



WORKFORCE DEVELOPMENT BOARD OF VENTURA COUNTY

HEALTHCARE COMMITTEE MEETING

Friday, November 2, 2018

8:00 a.m. - 9:30 a.m.

United Food and Commercial Workers (UFCW), Local 770
816 Camarillo Springs Road (Meeting Room/Suite A), Camarillo CA

MEETING AGENDA

8:00 a.m.	1.0 Call to Order and Agenda Review	Greg Barnes
8:03 a.m.	2.0 Public Comments <i>Procedure: The public is welcome to comment. All comments not related to items on the agenda may be made at the beginning of the meeting only.</i>	Greg Barnes
8:05 a.m.	3.0 Approval of Minutes: September 21, 2018	Greg Barnes
	4.0 Ventura County Regional Strategic Workforce Development Plan	
8:10 a.m.	• Healthcare Deputy Sector Navigator: Update	John Cordova
8:25 a.m.	• Specialty Nursing – Planning Discussion	Committee Members
8:50 a.m.	• Regional Healthcare Care Coordinator Pathway Project: Online Program for Care Coordinator Training	Patricia Duffy
9:00 a.m.	• Healthcare Job Fair- Filling the Current Healthcare Job Openings in Ventura County	Patricia Duffy
9:10 a.m.	• CLS Field Placement: Update	Patricia Duffy
9:20 a.m.	5.0 Committee Member Comments	Committee Members
9:30 a.m.	6.0 Adjournment	Greg Barnes
	<u>Next Meeting</u> January 4, 2019, 8:00 a.m. - 9:30 a.m. UFCW Meeting Room, 816 Camarillo Springs Rd, Camarillo	

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For information about the Workforce Development Board of Ventura County, go to workforceventuracounty.org



WDB Healthcare Committee Meeting
September 21, 2018

MINUTES

Meeting Attendees

Committee

Greg Barnes* (Chair)
Marilyn Jansen*
Christina Lee

WDB Administration

Patricia Duffy

Guests

Chalyn Gutierrez (Westminster
Free Clinic)

**WDB Member*

1.0 Call to Order and Agenda Review

Greg Barnes called the meeting to order at 8:10 a.m.

2.0 Public Comments

There were no public comments.

3.0 Approval of Minutes: May 4, 2018

Motion to approve: Marilyn Jansen
Second: Christina Lee
Abstain: Greg Barnes
Motion carried

4.0 Ventura County Regional Strategic Workforce Plan

- Healthcare Deputy Sector Navigator: Update

DSN Health: Patricia Duffy reported to the Committee for John Cordova, DSN Health. The DSN Health applications for the region are submitted and there are interviews occurring for the candidates that applied. John will provide you an introduction of the newly appointed DSN Health when that person is determined. Currently, John is wearing two hats and has two project managers working with him to assist in the current activities and programs.

Specialty Nursing: Need to do county scan on the needs for specialties (ER, OR, Mental Health, Case Managers, etc.) We can run any program through contract education through the district level if the Community College is unable to host, at this time. Moorpark College does not offer a course via contract education but does have the course curriculum for OR nursing. The course outlines have updates that are currently working their way through the college's Curriculum Committee.

ISSUE: the problem comes down hospitals, need to identify the needs for the nurses in the specialty area with projections now, and future. Additionally, we need to assure that the hospitals at the time of implementation will have the clinical spots for the onsite training (this has been the missing piece in the past). There are ways to find funding to provide for such training. We missed the window of opportunity from the past funds, there are some other opportunities that we can provide. HASC is working with their members to find out some of the information on needs and employment opportunities in the future for specialty areas.

Westminster Free Clinic

John Cordova is providing funding support for this program for the Medical Assistant. John visited the program and has shared the Westminster Free Clinic program as a model.

VCMC

<https://video214.com/play/mH9ncegQ6KCymldz0dgieQ/s/dark>

Provided funding for the HOPE program for high school students this year.

Next year funding will support the addition of high school and community college students.

This program is a model program to give students the opportunity to explore various health care professions. Funding also supported equipment for the lab that is used by CC students attending VCMC for their clinical rotations.

