



## RETRAINEE - JOB CREATION

### Training Proposal for:

## NorCal Care Centers, Inc. dba Antioch Convalescent Hospital

**Agreement Number: ET17-0193**

**Panel Meeting of:** October 28, 2016

**ETP Regional Office:** Sacramento

**Analyst:** D. Jordan

### PROJECT PROFILE

Contract Attributes:	Job Creation Initiative Medical Skills Training Retrainee SET Priority Rate	Industry Sector(s):	Healthcare  Priority Industry: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Counties Served:	Contra Costa	Repeat Contractor:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Union(s):	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No SEIU Local 2015		
Number of Employees in:	CA: 600	U.S.: 600	Worldwide: 600
<u>Turnover Rate:</u>	7%		
<u>Managers/Supervisors:</u> (% of total trainees)	N/A		

### FUNDING DETAIL

<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="text-align: center;">Program Costs</td></tr> <tr><td style="text-align: center;">\$277,914</td></tr> </table>	Program Costs	\$277,914	-	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">(Substantial Contribution)</td> <td style="text-align: center;">(High Earner Reduction)</td> </tr> <tr> <td style="text-align: center;">\$0</td> <td style="text-align: center;">\$0</td> </tr> </table>	(Substantial Contribution)	(High Earner Reduction)	\$0	\$0	=	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="text-align: center;"><b>Total ETP Funding</b></td></tr> <tr><td style="text-align: center;">\$277,914</td></tr> </table>	<b>Total ETP Funding</b>	\$277,914
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<b>In-Kind Contribution:</b>	100% of Total ETP Funding Required	\$845,900
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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 Priority Rate Medical Skills Training	Computer Skills, Cont. Imp, MS Clinical with Preceptor, MS Didactic	126	8 - 200	0	\$702	\$22.00
				Weighted Avg: 39			
2	SET Priority Rate Job Creation Initiative Medical Skills Training	Computer Skills, Cont. Imp, MS Clinical with Preceptor, MS Didactic	39	8 - 200	0	\$1,060	\$15.15
				Weighted Avg: 53			
3	Retrainee SET Priority Rate Medical Skills Training	Computer Skills, Cont. Imp, MS Clinical with Preceptor, MS Didactic	211	8 - 200	0	\$702	\$19.30
				Weighted Avg: 39			

**Minimum Wage by County:** Job Number 1(SET Priority Industry): \$21.28 per hour.

Job Number 2(Job Creation): \$14.19 per hour for Contra Costa County. Job Number 3(SET Priority Industry): \$21.28 per hour for Contra Costa County. ETP will accept the union-negotiated base wage for CNA's listed under the Wage Range by Occupation table below.

**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 \$4.15 per hour may be used to meet the Post-Retention Wage for Job Number 3.

Wage Range by Occupation		
Occupation Titles	Wage Range	Estimated # of Trainees
<b>Job Number 1</b>		
Licensed Vocational Nurse (LVN)		88
Registered Nurse (RN)		38
<b>Job Number 2</b>		
Certified Nurse Assistant (CNA)		29
Licensed Vocational Nurse (LVN)		6
Registered Nurse (RN)		4
<b>Job Number 3</b>		
Certified Nurse Assistant (CNA)		211

## **INTRODUCTION**

Norcal Care Centers, Inc. dba Antioch Convalescent Hospital (Antioch Hospital) ([www.antiochcare.com](http://www.antiochcare.com)) is a family-owned group of nursing care facilities certified by Medicare, Medi-Cal and various HMO's. The facilities provide nursing services, restorative nursing, rehabilitation services, activities programs, and social services for a long-term population. The hospital seeks to maximize the quality of life and offers specialized restorative services. Four Contra Costa facilities will participate in training under this proposal.

### **Need For Training**

This is Antioch Hospital's second Agreement with ETP in the last five years. The previous Agreement focused on implementing new electronic health records software learning about changes to International Classification of Disorders coding. Under this proposal, training will focus on new standards such as under the Affordable Care Act. These new standards include changes in rating systems, anticipated tighter reimbursement for services provided, and targeted reduction in hospital readmissions.

In the previous agreement reimbursement for services was based on the volume of services provided. The Hospital's administrators have since redesigned payment systems to an approach that ties financial incentives to outcomes of quality. Antioch Hospital is looking to build from their previous contract with new topics. No training delivered in the prior Agreement will be repeated.

