



Health Services
LOS ANGELES COUNTY

February 11, 2008

Los Angeles County
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TO: Each Supervisor

FROM: Bruce A. Chernof, M.D.
Director and Chief Medical Officer

SUBJECT: **HEALTH CARE WORKFORCE DEVELOPMENT
PROGRAM FISCAL YEAR 2007-2008 SECOND
QUARTER REPORT**

This is to provide your Board with a Fiscal Year (FY) 2007-2008 second quarter report on the Health Care Workforce Development Program (HCWDP). During the quarter October 1, 2007 through December 31, 2007, a total of 371 Department of Health Services (DHS) employees participated in training and education activities through HCWDP:

- 50 employees in Nurse Training
- 23 employees in Health Information Coding Training
- 16 employees in Psychiatric Technician Training
- 13 employees in Phlebotomy Training
- 143 employees in Post-Licensure Nursing courses
- 21 employees in Academic Development courses
- 105 employees in Computer Skills classes

All Workforce Development courses are being provided to meet labor shortages within the Department or are skills enhancement courses requested by DHS management.

Career Path Training programs to fill vacancies in areas of critical labor shortage:

Nurse Training

- In December 2007, a total of fifteen (15) DHS employees graduated from nursing programs sponsored by HCWDP: two (2) LVNs at Citrus College, three (3) RNs at Cerritos College, and ten (10) RNs at the College of Nursing and Allied Health.
- 35 employees continued their education in the following nurse training cohorts: six (6) DHS employees in the 30-Unit Option program, seven (7) employees in the Generic RN program

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and two (2) employees in the LVN-RN program at the College of Nursing and Allied Health; fourteen (14) employees continued in the LVN program at Los Angeles Unified School District; six (6) employees continued in the Generic RN program at Cerritos College.

Among DHS employees who previously participated in HCWDP training programs, nine (9) RNs and three (3) LVNs who obtained their nursing licenses were appointed to vacant DHS nursing positions at LAC+USC Medical Center and at Rancho Los Amigos National Rehabilitation Center. Fifteen (15) RNs and ten (10) LVNs who obtained their licenses were in the process of being promoted. Twenty-one (21) employees (14 RNs and 7 LVNs) who had completed HCWDP nursing programs passed the NCLEX exam.

Health Information Coding Training

- 23 DHS employees completed the 37-unit Health Information Technology Clinical Coding Specialist Program at Charles R. Drew University.
- During the period October 1 through December 31, 2008, eight employees who completed Basic Health Information Technology (HIT) coding training through HCWDP were promoted to Health Information Technician Trainee. In addition, 24 employees who have completed HCWDP training are on the certification list, awaiting promotion to Health Information Technician Trainee.

Psychiatric Technician Training

- In December 2007, two DHS employees graduated from the psychiatric technician training program sponsored by HCWDP at Cypress College. They will take the licensing exam in February 2008.
- 14 DHS employees continued in the Psychiatric Technician training program at Cypress College. All are progressing satisfactorily.

Phlebotomy Training

- 13 DHS employees completed a 20-hour State-approved Basic Course and a 20-hour State-approved Advanced Course in Phlebotomy at Harbor-UCLA Medical Center and took the National Phlebotomy Certification Exam in December 2007.

Skills Enhancement programs:

Nursing Post-Licensure Training – provided at the request of nursing management

Six post-licensure nursing skills enhancement courses were offered during the second quarter of FY 2007-2008, targeting training needs at Harbor-UCLA Medical Center,

H. Claude Hudson Comprehensive Health Center, Martin Luther King Multi-Service Ambulatory Care Center, Olive View Medical Center, and Rancho Los Amigos National Rehabilitation Center.

- 39 employees attended a 24-hour "Basic Dysrhythmia" course designed for nurses who care for monitored patients. It covers treatment of dysrhythmias, including medication therapy and nursing interventions.
- Six (6) LVNs and Nursing Attendants who care for monitored patients participated in a 40-hour "Monitor Tech" course covering roles and responsibilities of the Monitor Tech, anatomy and physiology of the cardiac system, electrocardiography interpretation, recognition of Normal Sinus Rhythm, and basic cardiac dysrhythmias.
- 30 nurses attended a 16-hour "Triage Nursing" course designed for those working in emergency or urgent care settings. The course content included patient interviewing and assessment, and prioritizing patient care. The course highlighted identification of emergent, life-threatening illnesses and injuries.
- 29 employees attended an 8-hour "Adult Assessment in Urgent Care" course designed to enhance nursing knowledge as it relates to assessment of adult and geriatric patients when presenting in the urgent care setting.
- 33 employees attended an 8-hour "Pediatric Assessment in Urgent Care" course designed to enhance nursing knowledge relating to assessment of pediatric patients in the urgent care setting. Head-to-toe assessment, effective interviewing, and proper documentation are highlighted in the class.
- Six (6) employees attended a 108-hour "RN Refresher" course for nurses who have not provided direct patient care for the past two or more years. The Refresher course offers a review and update on basic nursing skills and technology used at the bedside. It is designed to enhance participants' understanding of common medical conditions, clinical procedures, and JCAHO regulations, while sharpening their critical thinking skills.

Academic development courses to prepare employees to enter career programs

Eight (8) DHS employees participated in a six-week Language Skills (Level One) academic preparation course. This course reviews reading/writing themes needed for health care careers, as well as time management, test taking strategies, note taking, and study skills. Its goal is to provide participants with the skills needed to successfully complete a college level course. The course was offered at HCWDP offices.

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- 13 employees participated in a six-week Writing Fundamentals lab course reviewing basic writing principles including grammar and sentence structure, integrated with selected college study skills. Its goal is to provide participants with writing skills needed to successfully enter an Academic Preparation Reading/Writing course. The writing lab was offered at HCWDP offices, and is limited to ten employees to allow the instructor one-on-one time with each participant.

Computer skills training

- A total of 105 employees completed computer technology courses, including Excel I (Spreadsheets, Workbooks and Toolbars), Excel II, PowerPoint I, Word Processing, and Skill Building for Success. The courses were offered at three DHS facilities: LAC+USC Medical Center, Olive View-UCLA Medical Center, and Rancho Los Amigos National Rehabilitation Center.

Please let me know if you have questions or need additional information.

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