



RETRAINEE - JOB CREATION

Training Proposal for:

Riverside Healthcare Systems, LP dba Riverside Community Hospital

Agreement Number: ET15-0447

Panel Meeting of: May 21, 2015

ETP Regional Office: San Diego

Analyst: M. Ray

PROJECT PROFILE

Contract Attributes:	SET 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:	Riverside	Repeat Contractor:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Union(s):	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No SEIU Local 121RN		
Number of Employees in:	CA: 8,655	U.S.: 218,871	Worldwide: 223,554
Turnover Rate:	11%		
Managers/Supervisors: (% of total trainees)	N/A		

FUNDING DETAIL

Program Costs	-	(Substantial Contribution)	(High Earner Reduction)	=	Total ETP Funding
\$423,500		\$150,750 50%	\$0		\$272,750

In-Kind Contribution:	100% of Total ETP Funding Required	\$1,116,223
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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	Medical Skills - Didactic, Medical Skills - Clinical with Preceptor, Computer Skills, Continuous Improvement	250	8 - 200	0 - 16	*\$603	\$36.73
				Weighted Avg: 67			
2	Retrainee SET Priority Rate Medical Skills Training Job Creation Initiative	Medical Skills - Didactic, Medical Skills - Clinical with Preceptor, Computer Skills, Continuous Improvement	50	8 - 200	0 - 16	\$2,440	\$36.73
				Weighted Avg: 122			

*Job #1 Average Cost per Trainee includes 50% Substantial Contribution

Minimum Wage by County: Job Number 1: \$27.40 per hour for SET Statewide Average Hourly Wage; and Job Number 2: \$12.33 per hour for Riverside County (New Hire/Job Creation Wage).
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
 Although employer provides health benefits, they are not being used to meet Post-Retention Wage.

Wage Range by Occupation		
Occupation Titles	Wage Range	Estimated # of Trainees
Registered Nurse		Job 1: 200 Job 2: 30
New Graduate Registered Nurse		Job 1: 50 Job 2: 20

INTRODUCTION

This will be the fourth Agreement between Riverside Healthcare Systems, LP dba Riverside Community Hospital (RCH) and ETP within the last five years. Founded in 1901, RCH (www.riversidecommunityhospital.com) is a Level II Trauma/Emergency Services provider of intensive care services (Medical and Surgical/Trauma Intensive Care Units) with air-ambulance capabilities, STEMI center services (cardiac emergency), and is a Heart Care Institute (cardiac catheterization and electrophysiology laboratory). Located in the city of Riverside, the 373-bed hospital provides minimally invasive Robotic surgery, including neurological surgery. This

hospital is designated as a Center of Excellence for Metabolic and Bariatric Surgery, and is certified as a Primary Stroke Center. RCH also provides physical therapy, occupational therapy, and speech therapy to individuals throughout Riverside County and its surrounding areas.

RCH's parent company is Hospital Corporation of America (HCA), a nationwide for-profit organization headquartered in Nashville, Tennessee. In California, HCA, is parent to three surgical centers located in Los Gatos, Los Robles, and West Hills, and four other hospitals (Good Samaritan Hospital, Los Robles Regional Medical Center, Regional Medical Center of San Jose, West Hills Hospital and Medical Center). Each hospital operates autonomously and this proposal is only for RCH. RCH is eligible for ETP funding under Special Employment Training (SET) for frontline workers.

PROJECT DETAILS

Hospital representatives report that the Affordable Care Act (ACA) continues to drive their patient population. Under the ACA, more individuals have the ability to obtain healthcare coverage, increasing the number of patients received in doctor's offices, and hospitals. Even with extended coverage, RCH is experiencing an increase in Emergency Department treatment, and inpatient admissions. In addition, with its designation as a Primary Stroke Center in January 2014,, the number of acute stroke admissions has increased by 56%. These changes in healthcare availability and increased complexity have created a need to further develop and expand services. As such, RCH is expanding its stroke care services in 2015 to include: 1) Neuroscience services to encompass comprehensive stroke care; and 2) ST Segment Elevation Myocardial Infarction (STEMI) Certification for readiness and response to STEMI (heart attack) patients.

Under this proposal, RNs in Emergency, Telemetry, and Critical Care Departments will receive training in the care of patients with Acute Coronary Syndrome (ACS), in preparation for the hospitals certification as a STEMI V Receiving Center. Additional training will be provided to address the needs of the acute stroke patient population toward certification as a Comprehensive Stroke Center (in addition to its current designation as a Primary Stroke Center).

