



**Retrainee - Job Creation  
Training Proposal for:  
Renovo Solutions, LLC**

<b>Small Business</b>
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**ET16-0311**

**Approval Date:** December 21, 2015

**ETP Regional Office:** San Diego

**Analyst:** H. Bernard

**CONTRACTOR**

- Type of Industry: Biotechnology/Life Sciences Services  
Priority Industry:  Yes  No
- Number of Full-Time Employees  

California:	79
Worldwide:	240
Number to be trained:	93

  
 Owner  Yes  No
- Out-of-State Competition: Competitors Outside CA
- Special Employment Training (SET):  Yes  No
- High Unemployment Area (HUA):  Yes  No
- Turnover Rate: 3%
- Repeat Contractor:  Yes  No

**FUNDING**

- Requested Amount: \$99,220
- In-Kind Contribution: \$171,155

**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	Business Skills, Commerical Skills, Computer Skills, Continuous Impr	79	8-60	0	\$1,100	\$16.02
				Weighted Avg: 50			
2	Retrainee Job Creation Initiative SB<100	Business Skills, Commerical Skills, Computer Skills, Continuous Impr	14	8-60	0	\$880	\$13.35
				Weighted Avg: 40			

- Reimbursement Rate: Job #'s 1 and 2: \$22 SB Non-Priority
- County: Orange
- Occupations to be Trained: Administrative Support Staff, Manager/Supervisor, Engineers
- Union Representation:  Yes  
 No
- Health Benefits: Job #1: \$1.02 per hour; Job #2: \$0.35 per hour

**SUBCONTRACTORS**

- Development Services: Training Funding Source (TFS) in Seal Beach assisted with project development for a flat fee of \$4,900.
- Administrative Services: TFS will also assist with administration for a fee not to exceed 13% of earned funds.
- Training Vendors: To Be Determined

**OVERVIEW**

Founded in February 2009, Renovo Solutions, LLC (Renovo) ([www.renovo1.com](http://www.renovo1.com)) is an independent service organization providing management and technical support solutions for hospitals and medical centers in the areas of medical equipment service and information technology. The Company's Biomedical Engineers service sophisticated clinical/medical equipment and provide on-going safety and preventive maintenance inspections. Renovo's engineering staff works with hospital health care information technology departments to efficiently network all medical devices with a hospital's existing computer systems.

**PROJECT DETAILS**

Renovo has participated in two previous Agreements with ETP (ET12-0256 & ET14-0220) within the last five years. The first Agreement trained employees in the Company's proprietary software system, *CE-IT Live*, a networked medical device management system and its proprietary database program, *RenovoLive*. Renovo's second ETP Agreement delivered

training in upgrades to *CE-IT* and *RenovoLive 2.0* and in the implementation and transition from laptops to mobile tablets and smart phones for customer service needs, equipment maintenance, and troubleshooting. There will be no duplication of training for Trainees who participated in previous ETP Agreements.

Renovo offers the same services as its large competitors but at much cheaper prices. To maintain its competitive price edge, the Company must ensure that employees are well trained in the latest technology and industry trends. Renovo must continue to provide its workers with highly technical computer and commercial skills training on new features and enhancements to the Company's existing software; and on the sophisticated medical equipment it services. Continued training is critical to develop the skills needed to meet marketplace changes.

The Company must train its workers on new technology. In the past, Renovo focused heavily on the management of medical devices. However, a shift in industry has now placed an emphasis on network interoperability and connectivity of the devices (the link between clinical systems and devices to create extensive clinical information exchanges between the devices and the hospitals' larger network systems). As such, Renovo staff must adopt new network and implementation skills; acquire additional medical device support skills; learn analytical and technical skills needed to operate and manage these systems and understand how devices are interconnected. Additionally, the Company has added new modules and revisions to its RenovoLive software which will improve user experience and streamline performance.