Level III Care Coordinator Curriculum – LA/Ventura Care Coordinator Project (CWDB SlingShot)

The curriculum is near completion. John will find out from our counterparts in Los Angeles when we can access the curriculum. If Ventura or Moorpark want to run this course that would be great. If not, John can work with the district to offer the course. Patient Care Navigator will run this fall, the course dates are currently being confirmed. This will run through the VCCCD

PROJECTS:

John wants to work with CNA programs and any apprenticeship in health care. If there are hospital partners that are interested in an apprenticeship in CNA, MA, Community Health Worker or any like profession, please let him know.

- Healthcare Committee Discussion on Specialty Nursing Needs in the Region

The Healthcare Committee members had a discussion on Specialty Nursing needs. Christina Lee explained that Moorpark previously had an OR Specialty Program that was an 8-week course held in the summer, which was discontinued. The problem in the past has been finding clinical placements. The Committee discussed determining need and contacting surgical centers in the area as well as gathering information from the hospitals. Committee members discussed the possibility of starting the Moorpark program again if need is determined. It is unclear if the curriculum would need to be revised and the discussion of more use of robotics in surgery was a consideration. Timelines were discussed and committee members volunteered to find out more information and report back at the next Healthcare Committee meeting.

- Regional Healthcare Care Coordinator Pathway Project

Patricia Duffy gave an update on the Care Coordinator courses offered in the Ventura region. Patricia reported that level II online training is available and she will provide more details on how to access the online training for the level II Care Coordinator.

- HASC- August 8th Event Review and Discussion

The Hospital Association of Southern California, in collaboration with our region's Community Colleges' Deputy Sector Navigator for Health Care, the WDB Healthcare Committee, the Santa Barbara WDB and the San Luis Obispo WDB, presented the HASC white paper on "Challenges, Approaches and Solutions." The event was held at the Crowne Plaza in Ventura. Three members of the WDB Healthcare Committee were asked, by HASC, to participate on panels to discuss regional Healthcare Workforce needs. The event allowed healthcare representatives to identify and discuss local healthcare workforce needs.

- Joint Regional Sector Committees' Meeting: Engaging Partnerships for Regional Alignment.
On August 23, Healthcare Committee members participated in the Joint Regional Sector Committee Meeting with 70 members representing education and industry. After hearing reports from over 10 agencies on their engagement in work-based learning, Vinz Koller presented the Swiss model of apprenticeships based on his recent educational trip to Switzerland to study the successful Swiss Apprenticeship model. The 70 participants at the meeting engaged in discussion groups lead by Vinz Koller and the CWA staff, which lead to developing examples of prototypes for apprenticeships in Ventura County. The goal is to develop a unified approach to work-based learning in the Ventura region.
- CLS Field Placement Update:
Patricia Duffy presented, for Dawn Neuman, an update on the CLS Field Placement Program. The first Cohort of eight finished last year and all eight passed the exam and are licensed with jobs. The second cohort of eight students is just finishing and the new cohort is just beginning with ten students. Dignity Heath was added as a participant, so we now have five hospitals participating.

5.0 Committee Member Comments

6.0 Adjournment

The meeting adjourned at 9:40 a.m.

Next Meeting

November 2, 2018

Los Angeles and Ventura Counties C3 Skills Alliance | Collaborative for Care Coordination
Summary of Approved Care Coordination Training Programs

The following programs were identified in statewide asset mapping of care coordination training programs by the California Community College Centers of Excellence. They are approved for middle-skill level II Care Coordination/Case Management Training with a rating of 8 out of 8 of the competencies which were identified in the Community College *Developing A Curriculum (DACUM) Care Coordination Job Analysis.

