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/DenHealthPartnership?feature=mhee
Lessons Learned

- 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
Lessons Learned

- 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
Lessons Learned

- 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
Lessons Learned

- 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
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
Lessons Learned

- 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 the same
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