

DELEGATION ORDER



**Training Proposal for:
Temple Park Convalescent Hospital, Inc.**

Agreement Number: ET16-0329

Approval Date: December 30, 2015

ETP Regional Office: North Hollywood

Analyst: E. Fuzesi

PROJECT PROFILE

| | | | |
|--|---|---------------------|---|
| Contract Attributes: | Retrainee SET Priority Rate HUA Medical Skills Training | Industry Sector(s): | Healthcare Services Priority Industry: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| Counties Served: | Los Angeles | 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: 242 | U.S.: 242 | Worldwide: 242 |
| Turnover Rate: | 1% | | |
| Managers/Supervisors: (% of total trainees) | N/A | | |

FUNDING DETAIL

| | | | | | |
|---------------|---|----------------------------|-------------------------|---|--------------------------|
| Program Costs | - | (Substantial Contribution) | (High Earner Reduction) | = | Total ETP Funding |
| \$98,172 | | \$0 | \$0 | | \$98,172 |

| | | |
|-----------------------|------------------------------------|----------|
| In-Kind Contribution: | 100% of Total ETP Funding Required | \$97,072 |
|-----------------------|------------------------------------|----------|

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 | Computer Skills Continuous Impr. MS Didactic MS Preceptor | 33 | 8-200 | 0 | \$1,044 | \$20.55 |
| | | | | Weighted Avg: 58 | | | |
| 2 | Retrainee SET Priority Rate HUA Medical Skills Training | Computer Skills Continuous Impr. MS Didactic MS Preceptor | 60 | 8-200 | 0 | \$1,062 | * \$11.98 |
| | | | | Weighted Avg: 59 | | | |

* It will be made a condition of contract that the trainees in this Job Number will never be paid less than the State or local minimum wage rate as in effect at the end of retention (Final Payment) regardless of the wage expressed in this table. The highest minimum wage rate will prevail.

Minimum Wage by County: Job Number 1 (SET Retrainee): \$20.55 statewide. Job number 2 (SET HUA Reduced Wage): \$11.98 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

Job Number 2: Up to \$0.98 per hour may be used to meet the Post-Retention Wage.

| Wage Range by Occupation | | |
|--------------------------|------------|-------------------------|
| Occupation Titles | Wage Range | Estimated # of Trainees |
| Job Number 1 | | |
| LVN | | 27 |
| RN | | 6 |
| Job Number 2 | | |
| CNA | | 60 |

INTRODUCTION

Temple Park Convalescent Hospital, Inc. (TPCH) and its sister facility Care for the Elderly Inc., dba Grand Park Convalescent Hospital (GPCH), are standalone, for profit nursing homes in the city of Los Angeles operating under the same ownership. TPCH, founded in 1976, is a 99-bed facility, and GPCH, founded in 1991, has 151 beds. TPCH is the lead contract holder, and this is their first ETP Agreement. Both nursing homes provide convalescent and medical care, and in-patient services for the elderly and patients recovering from illness or injury.

PROJECT DETAILS

The passage of the Affordable Care Act (ACA) has resulted in increased patient care standards, billing code changes, and increased accountability in the healthcare field, which includes additional documentation requirements. TPCH has conducted a comprehensive review of their procedures, and identified steps and changes required of the Company to be in compliance with these new standards. As such, intensive training is required for staff to become competent with these new requirements.

These industry changes also impact TPCH's operations. Surveys conducted by the Director of Nursing identified deficiencies such as in-patient supervision and the lack of appropriate procedure documentation. TPCH plans to address these deficiencies with structured training focusing on specific areas. To standardize processes, and improve services and patient care, the nursing homes implemented communication procedures and operations with regular standup meetings, more frequent rounds, and increased staff involvement, more patient reviews, assessments, and documentation to address patient needs. The proposed training targets these areas for improvement.

Training Plan

Computer Skills (5%) – Training will be offered to all occupations to ensure staff can navigate the nursing home's electronic medical recordkeeping system. Trainees utilize this system on a daily basis and must understand how to accurately submit and review data entered for patients. Trainees also need to properly document all staff-patient interactions, using internal software and MS Office. Special emphasis will be given on the new medical billing and coding program.

Continuous Improvement (15%) – Training will be offered to all occupations in topics such as Communication, Documentation, and Conflict Resolution Skills. As staff members interact with patients, families, and each other during times of medical challenges, staff needs to be able to effectively communicate to resolve issues, and provide the best service to patients and their families. Trainees will learn to manage difficult situations, and will be prepared for problems that may arise. The Utilization Review helps determine if patients have a medical necessity for different types of patient care.

Medical Skills – (Didactic) (50%) – Training will be offered to all occupations to cover the changes and requirements that are required by the ACA. Trainees will be able to update their skills to comply with ACA requirements. Additionally, trainees will learn the most current ways to perform procedures, and address issues that frequently arise when dealing with elderly patients or patients in rehabilitation. As ongoing research and recommended procedures are frequently updated, training will also address the most current techniques to support trainees in following recommended guidelines.