School/Organization	Type	Access	Level	Industry	Cost	Occupations	Description
American Case Management Association (ACMA) Compass Directional Training for Care/Case Managers	NP Assn.	Online, self-directed.	II	Hospitals Clinics	\$350 - \$750	RN SW	Compass is an online learning system that features a Case Manager Course Library with content developed, validated and maintained by an advisory board of practice experts. The courses are tailored to RN and SW case managers and will provide access to ten (10) case management modules which address the competencies of care coordination and case management. The training offers continuing education units. Go to the web link for a complete course description: https://www.acmaweb.org/compass/CM_Compass_Library.pdf
CSU Institute for Palliative Care Care Excellence Foundational Care/Case Management Program	U Public	Online, self-directed; one virtual course.	II	Hospitals Clinics	\$1,950	RN SW	The Foundational curriculum was developed by the California State University Institute for Palliative Care to teach essential care coordination and case management skills. The series is comprised of 6 courses; 5 online courses and one virtual course. The content is applicable to nurse case managers, social work case managers, and all care managers and care coordinators working with all patient populations. Go to the web link for a complete course description: https://careexcellence.org/foundational/
CSU Institute for Palliative Care Care Excellence Advanced Care/Case Management Program	U Public	Online, self-directed.	II	Hospitals Clinics	\$2,550	RN SW	The Advanced Concepts curriculum was developed by the California State University Institute for Palliative Care for case managers whose responsibilities include coordinating the effective delivery of care to decrease costs and improve the quality of care. This series is comprised of 5 online courses. The courses are self-paced and designed to increase the ability of care managers to effectively support diverse patient populations with complex medical and social needs. Go to the web link for a complete course description: https://careexcellence.org/advanced/

The following programs are developed from a promising practice pilot program identified in asset mapping. They are approved as pilot programs for Entry-Level I Patient Navigator training.

School/Organization	Type	Access	Level	Industry	Cost	Occupations	Description
Downey Adult School	Public	Classroom; 6-8 Saturdays	I	Clinics Hospitals	\$1,250	CNA, MA HHA, CSSS	The curriculum was developed from a pilot program and enhanced to incorporate all of the competencies identified in the Patient/Health Navigator Case Study prepared by the California Career Ladders Project and several relevant competencies of the Community College Developing a Curriculum (DACUM) Care Coordination Job Analysis. The curriculum is designed for new and incumbent entry-level healthcare workers who have completed training as a Medical Assistant (MA), Certified Nursing Assistant (CNA), Home Health Aide (HHA), Community & Social Service Specialist (CSSS) and related health occupation training. Training consist of 45 hours of instruction delivered on campus and includes 9 modules of instruction, lab, hands-on activities and assessments. A complete course description will be available at the school websites in January 2018.
East San Gabriel Valley Regional Occupational Center	Public	Classroom; 6-8 Saturdays	I	Clinics Hospitals	\$1,250	CNA, MA HHA, CSSS	
El Camino Community College	Public	Classroom; 6-8 Saturdays	I	Clinics Hospitals	\$1,250	CNA, MA HHA, CSSS	
Glendale Community College	Public	Classroom; 6-8 Saturdays	I	Clinics Hospitals	\$1,250	CNA, MA HHA, CSSS	
Ventura Community College District	Public	Classroom; 6-8 Saturdays	I	Clinics Hospitals	\$1,250	CAN, MA, HHA, CSSS	

Los Angeles and Ventura Counties C3 Skills Alliance | Collaborative for Care Coordination
Summary of Approved Care Coordination Training Programs

Career Pathway Levels (See Career Pathway Chart): **Entry Level I (Patient Navigator):** MAs, CNAs, LVNs, HHAs, CCSSs; 2 years or less experience.; **Middle-Skill Level II (Care Coordinator):** RNs (ADN, BSN), Social Workers (BSW), and related Human Services Degrees; 2+ years experience; **Professional Level III (Care Management):** RNs (BSN, MSN) and Social Workers (BSW, MSW); 3-5+ years experience. No Level III training programs have been approved at this time.

Care Coordination Occupations (See Career Pathway Chart): Registered Nurse (RN), Social Worker (SW), Licensed Vocational Nurse (LVN); Other: Medical Assistant (MA), Certified Nurse Assistant (CNA), Home Health Aide (HHA), and Community & Social Service Specialist (CSSS).

Industry Reviewers: Avanti Hospitals, Community Clinic Association of Los Angeles County, Kaiser Permanente, LA Care Health Plan

Education Reviewers: Community College Deputy Sector Navigators (Los Angeles and Ventura Counties), El Camino CC, Glendale CC, Rio Hondo CC

Workforce Development Board (WDB) Reviewers: City of Los Angeles WDB, Foothill WDB, Los Angeles County WDB, Southeast Los Angeles County (SELACO) WDB, South Bay WIB/WDB, Verdugo WDB

Review Process: Review was conducted by teams with industry, education and workforce boards represented on each team. Eight (8) competencies identified in the 2017 "Developing A Curriculum" (DACUM) Care Coordination Job Analysis were used as review criteria. A minimum rating of 7 out of 8 competencies (90%) was required for approval as a Best Practice.

