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January 16, 2004

TO: Each Supervisor

FROM: Thomas L. Garthwaite, M.D.
Director and Chief Medical Officer

SUBJECT: **WORKFORCE DEVELOPMENT PROGRAM - FY 2003-04, SECOND QUARTER REPORT**

At its May 22, 2001 meeting, the Board directed the Department to prepare quarterly reports on the Workforce Development Program (WDP). The attached report covers the second quarter of Fiscal Year 2003-04, namely the October 1, 2003 through the December 31, 2003 period. Some of the training highlights include:

- Thirty-eigth employees that completed their pre-requisites are now enrolled in the Registered Nursing Training program at El Camino Community College.
- Ten Licensed Vocational Nurses were selected and are now attending the LVN-to-RN Registered Nursing Training program at East Los Angeles Community College.
- Instruction in Computer Basics began at King Drew Medical Center (KDMC), with more sessions scheduled in 2004 at various other Department of Health Services facilities (DHS). The program is designed to educate beginning computer users on how to use and operate a computer.
- Training on the topic of communications continued in the second quarter of fiscal year 2003-04.
- Laid-off employees continued attending Medical Records Coder Training program classes provided by Code-Link, Inc. The 20-week training program is designed to prepare students to take the Certified Coding Specialist exam.
- DHS employees have started attending Basic Spanish classes. This training is intended to provide employees with interactive basic Spanish language tools and techniques that can be effectively utilized in the work environment.

- Specialized training programs, designed to improve the clinical skills of nursing staff, continued in the second quarter. Such programs include training in clinical areas such as hemodialysis, operating room, and basic dysrhythmia (EKG).

- With the assistance of special instructors, employees at Olive View Medical Center, LAC+USC Medical Center, and KDMC, are continuing their on-the-job training to implement Inpatient Clinical Pathways which are a basic component of Clinical Resource Management.

- Assessment Workshops are being conducted at various DHS facilities to determine the readiness of employees to meet the requirements of present training programs and future educational and career goals. The workshops are being followed with actual refresher instruction in English and Math for those individuals identified in need of improvement.

Additional information is provided in the attached report. Please let me know if you have any questions or concerns. Diane Factor, the Director of WDP, is available to your staff for questions. She may be reached at (213) 639-2221.

TLG:DF:ad
d/secondquarterreport.mem

Attachment

c: Chief Administrative Officer
County Counsel
Executive Officer, Board of Supervisors

LA HEALTH CARE

WORKFORCE DEVELOPMENT

PROGRAM

Second Quarter Report

FY 2003-04

*An Educational Partnership of the County Department of Health Services and Service Employees International Union, Local 660

WORKFORCE DEVELOPMENT PROGRAM

An Educational Partnership of the County's Department of Health Services and SEIU Local 660

Quarterly Report
Fiscal Year 2003-04 – Second Quarter

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EXECUTIVE SUMMARY

This report summarizes the training and educational activities of the Workforce Development Program (WDP) for the reporting period October 1, 2003 through December 31, 2003.

Major highlights for the Second Quarter include:

- Two Hundred Fifty Nine Department of Health Services employees completed two-day sessions on the subject of communications.

- Six employees that were laid-off in June 2003, continued attending classes in a Medical Records Coder Training Program. The 20-week training program, being provided by Code-Link, Inc., prepares students to take the Certified Coding Specialist exam.

- Thirty-eight employees are now enrolled in the Registered Nursing training program at El Camino Community College and ten LVNs are enrolled in the LVN-to-RN Registered Nursing training program at East Los Angeles Community College.

- Thirty-three nurses, who care for monitored patients, completed a Basic Dysrhythmia (EKG) certification course that includes the anatomy and physiology of the cardiac system, electrocardiography, and the recognition and treatment of dysrhythmias, including medication therapy and nursing intervention.

- Fifteen employees completed taking an Anatomy class at Mt. San Antonio Community College. Anatomy is one of the science courses required for admittance to a Registered Nurse training program.

- Four registered nurses from LAC+USC enrolled in a four-month Hemodialysis training program at Glendale Community College. The training began in September 2003.

- Twenty-eighth nurses attended a two-day preceptorship training session.

- Forty-six employees were enrolled and have started their on-the-job Clinical Resource Management training pertaining to Inpatient Clinical Pathways.

- Refresher courses for LVN applicants were conducted throughout December. These included Math and English refresher, as well as Study Skills workshops to prepare candidates for the LVN program.

- Twenty-five and fifteen employees completed an interactive Basic Spanish class at Olive View and LAC+USC Medical Centers respectively.

