

# 2015 FRONTLINE WORKER CHAMPION PROFILE



■ ■ Jersey City Medical Center  
■ ■ Barnabas Health

## SUPPORTING A KNOWLEDGEABLE WORKFORCE

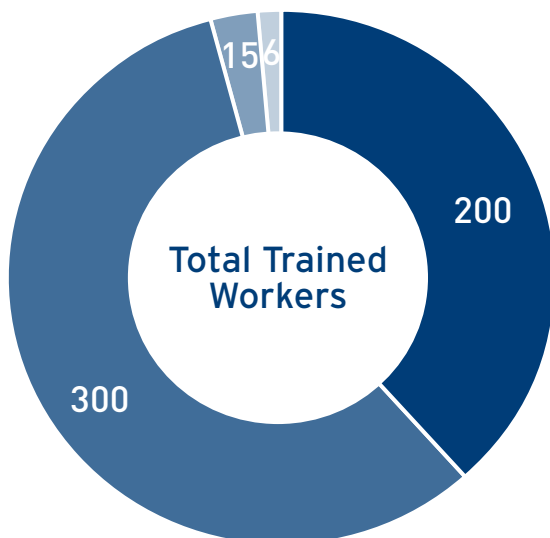
Employing more than 2,700 people, Jersey City Medical Center is the second largest employer in New Jersey's Hudson County and recently joined the largest Healthcare System in New Jersey, Barnabas Health. In recognition of their high participation rates and generous workforce development opportunities, Jersey City Medical Center has been selected as a 2015 Career STAT Frontline Worker Champion.

At Jersey City Medical Center, all full-time and part time employees qualify for tuition reimbursement and **more than half of Jersey City Medical Center's frontline employees participated in skill or career development programs** last year.

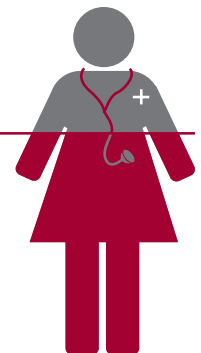
**Jersey City Medical Center provides training at no cost to employees** with an array of grant funded programs including Microsoft, work violence prevention training, customer service development, diversity training, communications training, and free Basic Life Support (BLS) certification programs.

**Paying employees throughout training, Jersey City Medical Center offers numerous programs during working hours**, including its biggest training initiative to date which has trained over 300 employees in telephone etiquette.

IN 2014, JERSEY CITY MEDICAL CENTER TRAINED 521 WORKERS



**58%** of frontline workers participated in training



- Microsoft, English, and Writing Improvement Programs
- Telephone Etiquette Training
- Patient Care Tech Training
- Emergency Medical Technician Training

## JERSEY CITY MEDICAL CENTER PROGRAM

Jersey City Medical Center utilizes a flexible and multifaceted approach to train and advance its frontline workers while also developing and investing in its local community. The Medical Center offers an array of courses in topics ranging from language development to violence prevention in an effort to address both the technical and professional skills of its employees. Furthermore, Jersey City Medical Center makes critically important investments in the community by offering local high school students and unemployed community members access to training courses such as its Emergency Medical Technician (EMT) program and Certified Medical Assistants programs.

## BUSINESS IMPACT

Jersey City Medical Center has retained 100% of employees who have participated in its continuing education PCT, EMT, and Medical Biller and Coder programs. With a 0% turnover rate, Jersey City Medical has been able to take advantage of its employees' higher skills to provide greater care.

**100% Retained** | **0% Turnover**

### NOTE FROM THE CEO

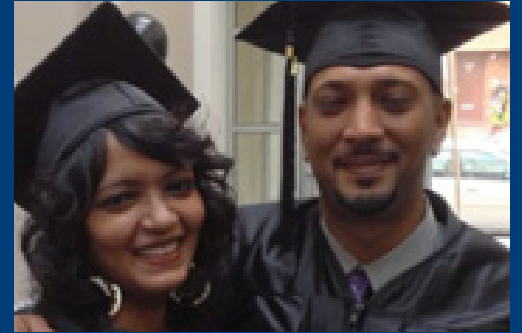


President and CEO Joseph F. Scott, FACHE believes workforce investment is at the core of Jersey City Medical Center's mission to provide high-quality care to its patients. Mr. Scott says, "educating our employees has provided them with skills and knowledge which provides them with career advancement, increased wages and confidence in their abilities." Jersey City Medical Center's employees are encouraged to stay "empathetic, competent, and customer driven," and Mr. Scott is proud that Jersey City Medical Center

offers tuition reimbursement and skill development programs that provide hundreds of employees with new opportunities.

### FRONTLINE SUCCESS

Employees and parents Padmie and Kabir Singh both recently completed Jersey City Medical Center's Patient Care Technician program with William Paterson University Educators. Prior to training, Padmie was a unit secretary and Kabir was a patient transporter at Jersey City Medical Center; both hoped to advance themselves. Attempting to balance family, work, and their educations, Padmie and Kabir worked opposite shifts to take care of their children and attend the Technician training program. After six months of committed training, Kabir and Padmie graduated without ever having missed a class in a ceremony attended by their entire family. Now working as Patient Care Technicians, both Kabir and Padmie have received promotions; as a result, their family income has increased by \$17,000 annually. Committed to continuing their educations and careers, both Kabir and Padmie plan to pursue further nursing education through Jersey City Medical Center's training and tuition reimbursement programs.



*Padmie and Kabir Singh, pictured above, completed Jersey City Medical Center's Patient Care Technician program with William Paterson University Educators.*

### JERSEY CITY MEDICAL CENTER PROGRAM STATS

- > Number of Employees: 2100
- > Number of Frontline Workers: 1200

The 2015 CareerSTAT Frontline Health Care Worker Champions recognition program is generously funded by The Joyce Foundation.



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