



**Retrainee – Job Creation
Training Proposal for:
MSJ Healthcare LLC dba Grandcare
Home Health Services
ET15-0215**

Panel Meeting of: July 25, 2014

ETP Regional Office: North Hollywood

Analyst: N. Weingart

CONTRACTOR

- Type of Industry: Healthcare
Priority Industry: Yes No

- Number of Full-Time Employees
California: 40
Worldwide: 40
Number to be trained: 68
Owner Yes No
Mgr/Supr: 0
Frontline: 68

- Out-of-State Competition: No OSC
- Special Employment Training: Yes No
- High Unemployment Area: Yes No
- Turnover Rate: 5%
- Repeat Contractor: Yes No
- Substantial Contribution: Yes No

FUNDING

- Requested Amount: \$99,424
- In-Kind Contribution: \$83,633

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 SB <100 Medical Skills Training SET	Computer Skills, Continuous Impr., Other Titles-MST Didactic & Clinical Preceptor	36	8-60	0	\$1,144	\$20.32
				Weighted Avg: 44			
2	Retrainee SB <100 Job Creation Initiative Medical Skills Training SET	Computer Skills, Continuous Impr., Other Titles-MST Didactic & Clinical Preceptor	32	8-70	0	\$1,820	\$13.37
				Weighted Avg: 70			

- Reimbursement Rate: Job #'s 1 and 2: \$26 SB Priority
- County(ies): Los Angeles
- Occupations to be Trained: Registered Nurse, Licensed Vocational Nurse, Therapist, Physical Therapy Aide, Certified Home Health Aide, Patient Care Coordinator, Quality Assurance Staff, Administration & Clerical Staff, Accounting Staff, Manager (frontline)
- Union Representation: Yes
 No
- Health Benefits: Job #'s 1 and 2: \$2.50 per hour
- Electronic Recordkeeping: N/A

SUBCONTRACTORS

- Development Services: National Training Systems in Ladera Ranch developed the project for a flat fee of \$4,900.
- Administrative Services: National Training Systems will also provide administration for a fee not to exceed 13% of funding earned.
- Training Vendors: To Be Determined

OVERVIEW

MSJ Healthcare LLC dba Grandcare Home Health Services (GHHS) (www.grandcarehealth.com) provides home nursing, rehabilitative care, and therapeutic services. GHHS is accredited by The Joint Commission and licensed by the California Department of Public Health. GHHS was founded in 2003 and is headquartered in Pasadena. This training will be funded under ETP's

Special Employment Training (SET) provisions for companies that do not have out-of-state competition. As part of the healthcare industry, GHHS is a priority industry.

GHHS's primary focus is to ensure safe, effective, and successful patient transition from acute care hospitals to home settings. Its mission is to provide the highest quality of care, while promoting healthy living and independence, and educating patients and their families. Services include medical and psychological evaluation, post-surgery orthopedic and neurological rehabilitative care, wound care, medication monitoring, pain management, disease education and management, physical therapy, speech therapy, and occupational therapy. GHHS also provides daily life assistance services such as meal preparation, medication reminders, laundry, light housekeeping, running errands, shopping, transportation, and companionship. These services make it possible for individuals to remain at home rather than use residential, long-term, or institutional-based nursing care.

Home healthcare is an integral part of the post-hospitalization recovery process, especially during the initial weeks after discharge when patients still require some level of regular physical assistance. However, GHHS is now seeing far greater numbers of patients with higher acuity levels than before, as acute care hospitals are releasing patients early to reduce costs. As a result, their staff must assume tasks that were formerly done in a hospital setting.

GHHS has been reorganizing its operations so that staff can meet the challenges of higher acuity patients, implement new services, improve delivery of services, and meet the demands of the Patient Protection and Affordable Care Act and new medical coding. This includes implementing various industry software systems (at a cost of approximately \$150,000) to manage the business, maintain medical records, and interface with Medicare. GHHS is also preparing to rollout a new service specializing in at-home care and treatment of bone marrow transplant donors.

Job Creation

GHHS staff reports that recent changes in Medicare reimbursement that allow for chronically ill patients to receive benefits for home care are fueling company growth. GHHS averages between 180-250 patients per month, and is planning to double its patient census over the next two years. As a result, the Company will need to expand its full-time workforce.

In this proposal, GHHS has committed to hiring 32 new employees, including six RNs and 8 LVNs, as shown in Job Number 2. To be eligible for reimbursement, trainees must be hired during the three-month period prior to Panel approval, or during the contract term. In support of job creation, newly hired employees will be subject to a lower post-retention wage.

Training Plan

GHHS has put a company-wide strategic plan into place to meet its goals and objectives. The Company recently brought on a full-time Director of Patient Care Services to oversee the implementation of all changes, to help the business grow, and to assure that staff are properly trained.

Medical Skills Training (MST) (didactic and clinical preceptor) – Training will be offered to patient care staff to upgrade current skill levels and provide new skills so that trainees can competently and safely care for their patients. Medical Skills will be given to RNs, LVNs, Therapists, Home Health Aides, Physical Therapy Aides, and Patient Care Coordinators. Clinical preceptor hours in (1) **rehabilitative** services will be given to RNs, LVNs, and Home Health Aides, and (2) **therapy** services to Occupational Therapists, Physical Therapists,

Speech & Language Pathologists, and Home Health Aides. Preceptor will be delivered by a seasoned professional in the same occupation and supervisory staff, one-on-one, at the worksite.

