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Mission Statement
The Education Fund mission is to provide education and training that maximizes healthcare workers' talents, proactively meets current and future workforce needs, and assures quality patient care.

2012 Annual Report
The Education Fund's annual report is now online! Click here to take a look.

Green Training: Frontline Workers Impact the Bottom Line
Using an interactive curriculum combined with skills training and a solution-based approach, Environmental Services (EVS) workers and their supervisors at Kaiser Permanente’s Los Angeles Medical Center participated in training for action on environmental issues related to their facility and their work. This innovative program yielded measurable savings and environmental benefits leading to a reduction in both regulated medical waste (by 28.5 tons) and the facility’s “carbon footprint” (equivalent to the combustion of over 9,500 gallons of gasoline) – and estimated savings of at least $18,000. Click here to read more about this program’s success at Kaiser Permanente.

Reduce waste, save money, and foster leadership!
Contact Michael Kushner for more information on how to bring this innovative training program to your facility.

Improving HCAHPS Scores with Training
Patient satisfaction and a positive care experience are becoming more and more important every day. The Education Fund recently launched a pilot program at Saint Francis Memorial Hospital (a Dignity Health facility) in San Francisco to develop customized training for hospital departments that wanted to improve their HCAHPS scores. Key learning objectives were identified through a series of meetings between the Education Fund, our training vendor, hospital leadership, compliance management, and labor. Our trainers incorporated hospital policies and procedures, as well as scope of practice issues, to develop a tailored curriculum.
that addresses targeted issues such as communication and customer care. 26 EVS employees have already been trained; an additional 20-30 Food Service Aides will be trained next.

Interested in increasing your HCAHPS scores?
Contact Jim Lane for more information about this program.

Preparing for ACA Implementation

Changes in healthcare and the increasing reality of ACA implementation are resulting in an increased demand for new skills upgrade training courses across all regions. In Nevada, we have supported 34 employees, at both HCA and Dignity Health facilities, in training that was jointly requested by employers and the union, ranging from a 9-week internship for critical care nurses to certification prep classes for RNs and Polysomnography and Imaging Technicians. In Southern CA, 11 receptionists received the training necessary to qualify as Ward Clerk Transcribers, and a group of Emergency Room Assistants have begun training to become Emergency Service Technicians. Click here to read more about this project.

Want to upgrade the skills of your employees?
Contact Michael Kushner to get the ball rolling.

Skill Builders Online

Building on the success of our Skill Builders program, our new course offerings can be accessed online at any time of day or night. Skill Builders Online is designed for those employees in remote areas, or those whose busy schedules make in-person classes a challenge. We are currently offering the following online training options:

- Computer skills (Microsoft Office Suite)
- Communication skills
  (i.e., Business English, Customer Service)
- Workplace skills
  (i.e., Time Management, Business Etiquette)
- Introduction to Medical Terminology
- Introduction to Anatomy & Physiology
  (preparation for college-based classes)

Click here to learn more about Skill Builders Online.

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SEIU UHW-West & Joint Employer Education Fund

QUARTERLY NEWSLETTER

Creating Tomorrow’s Quality Healthcare Workforce

IN THIS ISSUE
• Healthcare Reform and You
• Surg Techs Obtain Certification
• LPNs & Care Coordination
• Mobile Health Intervention Project for Patients with Asthma

Our Mission Statement
The Education Fund mission is to provide education and training that maximizes healthcare workers’ talents, proactively meets current and future workforce needs, and assures quality patient care.

Healthcare Reform and You
The Education Fund is excited to launch our new Healthcare Reform and You online workshop, designed to help healthcare workers understand the changes that are coming due to the Affordable Care Act, and how they may be affected. 
Click here to check it out.

Enhancing Patient Care through Certification
As the Affordable Care Act is implemented, hospitals will receive higher reimbursements based on the number of employees certified in certain fields. In anticipation of this increased demand, the Education Fund is partnering with employers to help their employees gain the necessary certifications. At Dignity Health-Bakersfield and HCA Riverside, the Education Fund is sponsoring
approximately 40 current surgical technologists as they obtain their certification. In addition to paying for the cost of the exam, the Education Fund will provide a 10-week review class to prepare participants for the exam. Laura Lovejoy, Nurse Manager at Dignity Health's Bakersfield Memorial, shared her enthusiasm about the program and its positive impact on patient care. "This will be great for our hospital," she said, "having employees who are certified in their field really improves the care that patients get."

