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Spring 2014

A national collaboration of hospital and health care leaders promoting investment in the skill and career development of frontline workers

A Message from CareerSTAT Director Jan Hunter



Jan Hunter

Dear Colleague:

It has been an exciting time for [CareerSTAT](#) as we continue to witness the evolution of health care with the implementation of the Affordable Care Act. Our partner organizations are sharing compelling stories of organizational transformation and the career advancement of their frontline workers.

Recently, CareerSTAT has:

- Published new research, [Implementing the Patient Protection and Affordable Care Act](#), to help health care leaders, policymakers, and practitioners gain a greater understanding of the workforce implications of the ACA, particularly for

the frontline workforce

- Recognized nine organizations as [CareerSTAT's 2014 Frontline Healthcare Worker Champions](#)—each of which has made significant investment in the skill and career development of their frontline workforce
- Held our first CareerSTAT Partner Affinity Call, which brought together more than two dozen health care partners to share insight into supporting investment in the frontline health care workforce. Another call is scheduled for June 26th. Read below to learn more.

In this newsletter, you will learn why health care leaders feel such investment in frontline workers is a strategic imperative in meeting the goals of the Affordable Care Act. You will also learn about those workers—amazing individuals who have worked to advance their careers in health care.

I look forward to meeting you at the [National Fund for Workforce Solutions Fourth Annual Meeting](#) happening from June 17 to June 19 2014 at the Palmer House Hilton in Chicago. In addition to hosting a range of timely breakout sessions on issues facing health care employers today, we will honor this year's CareerSTAT Frontline Healthcare Worker Champions. Three of these organizations, LifeBridge Health, Norton Healthcare, and TriHealth, Inc., will participate in a panel discussion to share their insight into workforce practices for the frontline workforce and the lessons learned from their efforts.

Key to growing the CareerSTAT network is partnering with health care employers both large and small across the country who are committed to advancing this important work. I invite you to join CareerSTAT's growing list of employer partners. Join us as we work together to increase hospital and health care organization investment in the skill and career development of our nation's frontline health care workforce. Please click [here](#) for more information.

Best wishes,

Jan Hunter

2014 Frontline Healthcare Worker Champions

Hospitals and health care organizations lauded for workforce investment

Nine hospitals and health care organizations in the United States are this year's [CareerSTAT Frontline Healthcare Worker Champions](#), the highest award from CareerSTAT, which recognizes national leaders in health care who invest in the skill and career development of their employees. CareerSTAT's Frontline Healthcare Worker Champions initiative recognizes employers who have created a culture of sustained investment in creating opportunities for frontline workers from which to grow their careers. Over time, these employers have seen positive impacts from investment, from decreased recruitment and retention costs to lower vacancy rates, a skilled talent pipeline, and increased patient satisfaction and quality.

This year's recipients offer an array of programs to frontline employees including coaching or employee mentoring, tutoring, release time for training at work, payment of tuition benefits, and credit-bearing academic courses that lead to certificates or degrees.

The 2014 CareerSTAT Frontline Healthcare Worker Champions are:

- [Beth Israel Deaconess Medical Center, Boston, MA](#)
- [Brigham and Women's Hospital, Boston, MA](#)
- [Holy Angels Residential Facility, Shreveport, LA](#)
- [The Johns Hopkins Hospital and Health System, Baltimore, MD](#)
- [LifeBridge Health, Baltimore, MD](#)
- [MedStar Good Samaritan Hospital, Baltimore, MD](#)
- [Norton Healthcare, Louisville, KY](#)
- [TriHealth, Inc., Cincinnati, OH](#)
- [University Hospitals, Cleveland, OH](#)

"We congratulate this year's CareerSTAT Frontline Healthcare Worker Champions. Through this recognition program, we hope to increase the number of health care employers that invest in the skill and career development of their workforce," said Jan Hunter, CareerSTAT director. "These Frontline Healthcare Worker Champions were chosen because they understand the business impact of investing in health care workers. They have also shown that their investments have led to measurable improvement in employee engagement, reduction in turnover, and employee advancement through career pathways."

Who is the Frontline Health Care Worker?



Pictured left to right are Dominic Taabazuong of Beth Israel Deaconess Medical Center, Stephanie of TriHealth Inc., and Kaylee Bui of Norton Healthcare. These are just some of the individuals profiled as part of this year's CareerSTAT Frontline Healthcare Worker Champions recognition program.

Learn about this year's frontline workers employed at the nine organizations named as the 2014 CareerSTAT Frontline Healthcare Worker Champions. Each has a desire to succeed and has received assistance from his or her employer, which has enabled them to obtain the skills and credentials necessary for career advancement.

- Dominic Taabazuong: [Beth Israel Deaconess Medical Center, Boston, MA](#)
- Kristina Lefteri: [Brigham and Women's Hospital, Boston, MA](#)
- Queen Douglas: [Holy Angels Residential Facility, Shreveport, LA](#)
- Eric Hill: [The Johns Hopkins Hospital and Health System, Baltimore, MD](#)
- Pamela McCormick: [LifeBridge Health, Baltimore, MD](#)
- Jerome Price: [MedStar Good Samaritan Hospital, Baltimore, MD](#)
- Kaylee Bui: [Norton Healthcare, Louisville, KY](#)
- Stephanie: [TriHealth, Inc., Cincinnati, OH](#)
- Roxana Shelton: [University Hospitals, Cleveland, OH](#)

'Helping Individuals Reach Their Dreams'

What is the impetus for health care leaders to decide to substantially invest in the career development of their frontline workforce? Several of these health care leaders, representing this year's [CareerSTAT Frontline Healthcare Worker Champions](#), offered their perspectives on the value proposition of these investments for their health care organizations:

"We are pleased to be able to offer impactful programs that support our frontline health care workers. This is critical work that changes lives."