***DACUM:** Developing A Curriculum (DACUM) Care Coordination Job Analysis conducted in 2017 by the CA Community College Deputy Sector Navigators in Los Angeles and Ventura Counties based upon input by industry practitioners from hospitals and community clinics who are experienced in care coordination.



HEALTHCARE COMMITTEE 2-YEAR PLAN Workforce Development Board of Ventura County 2016-2018

Goal

The Healthcare Committee will strive to create a diverse pipeline of workers to fill healthcare positions in Ventura County and will work to bring together partners in business, economic development, education, labor, government, and community-based organizations to address workforce shortages in healthcare.

Components of Plan

- 1. Engage Leaders**

Broaden the Healthcare Committee's core team of Ventura County employers, key agencies, and organizations most involved in healthcare workforce development. Develop ways to identify, engage, and communicate effectively with the core team and other healthcare workforce partners.

 - Hospitals
 - Home health
 - Assisted living
 - Skilled nursing
 - Community clinics/ambulatory care centers
 - Ambulatory surgical centers
 - Mental health clinics
 - Physician offices
 - Agencies (e.g., Area Agency on Aging)
 - California State University, Channel Islands
 - Ventura County Community College District
 - Ventura County Office of Education
 - Adult education
 - Elected officials
 - Others

- 2. Analyze Data**

Validate State employment data with a local survey of healthcare workforce needs.

- 3. Take Inventory**

Inventory current training providers in the region. Develop a matrix that includes inventories of high school academies, ROP, adult education, community colleges, universities, certification programs, apprenticeships and internships.

 - Industry-recognized certification programs
 - Apprenticeships
 - Internships
 - Externships
 - High school academies
 - Regional Occupational Program
 - Adult education
 - Community colleges
 - Universities



HEALTHCARE COMMITTEE 2-YEAR PLAN Workforce Development Board of Ventura County 2016-2018

- 4. Determine Priorities** Determine focus area priorities for healthcare workforce development.
- Sector workforce readiness
 - Career pathways
 - Sector certifications
 - Stackable credentials
 - Pre-apprenticeship programs
 - Apprenticeship programs
 - Business participation:
 - Curriculum development
 - Job shadowing
 - Internships
 - Externships
 - On-the-job training
 - Career awareness/outreach
- 5. Identify Gaps** Identify the gaps between education and regional healthcare workforce needs and determine priorities.
- 6. Take Action** Develop an action plan to provide a bridge to fill those gaps.
- Clinical Laboratory Scientist: Finalize the Clinical Laboratory Field Experience Program pending State Certification of the joint application for four participating hospitals. **(Successfully Completed 2016)**
 - Case Manager/Care Coordinator: Assist the Case Manager/Care Coordinator Regional Career Pathway Project through the Healthcare Committee's input and survey of local needs. (The Case Manager/Care Coordinator Regional Career Pathway Project was initiated by six LA Workforce Development Boards and the Workforce Development Board of Ventura County to bring healthcare and education partners together to develop and implement a healthcare case manager/care coordinator career pathway and training program)
 - A.D.N. to B.S.N.: Identify nursing workforce development needs and form a workgroup to make recommendations.
 - Pharmacy Technician: Explore the possibility of an apprenticeship.
 - Cultural Awareness: Encourage cultural awareness training in healthcare.
 - Education Advisory Process: Recommend the alignment of healthcare business advisory committees to help streamline the regional education advisory process.
- 7. Monitor Progress** Measurement is through the Healthcare Committee's annual Workforce Development Board Year-End Review report and a review of the Committee's 2-Year Plan.



