

DELEGATION ORDER



Training Proposal for:
Maxim Healthcare Services, Inc.
Agreement Number: ET16-0282

Approval Date: November 20, 2015

ETP Regional Office: North Hollywood

Analyst: L. Vuong

PROJECT PROFILE

Contract Attributes:	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:	Statewide	Repeat Contractor:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Union(s):	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Number of Employees in:	CA: 2,344	U.S.:14,756	Worldwide: 14,756
<u>Turnover Rate:</u>	13%		
<u>Managers/Supervisors:</u> (% of total trainees)	N/A		

FUNDING DETAIL

Program Costs	-	(Substantial Contribution)	(High Earner Reduction)	=	Total ETP Funding
\$82,080		\$0	\$0		\$82,080

In-Kind Contribution:	100% of Total ETP Funding Required	\$95,769
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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	Continuous Impr., MS-Clinical w/Preceptor, MS-Didactic	120	8-200	0	\$684	\$28.84
				Weighted Avg: 38			

Minimum Wage by County: \$20.55 (SET/Priority Industry) per hour for all Counties.

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

Wage Range by Occupation

Occupation Titles	Wage Range	Estimated # of Trainees
Registered Nurse		100
Manager/Supervisor (Frontline)		20

INTRODUCTION

Founded in 1988, Maxim Healthcare Services, Inc. (MHS) (www.maximhealthcare.com) is accredited by the Accreditation Commission for Health Care, Inc. MHS is a healthcare services company providing continuous skilled nursing care in the home (sometimes referred to as Private Duty Nursing) for adult, senior and pediatric patients. It serves approximately 5,600 pediatric and 6,400 adult patients in California which makes MHS the largest home healthcare provider in California.

The Company's services, facilities and staff are available 24/7.

- MHS works with patients who have medically complex conditions, are often permanently disabled and require extended or continuous care including ventilation, tracheotomy and feeding via a gastric tube (G-tube feeding).
- MHS provides specific healthcare services such as in-home personal care that includes the management and/or treatment of a variety of conditions.
- MHS provides companion care for seniors, new and expectant parents, and individuals who may need non-medical care or additional help around the house.
- MHS serves the staffing needs of local, regional and national businesses and organizations through specialized divisions: autism tutoring; therapy services; school healthcare services; and flu and wellness services.
- MHS provides immunization programs, health screenings and education programs.

Headquartered in Columbia, Maryland, MHS has facilities in 41 states and operates 24 facilities throughout California. This will be MHS's first ETP Agreement. The proposal will target 120 workers from all 24 facilities in California. The majority of training will be held in Gardena; and the remainder will be held at other California facilities.

PROJECT DETAILS

MHS's goal is to upgrade worker skills as the Company faces complex healthcare challenges, improves customer services for higher quality care, and designs new programs and services to meet changing needs. MHS recently invested approximately \$61,000 to build an innovative simulation laboratory in Gardena and purchase new equipment including medical mannequins, durable medical equipment, haptics device and desktop computers. Additionally, ETP funds will help the Company deliver formalized training to its workforce and standardize processes and procedures across all facilities.

Training Plan

MHS will use Classroom/Laboratory and Video Conference methods to deliver training.

Continuous Improvement (20%): This training will be offered to all occupations. Training will improve employee skillsets in identifying patients' conditions and determining the best courses of action. Training will also improve communication skills, discharge and patient care plans, assessments, documentation procedures and problem resolution.

Medical Skills Training (80%)

All trainees will participate in Clinical Preceptor and Didactic training. Trainees will be focused on advance technical skills designed to improve performance and competency in caring for patient's in the home. The use of new equipment and technology will ensure that trainees have the skill sets, education and experience necessary to be the stewards of high quality, value-based care standards.

The Panel has established a "blended" reimbursement rate for this type of nurse upgrade training, recognizing the higher cost of delivery for the Clinical Preceptor model. The blended rate of \$22 per hour will apply to both the Didactic and Clinical Preceptor modes of delivery. The standard class/lab rate, \$18 per hour for priority industries will apply to Continuous Improvement training.

Frontline Worker

MHS will be training frontline Managers and Supervisors. These employees are Registered Nurses who actively manage nurses, communicate and interact with patients and family members, and are available to provide services at all time. These individuals spend 100% of their time performing frontline work and do not hire, fire, or make company policy. Based on the nature and scope of their job duties, these trainees meet the Panel's definition of frontline workers. As frontline workers, these trainees qualify for SET funding.

Commitment to Training

MHS has an annual training budget of approximately \$29,000. MHS provides new employee orientation, skills updates for clinical staff, safety, emergency training, sexual harassment prevention and compliance training for all employees. Most training is delivered via Class/Lab, Computer-Based Training and Preceptor training. Newly hired Registered Nurses (RNs) and

Licensed Vocational Nurses (LVNs) are required to participate in nursing shadow shifts and hands-on training within a patient's home.

MHS 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.

➤ Training Infrastructure

MHS has designated a team consisting of the Regional Vice President of Clinical Operations, the Regional Vice President of Operations, Compliance Specialist and the Directors of Clinical Services to oversee ETP training including all administrative responsibilities (enrollment, recording, tracking, verifying retention, invoicing, and monitoring activities) to ensure compliance with all ETP requirements.

Special Employment Training

Under Special Employment Training (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.

Trainees in Job Number 1 qualify as SET High Wage Frontline Workers, exceeding the Statewide Average Hourly Wage of \$27.40 per hour for all counties.

RECOMMENDATION

Staff recommends approval of this proposal.

DEVELOPMENT SERVICES

N/A

ADMINISTRATIVE SERVICES

N/A

TRAINING VENDORS

To Be Determined

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

8-200 Trainees may receive any of the following:

CONTINUOUS IMPROVEMENT

- Communication Skills
- Care Coordination
- Clinical Documentation
- Problem Analyst and Problem Solving

MEDICAL SKILLS TRAINING - CLINICAL PRECEPTOR

- Comprehensive Asssessment Skills
- High Acuity Patient Care
 - Feeding Tubes, Tracheostomy Care and Ventilator Dependency
- Medication Management
- Operation of Durable Medical Equipment

MEDICAL SKILLS TRAINING - DIDACTIC

- Critical Thinking
- Emergency Management
- Implementation of the Plan of Care and Physician Orders

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