### **Retrainee - Job Creation**

In support of job creation, the Panel offers incentives to companies that commit to hiring new employees. Training for newly-hired employees will be reimbursed at a higher rate, and trainees will be subject to a lower post-retention wage.

Antioch Hospital has committed to hiring 39 new employees (Job Number 2). The date-of-hire for all trainees will be within the three-month period before contract approval or within the term-of-contract. These trainees will be hired into "net new jobs" as a condition of contract.

Antioch Hospital's goal for newly-hired employees is to help them transition into an environment that is fast paced and continuously changing. Increasing patient populations and the increase of more insured patients, has made for a challenging environment at Antioch Hospital. This challenging environment has necessitated the hospital to hire and train more RN's, LVN's, and CNA's. Antioch Hospitals' goal is to increase the commitment of new nurses, reduce nurse turnover, and provide them with competent and safe patient care that meets the outcomes required by the Affordable Care Act.

### **Training Plan**

#### **Medical Skills Training (80%)**

Approximately 42 RNs, 94 LVNs, and 240 CNAs will participate in medical skills training utilizing both didactic and preceptor training methodologies.

Medical Skills training is reimbursed at \$22 per hour. This blended rate recognizes the higher cost of delivery for clinical training. It will apply to both the Didactic and Preceptor modes of delivery. Continuous Improvement and Computer Skills will be reimbursed at \$18 per hour.

**Computer Skills (3%):** Training will be offered to all occupations. Staff will receive training on Medical Record software to accurately enter and retrieve patient information.

**Continuous Improvement (17%):** Training will be offered to all occupations. Training will benefit staff in improvement in multiple skills such as teambuilding, culturally appropriate care, medical records, and documentation skills.

### **Commitment to Training**

The Hospital's annual training budget per facility is approximately \$40,000. Training in the past included basic new-hire orientation training, compliance training, safety training, and some annual skills update training.

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

Antioch Hospital will contract with an administrative subcontractor to assist with ETP project administration. In addition, each facility will have designated staff to oversee the training and be responsible for collecting and submitting the training rosters to the administrative subcontractor for data entry into the ETP systems.

### **SET**

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.

However, Antioch Hospital is not asking for a wage modification.

### **Impact/Outcome**

Training is designed to improve patient care assessment and documentation. For LVN's, improved assessment skills will help identify signs and symptoms of illnesses. Newly-hired staff will be better able to provide advanced levels of patient care and take on responsibility for patients.

### **RECOMMENDATION**

Staff recommends approval of this proposal.

### **PRIOR PROJECTS**

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

Agreement No.	Location (City)	Term	Approved Amount	Payment Earned \$ %
ET14-0354	Antioch	05/05/14 – 05/04/16	\$484,572	\$277,694 (57%)

There was an adjustment that Antioch Hospital went through with the Affordable Care Act which did not get them off to a good start with training and prevented them from performing how they envisioned. Antioch Hospital had a new Director of Staff Development put in place during the term of the contract and once they were brought in training increased. For this contract Antioch Hospital is being more pro-active by implementing programs designed to reduce hospital readmissions and strengthen efforts to maintain standards and improve customer satisfaction. Hospital Staff will have goal and objective benchmarks to meet throughout the training.

### **DEVELOPMENT SERVICES**

Antioch Hospital retained National Training Systems in Ladera Ranch to assist with development of this proposal for a flat fee of \$32,174.

### **ADMINISTRATIVE SERVICES**

National Training Systems 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:

**MST DIDACTIC**

- Restorative Nursing Program
- Annual Skills Update
- Infection Control
- Basic Life Support
- Body Mechanics
- Patient Transfer Techniques
- Equipment Skills (including, but not limited to pumps, vital monitoring devices, support systems, therapeutic modalities)
- Advanced Cardiac Life Support
- Change of Condition Management
- Interdisciplinary Team Process
- Pain Management (Acute and Chronic)
- Intravenous Therapy
- Enteral Feeding Tube Management
- Respiratory Care
- Wound Management
- Advanced Assessment Skills
- Diabetic Management
- Urinary Management (foley catheter, input/output)
- Resident and Family Education
- Medication Administration Management
- Restraint and Restraint Reduction
- Behavior Management
- Psychotropic Medication Management
- Patient Assessment & Care
- Physical, Occupational, Speech Therapy
- End of Life Care
- Patient Fall Prevention
- Dementia/Alzheimer's
- Neurovascular System
- Residents with Special Needs
- Gastrointestinal System
- Laboratory
  - Electrolyte Imbalance
  - Arterial Blood Gas Interpretation
- Cardiac Conditions
- Neurological Conditions
- Resident Emergency Response
- Skeletal/Orthopedic Conditions
- Incontinence Management (colostomy care, urinary catheter care)
- Pro Act Training - Professional Assault Crisis Training and Certification (Pro Act)

