

# Northeast Ohio Health, Science, and Innovation Coalition (NOHSIC)

US Conference of Mayors  
Workforce Development Council  
Healthcare & Career Pathways for Professionals  
November 4, 2012



# Welcome & Introductions

- \* Allison Motz, Executive Director
- \* Brandi Smith, Healthcare System Coordinator

# NOHSIC Mission & Purpose

- \* Collaboration to solving workforce challenges
- \* Stronger funding ability
- \* Increasing the region's economic vitality
- \* Improving advocacy for Federal and State legislation
- \* Problem solving in a cooperative engagement with peers
- \* Additional support for HR departments

***NOHSIC's mission is to support the development of a regional healthcare workforce pipeline.***

# NOHSIC-Who are we?



# Healthcare Workforce Need National Projections

- \* **The U. S. Bureau of Labor Statistics predicts that of the 30 fastest-growing occupations between now and 2018, 17 will be in healthcare or medical research. By 2018, employment in healthcare is projected to increase by 21 percent or by 1.6 million jobs.**
- \* **Recent projections by the U.S. Census Bureau indicate that in the next 25 years, the retirement age population will grow dramatically in every state while, in most states, the growth of the working-age population will remain flat or decline**
- \* **As this group ages, the number of people in the labor force aged 55 to 64 is expected to grow by 33 percent between 2008 and 2018, and the number of people aged 65 and older is projected to grow by 78 percent.**

# Healthcare Workforce Need National Projections

- \* **Workforce shortages are underway:**

- \* 91,500 physicians by 2020 (including 45,000 primary care physicians and 46,000 surgeons and medical specialists)
- \* 260,000 nurses by 2025
- \* At least 1.6M allied health professionals by 2020

- \* As the economy improves, we expect a **tsunami of retirements** to impact our health systems. We do not have a skilled labor force ready and able to replace these workers.

- \* Our systems will be challenged to provide healthcare to a growing baby boomer population and to individuals gaining access to healthcare through the **Patient Protection and Affordable Care Act**

# Healthcare Workforce Need Ohio Projections

- \* The Ohio Labor Market Information Department produced a “Buckeye Top Fifty” listing of the top 50 positions in the State of Ohio with high-growth and high-wage prospects (2008-2018) and an average salary of \$59,600. Seventeen or 34% of the careers were within the healthcare industry-the largest number of careers in one industry.

# Healthcare Workforce Need Ohio Projections

- \* According to a report from the Ohio Department of Development, “The overall provision of health care and social assistance in Ohio grew faster than average; most of the growth occurred in ambulatory health care and social assistance. **Service provided by hospitals, nursing, and residential care facilities grew at a slower rate, but that rate was still faster than the overall average for Ohio.**”
- \* In 2011, **Healthcare and Social Assistance comprised 8.9% of Ohio’s Gross Domestic Product.**
- \* Workforce shortages underway:
  - \* **29 % shortfall in the nursing workforce expected by 2020**



# Healthcare Workforce Need

## Regional Impact

- \* Health care is **one of Northeast Ohio's largest industries in terms of employment**—Northeast Ohio hospitals (and their related health care facilities) employ an estimated 137,000 health care workers.
- \* Health care employment provides an **economic impact on the region of an estimated \$15.5 billion, including \$6.2 billion per year in household earnings.**
- \* In July 2012, our systems reported **over 3,700 open positions in the Allied Health fields alone**
- \* Our need is great to better prepare new, incumbent, and future workers to compete for opportunities within the healthcare sector.
  - \* **STEM preparation is critical**

# Program Specific Initiatives

- \* **New Workers:**

- \* **Immigrant Workforce Development**-To recruit and educate immigrant healthcare workers living in the region or desiring to move to the region with healthcare educations and seeking to work in healthcare.

# Purpose

## Healthcare and Career Pathways for Professionals

To assist foreign healthcare professionals

- ✓ improve communication skills
- ✓ learn about the U.S. healthcare system
- ✓ develop career pathways
- ✓ enroll in postsecondary education
- ✓ obtain employment utilizing healthcare skills



# Win - Win – Win

## Healthcare and Career Pathways for Professionals

- Foreign-educated **professionals** back in their professions
- **Northeast Ohio** benefits from having highly educated professionals fill healthcare shortages
- **Healthcare providers** benefit from having a linguistically and culturally diverse workforce

