

# 2015 FRONTLINE WORKER CHAMPION PROFILE



## WHERE FRONTLINE WORKER INVESTMENT IS MISSION CRITICAL

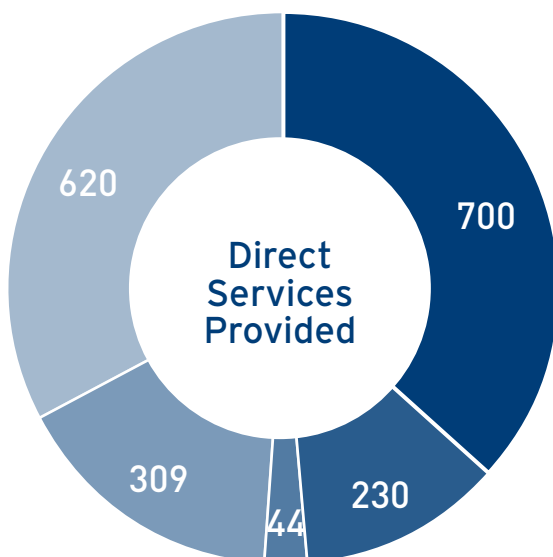
Partners HealthCare is a Boston-based nonprofit health care system founded by Massachusetts General Hospital and Brigham and Women's Hospital. In addition to its two academic medical centers, Partners HealthCare provides a full continuum of care through its member organizations including several community and specialty hospitals, a managed care organization, community health centers and home care. Due to its diverse training programs, Partners HealthCare has been recognized as a 2015 CareerSTAT Frontline Worker Champion.

Providing centralized workforce development services, the Partners HealthCare Workforce Development team complements and supports the investments of Partners HealthCare member institutions by providing opportunities to develop new skills with a focus on college readiness, as well as increased access to higher education for all of its employees.

Offered as a free program for all employees, **Partners HealthCare has trained more than 700 employees in its Online College Preparation Program (OCP)** and works with Quinsigamond Community College to enroll interested OCP graduates into an online three credit Medical Terminology course so that they may continue to build confidence and competence as college students and well-prepared frontline employees.

Through its Advancing Careers through Education (ACE) program, **Partners HealthCare provided training to 182 employees in 657 different skills and provided its employees with almost 500 specialized career-coaching sessions** during the past year.

SINCE 2007, THE PARTNERS HEALTHCARE ACE INITIATIVE PROVIDED DIRECT SERVICES TO MORE THAN 2,000 EMPLOYEES WITH MANY INDIVIDUALS ENROLLING IN MULTIPLE PROGRAMS.



- Online College Preparation Program
- Online Medical Terminology Course
- College for America AA Degree Pilot Program
- Academic and Career Coaching
- Citizenship Preparation Courses

## PARTNERS HEALTHCARE PROGRAM

With its wide range of programs, Partners HealthCare offers multiple training and education services to its employees. Through a recent partnership with College for America (CfA) of Southern New Hampshire University, **Partners HealthCare provides employees with access to low-cost self-paced, competency-based, online AA and BA degree programs.** Forty four (44) employees participated in an initial AA degree pilot program in 2014, and Partners HealthCare has now opened enrollment to CfA AA and BA degree programs to thousands of employees seeking academic and career advancement.

## BUSINESS IMPACT

By training its employees in key skills such as medical terminology, language skills, soft skills, and college readiness, Partners HealthCare is able to respond more effectively and flexibly to its patient's needs. More strategic investment improves patient satisfaction while reducing turnover.



### NOTE FROM THE CEO

President and CEO of Partners HealthCare, David F. Torchiana, MD believes that employee training and investment are critical to the success of Partners HealthCare. He says, "Partners HealthCare's commitment to developing its current and future workforce is grounded in our mission to provide excellent patient care and to improve the health of the communities we serve. Our programs both ensure a well-prepared, diverse workforce and create economic opportunity for our employees through good jobs, excellent benefits and opportunities for advancement."

### FRONTLINE SUCCESS

Emigrating from Jamaica, Judith Crawford came to the U.S. to find a better life for herself and her family. Working as a Certified Nursing Assistant (CNA) at Spaulding Hospital North Shore, Judith learned about Partners HealthCare Workforce Development programs. She enrolled in the Online College Preparation Program (OCP), which provides an online learning experience similar to typical online college courses. After completing the OCP program, Judith was selected to enroll in the College for America (CfA) program, which was made available through a partnership with Southern New Hampshire University (SNHU). Judith worked hard to complete the program in less than one year and successfully graduated with an associate's degree from SNHU. She is currently enrolled in a BA program in Health Care Management with a concentration in Communications, also offered through the partnership between Partners HealthCare and CfA.



*Pictured left to right at Judith's graduation: Kathryn Decelles, Career Coach at Partners HealthCare; Nancy Crotty, RN, Clinical Nurse Leader at Spaulding Hospital North Shore (and Judith's manager); and Judith Crawford, Certified Nursing Assistant at Spaulding Hospital North Shore, Partners HealthCare.*

### PARTNERS HEALTHCARE STATS

> Number of Employees: 67,000

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



TEL 617.728.4446 FAX 617.728.4857 info@jff.org  
C/O Jobs for the Future  
88 Broad Street, 8th Floor, Boston, MA 02110 (HQ)

[WWW.NFWSOLUTIONS.ORG](http://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 (HQ)  
122 C Street, NW, Suite 650, Washington, DC 20001  
505 14th Street, Suite 900, Oakland, CA 94612

[WWW.JFF.ORG](http://WWW.JFF.ORG)