



**Training Proposal for:
Omnicare Esc, LLC
Agreement Number: ET15-0205**

Panel Meeting of: July 25, 2014

ETP Regional Office: San Diego

Analyst: J. Davey

PROJECT PROFILE

Contract Attributes:	Retrainee SET HUA	Industry Sector(s):	Healthcare Services Priority Industry: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Counties Served:	Alameda, Butte, Kern, Los Angeles, Sacramento, Shasta, San Diego, San Joaquin, Sonoma	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: 700	U.S.: 13,000	Worldwide: 13,000
<u>Turnover Rate:</u>	17%		
<u>Managers/Supervisors:</u> (% of total trainees)	N/A		

FUNDING DETAIL

Program Costs	-	(Substantial Contribution)	(High Earner Reduction)	=	Total ETP Funding
\$188,100		\$0	\$0		\$188,100

In-Kind Contribution:	100% of Total ETP Funding Required	\$269,512
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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	Business Skills, Commercial Skills	102	8-200	0-100	\$570	\$27.09
				Weighted Avg: 38			
2	Retrainee SET HUA	Business Skills, Commercial Skills	228	8-200	0-100	\$570	\$11.17
				Weighted Avg: 38			

Minimum Wage by County: Job Number 1 (SET statewide): \$27.09 per hour
 Job Number 2 (SET/HUA): \$11.17 per hour for Kern & San Joaquin 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

Up to \$4.03 per hour may be used to meet the Post-Retention Wage in Job Number 1 and up to \$1.56 per hour for Job Number 2.

Wage Range by Occupation				
Occupation Titles	Wage Range		Estimated # of Trainees	
	Job 1	Job 2 (HUA)	Job 1	Job 2
Administrative Professional			1	6
Business Operations			4	6
Medical Records Technician			3	15
Medical Technician			4	45
Nurse/Clinician			2	2
Order Fulfillment Technician			43	10
Pharmacist			35	102
Pharmacy Technician			10	42

INTRODUCTION

Headquartered in Cincinnati, Ohio and founded in 1981, Omnicare Esc, LLC (Omnicare) provides a broad array of pharmacy-related services to long term care facilities and other customers in the health care environment nationwide. While senior care has been an Omnicare specialty, the Company also serves a variety of organizations in the health care industry, including hospitals, specialized long term care facilities, insurers, and other targeted populations. Omnicare has 10 locations statewide that provide services.

Omnicare is undergoing a transition from a manual to an automated order fulfillment process. The new automated process will allow pharmacists and support staff to review and enter orders and medical records, screen for drug interactions, provide dosing and other relevant instructions. This Electronic Automation System will help Omnicare ensure greater patient safety while improving client service. The new automated order fulfillment process represents a complete overhaul of Omnicare's current system.

In addition to the new system, Omnicare is also standardizing its long-term care products and services. As new drugs and drug delivery systems continuously come to market, pharmacists and pharmacy techs need to know the most updated information on how new drug products are properly dosed and delivered, how they affect patient care, and how they interact with other drugs. In conjunction with its new automation system, this process involves designing and delivering job-based training to its pharmacy and support staff to ensure consistency of service, uniformity of pharmaceutical knowledge, and patient safety.

Pharmaceutical and continuous improvement training will give each employee the skills required to stay up to date on the latest technology, regulations, and medication therapy practices. The skills gained through this training are crucial for Omnicare's employees to remain competitive in the industry.

PROJECT DETAILS

Training Plan

Training will take place at all 10 Omnicare facilities in California and will be coordinated from the San Diego office. However, each facility will have dedicated administrative staff charged with implementing and documenting training.

Business Skills (20%) - Training will be offered to Administrative Professional and Business Operations. Training will consist of customer service and communication skills, interviewing basics, information privacy, product coding, and other skills and needed to serve its customers and care facilities. This training will be provided to ensure quality service to Omnicare's clients and the advancement of its business needs.

Commercial Skills (40%) - Training will be offered to all occupations. Training will include the most recent pharmaceutical product knowledge to remain current in drug interactivity, proper dosage, and optimal patient healthcare. Training will consist of skills related to the new automated order fulfillment equipment and processes. Trainees will receive training to successfully transition to the new process and insure the highest degree of safety, efficiency, and customer service. In addition, training includes intravenous modules related to hazardous interactions and medication safety training.

Computer-Based Training-Commercial Skills (40%) - Training will be offered to all occupations in ancillary skills related to the new automated order fulfillment equipment and processes. This training will allow trainees to reinforce the classroom training. Some trainees may receive up to 50% of their training in CBT.

High Unemployment Area

Trainees in Job Number 2 work in High Unemployment Areas (HUA), with unemployment exceeding the state average by at least 25%. The Company's 2 locations in Bakersfield (Kern County) and Lodi (San Joaquin County) are in an HUA.

These trainees qualify for the ETP Minimum Wage rather than the Statewide Average Hourly Wage. The Panel may further modify the ETP Minimum Wage for these trainees by up to 25% if

post-retention wages exceed the start-of-training wages to \$11.17 per. Trainees in these locations will show a wage increase at the completion of their 90 day retention period.

Staff recommends a wage modification for trainees located in these High Unemployment Areas.

Commitment to Training

Omnicare offers both job specific and organization-wide training to its employees. In addition to regulatory training mandated by the state and Federal agencies, Omnicare provides extensive on-the-job and class/lab training to help employees develop and practice new skills. Past training includes medication safety, automation certification, pharmacy calculations, non-sterile compounding, problem solving, and project planning.

