



Training Proposal for:
PAMC, Ltd. dba Pacific Alliance Medical Center, Inc.
Agreement Number: ET15-0288

Panel Meeting of: August 22, 2014

ETP Regional Office: North Hollywood

Analyst: M. Paccerelli

PROJECT PROFILE

Contract Attributes:	SET Retrainee Job Creation Initiative Medical Skills Training Priority Rate	Industry Sector(s):	Healthcare Priority Industry: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Counties Served:	Los Angeles	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: 720	U.S.: 720	Worldwide: 720
Turnover Rate:	16%		
Managers/Supervisors: (% of total trainees)	N/A		

FUNDING DETAIL

Program Costs	-	(Substantial Contribution)	(High Earner Reduction)	=	Total ETP Funding
\$370,720		\$40,068 15%	\$0		\$330,652

In-Kind Contribution:	100% of Total ETP Funding Required	\$457,079
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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 Medical Skills Training Priority Rate	MST Clinical w/Preceptor, MST Didactic, Computer Skills, Cont. Imp., Commercial Skills	212	8-200	0-11	\$1,071*	\$20.32
				Weighted Avg: 70			
2	Retrainee SET Job Creation Initiative Medical Skills Training Priority Rate	MST Clinical w/Preceptor, MST Didactic, Computer Skills, Cont. Imp., Commercial Skills	74	8-200	0-11	\$1,400	\$13.37
				Weighted Avg: 70			

*Reflects Substantial Contribution

Minimum Wage by County: Job Number 1 (SET/Priority Industry): \$20.32 per hour; Job Number 2 (Job Creation): \$13.37 per hour for Los Angeles 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 \$2.30 per hour in Job Number 1 and \$0.06 in Job Number 2 may be used to meet the Post-Retention Wage.

Job 1 Wage Range by Occupation

Occupation Titles	Wage Range	Estimated # of Trainees
Registered Nurse		94
Licensed Vocational Nurse		23
Certified Nurse Assistant		25
Therapist		9
Technician		30
Medical Assistant		6
Social Worker		2
IT Support Staff		2
Patient Care Support Staff		21

Job 2 Wage Range by Occupation

Occupation Titles	Wage Range	Estimated # of Trainees
New Graduate RN		34
Registered Nurse		4
Licensed Vocational Nurse		4

Certified Nurse Assistant		15
Therapist		2
Technician		8
Medical Assistant		1
Social Worker		1
IT Support Staff		1
Patient Care Support Staff		4

INTRODUCTION

PAMC, Ltd. dba Pacific Alliance Medical Center, Inc. (PAMC) (www.pamc.net) is among the oldest hospitals in Los Angeles, dating back to the 1860's. It is an inner city, fully licensed and accredited acute care, general medical and surgical facility.

The medical center maintains a 24-hour urgent care and surgical services including Bronchoscopy; Gastroenterology; General Surgery; Neurosurgery; Obstetrics; Gynecology; Ophthalmology; Orthopedic Surgery; Otolaryngology; Plastic Surgery; and Urology. Other services include Intensive Care, Wound Care, Cardiopulmonary Laboratory, Clinical Laboratory, Acute Rehabilitation, Physical Therapy, Radiology, Computed Tomography Scan, Mammography and Hyperbaric Oxygen Therapy. It also maintains an Outpatient Cardiac Center and a Downtown Coordinated Care Center.

PAMC recently expanded with a new wing to the Women's Center with four private labor, delivery, recovery, and postpartum suites, a 22-bassinet nursery, four labor suites, a four-bed recovery unit and two delivery suites that can accommodate emergency surgeries if needed.

According to PAMC, the patient population demographic has changed dramatically with more diverse ethnicity and complicated medical conditions, many with dual diagnosis. PAMC will meet this demand with added staff and increased training on advanced and critical care skills. To keep up with changes as well as healthcare reforms, PAMC has invested \$264K in new computer software in electronic prescribing, patient portal, and healthcare data; and new equipment such as Rapid Hemodynamic Monitor, Bladder Scanner, Panda Warmer, NeoPap and Vein Light.