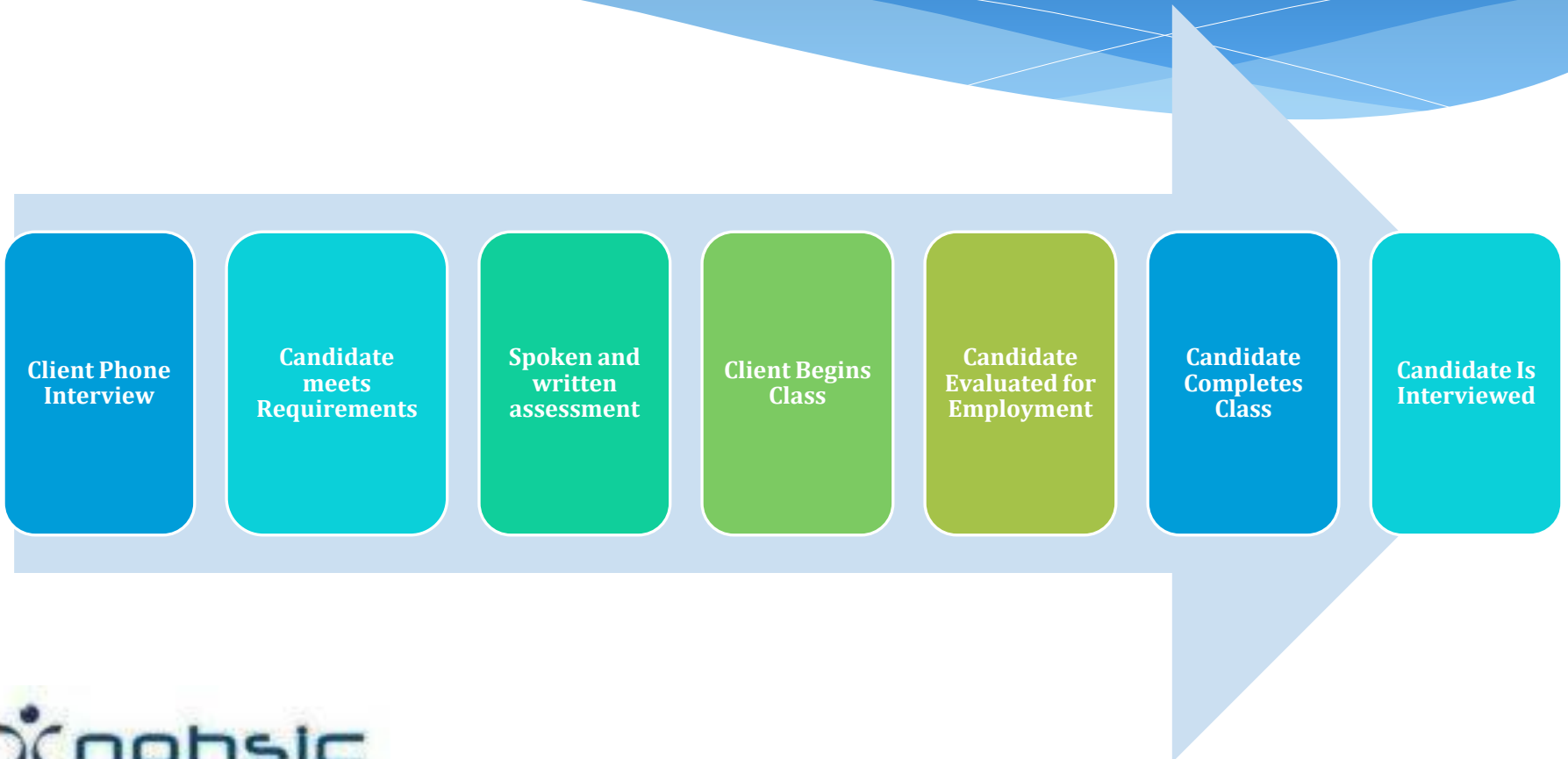
# Licensing Charts

[OH Board of Regents Resource](#): Step-by-step guide on how to obtain Ohio licensure and/or certification:

- Nurse
- Pharmacist
- Physician
- Medical Laboratory Scientist
- Medical Laboratory Technician
- Occupational Therapy Assistant
- Physical Therapy Assistant

# Client Process

## Healthcare and Career Pathways for Professionals



# Curriculum – Welcome Back Initiative

## Healthcare and Career Pathways for Professionals

- \* Professional & social communication
- \* Legal & ethical issues in healthcare
- \* Career goals and pathways
- \* Telephone & electronic communication
- \* Using medical terminology appropriately
- \* Working effectively on a team
- \* Resume writing and interview skills
- \* Understanding healthcare systems

# World Education Services (WES):

Credentials Evaluation & Verification Program

- \* **WES's mission is to foster the integration of individuals educated outside the U.S. into academic and professional settings**
- \* **WES is a non-profit organization (NGO) that has served 750,000 individuals from all countries since 1974.**
- \* **Primary Service: Providing evaluation reports so that legitimate academic credentials earned abroad are understood and fully recognized**
- \* **Information and Resources: Providing clear advice and offering links to community programs and the most reliable online resources - [www.wes.org/info](http://www.wes.org/info)**



# Supplemental Curriculum

- El Barrio: Resume writing and interview skills
- Tour of the Cleveland Clinic
- Basic Life Support (BLS) training & certification
- College Fair: Representatives from Cleveland State University, Cuyahoga Community College, Lakeland Community College, and Lorain County Community College
- Speakers:
  - Foreign trained registered nurse and anesthesia resident