Medical Skills (Preceptor) (30%) – will be offered to all occupations in order to give them an opportunity to practice the skills and knowledge offered in the Didactic setting prior to training with a Preceptor. To enhance skills, training to ensure the staff deliver the high quality care expected in skills such as catheter care, IV care, feeding tubes, and positioning skills. The Panel has established a "blended" reimbursement rate for nurse upgrade training, recognizing the higher cost of delivery for the Clinical Preceptor model.

Commitment to Training

Last year approximately \$4,700 was spent on training at TPCH and approximately \$9,000 at GPCH. The Nursing Home currently provides all legally mandated training, new hire and job specific orientations, and didactic and preceptor training as needed.

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. ETP funding will allow the Contractor to build on the training currently offered, and enables TPCH to provide regularly scheduled training that provides the most up-to-date techniques and knowledge for the task at hand and to ensure that patient care is in line with the Affordable Care Act's requirements.

➤ Training Infrastructure

Human Resources (HR) staff at each facility will be responsible for oversight of the Agreement. TPCH has hired Tax Credit Co. as their third party administrator to assist with administrative duties such as online tracking, enrollment, reporting, invoicing, and meeting with ETP Staff. TPCH staff will provide and collect training rosters, track training hours, and schedule training in support of the implementation process of ETP within the Nursing Home.

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.

Impact/Outcome

The proposed ETP-funded training will help TPCH subsidize the high cost of training of staff. As a result of the training, trainees will better understand their roles and responsibilities, increase their efficiencies, and improve patient care. Training will generate quality survey outcomes and reduce customer complaints.

Special Employment Training (SET)

Under SET, the Contractor 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. The Panel may modify the minimum wage requirement for companies in priority industries, such as healthcare up to 25% below the state average hourly wage (\$20.55). TPCH is requesting this modification for trainees in Job Number 1.

Wage Modifications HUA Reduced Wage

All trainees in this proposal work in a High Unemployment Area (HUA), a region with unemployment exceeding the state average by 25%. The determination of HUA status is based on unemployment data from the Labor Market Information Division of the Employment Development Department. The Company's 2 locations in Los Angeles (Los Angeles County) qualify for HUA status under these standards.

The Panel may modify the ETP Minimum Wage by up to 25% for training in an HUA. TPCH is requesting this wage modification to \$11.98 in Job Number 2, where post-retention wages will have to exceed the start-of-training wages.

RECOMMENDATION

Staff recommends approval of this proposal, and the HUA wage modification.

DEVELOPMENT SERVICES

The TPCH retained Tax Credit Co. in Los Angeles to assist with development of this proposal for a flat fee of \$9,000.

ADMINISTRATIVE SERVICES

Tax Credit Co. will also perform administrative services in connection with this proposal for a fee not to exceed 5% of payment earned.

TRAINING VENDORS

N/A

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

8-200 Trainees may receive any of the following:

COMPUTER SKILLS

- Medical Record Coding
- MS Office (Intermediate/Advanced)
- Patient Billing
- Point Click Internal Software

CONTINUOUS IMPROVEMENT

- Case Management and Discharge Planning
- Charge Nurse Training
- CNAs Roles and Responsibilities
- Communication
- Conflict Resolution
- Customer Service
- Disaster Preparedness
- Documentation
- Managing Workplace Violence
- Organization and Time Management
- Performance and Quality Improvement
- Team Building Skills
- Utilization Review

MEDICAL SKILLS DIDACTIC

- Admissions, Discharges and Transfers
- Bladder and Bowel Training
- Body Mechanics, Accident Prevention and Safety Measures
- Confidentiality/HIPAA
- Death with Care and Dignity
- Decontamination Procedures
- Diabetes and Foot Care
- End of Life Ethics
- HIV/AIDS
- Immunization
- Infection Control
- Infection Control (H1N1)
- Intravenous (IV) Insertion and Therapy
- Managing Dementia and Alzheimer's Disease Abuse
- Managing the Effects of Tobacco Use
- Medication Administration and Management
- Meeting Residents' Spiritual Needs
- Monitoring Vital Signs
- Nutritional Needs of the Elderly
- Oral and Dental Care
- Pain Management
- Patient Assessment and Care
- Pharmacy Skills

- Problems and Needs of Aged, Chronically, Acutely Ill and Disabled
- Psychosocial Aspect of Aging
- Recognition and Treatment of Communicative Diseases
- Restraints Management
- Sex/Sexuality
- Signs and Symptoms of Cardiopulmonary Distress
- Total Parenteral Nutrition
- UTI/Catheter Care
- Wound Management and Skin Care

MEDICAL SKILLS CLINICAL PRECEPTOR

- Application and Release of Restraints
- Catheter Care
- Central Line Management
- Enteral Feeding Management
- Fall Prevention and Body Mechanics and Safety Measures
- Infection Control
- Intravenous (IV) Insertion and Therapy
- Medication Administration
- Patient Assessment and Care
- Proper Techniques for Walking Patients
- Repositioning Techniques and Transfers
- Respiratory Assessment and Care
- Total Parenteral Nutrition
- Wound Management and Skin Care

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