



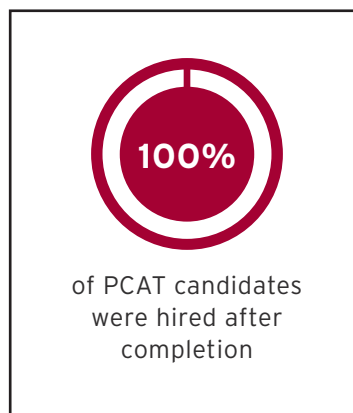
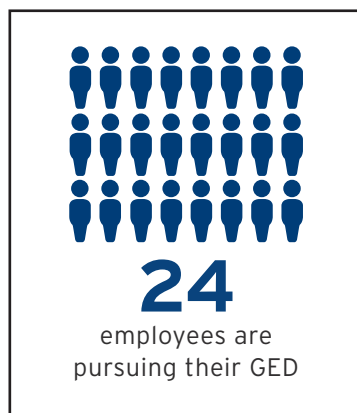
GROWING CAREER DEVELOPMENT PROGRAMS

Serving the Dallas metro area since 1894, Parkland Health & Hospital System is one of the country's largest public hospital systems and serves more than 1 million patient visits annually. To ensure a qualified staff critical to maintaining quality care, Parkland created the Parkland Academy to offer career development opportunities for employees and community members. The Academy operates five expanding programs—Education at Work, high school completion, Patient Care Assistant/ Technician Training (PCAT), Rise to Success, and Tuition Reimbursement—to provide development opportunities and prepare employees for successful health care careers. To ensure success, all Parkland programs are coupled with evidence-based curricula, career coaching, daycare and transportation services, academic counseling, and career planning.

Parkland's high school completion program offers free GED classes and English training to all employees pursuing a high school diploma.

Parkland's Rise to Success program offers support and full tuition assistance to recent high school graduates seeking to start a career in health care. The program fully covers education costs for an associate's degree at the Dallas County Community College District while offering students an opportunity to work part-time. Upon entry, students are trained as Patient Care Technicians (PCT) and given opportunities to advance their education and training to grow at Parkland.

Parkland plans to build upon its successful Rise to Success program by launching the Education at Work program, which will offer on-site training, tuition coverage, and other career advancement opportunities for incumbent workers to train as a PCT.



PARKLAND'S TUITION REIMBURSEMENT PROGRAM

In 2015 Parkland invested more than \$335,000 in the educations of 304 employees through its successful tuition reimbursement program. Since 2009, Parkland has provided \$3.7 million in tuition assistance to 3,200 employees.

BUSINESS IMPACT

With its Rise to Success and Education at Work programs, Parkland has navigated labor shortages by hiring individuals without medical training and providing them with proven on-the-job learning and classroom experiences. Furthermore, Parkland allows workers to continue their education and advancement while still working. Parkland is currently undergoing a return on investment (ROI) study to measure how its workforce training programs are impacting its bottom-line.



NOTE FROM THE CEO

Parkland Health and Hospital System's President and CEO Frederick Cerise believes that Parkland's employees are critical to its success. He says, "At Parkland we are committed to providing an engaging employee experience in order to best meet the needs of our patient, their families, our providers, and the community. By offering programs that equip these workers with the training and education needed to pursue career advancement, we're helping to create the next generation of health providers to care for Dallas County's most vulnerable."

THE FRONTLINE HEALTH CARE WORKER CHAMPION RECOGNITION PROGRAM

CareerSTAT's Frontline Health Care Worker Champion recognition program acknowledges health care organizations investing in their frontline workers by offering skill training and career development opportunities. Organizations are designated as Champions and Emerging Champions. Champions meet all of CareerSTAT's recognition criteria, including making skill and career development accessible, offering programs at a significant scale, measuring program business impact, and building sustainable programs, while Emerging Champions are in an earlier stages of investment and working with CareerSTAT leaderships to strengthen their programs and achieve Champion status.

FRONTLINE SUCCESS

A working mother and successful Rise to Success graduate, Fany Granados used Parkland's education and resource opportunities to become a Patient Care Technician (PCT) and launch her career in health care. While Fany was interested in a job in health care while in high school and dreamed of becoming a nurse, she wasn't able to develop the necessary skills until she started in Parkland's Emergency Department. While working, she studied for and ultimately passed the PCT exam and was able to start her career as a health care clinician. Reflecting on the program, Fany says, "It's the best investment I could have made in my future. The program changed my life . . . and continues to help me fulfill my dream of becoming a nurse."



Parkland offers realistic, on-the-job training to prepare its employees for a range of experiences.

PARKLAND HEALTH & HOSPITAL SYSTEM STATS

- > Number of Employees: 11,000
- > Number of Frontline Workers: 1,500

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



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