Retrainee - Job Creation

With its \$264K investment in computer software and equipment and expansion of its services, PAMC has committed to hiring 74 new employees during the term of this proposal. The additional new employees will allow PAMC to maintain adequate staffing ratios and support expanded hospital service.

The Panel offers incentives to companies that commit to hiring new employees. Newly hired employees will be reimbursed at a higher rate and trainees will be subject to a lower post-retention wage.

PROJECT DETAILS

Training Plan

Training will be delivered by in-house subject matter experts and training vendors retained during the contract term. Training will take place at the PAMC's facility in Los Angeles.

Medical Skills (40%) – Training will be offered to Registered Nurses (RN) and New Graduate RN in both Clinical-Preceptor and Didactic environments. Courses cover various advanced or technical topics designed to enhance skill sets and orient the new hires to PAMC's patient care models. New Graduate RN trainees will receive a broad spectrum of topics to prepare them for patient care in their assigned hospital units. Some allied healthcare occupations listed herein will receive Medical Skills Didactic training topics that are specific to their roles.

Continuous Improvement (25%) – Training will be offered to all occupations to provide them with the skills necessary to assimilate into their assigned units with an understanding of quality standards, processes and procedures, and other skills to function within their team.

Computer Skills (30%) – Training will be offered to all occupations to introduce them to PAMC's healthcare information systems and electronic medical record technology to track, control and document vital patient data. The training will provide accurate documentation on patient charts; completing reports quickly and proficiently; and using electronic communications.

Commercial Skills (5%) – Training will be provided via Computer-Based training (CBT) up to 11 hours to all RNs and allied health care professionals. The skills learned in the CBT modules is a supplement to the trainees' class/lab hours and are a necessary part of staff's daily tasks. CBT is capped at 50% of the total training hours per trainee.

Special Employment Training (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.

➤ Wage Modification

Trainees employed in a Priority Industry qualify for a SET wage modification up to 25% below the statewide average hourly wage. PAMC requests the wage modification of 25% from \$27.09 to \$20.32 per hour for trainees in Job Number 1.

Substantial Contribution

PAMC is a repeat contractor with payment earned in excess of \$250,000 at the Los Angeles facility within the past five years. (See Prior Project Table) Accordingly, reimbursement for trainees in Job Number 1 will be reduced by 15% to reflect the PAMC's \$40,068 Substantial Contribution to the cost of training. The Substantial Contribution requirement is waived in Job Number 2 for Retrainee – Job Creation trainees.

Prior Projects

PAMC indicates that the proposed training differs from and/or expands on training delivered in prior projects. Although some course titles may be similar in their prior projects, PAMC confirmed that there is no duplication of courses and the topics are updated and upgraded versions. Further, the training will focus on new computer software and equipment that has not been provided in prior projects. In addition, this proposal will also include newly hired Job Creation trainees who have not received any ETP training in the past.

Commitment to Training

The hospital's training budget is approximately \$858,502. The hospital continually provides as much training as possible to new and incumbent workers within its yearly budgetary and time constraints.

RECOMMENDATION

Staff recommends approval of this proposal.

ACTIVE PROJECTS

The following table summarizes performance by PAMC under an active ETP Agreement:

Agreement No.	Approved Amount	Term	No. Trainees (Estimated)	No. Completed Training	No. Retained
ET13-0163 (Retrainee Only)	\$251,424	10/8/12 – 10/7/14	194	193	43

To date, PAMC has earned 15% based on the number of trainees retained. The Contractor may earn an additional 85% based on the number of trainees enrolled and hours of training entered into the ETP Online Tracking System. These figures support projected earnings at a total of 100% or \$251,424 by the end of August 2014.

PRIOR PROJECTS

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

Agreement No.	Location (City)	Term	Approved Amount	Payment Earned	
				\$	%
ET12-0426 (Job Creation Only)	Los Angeles	06/30/12 – 06/29/14	\$292,000	\$292,000	(100%)
ET08-0296*	Los Angeles	12/31/07- 12/30/09	\$269,136	\$168,278	(63%)

*ET08-0296 - PAMC was able to utilize only 63% of the funds allocated as a result of financial constraints experienced by many hospitals. These constraints led to furloughs during the contract term at PAMC which invariably impacted its ability to conduct educational activities. PAMC no longer has furloughs.

