
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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 Medical Skills Training Priority Rate SET	Computer Skills, Continuous Impr., MS Clinical with Preceptor, MS Didactic	130	8-200	0	\$1,656	\$20.55
				Weighted Avg: 92			
2	Retrainee HUA Medical Skills Training Priority Rate SET	Computer Skills, Continuous Impr., MS Clinical with Preceptor, MS Didactic	20	8-200	0	\$1,656	\$11.30
				Weighted Avg: 92			

Minimum Wage by County: Job Number 1 (SET/Priority Industry): \$20.55 per hour

Job Number 2 (SET/HUA): \$11.30 per hour for Kern County.

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 \$0.40 per hour may be used to meet the Post-Retention Wage in Job Number 2 only.

Wage Range by Occupation

Occupation Titles	Wage Range	Estimated # of Trainees
Job Number 1		
New Graduate Registered Nurse		9
Radiology Technician		15
Registered Nurse		106
Job Number 2		
Patient Care Partner		20

INTRODUCTION

Founded in 1999 and located in Bakersfield, Heart Hospital of BK, LLC dba Bakersfield Heart Hospital (BHH) (www.bakersfieldhearhospital) is a subsidiary of Cardiovascular Care Group. BHH is a fully accredited 47-bed cardiovascular hospital that provides advanced and specialized cardiac care services to the community of Kern County. Kern County has one of the highest percentages of cardiovascular disease cases in California. BHH is responsible for providing acute cardiovascular services for patients, which include: valve repair, vascular surgery, angioplasty, pacemaker, defibrillator, and valve implantation. This is BHH's third ETP Agreement.

As technology advances and patient demand increases, the hospital is committed to equip its nurses and medical staff with the necessary skills to provide better care. At the same time, BHH

needs to fill behind retired workers and an overall shortage of nurses. As a result, BHH plans to hire approximately 36 additional new employees in the next year.

PROJECT DETAILS

The proposed training is substantially different from training in previous ETP Agreements. Training in the prior Agreements was largely devoted to the rollout of the hospital's Electronic Medical Records skills training and since that funding was cut by 50%, it leaves training goals partially met. However, training for this new project will focus on New Grads and the upgrade of employee skills in other areas. The curriculum in this proposal is designed to help BHH face complex healthcare changes, increase services, meet demands for quality care, and implement hospital-wide technological changes. Workers will gain the skills and experience needed for optimal job performance and career advancement.

Training will help the Company meet its strategic goals of developing an effective and competent workforce to deliver quality patient care, redesign clinical care at bedside, and create an excellent work environment. The hospital will also implement new services, equipment and software in the following areas:

- New Outpatient Cardiac Rehabilitation;
- Emergency Department Expansion;
- CardioMEMS HF System;
- Cardiac Catheterization Techniques;
- Coding and Billing Systems;
- Hospital Readmissions;
- New Quality Standards for The Affordable Care Act; and
- Never Should Happen Events (27 mistakes).

BHH's training goal is to improve workforce competency, increase retention and facilitate employee job satisfaction.

Training Plan

This proposal targets class/lab and Medical Skills training. Training is scheduled to begin upon Panel approval and will be delivered on-site by in-house staff.

Computer Skills (10%): Training will be offered to all occupations to utilize new systems (Kronos, Learning Management, and ICD-10) and updates on Electronic Medical Record (EMR) to track data.

Continuous Improvement (10%): Training will be offered to all occupations to improve performance, prevent mistakes and hospital readmissions.

Medical Skills Training (80%): Training will be provided in a classroom setting. New Graduate RNs and Patient Care Partners will receive preceptor training, based on the complexity of their patient care responsibilities. Topics will include Triage Nursing Skills, Care of the Stroke Patient, Care of the Cardiac Patient, Patient Assessment & Care, Neurosurgical Nursing Skills, ICP Monitoring, Neurological Care, Clinical Path Plan, and Pediatric Advanced Life Support.

The rate of \$22 per hour recognizes the higher cost of delivery for clinical training. It will apply to both the Didactic and Preceptor modes of delivery. The standard class/lab rate, \$18 per hour for priority industries will apply to Computer Skills and Continuous Improvement training.

Special Employment Training

Under Special Employment Training (SET), the participating employer is not required to demonstrate out-of-state competition. Trainees employed in a Priority Industry qualify for a SET wage modification up to 25% below the statewide average hourly wage. The wage modification of \$20.55 is requested for trainees in Job Number 1.

High Unemployment Area

All trainees in this proposal work in a High Unemployment Area (HUA) with unemployment exceeding the state average by at least 25%. The Company's location in Bakersfield qualifies for HUA status and the Standard Minimum Wage instead of the Statewide Average Hourly Wage.

➤ Wage Modification

For trainees in Job Number 2, the Panel may modify the ETP Standard Minimum Wage by up to 25% if post-retention wages exceed the start-of-training wages. BHH is asking for a wage modification to the HUA Minimum Wage of \$11.30 for these trainees. Job Number 2 post-retention wages must be higher than the start-of-training wages.

Impact/Outcome

This training proposal will help New Graduate RNs and Allied Healthcare professionals' transition into the hospitals' acute care environment. Incumbent RNs will upgrade skills to improve patient satisfaction.

Commitment to Training

The Hospital's current annual training budget is \$427,987. BHH provides EMR training, stroke care, orthopedic surgery skills, wound care, and cardiac nursing, fire code, sexual harassment prevention and charge nurse training. Most training is delivered via class/lab. One-on-one preceptor training is also provided.