2017-2018 YEAR-END REVIEW

Workforce Development Board of Ventura County

WDB HEALTHCARE COMMITTEE

2017-2018 Members

WDB Members: Greg Barnes, Chair (Los Robles Hospital and Medical Center), Richard Trogman, Vice Chair (Kaiser Permanente), Victoria Jump (Area Agency on Aging), Celina Zacarias, (California State University, Channel Islands)

Other Members: John Cordova (College of the Canyons, Deputy Sector Navigator), Carol Higashida (Moorpark College), Adam Hunt (Pacific Coast Homecare), Christina Lee (Moorpark College), Amy Mantell (St. John's Regional Medical Center), Sandra Melton (Ventura College), Dawn Neuman (California State University, Channel Islands), Irene Ornelas (Ventura County Office of Education, VC Innovates), Michelle Reynolds (Ventura County Health Care Agency), Mary Anne Rooney (Ventura County Civic Alliance), Lisa Safaeinili (Westminster Free Clinic) Bill Werner (Simi Valley Hospital)

Committee Accomplishments

- **Clinical Laboratory Scientist (CLS) Field Experience Program:**

The Committee discussed the success of the first year of the CLS Field Experience Program. There were 8 students in four hospitals. The first year provided the opportunity to understand the range of different needs for the students entering the program. Some students had longer gaps between finishing their programs and finding field placements and needed more review time, which is why it is critical to have available field placements so students don't encounter long gaps due to an inability to find a field placement. CSUCI set up a review class and a CLS library, with on-line resources to practice for the licensing exam. The program is expanding, an application was submitted for Dignity Health, St. John's Regional Medical Center with plans for them to participate as a field placement site for the next cohort.

There was also a discussion regarding developing a career pathway from MLT to CLS and exploring if there are successful models for this career pathway. Committee members discussed identifying ways to incorporate MLTs into more laboratories and exploring barriers that may be preventing incorporating the use of more MLTs.

- **Regional Workforce Trends in Healthcare IT and Cybersecurity:**

The Healthcare Committee invited guest speakers, Healthcare Committee member and DSN for Healthcare, and DSN in ICT to present on Regional Workforce Trends in Healthcare IT and Cybersecurity. A two year grant allowed them to align with American Health Information Mangers Association (AHIMA) and Healthcare Information and Management Systems Society (HIMSS) and come up with six courses leading to an IT Technician Certification. They are looking at "New Collar Positions" identifying the point where you can enter the cybersecurity workforce without a degree in cybersecurity. They are working to build a pipeline to cybersecurity positions. Ventura College is planning to have a course offering in cybersecurity possibly in the spring.

- **Critical Shortage of C.N.As**



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The Committee discussed the critical need for CNAs. The new State legislation which changed the staffing ratios in Long Term Care facilities has double the need, creating a critical workforce shortage to meet these requirements. A Committee member is working with the colleges and training programs in the South Central Coast Region to address this challenge and looking at innovative solutions such as apprenticeship programs.

- Regional Healthcare Case Manager/Care Coordinator Career Pathway Project:
Continued participation in the Los Angeles/Ventura regional project, funded through a SlingShot grant from the California Workforce Development Board. Six Los Angeles Workforce Development Boards and the Ventura County WDB, along with industry partners in healthcare and education, worked together for over 2 years on this successful project. Two Committee members were actively involved in participating in meetings from the onset of the project, providing updates and discussions at the Healthcare Committee meetings.

The Healthcare Committee members participated in developing a survey to identify the local need for Care Coordinator training. A committee member and DSN for Healthcare, was actively involved as the Community College representative for this region, serving on the Education Committee for the project and leading the DACUM process to develop the curriculum. Another Healthcare Committee member served on the Leadership Committee and Industry Committee. A WDB Healthcare Committee member was able to assist in identifying two healthcare professionals who volunteered to go to Los Angeles to represent Ventura in a two day process called a DACUM, a method used to develop a curriculum. A previous committee member, representing a Skilled Nursing Facility in Ventura, attended the first Industry Committee meeting in Los Angeles and advocated for the need for Care Coordinator incumbent worker training in Skilled Nursing Facilities.

As of the March 31, 2018 curriculum had been developed for incumbent worker training and Patient Navigators and training began in LA with over 200 participants. Training through VCCCD, will begin in May. Level II and Level III curriculum is still being developed with plans to collaborate with the colleges in Ventura to offer this additional training. On-line incumbent worker training courses have been developed for industry to offer their employees the flexibility of taking courses on line. The Committee members discussed possibly developing a training cohort of hospitals in Ventura needing this training and offering it rotating through the hospital sites.