Computer Skills – Training will be offered to all occupations to utilize several existing and newer home healthcare software applications used to organize and operate all aspects of the business from administration to patient care and interface with Centers for Medicare and Medicaid OASIS reporting systems in order to be certified. Trainees will also learn Electronic Medical Record (EMR) applications to document patient care.

Continuous Improvement – Training will be offered to all occupations to help build strong clinical interdisciplinary teams, improve quality of care and customer service, increase patient satisfaction, standardize documentation, and learn new medical coding.

Training Infrastructure

Training will begin upon Panel approval, and will be delivered at the Pasadena facility and at trainee worksites by in-house trainers and outside vendors. The Director of Patient Care Services will oversee the program, schedule training, maintain rosters from each class and worksite trainer, and coordinate with the administrative vendor.

Special Employment Training (SET) Wage Modification

Under SET, the participating employer is not required to demonstrate out-of-state competition; however, trainees must be earning at least the statewide average hourly wage at the end of retention. For trainees employed in a priority industry (healthcare), the Panel may modify the wage up to 25% below the statewide average hourly wage (from \$27.09 to \$20.32). This modification is requested to reach workers in lower-paying positions such as Certified Home Health Aide, Physical Therapy Aide, and administrative and clerical jobs.

Training Hours Cap Modification

Small Business is normally capped at 60 hours per trainee; however, GHHS is requesting a modification to 70 hours for all Job Creation trainees in Job Number 2, over 88% of whom will be direct patient care personnel. This increase in hours will allow new staff to receive extensive training on computer systems, and provide patient care personnel with the instruction they need to be validated in over 60 different skills via classroom and preceptor training at the worksite.

Frontline Workers

GHHS wishes to train two Managers that supervise Quality Assurance and Billing & Collections staff. The Company representative has confirmed that, as a small business, these employees actively perform the same frontline work as those they supervise more than 80% of the time, and that they do not hire, fire, or set company policy. Based on the nature and scope of their job duties, these trainees meet the Panel's definition of frontline worker. As frontline workers, these trainees qualify for SET funding and are not included in the percentage of managers and supervisors identified on Page 1 of this proposal.

RECOMMENDATION

Staff recommends approval of this proposal.

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

8-60 Job Number 1

8-70 Job Number 2

Trainees may receive any of the following:

CONTINUOUS IMPROVEMENT

- Communication Skills
- Coordination of Care
- Customer Service
- Documentation
- ICD-10 Coding
- Interdisciplinary Team Process
- Problem Solving
- Team Building
- Quality Improvement

COMPUTER SKILLS

- Clinical Services Management Systems
 - Strategic Healthcare Programs (SHP)
 - CareViz
 - Kinnser Agency Manager
 - OASIS Reporting (Medicare)
- Electronic Medical Records (EMR) Applications
- MS Office Suite (Word, Excel, PowerPoint)
- Patient Billing & Accounts Receivable (PBAR)

MEDICAL SKILLS TRAINING – DIDACTIC

(RN, LVN, Therapist, PTA, Home Health Aide, Patient Care Coordinator)

- Advanced Cardiac Life Support (ACLS)
- Annual Skills Update
- Arterial Blood Gas (ABG) Interpretation
- Assessing Cardiac Changes
- Assessing Respiratory Function
- Basic Life Support (BLS)
- Behavior Management
- Body Mechanics
- Cardiac Conditions
- Care of the Pleurx Patient
- Central Venous Access Devices
- Dementia Care
- Diabetic Management
- Disaster & Emergency Preparedness
- Electrolyte Imbalance
- Enteral Feeding Tube Management
- Equipment Skills
- Functional Mobility & Ambulation
- Gastrointestinal Assessment & Management
- Incontinence Management (Colostomy Care, Urinary Catheter)

- Infection Control
- Intravenous (IV) Therapy
- Medication Administration & Management
- Neurological Conditions
- Occupational Therapy Skills
- Orthopedic Conditions
- Pain Management (Acute & Chronic)
- Patient Assessment & Care
- Patient Fall Prevention
- Patient Transfer Techniques
- Physical Therapy Skills
- Point-of-Care Laboratory Testing
- Rehabilitation Skills
- Respiratory Care
- Speech Therapy Skills
- Tracheotomy Care
- Urinary Management (Foley Catheter, Input/Output)
- Wound Management
- Wound Vac Therapy

MEDICAL SKILLS TRAINING – CLINICAL PRECEPTOR

- **Rehabilitative Services** (RN, LVN, Home Health Aide)
 - Patient Assessment & Care
 - Dementia Care
 - Diabetic Management
 - Enteral Feeding Tube Management
 - Equipment Skills
 - Infection Control
 - Intravenous (IV) Therapy
 - Medication Administration & Management
 - Rehabilitation Skills
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- **Therapy Services** (OT, PT, Speech/Language Pathologist (SLP), Home Health Aide)
 - Body Mechanics
 - Functional Mobility & Ambulation
 - Infection Control
 - Neurological Conditions
 - Occupational Therapy Skills
 - Orthopedic Conditions
 - Patient Assessment & Care
 - Physical Therapy Skills
 - Rehabilitation Skills
 - Speech Therapy Skills

Note: Reimbursement for retraining is capped at 60 hours total per-trainee for Job Number 1 and 70 hours total per-trainee for Job Number 2, regardless of method of delivery.