Developing Registered Apprenticeships in Healthcare

U.S. Department of Labor National Industry Partner Contract

Apprenticeship USA

August 7, 2017
About H-CAP

H-CAP is a national labor/management organization promoting innovation and quality in healthcare career education

- States with workers covered by these partnerships
Healthcare: An Industry in Transition

• From treating illness to promoting health
• Consolidation of institutions
  ▪ Larger systems absorb more risk and serve more patients and communities
• Projected job growth
  ▪ Primarily at low-wage end
  ▪ Shortage of nurses, doctors, and other primary care providers remains
• Increasing need for upgraded skills across the workforce as patient acuity increases
• Increasingly difficult to bridge the gap between low-wage and middle to higher-wage jobs
Healthcare Reform, the Workforce & Apprenticeships

Developing Healthcare Workforce to Meet System Goals
Reformed Healthcare Workforce

- New care delivery models
- Helping complex patients
  - Care transitions
  - Behavioral health
  - Accessing community services and supports
- Enhanced/advanced/specialized skills and knowledge
- New job titles and roles
- Recruiting, training, and retaining diverse workers
- Leadership training for succession planning
## Changing Healthcare Workforce Roles

<table>
<thead>
<tr>
<th>Traditional Role</th>
<th>New Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Episodic Care</td>
<td>Health and Wellness</td>
</tr>
<tr>
<td>Treatment</td>
<td>Integrated Care</td>
</tr>
<tr>
<td>Supervising Staff</td>
<td>Managing a Team</td>
</tr>
<tr>
<td>Individual Provider</td>
<td>Team-based Care</td>
</tr>
<tr>
<td>Care Provider</td>
<td>Care Manager</td>
</tr>
<tr>
<td>Paper-based</td>
<td>Technological Advances</td>
</tr>
<tr>
<td>Payment for Service</td>
<td>Payment for Service</td>
</tr>
<tr>
<td>Productivity Outcomes</td>
<td>Accountable for Quality and Outcomes</td>
</tr>
<tr>
<td>Patient Treatment</td>
<td>Patient Engagement and Self-management</td>
</tr>
<tr>
<td>Management</td>
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Making the Case for Apprenticeships in Healthcare

• Many experienced, dedicated low-wage workers with the mission, talent, and energy to advance
• Brings women, people of color, and immigrants into an accessible advancement program
• An industry with a history of non-registered apprenticeships…without the formal Registered Apprenticeship system
Apprenticeships in Healthcare: Challenges

• Requires a new system embedded in the workplace, with a perceived loss of productivity during apprenticeship period
• Requires cooperation from certifying and licensing boards and organizations
• Requires change from educational providers
• Requires leadership buy-in, financial resources, and evidence
Apprenticeships in Healthcare: Workforce Solution

- Benefits employers, workers, and patients
- Builds internal training capacity
- Creates opportunity to focus on competency
- Codifies and standardizes workforce evaluation and assessment across departments
- Allows for non-traditional approaches to workforce education with real career pathways
National Industry Partner in Healthcare: Technical Assistance Available

A Toolkit for Registered Apprenticeship in Healthcare

HHCAP
Healthcare Career Advancement Program
Apprenticeship USA
State Apprenticeship Registration Support

Apprenticeship Rhode Island (AAI Grantee)

- Provided technical assistance on healthcare registrations and healthcare industry experience
- Supported labor/management partners on state registration of Medical Coder and upcoming Medical Assistant apprenticeships
  - Built new innovations through customization

Pennsylvania

- Supported design and state registration of multiple healthcare occupations
  - Advanced Home Health Aide
  - Nurse Aide
  - Medical Assistant
  - Direct Support Professional
National Joint Apprenticeship Training Committee of healthcare labor and employer representatives, administered by H-CAP

- Robust vetting and approval of new occupations
- Registered occupations
  - Community Health Worker
  - Hospital Coder
- Pending approval
  - Home care (Support and Retention Coordinator 1 and 2)
  - Medical Assistant
  - Emergency Medical Technician
- More to come!
They really are a quality group “who act as the eyes and the ears of the community” to bring back valuable information to primary care physicians. “We want to show that this program has a significant impact on individuals’ lives and the communities we serve.”

- Dr. Doug Reich, Chair, Bronx-Lebanon Department of Family Medicine

Key Program Features

• Formalized haphazard training approach
• Apprentices spend time learning in the classroom, medical setting, and the community
• Builds in guidance from experienced mentors
• Rigorous evaluation
South Los Angeles, Los Angeles County, CA
Emergency Medical Technician Apprenticeship

- Meets industry demand for highly skilled workers
- Increases workforce diversity aligned to the patient populations served
  - From communities with high unemployment
  - Encountered economic hardship, violence, and high school dropout
- Pre-apprenticeship program provides trauma-informed care to address these barriers
- Updated apprenticeship to competency-based model and current industry practice
- Increased participation by EMT employers
San Francisco/San Mateo Counties, CA Support and Retention Coordinator 1 and 2

- Interest in promoting home care workers into supervisory position due to labor shortage and skill needs
  - Qualified applicants lacked home care experience
  - Home care workers lacked supervisory experience
- Labor/management driven process providing union members a career pathway into a non-union position
- Expansion plans to include more apprentices and higher positions, based on pilot results
Q&A
Contact Information

Daniel Bustillo
Director
(646) 315-3573
Daniel.bustillo@1199funds.org

Neelam Gupta
Project Manager
Neelam.gupta@1199funds.org

Grace Ahrens
Project Coordinator
(212) 284-9292
Grace.Ahrens@1199funds.org