



Health Services
LOS ANGELES COUNTY

May 5, 2008

**Los Angeles County
Board of Supervisors**

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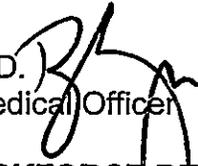
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TO: Each Supervisor

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

SUBJECT: **HEALTH CARE WORKFORCE DEVELOPMENT
PROGRAM FY 2007-2008 THIRD QUARTER REPORT**

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

John F. Schunhoff, Ph.D.
Chief Deputy Director

Robert G. Splawn, M.D.
Senior Medical Director

This is to provide your Board with a Fiscal Year (FY) 2007-2008 third quarter report on the Health Care Workforce Development Program (HCWDP). During the quarter January 1, 2008 through March 31, 2008, a total of 470 Department of Health Services (DHS) employees participated in training and education activities through HCWDP:

- 96 employees in Nurse Training
- 13 employees in Psychiatric Technician Training
- 7 employees in Phlebotomy Training
- 109 employees in Nursing Post-Licensure courses
- 45 employees in College Pre-Requisite courses
- 84 employees in Academic Development courses
- 70 employees in Computer Skills classes
- 46 employees in Spanish courses

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*To improve health
through leadership,
service and education*

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

- 28 RNs and two (2) LVNs who obtained their nursing licenses were appointed to vacant DHS nursing positions in DHS Administration and at LAC+USC Medical Center, Harbor-UCLA Medical Center, Olive View-UCLA Medical Center, and Rancho Los Amigos National Rehabilitation Center.
- 18 RNs and ten (10) LVNs who obtained their licenses were in the process of being promoted

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- 50 RNs completed the NCLEX preparation course.
- 46 employees continued their education in the following nurse training cohorts: twenty (20) employees in the RN program and eight (8) employees in the LVN-to-RN program at the College of Nursing and Allied Health; fourteen (14) employees continued in the LVN program at Los Angeles Unified School District; and four (4) employees continued in the RN program at Cerritos College.

Health Information Coding Training

- 25 DHS employees who had previously completed HCWDP training were on the certification list, awaiting promotion to Health Information Technician Trainee.

Psychiatric Technician Training

- 13 DHS employees continued in the Psychiatric Technician training program at Cypress College. Eight (8) of these participants are scheduled to graduate in May 2008 and five plan to graduate in December 2008. All are progressing satisfactorily.

Phlebotomy Training

- 7 DHS employees completed both 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. All seven (7) employees passed the exam.

Skills Enhancement programs:

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

Eight nursing post-licensure skills enhancement courses were offered during the third quarter of FY 2007-2008, targeting training needs at Harbor-UCLA Medical Center, H. Claude Hudson Comprehensive Health Center, Martin Luther King, Jr. Multiservice Ambulatory Care Center, and Olive View-UCLA Medical Center.

- 16 employees completed 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. An additional twenty-five (25) employees began the course and will complete it in April 2008.

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- 19 LVNs and Nursing Attendants who care for monitored patients completed 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.
- 2 employees completed a 24-hour "Adult Physical Assessment" course. Content includes patient interview techniques, physical assessment of each body system, identification of variances seen within the adult population, and use of assessment tools such as an otoscope.
- 4 employees completed an 8-hour "Enhancing Critical Thinking" workshop designed to strengthen critical thinking skills and optimize effective clinical decision-making in a variety of health care settings. An interactive case study approach is used to identify clinical needs, anticipate expected treatment outcomes and possible complications, and initiate therapeutic interventions.
- 6 employees began Part 1 of a 108-hour "RN Refresher" course for Registered 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.
- 15 employees completed a 32-hour "Blood Withdrawal/IV Certification" course designed for LVNs who work in patient care areas that require blood withdrawal or intravenous infusions. The course covers anatomy of the circulatory system; IV and venipuncture devices; venipuncture techniques; regulating and monitoring infusions; maintenance of fluids and electrolytes; and complications from IVs. Clinical instruction is included. Participants demonstrate patient teaching, venipuncture, and IV preparation and infusion.
- 17 employees completed a "Preceptor Workshop," a 16-hour course that teaches nursing and allied health personnel about the role and expectations of the preceptor. Topics covered include effective communication and conflict management, roles and responsibilities of a role model, preceptor styles, teaching methods, and facilitation techniques.
- 5 employees completed "Pediatric Assessment in Urgent Care." This is an 8-hour class 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.

College Pre-Requisite courses to prepare employees to enter professional career programs

- 12 DHS employees began a one-semester Anatomy 1 course at Los Angeles Valley College. They are studying the structure and systems of the human body; lab work includes dissection of animal organs.
- 22 DHS employees began a one-semester Political Science course held at the HCWDP office. This is an introductory survey of the U. S. political system, and includes theory, structure and functions of American national, state, and local governments.
- 11 DHS employees began a one-semester online English 101 course, which covers basic principles of writing college-level nonfiction essays, book evaluations, and research papers.

Academic Development courses to prepare employees to enter professional career programs

- 24 DHS employees completed a California Achievement Test (CAT) Preparation Course (Verbal Skills) at the College of Nursing and Allied Health. This 33-hour course covers reading comprehension, vocabulary, and general language skills in preparation for college entrance exams, as well as time management skills and test-taking strategies.
- 21 DHS employees completed a California Achievement Test (CAT) Preparation Course (Math Skills) at the College of Nursing and Allied Health. This is a 33-hour course that reviews order of operations, decimals, scientific notation, rounds, proportions, graphing, exponents and algebraic expressions needed for those preparing to take college entrance exams. It also includes test-taking strategies.
- 5 DHS employees completed a six-week Language Skills (Level One) academic preparation course offered at the College of Nursing and Allied Health. This course reviewed reading/writing themes needed for health care careers, as well as time management, test taking strategies, note taking, and study skills. Its goal: to provide participants with the skills needed to successfully complete a college level course.
- 9 DHS employees completed a six-week Math Fundamentals course, reviewing math principles such as order of operations, factors, multiples, combined

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operation, and prime numbers. The course, held at HCWDP, also covers time management and study skills.

- 13 DHS employees began a nine-week Writing Fundamentals workshop at the College of Nursing and Allied Health. This course reviews basic writing principles including grammar and sentence structure, as well as college-level study skills.
- 12 DHS employees began a nine-week Math Fundamentals workshop at HCWDP, reviewing math principles such as order of operations, factors, multiples, combined operation, and prime numbers. The course also covers time management and study skills.

Skills Enhancement

- 70 DHS employees completed computer technology courses, including Excel I (Spreadsheets, Workbooks and Toolbars), Excel II (Formulas, Charts and Lists), PowerPoint I, and Word Processing/Basic Functions of the Internet. Courses were offered at Hubert Humphrey Comprehensive Health Center, LAC+USC Medical Center, and Olive View-UCLA Medical Center.
- 46 DHS employees completed Beginning Spanish PFS I. This class focuses on the basic oral interactions needed by Patient Financial Services (PFS) personnel. It covers Spanish language concepts, grammar, conventions, and vocabulary.

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

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