# Columbus Pilot Design

## Healthcare and Career Pathways for Professionals

- English for Healthcare Professionals course
  - January – May 2011 / November 2011 - March 2012
- Collaborative project:
  - \* Ohio Board of Regents / ABLE office
  - \* Columbus City Schools Adult ESL program
  - \* Immigrant and Refugee organizations
  - \* State agencies
  - \* Columbus State Community College
  - \* Nationwide Children's Hospital
  - \* Welcome Back Initiative
  - \* World Education Services (WES)

# Columbus Student Demographics

- 32 total students
- 19 countries represented:
  - 11 medical doctors
  - 9 nurses
  - 5 pharmacists
  - 2 physical therapists
  - 1 dentist
  - 2 dental assistants
  - 1 surgical technician
  - 1 radiologist



# Columbus Outcomes (as of 8/23/12)

## **Student Persistence**

- \* 23/32 students completed the course - 72%

## **English Attainment**

- \* 60% advanced an English skills educational level
- \* 40% progressed at the same level

## **WES Credential Evaluation**

- \* 9 completed the process
- \* 7 in-progress
- \* 16 did not want/need the evaluation

# Columbus Outcomes (con't)

## **Postsecondary enrollment**

- \* 1 passed certification test
- \* 2 are enrolling at The Ohio State University
- \* 1 is enrolling at Mt. Carmel School of Nursing
- \* 1 is enrolling in the University of Cincinnati RN program
- \* 4 are enrolling in Columbus City Schools Adult Education LPN Program

## **Got a healthcare job or better job**

- \* 90% had a goal of working in healthcare
- \* 1 person got a job

## **Student satisfaction**

- \* 94% said they would recommend the course to a friend

# Cleveland Student Demographics

23 students

14 countries represented

30% males, 70% females

2 surgeons

10 medical doctors

6 registered nurses

1 nursing assistant

1 pharmacist

1 registered dietitian

1 dentist

1 massage therapist



# Cleveland Outcomes (as of 8/23/12)

## **Student Persistence**

- \* 19/23 students completed the course - 83%

## **English Attainment**

- \* 83% (19/23) completed or advanced to a higher level
- \* 17% (4/23) separated before completing a level

## **WES Credential Evaluation**

- \* 7 Started process
- \* 4 Completed
- \* 3 In-progress

# Cleveland Outcomes (con't)

## Educational Outcomes

- \* 1 passed 1<sup>st</sup> step of dental exam to apply for residency
- \* 1 enrolled at Cuyahoga Community College
- \* 1 for a dental observership at MetroHealth
- \* 10 completed an on-line medical terminology course
- \* 17 received Basic Life Support certification

## Employability Skills Outcomes

- \* All students had a resume or improved resume at program completion
- \* 7 students continue to meet with the NOHSIC consultant for job placement
- \* 4 students matched to Global Cleveland “English Conversation Buddy” volunteer



# Lessons Learned

## What Worked

- \* Cohort Group
- \* Contextualized Curriculum
- \* Career Counselors
- \* On-line Medical Terminology Course
- \* Credential Evaluation
- \* Basic Life Support
- \* College Fair
- \* Resume Specialist & Interview Workshop
- \* Guest speakers with shared experiences

## Areas for Improvement

- \* Increase employer involvement
- \* Increase computer & typing skills
- \* Add higher level English skills
- \* Secure external contact for reviewing physician resumes
- \* Begin resume writing earlier in the program
- \* Increase class contact hours

# Current Class Candidates

<b>Cleveland Class</b>	<b>18 Students</b>	<b>5 Currently Employed (3 in Healthcare)</b>
<b>Countries Represented</b>		
<b>Egypt</b>	<b>Israel</b>	<b>Puerto Rico</b>
<b>Russia</b>	<b>Syria</b>	<b>Ghana</b>
<b>Serbia</b>	<b>Albania</b>	<b>China</b>
<b>Bhutan/Nepal</b>	<b>Lebanon</b>	<b>Armenia</b>
<b>Education &amp; Training</b>		
<b>7: MDs</b>	<b>5: RNs</b>	<b>1: Dentist</b>
<b>1: Pharm. Tech.</b>	<b>1: Pharmacist</b>	<b>2: US Certified Medical Assistants</b>

# Current Class Candidates

<b>Akron Class</b>	<b>16 Students</b>	<b>11 Currently Employed (0 in Healthcare)</b>
<b>Countries Represented</b>		
<b>Jordan</b>	<b>Colombia</b>	<b>Egypt</b>
<b>Bhutan/Nepal</b>	<b>El Salvador</b>	<b>Myanmar (Burma)</b>
<b>China</b>	<b>Panama</b>	<b>Russia</b>

# NOHSIC

\* Thank you for allowing us to participate today!