The support and involvement of all the Healthcare Committee members assisted in making this collaborative effort successful.

- Guest Speakers: Lisa Mitchell and Teri Hollingsworth, Hospital Association of Southern California
Lisa Mitchell, Program Manager, Workforce Development and Teri Hollingsworth, Vice President of Human Resources, explained the role of the Hospital Association of Southern CA., (HASC). Ms. Mitchell and Ms. Teri Hollingsworth are reaching out to the Ventura Healthcare Committee offering HASC assistance in sharing local data they acquire through their research and surveys. Their data is collected on a quarterly basis. The Healthcare Committee members were pleased to hear about this opportunity and shared how it has been difficult to get accurate local data. Having a reputable source for local data will enable more opportunities for funding



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Workforce Development Board of Ventura County

for healthcare workforce development and training. The Committee members were updated on HASC's current projects and their work in identifying the need for specialty nurses.

- **Joint Regional Sector Committees' Meeting "Skills Attainment for Upward Mobility & Aligned Services for Shared Prosperity"**
Healthcare Committee members participated in the Joint Regional Sector Committee meeting held on November 16th, 2018. The meeting included WDB Committee members from five Committees, WDB Board members and community partners. The focus was to launch a regional approach to work-based learning. Bob Lanter, Director of the California Workforce Association and Vinz Koller, Social Policy Research Associates, led attendees through an interactive process. Mr. Koller described the Swiss Apprenticeship model "College Without Debt" and attendees went through group activities to identify what's going on regionally in work-based learning, obstacles, and actions that we need to address to move forward as a region.

- **Action Plan for a Regional Approach to Work-Based Learning in Healthcare:**
The Committee Members worked to develop an action plan for a regional approach to work-based learning in Healthcare, as a follow up to the Joint Sectors Committee meeting. The question presented to the Committee was "What steps do we need to take to implement a regional approach to work-based learning in Healthcare?" The Committee Members had been given a survey to complete as a follow up to the Joint Sectors' Committee meeting. They selected the top 3 obstacles to work-based learning from five categories developed from the group sessions in the Joint Sectors meeting. The Healthcare Committee members ranked the order of five action items, prioritizing how the actions needed to be approached. The Healthcare Committee will continue to work on defining an approach to work-based learning for Healthcare.

Insights: (2017-2018)

- Having industry partners at the table enables us to identify and address regional industry needs. Continue to widen our networks to engage more healthcare providers in workforce development. Recruit additional committee members representing; mental health, EMS and Health IT.

- Collaborate to implement, in Ventura, the training programs developed for Patient Navigators and Care Coordinators, based on the successful work of the Los Angeles/Ventura Healthcare Coordinator Pathways Project. (C3 Skills Alliance)

- Continue to monitor how changes in the healthcare system are impacting our regional healthcare workforce. For example, monitoring local hospital requirements to hire B.S.N. vs. A.D.N. nurses. Work with colleges and industry to identify an employment pipeline for A.D.N. graduates.

- Continue to facilitate collaboration between industry and education to identify and address the skills gaps in healthcare occupations.



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- The need to increase “Earn and Learn” opportunities in the healthcare field through internships, on the job training, pre-apprenticeships and apprenticeships.
- Work with industry and colleges to encourage fast track, convenient, affordable A.D.N. to B.S.N. programs. Identify employer supported educational benefits.
- Some of our healthcare workforce needs overlap with other sectors (e.g., IT, finance, equipment maintenance). We need to work with the WDB Business Services Committee, Clean/Green Committee, and Manufacturing Committee to facilitate cross-sector collaboration.
- Need to identify career pathways to CLS. Explore successful models utilizing MLTs and identify barriers that may be preventing the use of more MLTs.
- Learned from the first cohort of students in the CLS Field Experience Program. Students who had long gaps between finishing their program and finding a field experience placement were more likely to need review courses. This exemplifies why there is the critical need to have field placements immediately available for CLS graduates.
- Continue the collaborative work of the WDB Healthcare Committee members to align the numerous healthcare education advisory committees in the region.