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:

MEDICAL SKILLS – CLINICAL PRECEPTOR

- Behavioral Health/Psychiatric Acute Care Services Unit
 - Patient Assessment & Care
 - Acute Psychiatric Care
 - Behavioral Health Nursing Skills
- Emergency Department Training
 - Emergency Room Nursing Skills
 - Emergency Care of the Burn Patient
 - OB Trauma
 - Trauma Nursing Skills
 - Triage Nursing Skills
 - Care of Pediatric patients
 - Post Disaster Care
- Intensive Care Unit/Critical Care Unit Training
 - Critical Care Nursing Skills
 - Patient Assessment & Care
 - Intra-Aortic Balloon Pump Therapy
 - Intracranial Pressure Monitoring & Ventriculostomy
 - Hemodynamic Monitoring
 - Pre and Post-Operative Care
 - Care of Trauma Patient
 - Management of the Renal Transplant Surgical Patient
 - Ventilator & Tracheotomy Care
- Hyperbaric Oxygen Therapy Unit
 - Patient Assessment & Care
 - Medical/Surgical Nursing Skills
- Medical/Surgical Unit Training
 - Patient Assessment & Care
 - Medical/Surgical Nursing Skills
 - Pre and Post-Operative Care
 - Orthopedic Nursing Skills
 - Management of the Renal Transplant Surgical Patient
 - Oncology Nursing Skills
- Neonatal Intensive Care Unit Training
 - Patient Assessment & Care
 - Neonatal Resuscitation Provider
 - Neonatal Advanced Life Support
 - Neonatal/Infant Pain Scale
 - Palliative Care

- Obstetrics Unit Training
 - Patient Assessment & Care
 - Antepartum, Labor, Delivery and Postpartum Skills
 - Neonatal Nursing Skills
 - S.T.A.B.L.E.
 - Advanced & Electronic Fetal Monitoring
 - Neonatal Resuscitation Provider
 - Neonatal Intensive Care Unit Nursing Skills
 - Couplet Care
 - Breast Feeding- Skin-to-Skin Care
- Operating Room and Post-Anesthesia Care Unit (PACU) Training
 - Patient Assessment & Care
 - Trauma Nursing Skills
 - Peri-Operative Nursing Skills
 - Pre and Post-Operative Care
- Pediatric Services Unit
 - Care of Pediatric Patients (Acute Care, Intensive Care)
 - Patient Assessment & Care
 - Pre & Post-Operative Care
- Rehabilitation Services Unit Training
 - Patient Assessment & Care
 - Medical/Surgical Nursing Skills
 - Pre and Post-Operative Care
 - Post-Orthopedic Surgery Nursing Skills
 - Post-Trauma Injury Nursing Skills
 - Post-Neurological Injury Nursing Skills
- Special Care Unit Training
 - Patient Assessment and Care
 - Critical Care Nursing Skills
 - Ventilator & Tracheotomy Care
 - Hemodynamic Monitoring
 - Total Parenteral Nutrition
- Telemetry Unit Training
 - Care of the Cardiac Patient
 - EKG & Cardiac Monitoring
 - Dysrhythmia Interpretation
 - Telemetry Nursing Skills
 - Pre and Post-Operative Care
 - Care if the Neurosurgical Patient
 - Intravenous Therapy
 - Oncology Nursing Skills
- Surgical Services Unit Training
 - Patient Assessment & Care
 - Trauma Nursing Skills