Omnicare reports its spends approximately \$100,000 on training annually per California facility. Omnicare 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

Omnicare will maintain a training coordinator at each site who will be responsible for scheduling training, providing and collecting ETP rosters, and ensuring the training meets ETP guidelines.

RECOMMENDATION

Staff recommends approval of this proposal, including the HUA wage modification for trainees in Job Number 2.

DEVELOPMENT SERVICES

Deloitte Tax LLP in San Francisco assisted with development for a flat fee of \$15,000.

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:

BUSINESS SKILLS

- + General Compliance Training
- + Information Privacy Training
- + Omnicare Information Assurance Training
- + Standard Operating Procedures
- + Coding
- + Order Entry Technician Training
- + Non-Sterile Compounding Skills Assessment

COMMERCIAL SKILLS

- + Medication Safety
- + Automation Certification
- + Equipment Safety (Tag-in/Tag-out)
- + IV Training
- + Omnicare Pharmacy Tech Training – Pharmacy Calculations
- + Non-Sterile Compounding Math Skills
- + Hazardous Energy Program
- + IV Module – Determining Beyond-Use Date
- + IV Module – Republished Scope of Infusion Services (IV)
- + IV Module – Hazardous Drug Effects, Occupational Risk and Safe Handling
- + IV Module - Overview of Quality and Responsibilities of Compounding
- + IV Module - Primary Engineering Controls: Function, Use, Testing and Certification
- + IV Module - Quality Releases and Final Checks of Compounded Sterile Products
- + IV Module- Republished Parenteral Access
- + IV Module - Republished Adverse Drug Reactions
- + IV Module - Republished Labeling and Parenteral/Enteral Nutrition
- + IV Module- Specific Hazardous Drug Work Practices and Spill Cleanup
- + IV Module - Surface Sampling
- + IV Module - Use of Syringes, Needles, Vials, Ampules and Filters
- + Revised Hazard Communication Standard
- + IV Training Infusion Devices (Pharmacists and Technicians)
- + IV Training Labeling & Parenteral and Enteral Therapy (Pharmacists and Technicians)
- + Automation –Automated Label Verification Operator Training
- + Methotrexate Safety Program
- + Republished Pharmacist Module Pharmacist Verification 1 Best Practice Overview
- + Republished Pharmacist Module FDA Approved REMS - Minimizing the Risk to LTC Residents Training

- ✚ Republished Pharmacist Module Pharmacist Verification 1 Best Practice Special Session #1: Promoting Anticoagulation Safety with the Pharmacist Verification 1 Best Practice

CBT Hours

0-100

COMMERCIAL SKILLS

- ✚ Compliance Training (.75 hours)
- ✚ Customers for Life Online Skills Building (1 hour)
- ✚ Equipment Safety (Tag-in/Tag-out) (5 hours)
- ✚ SOP Training (1 hour)
- ✚ SOP Training Annual Refresher (1 hour)
- ✚ Automation Certification (1 hour)
- ✚ IV Training (1 hour)
- ✚ Omnicare Pharmacy Tech Training – Pharmacy Calculations (1 hour)
- ✚ Non-Sterile Compounding Math Skills (1 hour)
- ✚ Hazardous Energy Program (.75 hours)
- ✚ IV Module – Determining Beyond-Use Date (1 hour)
- ✚ IV Module – Republished Scope of Infusion Services (IV) (1 hour)
- ✚ IV Module – Hazardous Drug Effects, Occupational Risk and Safe Handling (1 hour)
- ✚ IV Module - Overview of Quality and Responsibilities of Compounding (1 hour)
- ✚ IV Module - Primary Engineering Controls: Function, Use, Testing and Certification (1 hour)
- ✚ IV Module - Quality Releases and Final Checks of Compounded Sterile Products (1 hour)
- ✚ IV Module- Republished Parenteral Access (1 hour)
- ✚ IV Module - Republished Adverse Drug Reactions (1 hour)
- ✚ IV Module - Republished Labeling and Parenteral/Enteral Nutrition (1 hour)
- ✚ IV Module- Specific Hazardous Drug Work Practices and Spill Cleanup (1 hour)
- ✚ IV Module - Surface Sampling (1 hour)
- ✚ IV Module - Use of Syringes, Needles, Vials, Ampules and Filters (1 hour)
- ✚ Revised Hazard Communication Standard (.5 hours)
- ✚ IV Training Infusion Devices (Pharmacists and Technicians) (1 hour)
- ✚ IV Training Labeling & Parenteral and Enteral Therapy (Pharmacists and Technicians) (1 hour)
- ✚ Automation –Automated Label Verification Operator Training (1 hour)
- ✚ Methotrexate Safety Program (.75 hours)
- ✚ Republished Pharmacist Module Pharmacist Verification 1 Best Practice Overview (1.5 hours)
- ✚ Republished Pharmacist Module FDA Approved REMS - Minimizing the Risk to LTC Residents (1.5 hours)

- ✚ Republished Pharmacist Module Pharmacist Verification 1 Best Practice Special Session #1: Promoting Anticoagulation Safety with the Pharmacist Verification 1 Best Practice (1.5 hours)

Note: Reimbursement is capped at 200 total training hours per trainee, regardless of method of delivery. CBT hours are capped at 50% of trainee's total training hours.