

2015 FRONTLINE WORKER CHAMPION PROFILE



SUPPORT IN EVERY STEP OF THE CAREER LADDER

Serving the Philadelphia area, Penn Medicine is comprised of four hospitals, multiple clinical care providers, the nation's first school of medicine, the Perelman School of Medicine, and its first hospital, Pennsylvania Hospital. As a result of its multifaceted training approach utilizing on-site training, tuition assistance, and accelerated apprenticeship programs to develop its frontline workforce, Penn Medicine has been recognized as a 2015 CareerSTAT Frontline Worker Champion.

Using its Patient Service Excellence Academy, **Penn Medicine has placed over 60 participants into apprenticeships** for five-weeks of immersive on-the-job training.

Through its Center for Innovation and Learning and its partnerships with local colleges and universities, **Penn Medicine offers 300 development sessions** that approximately **150 employees participate in each day**. The development sessions strive to enhance job performance and create a pipeline for future staffing demand.

Over 17% of employees benefit from Penn Medicine's tuition assistance and each year **Penn Medicine invests over \$10 million on onsite and offsite training** programs for its employees.

IN 2014, PENN MEDICINE TRAINED AND EDUCATED HUNDREDS OF EMPLOYEES

17%

17% of employees utilized tuition reimbursement benefits.

60+

More than **60** employees enrolled in the Patient Excellence Academy.

27

27 students participated in the Penn Medicine High School Pipeline.

54

54 workers were trained in coding, Comp TIA A+ certification, or onsite degree programs.

PENN MEDICINE PROGRAM

Penn Medicine is working with multiple groups and addressing key organizational needs by utilizing its youth pipeline program to expose high school students to health care careers, its apprenticeship programs designed to employ workers in hard to fill positions, and its tuition assistance and professional development programs to advance its incumbent workforce.

BUSINESS IMPACT

Penn Medicine's staff investment has resulted in higher quality care as increasing numbers of staff members are more widely trained, more knowledgeable, and more responsive to patients' specific needs. Training has allowed staff members to gain the knowledge and skills that help them advance while also raising patient and staff satisfaction across the entire health system.



NOTE FROM THE CEO



CEO Ralph W. Muller is committed to putting learning and development at the top of Penn Medicine's priorities. He says that, "Penn Medicine is committed to the professional and education development of our staff and putting learning at the forefront is a major part of who we are as an organization." Muller believes that it's Penn Medicine's mission to provide high-quality care to its patients while also providing the tools employees need to learn new skills, earn professional certifications, and complete life-changing degrees.

FRONTLINE SUCCESS

Ever since watching his grandmother receive exemplary care as a child, Keith Pearson knew that he wanted to become a nurse. Twelve years ago, he took his first step on the path and received his clinical nursing assistant (CNA) certification. As a CNA, Keith learned about Penn Medicine's training programs and began taking nursing courses through Penn Medicine Academy. Utilizing the tuition assistance program, Keith took prerequisite courses onsite through the Community College of Philadelphia. After fulfilling his requirements, he applied for Nursing School at LaSalle University. Keith worked diligently throughout the program and recently graduated with a B.S. in Nursing; he is now a proud employee in the Inpatient Psych Unit at Pennsylvania Hospital. Having fulfilled his dream of becoming a nurse, Keith credits Penn Medicine's ongoing support in helping him pursue and achieve his goals.



Keith Pearson, pictured, graduated with a B.S. in Nursing crediting Penn Medicine's support in helping him attain his goals. He currently works in the Inpatient Psych Unit at Pennsylvania Hospital.

PENN MEDICINE STATS

> Number of Employees: 15,000

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