- Surgical Nursing Skills
- Pre and Post-Operative Care

MEDICAL SKILLS – DIDACTIC

- Acute Myocardial Infarction
- Advanced Cardiac Life Support
- Arterial Blood Gas Interpretation
- Basic Life Support
- Body Mechanics
- Care of 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
- Central Lines Management
- Chest Tube Care & Management
- Code Blue Response & Procedures
- Critical Care Nursing Skills
- Crisis Prevention Intervention
- Decontamination Procedures
- Diabetes Care & Management
- Dual Diagnosis-Care & Management
- Dysrhythmia Recognition & Interpretation
- Educating the Patient & Family
- EKG & Cardiac Monitoring
- Electronic Fetal Monitoring (Beginning & Advanced)
- Emergency Care of the Burn Patient
- Emergency Room Nursing Skills
- Equipment Skills (IV pumps, cardiac telemetry, vital signs, pulse-oximeter, ventilators, specialty beds, etc.)
- Evidence Based Practices
- Gastrointestinal Assessment and Management
- Hemodynamic Monitoring
- Infection Control
- Intra-Aortic Balloon Pump Therapy
- Intra-Cranial Pressure Monitoring & Ventriculostomy
- Intravenous Insertion & Therapy
- Kinetic Therapy
- Labor, Delivery and Postpartum Nursing Skills
- Management of the Renal Transplant Surgical Patient
- Medical/Surgical Nursing Skills
- Medication Administration & Management
- Moderate Sedation
- Neonatal Advanced Life Support
- Neonatal/Infant Pain Scale
- Neonatal Nursing Skills
- Neonatal Resuscitation Provider
- New Graduate Nursing Skills

- New Registered Nurse
- Nurse Orientation Training
- Nursing Diagnosis Skills
- Nursing Process Skills
- OB Trauma
- Oncology Nursing Skills
- Orthopedic Nursing Skills
- Ostomy & Continence Care
- Pain Management (Acute & Chronic)
- Patient Assessment & Care
- Patient Fall Prevention
- Pediatric Advanced Life Support
- Peri-Operative Nursing Skills
- PICC Line Insertion
- Pre and Post-Operative Care
- Psychiatric Nursing Skills
- Psychotropic Medications
- Rapid Response Skills
- Renal Assessment & Management
- Respiratory Assessment & Care
- Restraints
- Surgical Nursing Skills
- S.T.A.B.L.E.
- Telemetry Nursing Skills
- Total Parenteral Nutrition
- Transfer Techniques
- Triage Nursing Skills
- Trauma Nursing Skills
- Ventilator and Tracheotomy Care
- New Graduate Program Skills
- Wound & Skin Care

CONTINUOUS IMPROVEMENT

- Case Management/Discharge Planning
- Charge Nurse Training/Frontline Leadership Skills
- Communications Skills
- Conflict Resolution Skills
- CORE Measures
- Crisis Prevention Intervention
- Critical Thinking Skills
- Culturally Appropriate Care
- Customer Service Skills
- Documentation Skills
- Organization and Time Management Skills
- Patient and Family Centered Care Skills
- Preceptor Skills (train-the-trainer)
- Performance and Quality Improvement and Procedures Skills
- Team Building Skills
- Utilization Review

- Management of Assaultive Behavior

COMPUTER SKILLS

- Microsoft Office/Excel Skills (Intermediate and Advanced)
- Meditech
- Electronic Medical Records Application Skills
- Electronic Prescribing
- Patient Portal
- Community Scheduling
- Healthcare Data

Computer-Based Training

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Trainees may receive any of the following:

COMMERCIAL SKILLS

- Module 1: Cultural Diversity & Sensitivity, Team Work (.5 hr)
- Module 2: Abuse, Exploitation & Pain Management (.5 hr)
- Module 3a: Emergency Medical Response; EMR (1 hr)
- Module 3b: Protection Against Fire, Radiation, MRI and Hazardous Materials (.5 hr)
- Module 4: Risk Management, Prevention of Fall; Impaired Behavior; Patient Who is likely to Commit Suicide, Reporting Incidents (.5 hr)
- Module 5a: Infection Control for All Employees (1 hr)
- Module 5b: Infection Control for Clinical Providers (1 hr)
- Module 6a: Medication Administration for Licensed Nurses (2 hr)
- Mosby Module for General Assessment (Pediatric) (2 hr)
- Mosby Module for Stroke Assessment (1 hr)
- Mosby Module for Pharmacy Technicians (1 hr)

<p>Note: Reimbursement for retraining is capped at 200 total hours per-trainee, regardless of method of delivery. CBT is capped at 50% of total training hours, per trainee.</p>
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