ETP funds will be used to train approximately 300 RNs in Medical Skills, Computer Skills, and Continuous Improvement Skills.

The proposed training plan may include nurses who participated under previous ETP Agreements. However, the course subject matter has been updated so there will be no duplication of training. In addition, the trainee population has been expanded to newly hired RN's who did not receive the previous training.

Training Plan

Medical Skills Training (85%)

All nurses will receive one or more modules of Medical Skills Didactic training (classroom) in advanced medical care. Didactic training will be provided in conjunction with Medical Skills Clinical led by a Preceptor in the hospital environment. The Panel has established a "blended" reimbursement rate for this type of nurse upgrade training, recognizing the higher cost of delivery by a Preceptor. This blended rate, \$22 per hour, will apply to both the Didactic and Clinical Preceptor modes of delivery. The standard class/lab rate for priority industries (\$18 per hour for Job Number 1 trainees and \$20 per hour for Job Number 2 trainees) will apply to Computer Skills and Continuous Improvement training.

Computer Skills (5%)

Training will be offered to all nurses. Training topics in MediTech Order Entry Skills and Electronic Medical Records Applications Skills will enhance efficiency, reduce errors, and improve customer service.

Continuous Improvement (10%)

Training will be offered to all nurses. Course topics in Customer Service Skills, Communication Skills, and Conflict Resolution Skills training will focus on performance and quality of care improvements. Charge Nurse Training and Frontline Leadership Skills training will provide frontline leaders with skills necessary to ensure they are aware of their role, responsibility, and accountability to enhance patient experience by ensuring excellent quality care.

To support Class/Lab training, RCH will also provide Computer-Based Training (CBT) in Medical Skills. Trainees may receive up to 16 hours of CBT training and will be reimbursed at \$8 per hour, but CBT will not exceed 50% of total hours per trainee.

Retrainee - Job Creation

With the expansion of its Neuroscience service line, RCH plans to open an Outpatient Surgery Center in 2015-2016. To support this expansion and meet staffing ratios in other specialty units, the Hospital has committed to hiring 50 new Registered Nurses (20 New Graduate RNs and 30 experienced RNs) as shown in Job Number 2. In accordance with the Job Creation guidelines, these trainees must be hired within the three-month period prior to Panel approval or during the term of contract in order for contractor to earn reimbursement for these trainees.

Under the Retrainee-Job Creation program, training for newly hired employees is reimbursed at a higher rate and subject to a lower post-retention wage. The Hospital represents that the date-of-hire for all trainees in the Job Creation program will be within the three-month period before contract approval or within the term-of-contract. The Hospital also represents that these trainees will be hired into "net new jobs" as a condition of contract. As a feature of the Retrainee – Job Creation program, the Substantial Contribution requirement will be waived for Job Number 2.

Special Employment Training

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, RCH is not asking for the SET Priority Industry wage modification.

Substantial Contribution

RCH is a repeat contractor with payment earned in excess of \$250,000 and a former Substantial Contribution at the 15% level, at the Riverside facility within the past five years. (See Prior Projects Table) Based on the current Substantial Contribution guidelines, reimbursement for incumbent worker trainees at the Riverside facility in Job Number 1 will be reduced by the highest level (50%) of Substantial Contribution to reflect the Hospital's \$150,750 Substantial Contribution to the cost of training. The Substantial Contribution requirement does not apply to Retrainee – Job Creation trainees (Job Number 2).

Commitment to Training

RCH 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.

The Hospital's current annual company-wide training budget is approximately \$2,913,059 which covers hospital orientation and unit/department-specific education and training for new employees. The education and training is provided within the initial introductory period and incorporates expected standards of care and nursing practice, specific equipment, and knowledge and skills that are needed to meet hospital standards. Incumbent workers also receive unit/department-specific training which varies in the level of intensity for each specialized unit.

At the conclusion of the ETP project, RCH will continue to provide mandatory and elective education and training, as well as validation of competency to new and current staff. Also, the hospital will continue to make every effort to offer education and training to advance skills within the workforce and encourage higher level of staff development.

Union Support

The Registered Nurses targeted for this program are represented by a collective bargaining unit, Service Employees International Union (SEIU) Local 121RN. This union has provided a letter of support for the training of their respective members.

RECOMMENDATION

Staff recommends approval of this proposal.

