



CareerSTAT

JOBS FOR THE FUTURE AND THE
NATIONAL FUND FOR WORKFORCE SOLUTIONS

MEDSTAR GOOD SAMARITAN HOSPITAL

BALTIMORE, MD | 2,387 EMPLOYEES

Photographs courtesy of MedStar Good Samaritan Hospital

COACHING SERVICES TO HELP FRONTLINE EMPLOYEES REACH SUCCESS

In October 2006, MedStar Good Samaritan Hospital (MGSH) partnered with the Baltimore Alliance for Careers in Healthcare (BACH) in an initiative that was part of the Jobs to Careers program established by Jobs for the Future. MGSH's initial cohort of 17 frontline employees successfully completed a certified nursing assistant (CNA) program.

Since that beginning, MGSH has supported:

- > A total of **4** cohorts of employees through a CNA/general nursing assistant program
- > **8** cohorts of employees through a patient care technician program
- > **5** cohorts of employees through a bridge program

MGSH offers several bridge programs, including reading, math, and basic computer training. Courses are free to employees and provided with partial paid time benefits to participants. MGSH provides transportation from the hospital to attend classes and also offers tutoring services.

At MGSH, the coach, an RN and education specialist, plays an important role in supporting the transition of the entry-level employee into new jobs, in addition to helping the employee navigate continuing education and earn college credits. The coach meets with employees to identify long-term career goals and map out an individualized development plan. Additionally, math and reading assessment tests can gauge areas of weakness, and strategies are incorporated to build attainable short-term educational goals.

2013 BY THE NUMBERS

- > **19** certified nursing assistants were enrolled in nurse support technician training; **14** completed this training.
- > **45** entry-level workers enrolled in nursing assistant training and **40** successfully completed.

OTHER DATA—MGSH OVER THE YEARS

- > **CNA/GNA:** **4** training cohorts, **88** started program, **82** completed
- > **Patient Care Technician:** **5** training cohorts, **66** started program, **59** completed. All graduates have taken and passed the national certification exam
- > **Bridge classes:** **5** training cohorts, **43** started program, **40** completed

"It is clear that the role of coach is very important for the success of all of our pipeline programs. For entry-level staff, this is often the first time anyone has ever helped them create a career development plan. It is the first time many have considered attending college, getting a certificate, or entering a real career path. In return, we have employees who are committed to our hospital and our community."—Jeffrey A. Matton, President, MedStar Good Samaritan Hospital

FRONTLINE SUCCESS



Jerome Price is an employee who started his career working in laundry services in 2004. He enrolled in certified nursing assistant training and was later hired to work as the new CNA on the comprehensive inpatient and rehabilitation unit. Jerome was intrigued as he watched work with patients who have experienced spinal cord and traumatic brain injuries. He is now enrolled in community college coursework to become a physical therapy assistant.

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TEL 617.728.4446 FAX 617.728.4857
C/O Jobs for the Future
88 Broad Street, 8th Floor, Boston, MA 02110
WWW.NFWSOLUTIONS.ORG



JOBS FOR THE FUTURE

TEL 617.728.4446 FAX 617.728.4857 info@jff.org
88 Broad Street, 8th Floor, Boston, MA 02110
122 C Street, NW, Suite 650, Washington, DC 20001
WWW.JFF.ORG

