

# Capital Healthcare & Employment Council

## Board of Directors

April 27, 2011

8:30 a.m. – 10:00 a.m.

Capital Area Michigan Works! Lake Superior Room

**Members:** Jeff Bohl, Jennifer Buciencki, Margie Clark, Tina Gates-Gill, Gena Hiltz, Joan Holda, Rob La Duke, Daphne Reznik, Sue Stock, Samantha Thelen, Kenyea Zimmermann

**Excused:** Nicole Murphy, Teresa Wehrwein

8:30 a.m.

### Welcome & Introductions

New Members-

Jeff Bohl, Principal, Capital Area Career Center

Samantha Thelen, Administrator, Grandhaven Living Center

Membership List

Excused Members

Community Mental Health Authority

Alameda Medical Group

AAO

Membership List-Who are we missing?

### Committee Reports

Awareness and Promotions

Daphne Reznik

Patient In Charge

Increase Participation in CHEC Activities

Best and Promising Practices

Managing Costs Series

Pre-Employment Process

Joan Holda

Hiring for Service Excellence

Returning Injured Workers to Work

Resources for your Business

### Old Business

Healthcare: The Jobs Machine Release

Incumbent Worker Training Programs

Scholarship update

### New Business

Possibility of access to recaptured IWT funds

10:00 a.m.

Adjourn

## Membership List

### Healthcare Providers

Advisa-care  
 Advanced Infusion Specialist  
 Arcadia Healthcare  
 Burcham Hills Retirement Community  
 Capital Urological Associates  
 Carefree Medical Clinic  
 Centis Health  
 Comfort Keepers  
 Cristo Rey Family Health Clinic  
 Eaton County Medical Care Facility  
 Eaton Rapids Medical Center  
 East Lansing Orthopedic Association  
 Grandhaven Living Center  
 Grace Haven Living Center  
 Hayes Green Beach Memorial Hospital  
 Hometown Home Healthcare  
 Hospice of Lansing  
 Ingham Regional Medical Center  
 Internal Medicine Associates  
 Katranji Hand Center  
 Lansing Urgent Care  
 Lansing Ophthalmology  
 L&S Services  
 Michigan Primary Care Association  
 Mid-Michigan Physicians, PC  
 Mid-Michigan Surgeons  
 Origami Brain Injury and Rehabilitation  
 Sparrow Health System  
 Sparrow Physicians Health Network  
 Turning Leaf Residential Rehabilitation Services  
 VisionCare Associates

### Healthcare Education Partners

#### K-12

Capital Area Career Center  
 Capital Area Healthcare Education Program  
 Clinton RESA  
 Eaton ISD  
 Ingham ISD

#### College/University/Vocational

Career Quest Learning Center  
 Davenport University  
 DRM International Learning Center  
 Lansing Community College  
 Michigan State University, College of Nursing  
 New Horizons Computer Learning Center

### Healthcare Associations

Capital Area RHIO  
 Medical Advisory Group  
 Michigan Health Council  
 Michigan Public Health Institute  
 MSU Institute for Healthcare Studies

### Partners

ASAP Printing	HealthCareerFit
Capitol National Bank	Peckham Inc.
Capital Area Michigan Works!	Strategic Products and Services
Clinton Task Force on Employment	Tandem Technology
Grace and Porta Benefits	Testsource

# Managing Costs Luncheon Series

## May 24 Managing Costs: Pre-Employment Process

Speaker: Tina Gates, Human Resources Director, Ingham Regional Medical Center

- Onboarding Policies-What needs to be in place and why
- Reference Checking
- Making the Offer
- Health Screening-physical, drugs, nicotine consistency, timeframes and scripts

Speaker: Dr. Tom Keaveney, Occupational Medicine, Sparrow Urgent Care Centers

- Health Screening
  - Interpreting results
  - Physical components
- Chain of Custody

## July 26 Managing Costs: Hiring for Service Excellence

Speaker: Paul Buterakos, Testsource-Health Selection Inventory

**Are you tired of hiring and training, hiring and training over and over again?** The Capital Healthcare and Employment Council recommends that you "hire for fit." Identifying applicants that share your organization's values is one of the biggest challenges interviewer's face, but when you find the star employee you bring service excellence to your patients and employees that remain committed to your organization long term. Learn how behavioral assessments and a "best practice" interview format can greatly enhance your selection process by helping your managers "hire for fit" and reduce costly turnover.

Speaker: Dean Sinclair, HealthCareerFit-Health Career Selection Inventory

Identifying the right students or displaced workers who possess the soft skills required for successful job performance can be a challenge. But, when the right individual is placed into a career path that match their behavioral competencies, everyone wins.

Directing individuals into their ideal Healthcare Career Path, immediately saves time and money for the career seeker, the school, and the State of Michigan. Once trained, the future employer, patients, and their families benefit from having high-performing, patient-centered caretakers serve them.

The Capital Healthcare and Employment Council recommends that you "place the RIGHT career seeker into the RIGHT Healthcare career path."

HealthCareerFit is the Nation's leading Healthcare Career Assessment vendor for Colleges, Workforce Agencies, ISDs and Vocational Schools. Their Healthcare Career Seeker Inventory (HCSI) provides an accurate, objective assessment for five Job Families (e.g. Nursing, Patient Care, Administrative, etc.)