PRIOR PROJECTS

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

Agreement No.	Location (City)	Term	Approved Amount	Payment Earned \$ %
ET13-0181	Riverside	10/22/12 – 10/21/14	\$424,488	\$424,488 (100%)
ET11-0346	Riverside	6/30/11 – 6/29/13	\$212,316	\$212,316 (100%)
ET09-0413	Riverside	2/2/09 – 2/1/11	\$298,320	\$284,086 (96%)

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 – DIDACTIC

- ✚ Acute Myocardial Infarction
- ✚ Arterial Blood Gas (ABG) Interpretation
- ✚ Body Mechanics
- ✚ Care of Bariatric Patient
- ✚ Care of the Cardiac Patient
- ✚ Care of the Burn Patient
- ✚ Care of the Neurosurgical Patient
- ✚ Care of Pediatric Patients (Acute Care, Intensive Care)
- ✚ Care of the Stroke Patient
- ✚ Care of the Sepsis Patient
- ✚ Central Lines Management
- ✚ Chest Tube Care & Management
- ✚ Code Blue Response & Procedures
- ✚ Critical Care Nursing Skills
- ✚ Decontamination Procedures
- ✚ Diabetes 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 and mattresses, etc.)
- ✚ Evidence Based Practices
- ✚ Gastrointestinal Assessment and Management
- ✚ Hemodynamic Monitoring
- ✚ Infection Control
- ✚ Intra-Aortic Balloon Pump Therapy (IABP)
- ✚ Intra-Cranial Pressure Monitoring & Ventriculostomy
- ✚ Intravenous (IV) Insertion & Therapy
- ✚ Kinetic Therapy
- ✚ Labor, Delivery and Postpartum Nursing Skills
- ✚ Management of the Transplant Surgical Patient
- ✚ Medical/Surgical Nursing Skills
- ✚ Medication Administration & Management
- ✚ Moderate Sedation
- ✚ NIH Stroke Scale
- ✚ Neonatal/Infant Pain Scale (NIPS)
- ✚ Neonatal Intensive Care Unit (NICU) Nursing Skills
- ✚ Neonatal Nursing Skills
- ✚ New Graduate Nursing Skills
- ✚ New Hire Nurse Training (for newly-hired experienced RN)
- ✚ Nurse Orientation Training (for New Grad RN only)
- ✚ 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
- ✚ Peri-Operative Nursing Skills
- ✚ Pre and Post-Operative Care
- ✚ Psychotropic Medications
- ✚ Rapid Response Skills
- ✚ Renal Assessment & Management
- ✚ Respiratory Assessment & Care
- ✚ Restraints
- ✚ Sepsis Management
- ✚ Surgical Nursing Skills
- ✚ Telemetry Nursing Skills
- ✚ Therapeutic Hypothermia
- ✚ Total Parenteral Nutrition (TPN)
- ✚ Transfer Techniques
- ✚ Triage Nursing Skills
- ✚ Trauma Nursing Skills
- ✚ Ventilator and Tracheotomy Care
- ✚ Wound & Skin Care

MEDICAL SKILLS – CLINICAL PRECEPTOR

✚ **Emergency Department Training**

- Emergency Room Nursing Skills
- Emergency Care of the Burn Patient
- Emergency Care of the STEMI Patient
- Emergency Care of the Acute Stroke Patient
- NIH Stroke Assessment Scale Training
- Emergency Care of the Sepsis Patient
- OB Trauma
- Trauma Nursing Skills
- Triage Nursing Skills
- Care of Pediatric patients
- Therapeutic Hypothermia

✚ **Intensive Care Unit/Critical Care Unit Training**

- Critical Care Nursing Skills
- Care of the Transvenous Lead Extraction Patient
- Care of the Post-Neurological Injury Patient
- Patient Assessment & Care
- Intra-Aortic Balloon Pump (IABP) Therapy
- Intracranial Pressure Monitoring & Ventriculostomy Management
- Hemodynamic Monitoring Skills
- Pre and Post-Operative Care
- Care of the Percutaneous Coronary Intervention Patient
- Care of the Post-Open Heart Patient
- Care of Trauma Patient
- Management of the Renal Transplant Surgical Patient
- Total Parenteral Nutrition
- Ventilator & Tracheotomy Care
- Therapeutic Hypothermia
- Continuous Renal Replacement Therapy (CRRT)
- Impella (Left Ventricular Assist Device Therapy)
- Sepsis Management
- Dysrhythmia Recognition and Treatment
- Pacemaker Operation and Troubleshooting
- NIH Stroke Assessment Scale Training