**MST PRECEPTOR**

- **Inpatient & Outpatient Care Unit**
  - Medication Management
  - Advanced Assessment Skills
  - Infection Control
  - Patient Safety
  - Clinical Skills Review
  - Patient Assessment and Care
  - Intravenous Therapy
  - Enteral Management
    - Bolus
    - Intermittent
    - Continuous
  - Feeding Tube
    - Insertion
    - Site Care
    - Removal
  - Dementia Care
  - Assessing of Tube-Fed Individuals with Diabetes Mellitus
  - Preventing and Identifying Complications Related to Tube Feedings
  - Respiratory Care
  - Wound Management
  - Hemovac/Pnuemovac
  - Dementia/Alzheimer's
  - Managing Patients with Neurovascular Conditions
  - Rehabilitation Services
    - Physical Therapy
    - Occupational Therapy
    - Speech Therapy
  - Residents with Special Needs
  - Gastrointestinal Conditions
  - Cardiac Conditions
  - Skeletal/Orthopedic Conditions
  - Incontinence Management (colostomy care)
  - Assisting and Performing Self-Care Skills with Patients; Facilitating Functional Gains of Each Patient
  - Functional Mobility and Ambulation
  - Bowel and Bladder Training of Patients
  - Identification of Skin Impairments and Prevention
  - Identification of Patient Change in Condition
  - Monitoring of Cardiovascular Changes such as Vital Signs, Endurance, Level of Consciousness
  - Breathing Patterns and Respiratory Function
  - Pain Management
  - Positioning of Patients for Correct Body Alignment
  - Monitor Blood Pressure of Patients
  - Operate Safety Devices with Patient
  - Activities of Daily Living
  - Conduct Range of Motion Exercises with Patient
  - Patient Care of Foot and Hand
  - Infection Control
  - Charting

- Colostomy Care
- Hazardous Waste Handling
- Isolation Techniques
- Safe Patient Handling
- Use of the Call Light System
- Safe Linen Handling
- Equipment/Modalities
- Therapeutic Safety
- Proper Use of Exercise Equipment
- Therapeutic Activities
- Therapeutic Exercises
- Assistive Devices
- Procedures for Temperature check for Hydrocollator/Paraffin

### **COMPUTER SKILLS**

- Electronic Medical Records Application Skills
- Patient Services Billing Software
- Electronic Tablet for Bedside Charting

### **CONTINUOUS IMPROVEMENT**

- Administration
- Medical Records
- Customer Service
- Communication Skills
- Problem Analysis and Problem Solving
- Clinical Services System Management
- Interdepartmental Collaboration
- Interdisciplinary Team
- Incident/Accident Management
- Resident Centered Care
- Mobility Skills
- Documentation
- Continuous Quality Improvement Workshop
- Culturally Appropriate Care
- Team Building

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



September 23, 2016

Employment Training Panel

1100 J Street, 4<sup>th</sup> Floor

Sacramento, California 95814

To Whom It May Concern,

This letter is to confirm the support of SEIU Local 2015 for Lone Tree Convalescent Hospital's training proposal as submitted to the Employment Training Panel.

Sincerely,

A handwritten signature in black ink, appearing to read "Samuel Cook". The signature is fluid and cursive, with a long horizontal stroke at the end.

Samuel Cook

SEIU Local 2015

2910 Beverly Blvd., Los Angeles, CA 90057

(213) 985-0462



September 23, 2016

Employment Training Panel

1100 J Street, 4<sup>th</sup> Floor

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September 23, 2016

Employment Training Panel

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Sacramento, California 95814

To Whom It May Concern,

This letter is to confirm the support of SEIU Local 2015 for San Miguel Villa's training proposal as submitted to the Employment Training Panel.

Sincerely,

A handwritten signature in black ink, appearing to read "Samuel Cook".

Samuel Cook

SEIU Local 2015

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