ETP funding will help BHH overcome the financial pressures and allow the Hospital to deliver important skills training to its workforce.

BHH represents that ETP funds will not displace the existing financial commitment to 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, including the wage modification.

PRIOR PROJECTS

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

Agreement No.	Location (City)	Term	Approved Amount	Payment Earned \$ %
ET13-0208	Bakersfield	12/01/12 – 11/30/14	\$149,700	\$149,700 (100%)
*ET11-0501	Bakersfield	12/09/10 – 09/30/12	\$194,580	\$194,580 (100%)

ET13-0208: BHH trained and placed 101 of the 159 planned trainees. BHH earned 100% of the Agreement amount.

*ET11-050 was funded under the Federal Workforce Investment Act. The Hospital trained and placed 90 of the 115 planned trainees. BHH earned 100% of the Agreement amount.

DEVELOPMENT SERVICES

National Training Systems, Inc. in Ladera Ranch assisted with development of this proposal for a flat fee of \$14,939.

ADMINISTRATIVE SERVICES

National Training Systems, Inc. will also perform administrative services in connection with this proposal for a fee not to exceed 10% of payment earned.

TRAINING VENDORS

To Be Determined

Exhibit B: Menu Curriculum**Class/Lab Hours**

8-200

Trainees may receive any of the following:

COMPUTER SKILLS

- Electronic Medical Records Application Skills
- ICD-10
- Kronos
- Microsoft Office Skills (Intermediate & Advanced)
- Microsoft Excel (Intermediate & Advanced)

CONTINUOUS IMPROVEMENT

- Charge Nursing Training
- Communication Skills
- CORE Measures
- Crisis Prevention Intervention
- Critical Thinking Skills
- Culturally Appropriate Care
- Customer Service Skills
- Documentation Skills
- Frontline Leadership Skills
- Preventing Hospital Readmissions
- Performance & Quality Improvement
- Preceptor Skills

MEDICAL SKILLS TRAINING – DIDACTIC

- Acute Myocardial Infarction
- Advanced Cardiac Life Support
- Arterial Blood Gas Interpretation
- Basic Life Support
- Body Mechanics
- CardioMEMS HF System
- Care of the Bariatric Patient
- Care of the Cardiac Patient
- Care of the Neurosurgical Patient
- Care of Pediatric Patients (Acute Care, Intensive Care)
- Care of the Stroke Patient
- Cath Lab Nursing Skills
- 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
- Emergency Room Nursing Skills

- Equipment Skills (IV Pumps, Cardiac Telemetry, Vital Signs, Pulseoximeter, Ventilators, Specialty Beds and Mattresses, etc.)
- Gastrointestinal Assessment & Management
- Hemodynamic Monitoring
- Infection Control
- Intra-Aortic Balloon Pump Therapy
- Intra-Cranial Pressure Monitoring & Ventriculostomy
- Intravenous Insertion & Therapy
- Medical/Surgical Nursing Skills
- Medication Administration & Management
- Moderate Sedation
- Never Events
- New Graduate Nursing Skills
- Outpatient Cardiac Rehabilitation
- Orthopedic Nursing Skills
- Pain Management (Acute & Chronic)
- Patient Assessment & Care
- Patient Fall Prevention
- Pediatric Advanced Life Support
- PICC Line Insertion
- Pre and Post Operative Care
- Rapid Response Skills
- Renal Assessment & Management
- Respiratory Assessment & Care
- Restraints
- Sheath Pull
- Surgical Nursing Skills
- Telemetry Nursing Skills
- Transfer Techniques
- Triage Nursing Skills
- Trauma Nursing Skills
- Ventilator & Tracheotomy Care
- Wound & Skin Care

MEDICAL SKILLS TRAINING – CLINICAL PRECEPTOR

- **Emergency Department Training:**
 - Emergency Room Nursing Skills
 - Intravenous Therapy
 - Triage Nursing Skills
 - Care of Pediatric patients
- **Intensive Care Unit/Critical Care Unit Training:**
 - Critical Care Nursing Skills
 - Patient Assessment & Care
 - Intravenous Therapy
 - Hemodynamic Monitoring
 - Orthopedic Nursing Skills
 - Pre and Post Operative Care
 - Care of Trauma Patient

- **Medical/Surgical Unit Training:**
 - Patient Assessment & Care
 - Medical/Surgical Nursing Skills
 - Intravenous Therapy
 - Pre and Post Operative Care
 - Orthopedic Nursing Skills
 - Management of the Renal Transplant Surgical Patient

- **Operating Room and Post-Anesthesia Care Unit Training:**
 - Patient Assessment & Care
 - Trauma Nursing Skills
 - Cath Lab Nursing
 - Intravenous Therapy
 - Orthopedic Nursing Skills
 - Peri-Operative Nursing Skills
 - Pre and Post Operative Care

- **Special Care Unit Training:**
 - Patient Assessment & Care
 - Critical Care Nursing Skills
 - Intravenous Therapy
 - Orthopedic Nursing Skills
 - Ventilator and Tracheotomy Care
 - Hemodynamic Monitoring
 - Total Parenteral Nutrition

- **Telemetry Unit Training:**
 - Care of the Cardiac Patient
 - EKG & Cardiac Monitoring
 - Dysrhythmia Interpretation
 - Telemetry Nursing Skills
 - Intravenous Therapy
 - Oncology Nursing Skills

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