+ Telemetry/Stepdown/Cardiovascular Unit Training

- Care of the Cardiac Patient
- EKG & Cardiac Monitoring Skills
- Dysrhythmia Interpretation Skills
- Telemetry Nursing Skills
- Pre and Post-Operative Care
- Care of the Percutaneous Coronary Intervention Patient
- Care of the Post-Open Heart Patient
- Care of the Neurosurgical Patient
- NIH Stroke Assessment Scale Training
- Intravenous (IV) Therapy Skills
- External Pacemaker Management

+ Medical/Surgical Unit Training

- Patient Assessment & Care
- Geriatric Nursing Skills
- Medical/Surgical Nursing Skills
- Pre and Post-Operative Care
- Orthopedic Nursing Skills
- Post-Orthopedic Surgery Nursing Skills
- Post-Trauma Injury Nursing Skills
- Post-Neurological Injury Nursing Skills
- Ventilator & Tracheotomy Care
- Total Parenteral Nutrition Skills
- Management of the Transplant Surgical Patient
- Oncology Nursing Skills
- Palliative Care Skills

+ Neonatal Intensive Care Unit (NICU) Training

- Patient Assessment & Care
- Ventilator & Tracheotomy Care
- Total Parenteral Nutrition
- Neonatal Resuscitation Provider (NRP)
- Neonatal Advanced Life Support
- Neonatal Intensive Care Unit (NICU) Nursing Skills
- Neonatal/Infant Pain Scale (NIPS)
- Palliative Care

+ Pediatric Services Unit

- Care of Pediatric Patients (Acute Care, Intensive Care)
- Patient Assessment & Care
- Pre & Post-Operative 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 (NRP)
- Neonatal Intensive Care Unit (NICU) Nursing Skills

+ Operating Room and Post-Anesthesia Care Unit (PACU) Training

- Patient Assessment & Care
- Trauma Nursing Skills
- Care of the Burn Patient

- Peri-Operative Nursing Skills
- Pre and Post-Operative Care

COMPUTER SKILLS

- ✚ MediTech Order Entry Skills
- ✚ Electronic Medical Records Application Skills

CONTINUOUS IMPROVEMENT

- ✚ Charge Nurse Training/Frontline Leadership Skills
- ✚ Communications Skills
- ✚ Conflict Resolution Skills
- ✚ CORE Measures
- ✚ Crisis Prevention Intervention (CPI)
- ✚ Critical Thinking Skills
- ✚ Culturally Appropriate Care
- ✚ Customer Service Skills
- ✚ Documentation Skills
- ✚ Disaster and Emergency Management – EBOLA training
- ✚ Organization and Time Management Skills
- ✚ Patient and Family Centered Care Skills
- ✚ Preceptor Skills (train-the-trainer)
- ✚ Team Building Skills

CBT Hours

0 – 16

MEDICAL SKILLS

- ✚ Infection Control (3.5 hours)
- ✚ Care of the Stroke Patient: NIH Stroke Scale (3 hours)
- ✚ Age and Culturally Appropriate Care (1 hour)
- ✚ Patient Safety; Safe patient lifting and moving (1.5 hours)
- ✚ Care of the Diabetic Patient (1 hour)
- ✚ GE Centricity (4 hours)

Note: Reimbursement for retraining is capped at 200 total training hours per trainee, regardless of the method of delivery. CBT is capped at 50% of total training hours, per trainee.



ET15-0447

February 26, 2015

Employment Training Panel
1100 J Street
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President

JEANNIE KING, RN
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Secretary-Treasurer

SUSAN B. WEINSTEIN, RN
Executive Director

RE: Riverside Community Hospital's Application for Training Funds

To Whom It May Concern,

We are submitting this letter to confirm our support of the proposal and application for funds submitted by Riverside Community Hospital related to the Employment Training Fund.

SEIU Local 121RN and Riverside Community Hospital are jointly committed to the delivery of safe, quality patient care. This requires continuing education and training of the nursing workforce, and providing these professional development opportunities takes financial resources that the Employment Training Fund can assist with.

Thank you in advance for your consideration.

Should you require additional information, please don't hesitate to contact me at 626-375-0081 or via email at mendezr@seiu121rn.org.

Respectfully Submitted,

A handwritten signature in black ink that reads "Rosanna Mendez". The signature is fluid and cursive, with a large loop at the end.

Rosanna Mendez
Chief of Staff
SEIU Local 121RN

cc: Sue Weinstein, RN, Executive Director, SEIU Local 121RN

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