**Want your employees to get certified?**
Contact Kelly Abanda to get the ball rolling.

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**Expanded Role for LPNs in Care Coordination in the Northwest**

Another change to healthcare delivery is anticipated in the Northwest region (Oregon and Washington), where Kaiser Permanente foresees an increased demand for Licensed Practical Nurses (LPNs), as well as an expanded focus on coordination of care. Last March, ten KP-NW employees began a yearlong training program to prepare them to step into newly-defined LPN roles. The Education Fund worked closely with KP nurse managers and Mount Hood Community College (MHCC) to augment their standard LPN curriculum to include telephonic triage, advice, patient education, planning and evaluation. MHCC will also teach students to use Electronic Medical Records (EMR). This new program will help meet hiring needs for LPNs in medical home models, both primary and specialty care, and will address KP's need for LPNs to provide care to patients with chronic diseases and co-morbidities.

**Interested in finding unique solutions to your changing needs?**
Contact Michael Kushner to develop customized training programs for your facility.

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**Community-Based Mobile Health Intervention Project for Patients with Asthma**

Through the Shirley Ware Education Center, our sister non-profit organization, we partnered with Dignity Health and SEIU-UHW to request funding from the Center for Medicare and Medicaid Innovations (CMMI) for a project aimed at reducing asthma-related hospitalizations. If approved, the grant will support training of Respiratory Therapists, RNs, Home Care Workers and other workers in a new evidence-based program for their patients with asthma. The data collected from this program will assist patients with navigating their care across clinic and hospital settings by providing constant feedback to the patient and real-time information on health outcomes and medication compliance to their medical team. We will know whether this project was funded in January 2014.

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**The Education Fund - Your Partner in Creating Tomorrow’s Quality Healthcare Workforce.**
IN THIS ISSUE
• Enrollments Hit Record High
• Certification Enhances Care
• Pilot Programs in CA & CO
• New Year Brings New Programs

Our Mission Statement
The Education Fund mission is to provide education and training that maximizes healthcare workers' talents, proactively meets current and future workforce needs, and assures quality patient care.

Ed Fund Enrollments Hit Record High
For the first time in our history, in 2013 the Education Fund has surpassed 10,000 enrollments in classes, programs and services. Numbers from the last quarter of the year are still coming in - but already we have 11,067 class and program enrollments, representing a 61% increase over 2012. These enrollments represent service to over 7,000 employees, which is a 36% increase over 2012. The largest categories of growth were in our Skill Builders (Computer Skills, CPR, Customer Service), Long Term Care (Cont Ed classes), and Job-to-Job (services for displaced workers) programs.

Enhancing Patient Care through Certification
Laurie Lovejoy, Nurse Manager
OR, PACU, & Sterile Processing at Bakersfield Memorial

“A lot of my surgical techs had wanted to get certified for years, but didn't have the time or financing to make this happen. In the last year, 20 people have gotten assistance from the Education Fund to get their CST Certification. This will be great for our hospital; having employees who are certified in their field really improves the care that the patients get.”

Want your employees to get certified?
Contact Kelly Abanda to get the ball rolling.

Innovative Pilot Programs in CA & CO
Partnering with Kaiser Permanente National Workforce Planning, the Ben Hudnall Memorial Trust, and the KP School of Allied Health Sciences, the Education Fund has launched a pilot online training program with the Mayo Clinic for imaging technicians in California, designed to support 21 current imaging technicians to
gain the skills needed for CT certification. In Colorado, we are working with two local community colleges on a similar program. Our goal is to roll out the online instructional model on a national level in the years to come.

Interested in finding unique solutions to your changing needs? Contact Michael Kushner to develop customized training programs for your facility.

New Year Brings New Programs

The Education Fund has exciting plans for 2014, including:

- Expanding online course offerings in both for-credit and not-for-credit classes
- Designing and delivering innovative training for emerging roles in response to employer demand and workforce forecasting data
- Expanding training in the areas of Customer Service, Computer Skills, and Green Practices training to employees at all levels

Have a great idea for a new Education Fund program? Contact Lucy Runkel.