

2015 FRONTLINE WORKER CHAMPION PROFILE



COME FOR A JOB, STAY FOR A CAREER

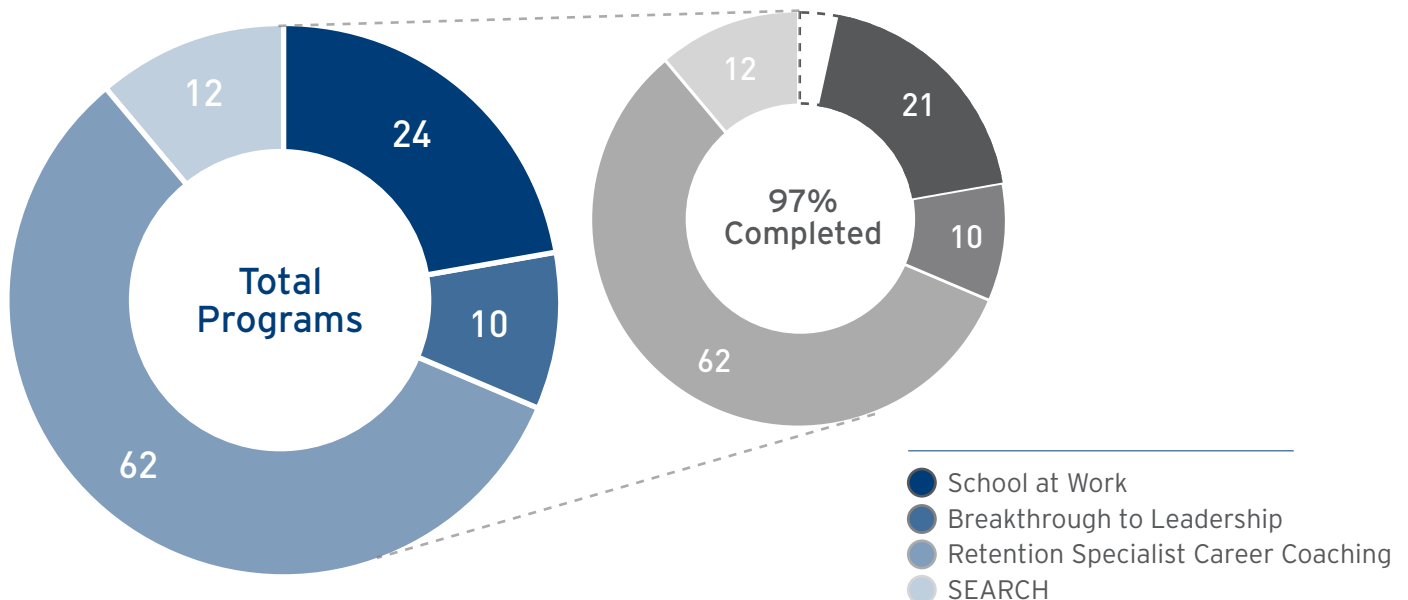
A leader in Iowa's health care market, UnityPoint Health has created a culture of advancement and development while providing quality care to their patients for more than 100 years. Due to their on-site and employee-centered training and mentoring, their diverse training programs, and their success in growing their workforce's wages, UnityPoint Health in Des Moines, Iowa is a 2015 Frontline Health Care Worker Champion.

UnityPoint Health's training programs had a **97% completion rate** in 2013 and training **participation has doubled every year** since 2010.

Working with the National Fund collaborative, Central Iowa Works, UnityPoint provides training for key industry certificates through its Workforce Training Academy, managerial development through its Breakthrough to Leadership program, and career coaching through its in-house Retention Specialist. By offering employees a diverse range of training programs and learning opportunities, UnityPoint is focused on flexibly addressing the training needs and skills development of each employee.

71% of individuals who completed UnityPoint's Breakthrough to Leadership program or worked with the Retention Specialist **received a promotion or wage increase.**

IN 2013, UNITYPOINT HEALTH TRAINED 108 WORKERS



UNITYPOINT HEALTH PROGRAM

Making sure that their employees “Come for a job, [but] stay for a career” UnityPoint Health offers a menu of career development options such as tuition assistance, career coaching, free transportation, flexible scheduling, and on-site training to best develop its workers.

BUSINESS IMPACT

With a lower turnover rate and a high level of employee engagement and satisfaction, UnityPoint Health recorded a \$97,500 savings in 2014.

A TURNOVER REDUCTION

20.8% ▼
19.5%



A SAVINGS OF
\$97,500

NOTE FROM THE CEO



President and CEO Eric Crowell believes UnityPoint Health's employees are one of the company's top priorities. He fundamentally believes in UnityPoint Health's statement, “Come for a job, stay for a career,” and as he says, “Our commitment to them impacts everything we do, from patient satisfaction to financial outcomes. Our focused efforts on training, coaching and educating our frontline workers have removed career barriers and have provided opportunities for growth, both personally and professionally.”

FRONTLINE SUCCESS

In 2012, Wendy Fausett started working for UnityPoint Health as a frontline employee working in housekeeping. Although Wendy wanted to advance herself at UnityPoint Health, she thought that her criminal background and a lack of formal higher education would prevent her from advancement. However, by working with UnityPoint's Retention Specialist, Wendy realized that possessing the right skills was the most important factor in advancement and that her background would not stop her from securing a promotion. Enrolled in UnityPoint's School at Work program, Wendy started developing managerial, interview, and professional skills, which allowed her to successfully apply for and secure a promotion as a housekeeping supervisor. Wendy's training led to both career advancement and a wage increase of more than \$5.00 per hour.



Wendy Fausett, pictured on the right with two of her employees, started in the housekeeping department four years ago. Without formal education and having a criminal background, Wendy felt her options for advancement were out of reach. After signing up for the School at Work program, Wendy received valuable coaching and training and is now an environmental service supervisor.

UNITYPOINT HEALTH STATS

- > 5,500 Employees
- > 1,150 Frontline Workers

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



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