-Kevin Tabb MD, President and CEO, Beth Israel Deaconess Medical Center, Boston, Massachusetts

"Simply put, the employees of the Brigham and Women's Health Care family are our most precious resource. We will continue to invest in the needs and careers of the terrific talent we hire, train, and are committed to retaining."

-Mairead Hickey, PhD, RN, Executive Vice President and Chief Operating Officer, Brigham and Women's Hospital, Boston, Massachusetts

"Over the years it has become painfully clear that many of the workers upon whose dedication, compassion, and professionalism we so greatly rely also need assistance maximizing their own human potential. Further, we believe that by helping these workers to learn while they earn, we gain a more loyal long-term workforce that is increasingly able to support improvements to the continuum of care we are known for."

-Laurie Boswell, CEO, Holy Angels Residential Facility, Shreveport, Louisiana

"Since its inception, Project REACH has carried out JHHS's commitment and philosophy to grow our own employees. This program brings to life the conviction of JHHS leadership that hardworking employees should be the first in line when promotional opportunities arise."

-Ronald R. Peterson, President, Johns Hopkins Hospital and Health System, Baltimore, Maryland

"Each program is supported by impressive success stories that indicate we are making a difference and helping individuals to reach their dreams."

-Neil M. Meltzer, President and CEO, LifeBridge Health, Baltimore, Maryland

"It is clear that the role of coach is very important to 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 ever 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, Baltimore, Maryland

"Our employees are by far our biggest assets. I want our valued employees to have the same opportunity and support I did in growing their Norton Healthcare career."

-Stephen A. Williams, CEO, Norton Healthcare, Louisville, Kentucky

"At TriHealth, much of our success depends on our ability to attract, retain, and develop the talent we need to provide quality care. As an organization, we realize the importance of developing the skills of our employees. In fact, it is a major strategic initiative of ours."

-John Prout, President and CEO, TriHealth, Inc., Cincinnati, Ohio

"We make workforce development a high priority because providing hope and help to our UH communities is an important part of our future. Just as importantly, we emphatically believe there is a strong business case for cultivating talent. We believe a solution to the growing shortage of health care professionals is to help low-skill workers quality for better livelihoods and pursue their career aspirations as frontline care providers."

-Thomas F. Zenty III, CEO, University Hospitals, Cleveland, Ohio

Deborah Rowe Named to Executive Committee



Deborah Rowe

Deborah (Debbie) Rowe, Vice President of Genesis HealthCare in Towson, Maryland is the newest member of the CareerSTAT Executive Committee, which is comprised of health care leaders who are experts in the field of frontline workforce investment in health care. The Executive Committee promotes greater investment by health care employers in the skill and career development of the frontline workforce.

Ms. Rowe brings experience as a registered nurse for nearly 30 years, the second Vice Chair on the Executive Board of the Baltimore Alliance for Careers in Healthcare, a member of the Regional and National Advisory Board of Nurse.com, the immediate past president of the National Association for Health Care Recruitment, and a member of the Executive Committee of CareerSTAT.

Of the opportunity to join the CareerSTAT Executive Committee, she says, "I understand how important it is that we invest in skill development and career advancement for our frontline workers. Most important, we need to share our successes and outcomes with other health care organizations, and CareerSTAT can help. CareerSTAT's mission complements Genesis HealthCare's core belief that our employees are the vital links between Genesis HealthCare and our patients and residents. They are the service we provide, the product we deliver—they are our most valuable resource."

More Health Care Employers Join CareerSTAT

CareerSTAT is pleased to welcome more than a dozen new health care organizations to its growing roster of employer partners. These organizations, listed below, support and are committed to advancing the CareerSTAT goal of making the business case to generate substantive health care industry investment in the frontline workforce.

- [Banner Health](#), Phoenix, AZ
- [Bon Secours Baltimore Health System](#), MD
- [Career Ladders Project](#), Oakland, CA
- [Cottage Health System](#), Santa Barbara, CA
- [Genesis HealthCare](#), Towson, MD
- [Grady Health](#), Atlanta, GA
- [Hospital Council of Northern & Central California](#), Fresno, CA
- [Intermountain Healthcare](#), Salt Lake City, UT
- [LifeBridge Health](#), Baltimore, MD
- [PeaceHealth Medical Group](#), Vancouver, WA
- [Stanford Hospitals and Clinics](#), Stanford, CA
- [Sutter Health-Sacramento Region](#), CA
- [The City University of New York](#), New York
- [TriHealth, Inc.](#), Cincinnati, OH

- [UCSF Center for the Health Professions](#), San Francisco, CA
- [University Hospitals Case Medical Center](#), Cleveland, OH

[Learn more about becoming a CareerSTAT Partner.](#)

News to Use

CareerSTAT has recently been featured in:

The Huffington Post (BLOG), June 9 2014

[How to Become a Health Care Employer of Choice by Investing in Your Workforce](#)

CareerSTAT to Hold Affinity Call for Health Care Employer Partners Thursday, June 26, 2014 12:00 P.M. EST

CareerSTAT partners are invited to take part in an upcoming affinity call. The call will be held on June 26 and will cover the topic, *The Changing Landscape: New Skills Need for Frontline & Nonclinical Health Care Workers*. Featured will be **Julian Alssid**, chief workforce strategist at College for America, who will share findings from his [new research describing the competencies required for the frontline workforce](#), and **Mary Jane Ryan**, workforce development manager for Partners HealthCare, who will discuss how their organization is addressing changing competencies required of the frontline workforce.

[Click here to join the call on June 26, 2014.](#) For more information, contact Jan Hunter at: jhunter@jff.org.



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