Mentorship Training Program for Healthcare Apprenticeships
Welcome & Overview

Rebecca von Loewenfeldt
H-CAP Associate Director
Agenda

01. Opening Remarks
02. Mentorship Training Program Overview
03. Rhode Island Experience
04. Q&A
About H-CAP

H-CAP is a national labor/management organization promoting innovation and quality in healthcare career education

States with workers covered by these partnerships
H-CAP was awarded a U.S. Department of Labor contract to expand industry-led, high quality apprenticeship programs with healthcare employers & partners.
Industry Partnerships

to Advance Registered Apprenticeship in Healthcare

- Extensive outreach
- Engagement with industry stakeholders
- Creation of tools and resources
- Development of new apprenticeship programs
- Provision of ongoing support
Mentorship Training Program
for Healthcare Apprenticeships

Recognizes important role of mentors in supporting, coaching, and guiding apprentices for workplace success

Provides staff development opportunities to frontline workforce advancing equity and inclusion
Opening Remarks

Amy Weinstein
Apprenticeship Rhode Island
Employer Liaison
Partnership with H-CAP

• Awarded American Apprenticeship Initiative grant
• New to creating healthcare apprenticeships
• Recognized importance of Mentor training
• Relied on H-CAP for industry expertise
• Created programs with successful outcomes
Opening Remarks

Jennifer Couri
Care New England
Director of Revenue Integrity, Health Information Management, Coding and CDI

Patrick Quinn
SEIU Healthcare 1199NE
Executive Vice President
Healthcare Employer Perspective

- Increased skill and efficiency
- Increased ability to fully address staff and department needs
- Strong collaboration with union
Labor Union Perspective

**Culture shift:** changing jobs, new roles, and importance of mentorship and learning

**Deeper level of engagement** by union members in learning new skills

**Creates a ripple effect** motivating others with the right support structure

SEIU Healthcare 1199NE
United for Quality Care

HEALTHCARE CAREER ADVANCEMENT PROGRAM
MAY 31, 2018
Mentorship Training Program Overview

Laura Chenven
H-CAP
Subject Matter Expert & Co-Author
Who Benefits from Mentorship?

- Workers
- Employers
- The healthcare team across departments
- Mentors
- Patients and the public
Mentorship in Healthcare

Traditional Elements

- Preceptorship
- Clinical education
- Job shadowing
- Teamwork

Mentorship is all that and more
Mentorship in Healthcare Apprenticeships

Adapted Elements

- Peer Support
- Training
- Coaching
- Mentorship
- Leadership development
- Team-building and teamwork
- Support for new employees
Mentorship Training Program Objectives

- Support critical thinking
- Leadership development
- On-the-job training
- Support for incumbent workers
- Standardize onboarding and assessment across departments
- Nimble, flexible training system
- Build reflective practice system
- Successful outcomes for apprentices
- Strengthen department team culture
Mentorship Training Program

Overview

SESSIONS 1-4

- Registered Apprenticeship and mentorship
- Recommend supervisors to attend selected sessions

SESSIONS 5-8

- Adult learning theory
- Intercultural communication
- Communication, problem-solving, feedback, and conflict resolution

SESSIONS 9-10

- Reflection and planning for ongoing support and growth of program
Mentorship Training Program Outcomes

Quality employees

Internal leadership development

Successful onboarding and transition
- New Employees
- Incumbent Employees in new roles and/or jobs

Improved teamwork and appreciation for diversity

Greater support and understanding of current healthcare industry practice for quality care
Rhode Island Experience

Jessica Espinoza
SEIU 1199NE Training and Upgrading Fund
Workforce Strategy Consultant

Donna Sprague
Women & Infants Hospital, Care New England
Medical Coding Mentor

Kathy Rickard
Women & Infants Hospital, Care New England
Medical Coding Mentor and Apprentice

Lupe Espinal
Obstetrics and Gynecology Care Center,
Care New England
Medical Assistant Mentor and Apprentice
Mentorship Training Program Pilot

Piloted across five healthcare apprenticeships

Participants include

- Departmental Leadership
- Mentors
- Human Resources Leadership
- Apprentices

Improved outcomes in apprenticeship programs
Mentor Questions

- What is your role as a Mentor?
- How did you make use of what you learned in the Mentorship Training Program?
- What were the results and outcomes?
- Why do you think this is a good program for others to try?
Contact Information

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