Greater Metro Denver Healthcare Partnership/ Colorado Urban Workforce Alliance

Western Interstate Commission for Higher Education (WICHE)
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Panelists:

- Judith Emery, Director
 - Colorado Urban Workforce Alliance
- Kelly Folks, Acting Workforce Division Manager
 - Arapahoe/Douglas Works!
- Mark Genkinger, Director of Recruitment
 - Denver Health



Problems Facing Metro Denver Healthcare Industry

- Demand for healthcare services continued to grow faster than other industries
- Rapid expansion of major hospital facilities
- Hospitals faced similar difficulty filling positions
- Employers asked to serve on multiple committees – multiple requests



Greater Metro Denver Healthcare Partnership (GMDHP) Overview

- Who Are We?
 - Industry, workforce, economic development, education
- How were we formed?
 - Local WIBS, CUWA as convener, Chamber of Commerce/neutrality
- How are we structured?
 - Industry led and rooted healthcare industry sector partnership



GMDHP Structure

Business Leadership Committee

Investment of Training Dollars (Industry Leaders)

Subject Matter Expert Work Group

Training
Rec's/Strategies
(Targeted
Occupations)

Education & Training Work Group

Feedback Loop (Private/Public Training Programs, Workforce & Industry)

Process & Procedure Work Group

Regional Approach (Workforce Managers/ Case Managers)

Workforce Triage Team

Customized
Recruitment, Screening
and Referral



GMDHP Video

http://www.youtube.com/user/DenHealthPart nership?feature=mhee



- Always keep focus on the needs of employers
 - Find an industry champion(s) that will lead the Partnership
 - Use demand driven data

Validate the data by industry on an on-going

basis

Start small, but start



- Designate a Project Manager neutral/trusted
- Define specific roles and expectations for all partners
- Establish task focused work groups
- Focus on a quick success
- Hold minimal and efficient meetings
- Dedicate Individual Training Account (ITA) dollars for the Partnership



- Develop Responsive Training
 - Discuss skill gaps with all partners
 - Target occupations
 - Gather feedback and validate with SME's
 - Strategize solutions with training programs
 - Develop criteria for enrollment/funding
 - Work with Workforce Regions/Process and

Procedure to enroll



- Track and report metrics
 - Number of individuals enrolled in training
 - Money invested in training from the Partnership and workforce regions
 - Training outcomes
 - Pre- and post-training salaries and career advancement
 - In-kind and leveraged funding
 - Overall economic impact and cost/benefit ratio
 - Be transparent



Medical Laboratory Technician and Technologist

What challenges did we face?

Students dropped out of program during internship

Needed to expand programs but limited

clinical sites





Clinical Scholar Training

Challenge:

 Limited Preceptors/Clinical Scholars existed to take on new grad hires and students





Peri-Operative 101 (OR)

- Challenges:
 - Need for nurse specialty training in OR
 - OR nurses retiring
 - Need experienced OR nurses





- Sterile Processing
 - SME's did not establish criteria for enrollment
- Hospitals had curriculum and shared
- SME's didn't have forum to discuss issues across the partner facilities





What We have Achieved/Influenced

- Influenced training programs
- Influenced regional workforce approach
- Achieved one voice and "rooted"
- Expanded Partnership with new healthcare system and workforce region





What We have Achieved/Influenced

- Completed cycle and identified new occupations
- Collaborated at an extremely high level
- Hospital and Ambulatory employers recognized SME's
- Created policy changes



What We have Achieved/Influenced

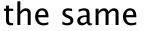
- Reported Metrics Medical Laboratory Scientist
 - 100% entered employment rate
 - Pre-and post training difference in earnings averaged \$12.24/hour
 - Cost/Benefit Ratio was \$4.15 in value-added earnings for every public dollar spent



What We Have Achieved/Influenced

- Workforce provided better customer service
- Established a replicable model across industries
- Created ownership

People come and go and industry partners remain





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