H-CAP Conference Poster Session Summary

**Resident Decline Detection Program**  
(Part of New York State’s Advanced Training Initiative)  
*Presented by 1199SEIU TEF*

1199SEIU TEF has worked with labor & management stakeholders in nursing homes to utilize State funding to address methods for frontline workers to help prevent avoidable hospital readmissions, provide better care, and help with retention of staff.
Transgender people have become widely recognized as one such group that faces significant barriers to equal, consistent and high quality healthcare. The end result often has been disengagement from the healthcare system that results in poor health outcomes for transgender people: rather than enduring abuse and poor treatment, transgender people often do without healthcare.

For the reasons listed above and the fund’s goal of preparing nurses to deliver culturally competent care to every individual, 1199SEIU Registered Nurse Training and Job Security Funds has hosted this workshop twice a year to educate RNs on the unique healthcare needs of the transgender population. These are 8 hour Interactive sessions which are usually co-facilitated by a transgender person. Roles, ethics and best practice for competent transgender care is discussed. Nurses receive CEUs and leave the workshop better equipped to care for this population.
Digital Fluency
Presented by SEIU-UHW Education Fund

Digital Fluency is one of Kaiser Permanente’s four critical skills for a healthy and thriving workforce of the future. The Education Fund and Ben Hudnall Memorial Trust teamed up with KP’s Workforce Development team to create a self-paced online program to bring labor up to speed on technological changes in the workplace. The Digital Fluency pilot involved nearly 2000 KP employees in June and July of 2017, and feedback was overwhelmingly positive. Through collaborative efforts of labor and management, the Digital Fluency program is equipping workers with the resiliency to adapt to changes of the future. Full Launch is scheduled for October 16th, 2017.
Using Technology to Close the Care Gap

Presented by Carina, a non-profit organization, created in partnership with SEIU 775 and the state of Washington

Carina is an online referral benefit that connects Medicaid in-home care clients with qualified home care providers for work and support. Together we are meeting the growing demand for quality in home care services in Washington state. At Carina, we believe that everyone has the right to live with dignity whether they are seeking care and support or trying to earn a living. The focus lies on new opportunities created through technological innovation to address the challenge of connecting trained and qualified workers seeking work with self directed in-home care clients seeking care and support.
Using Technology to Meet Learners’ Needs

Presented by SEIU 775 Benefits Group

SEIU 775 Benefits Group Product Manager Elise Hoffberg shares best practices and lessons learned in delivering effective learning to a diverse caregiver population. Learn the benefits of the flipped classroom model, how to validate design assumptions, and why mobile first matters. Elise ties it all together with a case study of our newly launched caregiver learning app. SEIU 775 Benefits Group is a Taft-Hartley Trust formed by SEIU 775 and participating employers. SEIU 775 Benefits Group serves 50,000 caregivers through learner-centered training and 18,000 caregivers through high-value health insurance benefits in Washington and Montana.
The goal is to provide five opportunities for a medical assistant student to participate in a state approved apprenticeship program. The apprentices will do academic study at Century College, and do on the job experience at one of the union represented primary or specialty clinics within the HealthPartners/GHI clinic system. The program design takes into account the shortage of medical assistants and the disparity gap among the workers by focusing recruitment on people who normally wouldn’t have this educational opportunity. Both partners seek to instill loyalty to HealthPartners and SEIU Healthcare Minnesota and to give educational opportunities where there were none for members to further their education, improve their skillset, and open the door to new job prospects.
Working closely with our partners in Philadelphia’s public workforce system and local AFSCME union affiliates, the District 1199C Training & Upgrading Fund has developed a Pre-Apprenticeship to Apprenticeship pipeline for out-of-school youth interested in behavioral health careers. On-the-job learning has always been important for frontline Direct Service Professionals, as they learn to support and care for individuals coping with mental illness, substance abuse, and other barriers. Our Direct Support Professional Pre-Apprenticeship is open to young people age 24 or under, and offers a pathway to a behavioral health credential, a driver’s license for those without one, and college credits on an articulating pathway to Associate’s, Bachelor’s and Master’s Degree programs; while the Direct Support Professional Registered Apprenticeship helps add further structure to the training process for the out-of-school youth being hired by our partners at JEVS Human Services, SPIN, Community Behavioral Health (CBH) and the Philadelphia Mental Health Care Corporation (PMHCC).
Partnering for Safety, Staffing and Certification

Presented by the SEIU Healthcare 1199NW Multi-Employer Training Fund

This poster will describe a dynamic labor/management partnership in Seattle, WA spearheaded by The Environmental Service Safety Program, a collaborative project developed to address Environmental Services (EVS) staffing concerns and to support adequate staffing for frontline infection control. This is a joint project between SEIU Healthcare 1199NW, Swedish Medical Center, and SEIU Healthcare 1199NW Multi-Employer Training Fund. Partners came together to create a certificate program for EVS workers, collaborate on staffing guidelines for all areas of the hospital (focusing on Mother-Baby, Oncology, Short Stay, NICU, ED, OR) and to establish EVS flex positions. These efforts are intended to achieve the shared goals of increasing patient and caregiver satisfaction, improve efficiency, and foster interdisciplinary teamwork between nursing and EVS.
Mentorship Considerations for Registered Apprenticeship in Healthcare
Presented by H-CAP (Healthcare Career Advancement Program)

Mentorship, an important component of Registered Apprenticeship, has benefits for apprentices, the mentor, the employer, and the profession. Mentors/preceptors, along with supervisors, provide on-the-job-learning to ensure that apprentices demonstrate core competencies and professional knowledge. However, the way in which mentorship is implemented varies across healthcare occupations and settings. Key elements and considerations in developing a robust mentorship program supporting healthcare Registered Apprenticeship are reviewed.