In addition to its technological challenges, the Company must account for industry changes. Medicare and Medicaid Services require healthcare providers and hospitals to be accredited by an approved national agency. Previously, The Joint Commission (TJC) has been the go-to organization in USA, accrediting more than 20,000 health care organizations. Recently, there has been a shift to a new accreditation firm, Det Norske Veritas and Germanischer Lloyd (DNV-GL Healthcare). The new firm maintains a stringent accreditation philosophy that emphasizes ongoing improvement, readiness, consistency and patient safety. As such, Renovo employees must be trained on DNV-GL's regulations and standard operating procedures to comply with these new regulations. Also, beginning in 2016, hospitals will be expected to develop and implement specific policies and procedures as well as educate clinical staff about proper usage and management of clinical alarms, alerts on critical care equipment designed to notify nursing staff of potential patient problems requiring immediate attention. Patients are often connected to several machines, each one having its own alarm. Hospital clinical staff often lack the breadth of knowledge needed to understand and manage the function and/or importance of these alarms, many of which are attached to critical lifesaving equipment. Training will allow the Company to work with hospitals to inventory medical alarm equipment, perform system configurations, conduct alarm testing, and provide training for all medical/clinical equipment operators.

### **Job Creation - Retrainee**

Renovo will expand its services to 3-5 additional hospitals as well as increase service offerings to existing customers. Renovo will also move from a 2,500 sq. foot location to a 5,500 sq. foot location during the first quarter of 2016. The new location will house a large training room with state of the art technology for improved training delivery. To support its market and business expansion, the Company has committed to hiring 14 net new employees during the term of this Agreement.

The date-of-hire for all Job Creation trainees (Job Number 2) will be within the three-month period before contract approval or within the term-of-contract. Newly hired trainees (Job Number 2) will be subject to a lower retention wage. These trainees will be hired into "net new jobs" as a condition of contract.

## Training Plan

ETP-funded training will be conducted via classroom/laboratory delivery method.

**Business Skills** - Training will be offered to all occupations to improve communication and customer relations. Selected Managers and Administrative Support Staff will receive skill sets needed to effectively negotiate contracts and navigate the billing process.

**Commercial Skills** - Training will provide Engineers and Managers/Supervisors with the technical and analytical skill sets needed to perform preventive maintenance procedures, equipment repair and troubleshooting, and network interoperability on a variety of laboratory and medical equipment. These trainees will also receive product knowledge training on a variety of equipment and updates on regulatory changes and new DNV-GL requirements.

**Computer Skills** - Training will be offered to all employees on the latest revisions and new modules of the Company's software programs. Job Creation Staff will learn to navigate the RenovoLive the program on both desktop and mobile devices. Administrative staff will receive training on Microsoft Office and QuickBooks.

**Continuous Improvement** - Training will be offered to all employees on performance reporting and productivity improvements.

## RECOMMENDATION

Staff recommends approval of this proposal.

## PRIOR PROJECTS

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

Agreement No.	Location (City)	Term	Approved Amount	Payment Earned \$ %
ET14-0220	Orange	11/23/13- 11/24/15	\$88,000	\$62,379 (71%)
ET12-0256	Orange	12/31/11- 12/30/13	\$51,768	\$51,876 (100%)

To date, Renovo has tracked 4,085 eligible training hours, which equates to 100% of potential earnings. Final invoices are still being processed. The Company anticipates earning 100% of Agreement amount once the final closeout invoice has been submitted.

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

8-60

Trainees may receive any of the following:

**BUSINESS SKILLS**

- ✚ Customer Relations
- ✚ Interpersonal Communications
- ✚ Negotiation Techniques

**COMMERCIAL SKILLS**

- ✚ Data Mining Processes
- ✚ Equipment Operation, Maintenance, Configuration & Testing
- ✚ Hospital Audit Standards and Corrective Action
- ✚ Preventive Maintenance Procedures
- ✚ Troubleshooting and Repairs on Medical Equipment

**COMPUTER SKILLS**

- ✚ RenovoLive 2.0
- ✚ Microsoft Office Application Skills
- ✚ Accounting Software Application Skills

**CONTINUOUS IMPROVEMENT**

- ✚ Reporting and Performance goals
- ✚ Productivity Improvement

Safety Training will be limited to 10% of total training hours per-trainee.

Note: Reimbursement for retraining is capped at 60 total hours per-trainee, regardless of method of delivery.
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