The attached report provides additional details on training and educational activities

WORKFORCE DEVELOPMENT PROGRAM

An Educational Partnership of the Los Angeles County Department of Health Services and Service Employees International Union Local 660

FY 2003/04 Second Quarter Report (October 1, 2003 through December 31, 2003)

. Training Goal	Area of Training	Purpose	Status	Number Trained/In Training During Reporting Period
3.1	Communications	To provide portable skills for employees to provide better quality service	The 2-day workshops on "Influencing through Communications" continued during the 3rd quarter of fiscal year 2003-2004.	Two Hundred Fifty Nine DHS employees completed the 2-day communications workshop. (To date, 1435 employees have completed the training.)
3.2	Basic Spanish	To provide employees with basic Spanish language tools and techniques that can be practically used in the work areas.	Employees began attending interactive basic Spanish classes at LAC+USC and Olive View Medical Centers respectively. The classes are scheduled on Wednesday afternoons for 12 weeks.	Forty DHS employees completed the Basic Spanish classes that began in August and will end in November 2003. Twenty-five out of the forty were from Olive View and fifteen from LAC+USC.
1.2	Clinical Resource Management (CRM)	To support the implementation of Inpatient Clinical Pathways ("ICPs") required by the 1115 Waiver.	After a series of meetings, the joint labor-management Nursing Education Project Team is recommending that the WDP use a "real-time, on-the-job" peer approach in educating and supporting inpatient clinical staff as ICPs are implemented. This approach will involve the use of former County nurses, to be recruited, to be deployed to the various County hospitals, including weekends, days, evenings, and nights.	Forty-Six employees were enrolled and have commenced their on-the-job CRM training. Five instructors are currently providing training at OVMC, KDMC, and LAC+USC.

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1.3	Medical Records Coding	To support the Waiver goal of compliance with Health Insurance Portability and Accountability Act.	A contract was established with Code-Link, Inc. to train laid-off DHS employees on medical record coding. A 20-week Medical Records Coder Training Program was initiated on September 20, 2003, with classes held on Saturdays, from 11:00 a.m. to 4:30 p.m. The training is intended to prepare the students to take the Certified Coding Specialist exam.	Six laid-off DHS workers continue to attend the Medical Records Coder Training Program.
2.2	Specialty Nursing and Nursing Education	To implement training programs to address critical shortages in nursing services.	Commence training of employees who have completed the Registered Nurse training program pre-requisites at El Camino Community College. The 24-month training program started on October 24, 2003.	Thirty-eight employees have been enrolled in a WDP-sponsored RN training program at El Camino Community College.
			Commence training of LVNs who want to become RNs and have met all pre-requisites. Training to be provided by East Los Angeles Community College (ELAC).	Ten LVNs are now enrolled in the LVN-to-RN Registered Nursing training program at ELAC.
			Sponsored an Anatomy class at Mt. San Antonio College for employees that are pursuing a nursing education but lack certain science courses required by the Nursing Education programs.	Fifteen employees completed the Anatomy class at Mt. San Antonio College with a passing grade or better.
			Assessment Workshops were conducted during the month of October 2003. These workshops were designed to test the employees' skill levels in reading and math.	One hundred sixty-three employees underwent assessment tests at various DHS facilities.
			English and math refresher courses were provided during the months of November and December 2003. These courses were designed for applicants to the LVN program and for other employees who are pursuing other job-training goals.	Over 300 employees received refresher training in both English and Math.

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2.2	Support Skills for Nursing	To increase retention of RNs.	Registered nurses who have limited or no operating room experience were provided a 16-week didactic operating room course at El Camino College.	Three RNs completed a 16-week course on operating room nursing.
	Certification for RNs	To assist nurses in obtaining required certification for specialized areas of nursing.	Registered Nurses from LAC+USC have enrolled in a 4-month Hemodialysis training program at Glendale Community College.	Four LAC+USC registered nurses completed a Hemodialysis training program at Glendale Community College. The 4-month program began on September 2, 2003.
			Nurses, who care for children and adult patients, were provided with separate pediatric and adult physical assessment courses respectively.	Eleven nurses completed a course on pediatric physical assessment and twenty-six other nurses completed a course on adult physical assessment.
			A preceptor program was recommended by the Nursing Education Project Team to increase the retention of newly graduated RNs and RNs assigned to demanding hospital wards. Nurses trained with "preceptorship" skills can provide support to those nursing staff to enhance retention.	Twenty-eight nurses attended a two-day preceptorship training session in December 2003.
			Nurses, who care for monitored patients, were provided a course on the treatment of dysrhythmias (EKG), including medication therapy and nursing intervention. Training is provided at El Camino Community College.	Thirty-three nurses attended an EKG certification class at El Camino Community College.
3.3	Basic Computers	Educate beginning computer users to learn how to use and operate a computer.	A program was initiated, by WDP instructors, to train DHS employees on the concepts of basic computer operations, terminology, troubleshooting, and usage. The 8-week training program will be conducted at various DHS facilities throughout the year.	Twelve employees at King/Drew Medical Center completed their basic computer training.

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