



Training Proposal for:
SavaSeniorCare Administrative Services, LLC

Agreement Number: ET15-0457

Panel Meeting of: June 26, 2015

ETP Regional Office: San Francisco Bay Area

Analyst: L. Lai

PROJECT PROFILE

Contract Attributes:	Medical Skills Training Priority Rate Retrainee SET	Industry Sector(s):	Healthcare Services Priority Industry: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Counties Served:	Alameda, Contra Costa, Los Angeles, Orange, Sacramento, and Santa Clara	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: 670	U.S.:16,325	Worldwide: 16,325
<u>Turnover Rate:</u>	15%		
<u>Managers/Supervisors:</u> (% of total trainees)	N/A		

FUNDING DETAIL

Program Costs	-	(Substantial Contribution)	(High Earner Reduction)	=	Total ETP Funding
\$422,928		\$0	\$0		\$422,928

In-Kind Contribution:	100% of Total ETP Funding Required	\$563,850
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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 Medical Skills Training Priority Rate SET	MS Didactic, MS Preceptor, Computer Skills, Continuous Impr	356	8-200	0-7	\$1,188	\$20.72
				Weighted Avg: 66			

Minimum Wage by County: SET/Priority Industry - \$20.55 per hour.

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 (RN)		101
Licensed Vocational Nurse (LVN)		129
Administration Staff		36
Therapists		90

INTRODUCTION

SavaSeniorCare operates nursing and assisted living facilities that provide long-term and short-term care. Through facilities located in Carmichael, Newport Beach, Oakland, Pittsburg, San Jose, and Tarzana, the Company provides skilled nursing care including physical, occupational and speech therapies; wound care; hospice care; rehab; and Alzheimer and Dementia services. Additionally, SavaSeniorCare Administrative Services, LLC (SavaSeniorCare) provides comprehensive back office services such as accounting, payroll, compliance, tax, centralized billing, information technology, benefits, worker's compensation, performance analytics, and purchasing. SSC will be the lead employer and contract holder to coordinate the implementation and administration of training; however, it is not included in the proposed training plan. All participating facilities, including SSC, are owned by Holdco, LLC, the parent company.

PROJECT DETAILS

SavaSeniorCare anticipates an influx of residents and patients in the near future due to an aging workforce population. This influx, coupled with more medically complex cases and acuity levels that are expected to increase upon completion of the Affordable Care Act, will dictate changes to care demands and delivery (changes to systems including Electronic Medical Records and ICD-10 and changes to policies including unplanned hospital discharge/re-hospitalization, quality improvement, and Dementia (Life Engagement) Initiative).

Training Plan

ETP-funded training will support SavaSeniorCare's goals of maintaining a skilled workforce to improve patient care and efficient use of various software and electronic medical records.

Computer Skills (10%) - Training will be offered to all occupations in Electronic Medical Records software to accurately enter and retrieve patient information. In addition, intermediate and advanced Microsoft Office training will improve the accuracy and reporting of daily activities.

Continuous Improvement (20%) - Training will be offered to all occupations to improve team building, culturally appropriate care, documentation, customer service, communication skills, and quality improvement.

Medical Skills Training (70%)

Training will focus on communication with doctors and other health professionals, medication administration, pain management, medical diagnosis, respiratory care, therapy, and infection prevention and control.

Computer-Based Training (CBT)

Some of the Medical Skills-Didactic training may be delivered via CBT.

Commitment to Training

SavaSeniorCare's annual training expenditure is approximately \$10,000 per facility. Past training includes new-hire orientation, 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

SavaSeniorCare will oversee the training program with assistance from the administrative subcontractor. In addition, each facility will have a designated staff member to coordinate the training and be responsible for submitting training data to the administrative subcontractor for data entry into the ETP systems.

LMS

SavaSeniorCare will utilize a Learning Management System (LMS) to track training. The LMS has been reviewed and approved by ETP staff for documentation of all training.

Special Employment Training

Under SET, an employer is not required to demonstrate out-of-state competition. Trainees must earn at least the Statewide Average Hourly Wage at the end of the retention period. However, for trainees employed in a priority industry, the Panel may modify the SET wage up to 25% below the statewide average hourly wage. SavaSeniorCare is requesting this wage modification to \$20.72, a 24% adjustment.

RECOMMENDATION

Staff recommends approval of this proposal.

DEVELOPMENT SERVICES

SavaSeniorCare retained ADP in San Dimas, CA to assist with development of this proposal for a flat fee of \$15,000.

ADMINISTRATIVE SERVICES

SavaSeniorCare also retained ADP to perform administrative services in connection with this proposal for a fee not to exceed 13% of payment earned.

TRAINING VENDORS

To Be Determined

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

8-200

Trainees may receive any of the following:

MEDICAL SKILLS TRAINING - DIDACTIC

- Allergies
- Bloodborne Pathogens
- Change in Condition
- Change of Condition Management
- Dementia Care Level III
 - Dementia Care Specialist Training
 - Alzheimer's Disease and Related Disorders
- Diabetic Management
- Dignity
- Enteral Management
- Hydration
- Infection Control
- Interdisciplinary Team Process
- Intravenous Therapy
- Medical Diagnosis
- Medical Direction in Long-Term Care
- Medication Administration Management
- Pain Management (Acute and Chronic)
- Preventive Skin Care Measures
- Resident and Family Education
- Respiratory Care
- Restorative Nursing Program
- Restraint and Restraint Reduction
- Safe Transfer
- Understanding Abuse & Neglect
- Urinary Management
- Wandering & Elopement
- Weights, Vitals, Immunizations
- Wound Management

MEDICAL SKILLS TRAINING – CLINICAL WITH PRECEPTOR

- Behavior Management
- Cardiac Conditions
- End of Life Care
- Gastrointestinal System
- Incontinence Management
- Laboratory
- Neurological Conditions
- Neurovascular System
- Patient Assessment & Care
- Patient Fall Prevention
- Physical, Occupational, Speech Therapy
- Psychotropic Medication Management
- Resident Emergency Response

- Residents with Special Needs
- Skeletal/Orthopedic Conditions

COMPUTER SKILLS

- Electronic Medical Records Application Skills
- Electronic Tablet for Bedside Charting
- Office/Excel/Word/PowerPoint (Intermediate and Advanced)
- Patient Services Billing Software

CONTINUOUS IMPROVEMENT

- Administration
- Assessments & Structured Progress Notes
- Billing Accuracy Process
- Care Plans & Care Plan Review
- Clinical Services System Management
- Communication Skills
- Create Progress Notes from a Care Plan or Task
- Customer Service
- Documentation
- Incident/Accident Management
- Interdepartmental Collaboration
- Interdisciplinary Team
- Medical Records
- Orders
- Point of Care
- Problem Analysis and Problem Solving
- Quality Assurance/Performance Improvement (QAPI)
- Quick Start
- Resident Centered Care
- Skill Competency Clinical and Non-Clinical Staff
- Team Building

CBT Hours

0-7

MEDICAL SKILLS - DIDACTIC

- Behavior Management – 1 Hour
- Bloodborne Pathogens – 1 Hour
- Change in Condition – 1 Hour
- Medication Administration Management – 1 Hour
- Preventive Skin Care Measures – 1 Hour
- Restraint and Restraint Reduction – 1Hour
- Urinary Management – 1 Hour

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.