**Date** March 28, 2011

**Participants** Capital Area Healthcare Education Partnership students (High school juniors and seniors from Eaton ISD, Ingham ISD, Lansing School District)

Moderator: **Bob Sherer**, Labor Economist, Capital Area Michigan Works

Panelists :

**Margie Clark**, Dean of Health & Human Services, Lansing Community College

**Lisa Feighner**, Nursing Recruiter, Sparrow Hospital

**Debbie Hofsess**, Director of Human Resources, Mid-Michigan Physicians

**Joan Holda**, Director of Human Resources, Burcham Hills Retirement

**Teresa Wehrwein**, Associate Professor & Associate Dean for Academic & Clinical Affairs at Michigan State University, College of Nursing

**Attendees** More than 100 students, business leaders, educators and other stakeholders attended

**Media Coverage:**

Channel 10

Channel 6

Lansing State Journal  
<http://www.lansingstatejournal.com/article/20110329/BUSINESS/103290312/1004/NEWS03>

WKAR Public Radio:  
<http://www.publicbroadcasting.net/wkar/news.newsmain/article/0/0/1781319/reWorking.Michigan/Report..Health.Care.still.a.Jobs.Machine.in.mid-Michigan>

Healthcare Weekly Review  
<http://www.hcwreview.com/health-care-still-a-jobs-machine-in-mid-michigan/>

Capital Healthcare and Employment Council  
**CAMW! Incumbent Worker Training Funds**  
 Fiscal Year: July 2010 – June 2011

Total Allocated: \$80,000\*

Total Employees Trained: 170\*

Total Hours of Training: 1,000\*

Total Employers Participating: 17\*

Types of Training Programs:

Clinical

CENA Certification

Casting and Bracing

Non-clinical-Electronic Medical Records

A-3 Problem Solving (LEAN Healthcare)

Adapting to Change

Basic Principles of HIT Workflow

HIT Implementation Project Management

Lean Healthcare Vital Skills for Success

Mapping to See-Value Stream Mapping (LEAN Healthcare)

Industry Comparison:

Industry	Total Allocated*	Total Pending*	Total Trained or ID'd for training*	Total Training hours (cost per)*
Healthcare	\$80,000	-0-	170	1,000 (\$19.86)
IT	\$67,440	-0-	57	136 (\$28.97)
Insurance & Finance	\$20,000	\$10,175	3 (# not avail. for pending training)	164 (not available)
Manufacturing	\$35,500	\$11,000	48	60 (\$47.14)
Bio-Manufacturing	\$59,000	-0-	75	168 (\$27.00)
Construction	9,570	-0-	6	3 (\$3,798)

\*figures based on 4-25-11 report and could change based on attrition in final classes or our ability to recapture monies returned by other councils.



Hello Career Connections Committee;

I am Bill McMillan, a very grateful recipient of a Capital Healthcare and Employment Council (CHEC) healthcare scholarship. My connection to CHEC and Capital Area Michigan Works (CAMW) began in 2008 when the company I had worked for seven years (The Ergonomics Research Lab) was forced to close its doors and auction off all assets. The job I had loved was gone, my normal life was gone, and I had no replies from any of the potential employers where I had applied. My self worth and confidence were at an all time low.

I decided that I needed to re-tool my skill set but didn't know if there would be jobs after doing the training. That's when a news blurb announced the CHEC scholarships----finally I had a glimmer of hope. I applied, attended several meetings and began the testing, interviews, and job skills courses at CAMW. It was with great elation that I was chosen to receive the CHEC scholarship for Surgical Technology sponsored by Ingham Regional Medical Center!

The real beauty of this scholarship was that it was competitive, it required job shadowing, and volunteering. The competitiveness gave back some well-needed self worth and confidence. The job shadowing let me experience the operating room and the fascinating world of surgery which gave me a newly found drive to train and become a member of a surgical team. I volunteered some 200 hours where I learned to love the hospital environment which evolved into a paid per diem orderly position. For these experiences, I am indebted to all the surgical and nursing staff and Ingham Regional.

My scholarship was for the Surgical Technology Program and Lansing Community College. Dealing with LCC has also been an incredibly positive experience. From orientation to counseling to enrolling, the entire process has gone very smoothly. The Surg. Tech. Program itself is outstanding with excellent organization, teaching and facilities. The clinical program could not be better. In fact I will be at Bronson Methodist Hospital in Kalamazoo, actively participating in a variety of surgeries, instead of participating in this current meeting. When finished with the program in May, I will not only be a Certified Surgical Technologist (CST), but I'll be a CST with a firm 'foot-in-the-door' at Ingham Regional. That which was so bleak 2.5 years ago has now turned into a bright and positive future!

I would like to send a very heart-felt Thank You to everyone at CHEC who had the insight to formulate and put into effect this scholarship that not only allows people such as myself to pay for this amazing training, but also creates a passion to obtain the training. I am also exceedingly grateful to the fine people at Cristo Rey, especially Melissa Berg and Jim Bunn, who managed the scholarship and guided me through each step with ease. To CAMW, I am appreciative of all it takes to facilitate such scholarships.

Thank you.

Most sincerely,

Bill McMillan